

Suggestions, Concerns and Complaints

All suggestions, concerns and complaints are treated with respect. If you have any suggestions, concerns or complaints, please contact the Practice Manager or the CEO during business hours.

If not resolved, please contact:

Health and Community

Services Complaints

Commissioner

Toll Free phone: 1800 232 007

Website: www.hcsc.sa.gov.au

Privacy and Confidentiality

Clients files are securely stored. Your personal information is kept private and confidential. Informed consent from you is sought for sharing information to ensure your ongoing care and treatment.

See PLAHS Privacy Policy on our website.



PORT LINCOLN ABORIGINAL HEALTH SERVICE INC

19A Oxford Terrace
PO Box 1583
Port Lincoln South Australia 5606

Phone: 08 8683 0162

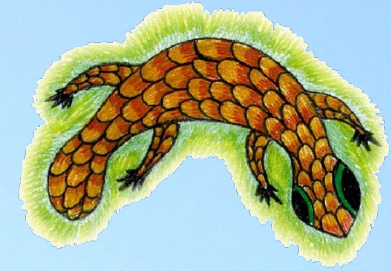
Fax: 08 86830126

E-mail: reception@plahs.org.au

Website: www.plahs.org.au



<https://www.facebook.com/plahs.org.au>



PORT LINCOLN ABORIGINAL HEALTH SERVICE INC

'Helping our people to continually improve their health status'

Business Hours:

8.30 am— 5.00 pm
Monday to Friday

Clinic Open:

9.30 am— 12.00 pm
2.00 pm— 4.00 pm

PLAHS IS A NON-SMOKING WORKPLACE



October 2022

Services available at PLAHS

The Primary Health Care Team provides the following services:

- General Practice (GP) services
- Allied Health appointments
- Hospital Liaison

Public Health Team

- Healthy Lifestyle
- Case Management
- AOD Substance Misuse
- Hospital Liaison
- Counselling
- Health Promotion
- NDIS
- Integrated Team Care
- Aged Care

Child Parental Health provides the following services:

- Well Woman's Clinic
- ASQ Developmental checks
- Healthy Ears Program
- Immunisation
- AMIC
- Sexual Health & BBV Programs

Unique Learning Centre

- Education and Training Support for staff and community
- Workforce Planning and Development
- Human Resources

Appointments

Please contact Reception to make an appointment. Let Reception know whether it is urgent or if you need a longer consultation.

Communication with PLAHS

Please contact PLAHS by phone during our business hours to make an appointment, speak with a staff member or leave a message. Your call will be returned the same day. Sending emails to PLAHS is not encouraged although emails are checked daily by Reception staff. See also PLAHS Facebook for current information.

Transport

If you require transport services to get to your PLAHS appointments, please contact Reception to arrange a pick-up.

If you do not require your booked transport on the day, please call Reception to cancel.

Transport will be limited on days of extreme heat (where temperatures are 38 degrees or greater) and catastrophic fire danger days.

Advice & Information

If you would like advice or information, please contact the Clinic during operating hours and leave a message for one of our Doctors, Nurses or Aboriginal Health Workers to return your call.

For afterhours medical helpline and advice please call [Health Direct 1800 022 222](tel:1800022222) which is available 24 hours a day 7 days per week

Test Results

If you have had a test and would like to know the results, you will need to contact Reception and ask to speak with Clinical staff and leave a message for your call to be returned. If test results are urgent and need to be addressed right away, Clinical staff will contact you.

Recall System

PLAHS is a Primary Health Care Service. We offer preventative services and may issue reminder notices regarding care. Please ensure your contact details are updated when you arrive at the clinic.

Payment

Please bring your current Medicare Card and/or Centrelink Health Care Card. All services are bulk billed.

Community Consultation

We encourage community consultation so please speak to our staff about issues, concerns and suggestions so that they may be addressed appropriately.

Bullying / Harassment / Abuse Inappropriate behaviour is not tolerated in the organisation and will be dealt with according to policies and procedures.

GPs available

Dr Alex van Rooijen
Also occasionally:
Dr Lauren Christian
Dr Christine Lucas

FOR AFTER HOURS PLEASE CONTACT:

Port Lincoln Hospital 08 8683 2200

Oxford Terrace Port Lincoln SA 5606

**IN CASE OF AN
EMERGENCY CALL '000'**