

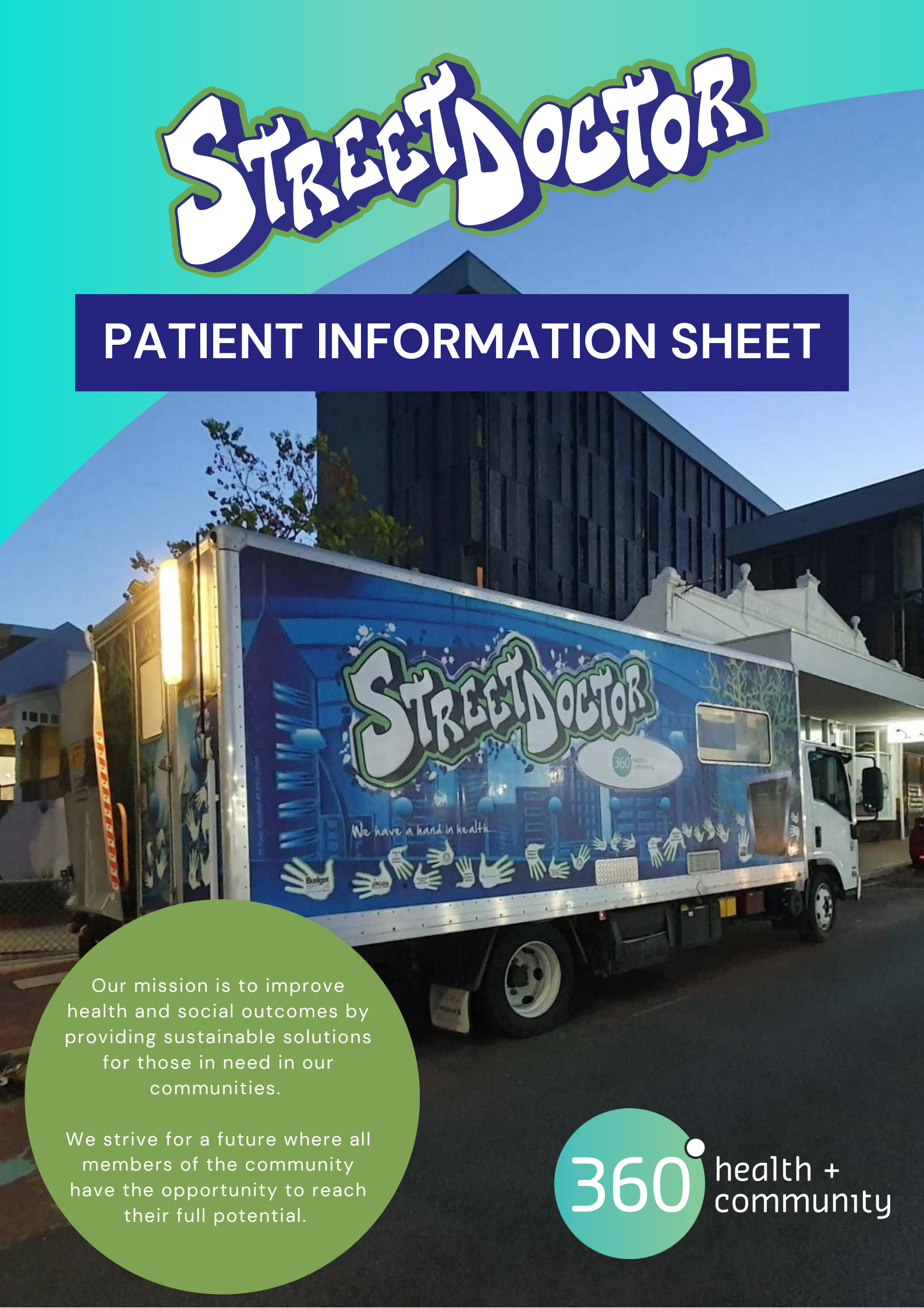
# STREET DOCTOR

## PATIENT INFORMATION SHEET

Our mission is to improve health and social outcomes by providing sustainable solutions for those in need in our communities.

We strive for a future where all members of the community have the opportunity to reach their full potential.

360° health + community



## WHAT IS STREET DOCTOR?

The Street Doctor service is an accredited, mobile, easily accessible, confidential, non-judgemental and non-discriminatory bulk-billing healthcare service that has been operating since 2001.

Street Doctor's focus is to improve health outcomes and reduce hospitalisation for disadvantaged people of all ages. All services that are available at a traditional general practice are provided by our team of Street Doctors that consists of general practitioners, specialist doctors, registered nurses and outreach workers.

**Street Doctor is a fully bulk-billed practice. Please bring your Medicare and concession cards if available.**

## APPOINTMENTS

Street Doctor operates as a walk-in clinic, where no appointment is necessary. Staff will take your name and triage your appointment into a waiting list. Our standard appointments are 15 minutes, but please allow for up to 1 hour for initial appointments or if you have an extensive health history to discuss.

## CONTACTING THE GP

Support staff will take telephone calls and give messages to the clinical staff, who will return your call, where required. Our support staff include a clinical manager who is often able to manage queries on behalf of the GP or otherwise liaise with the relevant clinician. If you have an urgent query please ensure you advise our staff member taking the call.

