



Deniliquin Clinic

Patient information sheet

At Deniliquin Clinic, we are dedicated to enhancing the health and wellbeing of our community by delivering high-quality, patient-centred care. Our experienced team is committed to treating all patients with dignity and respect, providing comprehensive healthcare to Deniliquin and the surrounding areas.

Contact Details and Practice Hours

Address: 409 George Street, Deniliquin, NSW 2710

Phone: (03) 5881 1464

Fax: (03) 5881 2464

Email: reception@deniclinic.com.au

Website: www.deniliquinclinic.com

Practice Hours:

- **Monday to Friday:** 9:00am – 5:00pm
- **Saturday, Sunday, Public Holidays:** Closed

After-Hours Care

Health Access: 1800 272 767 (for Griffith shire, Leeton Shire, Finley, Berrigan, Deniliquin areas)

Health Direct: 1300 022 222

Deniliquin Hospital Emergency Department: 411 Charlotte Street, Deniliquin.

Emergencies: Dial **000** for immediate assistance.

Appointments and Continuity of Care

Consultations are by appointment only and can be scheduled by calling reception.

- **Standard Consultations:** 15 minutes
- **Longer Consultations:** Recommended for situations such as antenatal visits, pap smears, health assessments, and care plans. Our reception staff can help you determine if you need a long appointment.

Urgent Appointments: Sick children, elderly patients, and emergencies are prioritised. Please inform reception if your situation is urgent.

Continuity of Care: Your care improves when you have a good relationship with your doctor. We encourage patients to see their regular doctor to ensure continuity of care. If your doctor is unavailable, our system of recording notes ensures your seamless care.

Services Offered

We provide a wide range of healthcare services, including:

- General consultations and chronic disease management
- Immunisations, including childhood vaccinations
- Minor procedures and wound care
- Antenatal and postnatal care
- Family planning and women's health
- Nursing home and home visits
- Aboriginal health outreach services at Telkuna Clinic

For a complete list of our services, please visit our website or speak to our team.

Fees and Billing Arrangements

Denilquin Clinic is a private billing practice.

- **Billing Policies:** A full fee is payable on the day of your appointment.
- **Concession:** Some fees reduced for eligible healthcare card holders, pensioners, and Commonwealth Seniors Card holders.
- **Bulk Billing:** Available for children under 16 years of age. Other bulk billing is at the discretion of the doctor.
- **Additional Fees:** Fees for consumables such as dressings, fibreglass casts etc may apply. These are non-rebatable and billed separate to Medicare.

If you have concerns about fees, please discuss them with your doctor or reception staff.

Reminders

We will send an SMS reminder the day before your appointment to compliment appointment cards and your personal diary notes. We are not responsible for undelivered or delayed messages, so please ensure we have your correct mobile number.

We are committed to preventative health. You may receive SMS reminders for vaccinations, screenings, and other health services.

If you prefer not to receive appointment or preventative health reminders via SMS please inform reception.

Test Results

Test results are discussed during a follow-up appointment with your doctor to ensure appropriate care. In some cases, results may be communicated via SMS. Please discuss with your doctor how she/he intends to make contact.

If you do not hear from the clinic, do not assume results are normal. Contact us for follow-up.

Your results will only be shared with another person if you provide explicit permission.

Communication and Accessibility

Telehealth: Telephone and video consultations are available for certain circumstances. Contact reception to discuss options.

Interpreter Services: Free interpreters are available through the Translating and Interpreting Service (TIS). For those with hearing or speech impairments, the National Relay Service is accessible.

Privacy and Information Management

Your medical record is a confidential document. Deniliquin Clinic always maintains the security of your personal health information.

A copy of our privacy policy is available on our website or upon request.

Feedback, Complaints, and Suggestions

We take all suggestions seriously and will respond verbally or in writing depending on each circumstance.

Feel free to talk to your doctor or a receptionist if you have a suggestion or complaint.

For verbal feedback: Speak with reception staff, your doctor, or the Practice Manager.

For written feedback: See our Client Experience form on our website (this can be completed anonymously), or email us at practicemanager@denclinic.com.au.

External Complaints: Contact the Health Care Complaints Commission on **1800 043 159** or visit www.hccc.nsw.gov.au.

Policies and Guidelines

- **Cancellations:** Please notify us at least 24 hours in advance if you need to cancel your appointment.
- **No-Smoking Policy:** Smoking, vaping, and tobacco use are prohibited on clinic grounds.
- **Occupational Violence and Harassment:** Aggressive or threatening behaviour will not be tolerated and may result in termination of services.

If you have any questions or need further assistance, please do not hesitate to contact us. Thank you for choosing Deniliquin Clinic for your healthcare needs.