

Fees and Billing:

Our services are free if you are registered with Medicare. Some charges may apply for aids such as glasses, hearing aids or special medications. We will discuss this with you at the time.

Your Medical Record is Confidential

We regard all medical records as confidential documents. It is our policy to maintain security of personal health information at all times and to ensure that this information is only available to authorised persons. You have the right to access your personal health information.

Your rights

We take your concerns, suggestions and complaints seriously. Please talk to any one of our health team, Alice Springs staff or NHS Directors if you have concerns.

If the problem cannot be worked out this way, you may contact:

WA Health and Disability Services Complaints Office

1800 813 583 or (08) 6551 7600
Fax (08) 6551 7630
GPO Box B61, Perth WA 6338

NGAANYATJARRA COMMUNITIES



Administration Office:
3 / 58 Head Street
PO Box 644
Alice Springs
NT 0870

Phone: (08) 8955 4700

Fax: (08) 8953 4581

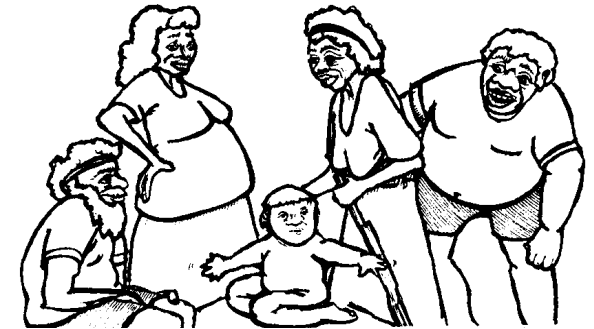
Email: reception@nghealth.org.au

**Ngaanyatjarra Health Service
facilities are smoke free**



**We support smoke free
environments**

NGAANYATJARRA
HEALTH SERVICE



NHS is an Aboriginal Community-controlled health service providing care to Indigenous people living on the Ngaanyatjarra Lands in Western Australia.

We are governed by an Indigenous Board of Directors, and are AGPAL accredited.

Clinic Hours

Monday, Tuesday, Thursday, Friday open 9.00am to 12 noon and 2.00pm to 5.00pm (last walk in 4.30pm).

Wednesday open 9.00am to 12.00 noon. Closed Wednesday afternoons and on weekends and public holidays.

Appointments are not necessary at Ngaanyatjarra Clinics.

Patients will be seen in order of arrival unless there is an emergency. Home visits can be provided if needed.

Clinics have an on call system for **after hours emergency care** and in communities where nurses are not resident, the Community Support Manager will be available to liaise with health staff.

The Royal Flying Doctor Service provides retrieval services from all communities.

Reminders and Screening

We will make every effort to advise you when preventive health services or screening programs to help you manage your health will be available.

We encourage you to contact your clinic to follow up your tests. If you can't get to your own clinic, you can visit any of our clinics, or phone your clinic for assistance.

Our Clinics

Cosmo Newberry	08 9037 5949
	A/H Emergency 08 9031 3895
Irrunytju (Wingellina)	08 8956 7515
	A/H Emergency 0428 399 234
Kiwirrkurra	08 8956 8618
	A/H Emergency 08 8956 8816
Mantamaru (Jameson)	08 8954 6111
	A/H Emergency 0428 489 298
Mirlirtjarra (Warburton)	08 8956 7685
	A/H Emergency 0418 940 951
Papulankutja (Blackstone)	08 8956 7675
	A/H Emergency 0428 502 369
Wanarn	08 8956 7304
	A/H Emergency 0428 469 503
Warakurna	08 8956 7323
	A/H Emergency 0428 989 019

Outreach clinics:

Karilywara (Patjarr)	08 8956 7912
	A/H Emergency (Warburton) 0418 940 951
Tjirrkarli	08 8956 7683
	A/H Emergency (Warburton) 0418 940 951
Tjukurla	08 8955 8048
	A/H Emergency (Warakurna) 0428 989 019

Administration Office 08 8955 4700

The Alice Springs office provides administration support for our remote based operations, including assistance with pharmacy, medical supplies and equipment, and mail and freight management.

Our services include

- Acute care
- Preventative Health Care
- Chronic Conditions program
- Sexual Health
- Maternal and Women's Health
- Men's Health
- Child Health
- Home and Community Care (HACC)
- Patient Travel Services
- Tackling Indigenous Smoking
- Mental Health
- Alcohol and Other Drugs

Specialist and Allied Health visits include

- Heart (Cardiology)
- Dentist
- Diabetes (Endocrinology)
- Women's Business (Obstetrics and Gynaecology)
- Eyes (Ophthalmology and Optometry)
- Kids (Paediatrics)
- Physician
- Feet (Podiatry)
- Kidney Doctor (Renal Physician)
- Chest Doctor (Respiratory Physician)

Patient Assistance

NHS's PATS team in Alice Springs and Kalgoorlie provides support to patients who need to visit regional centres or capital cities for emergency and routine treatment, and medical specialist appointments.