## HOME VISITS & OUT OF HOURS SERVICES

If you are a regular patient and you are too ill or incapacitated to travel to the clinic, your GP may be able to visit you at your home, if it is safe and reasonable to do so.

This is at the discretion of the practice and must comply with the organisation's Community Based Service Policy.

Please call the practice on 9376 9200 to discuss a home visit. If it is not safe and reasonable to provide a home visit, bulk billed visits are provided through National Home Doctor Service (13 SICK) from 6pm weeknights, 12 noon on Saturdays and all-day Sundays and Public holidays. Please call 13 74 25 to arrange a home visit through this locum service. Alternatively, if it is an emergency, please call 000 for urgent assistance.

Alternative health services in your area can be found on the healthdirect website at [www.healthdirect.gov.au](http://www.healthdirect.gov.au) or by calling 1800 022 222. This includes other bulk billing practices.

## MEDICAL RECORDS, RESULTS, RECALLS & REMINDER SYSTEMS

Your medical record is a confidential document. It is the policy of our practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

Our Street Doctor services uses a computer based medical system. When you attend the clinic you are given the option to sign a patient consent form which authorises us to forward and receive information regarding your healthcare to and from your nominated service providers where required.

## FOLLOW-UP TEST RESULTS

All results are checked and followed up daily. If your test result has been returned abnormal, you will be contacted by our clinic staff to return to the clinic for a further appointment with the GP.

**Please note:** Results will not be given out over the phone. If the doctor has requested tests to be completed, please be aware of the requirement to return to the clinic to collect results.

## REMINDER SYSTEM

Our practice is committed to preventative healthcare. Patients will be entered into required national or state recall systems as well as an internal recall and reminder system for preventative health purposes. If you do not wish to be included, please advise the nurse at the time of your visit.

## STREET DOCTOR SERVICES

Street Doctor offers a range of services to meet the health needs of our clients. Services include:

- General health checks
- Skin, wound & respiratory infections
- Immunisations
- Men's, women's and children's health
- STI testing
- Pregnancy testing
- Harm minimisation of risky behaviours
- Chronic disease management
- Mental health care plans
- Social support referrals
- Drug & alcohol support
- Specialist clinics & allied health

## OUR DOCTORS

- Dr. Caleb Chow
- Dr Aparna Hedge
- Dr Cathy Civil
- Dr David Hoffman
- Dr Himadri Ellepola
- Dr Anji Sam
- Dr James Edis
- Dr Raji Krishnan
- Dr Sally Simpson
- Dr Priya Krishnan
- Dr Min Zhu

## OUR NURSES & OUTREACH STAFF

- Andrew
- Angela
- Ashlee
- Bek
- Ian
- Joshua
- Kathy
- Kim
- Kit
- Laurence
- Linda
- Natasha
- Rosanna
- Roy
- Sara
- Stacey

## ELECTRONIC COMMUNICATIONS

Emails and faxes are checked regularly throughout each working day. Street Doctor receives electronic referrals and results through a secure service called Healthlink, and faxes through eFax, enabling all incoming faxes to be recorded and actioned by our clinical staff.

This practice also accesses My Health Record. Should you not wish to have your records uploaded, please discuss with our clinical staff.

## STREET DOCTOR CLINIC LOCATIONS

DAY	TIME	LOCATION
<b>Monday</b>	9am–3pm (every second Monday) 9am–12pm (every other Monday)	<b>Passages Youth Resource Hub</b> 143 Edward St, Perth
<b>Tuesday</b>	9am–12:30pm	<b>Karnany Resource Centre</b> 25 Spring Park Rd, Midland
	9am–1pm	<b>Champion Centre</b> 76 Champion Dr, Seville Grove
	5pm–8pm	<b>Moore Street West</b> Perth
<b>Wednesday</b>	9am–1pm	<b>Swan Districts Football Club</b> Old Perth Rd, Bassendean
<b>Thursday</b>	5pm–8pm	<b>Moore Street West</b> Perth
<b>Friday</b>	9am–3:30pm	<b>Swan Districts Football Club</b> Old Perth Rd, Bassendean
<b>Saturday</b>	8am–11am	<b>Tranby Centre</b> 5/5 Aberdeen St, East Perth

## FEEDBACK AND YOUR RIGHTS

We pride ourselves on providing a quality service. If you wish to provide feedback, have any suggestions or if you are unhappy with our service, please talk to a member of the team. Alternately write to us at [info@360.org.au](mailto:info@360.org.au). If you wish to take the matter further, you may prefer to contact:

**Medical Board of  
WA**  
216 St Georges Tce  
Perth WA 6000  
Tel: 08 9481 1011

**The Office of Health Review**  
GPO Box B61  
Perth WA 6001  
Tel: 08 9426 0100  
Regional freecall number: 1800 813 583

**FOR FURTHER INFORMATION ABOUT STREET DOCTOR,  
PLEASE VISIT [WWW.360.ORG.AU](http://WWW.360.ORG.AU)**