



apunipima

CAPE YORK HEALTH COUNCIL

our health in our hands

**OPENING HOURS**

Monday to Friday 8.00am - 5.00pm

Closed weekends and public holidays

# COEN HEALTH CENTRE

**ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICE**

38 Regent Street, Coen | [coen@apunipima.org.au](mailto:coen@apunipima.org.au) | Phone: (07) 4037 7310 | Fax: (07) 4038 4310

Apunipima Health Centres and Offices are smoke free buildings and smoking is not permitted within 15 metres of the buildings



# OUR SERVICES

Coen Health Centre offers a range of primary health care services:

- Antenatal (pregnancy) Care
- Baby One Program
- Blood Tests
- Child Health Checks
- Chronic Disease Management
- Diabetes Advice
- Doctor Services (male and female)
- Family Planning
- Health Promotion Services
- Healthy Lifestyle Programs
- Hearing Screening
- Home Visits
- Maternal and Child Health Nurse/Midwife
- Maternal and Child Health Worker
- Men's Health Checks
- Nutrition and Diet Advice
- Paediatrician
- Postnatal Care (after bub is born)
- Pregnancy Tests and Counselling
- Skin Check
- Social Emotional Wellbeing Services
- Tackling Indigenous Smoking Services
- Vaccinations and Immunisations
- Women's Health Checks
- Sexual Health

Visiting health services include:



**Audiologist**  
(Ear Doctor)



**Paediatrician**  
(Child Doctor)



**Podiatrist**  
(Foot Doctor)



**Diabetes Educator**



**Dietitian/  
Nutritionist**

## WHEN THE CENTRE IS CLOSED

Coen Health Centre is open between 8.00am – 5.00pm Monday to Friday but sometimes our hours need to change. We will always have our opening hours for the day on a sign near our door. If you need medical help when we are closed please contact your local emergency service or Phone 000 (emergency contact numbers can be found on the back of this brochure).

## MAKING AN APPOINTMENT

To make an appointment you can either drop in or telephone us on 07 4037 7310. To make the system work, please be on time. If you don't make an appointment you will be seen on a first come first served basis, unless you are very unwell.

### IN THE CLINIC

If you have a bad pain, chest pain, short wind or bad bleeding or think you need to see a doctor urgently, tell the receptionist who will help you see a doctor or nurse as quickly as possible.

If you think you might need a long appointment please let the receptionist know so we can let others know how long they might have to wait.

### HOME VISITS

If you are too sick to come to the Centre please let us know that you need a home visit.

### PHONE CALLS AND MESSAGES

All telephone calls, emails and messages will be passed on to the appropriate person and responded to as soon as possible. Our telephone message system will give you a number to call for emergencies or out of hours care.

### REMINDERS AND RECALLS

Our Centre is committed to providing you with the best care and to do this we use a reminder and recall system - contacting you by phone, visit or letter to remind you about your appointments and when to come in and talk to us about your care. If you do not wish to be part of this system please let us know.

### YOUR TEST RESULTS

If you have a blood test, X-ray or other test we will let you know when you can expect to receive the results. Please contact us to find out your results. If the health practitioner needs to discuss your results with you, we will contact you to make an appointment.

### MEDICAL SERVICES BILLING

We bulk bill for medical services which means you need a Medicare or concession card. Let us know if you need help to get a Medicare or concession card. Centre staff will let you know if there will be any costs for other services following a doctor's referral.

### PRIVACY AND YOUR MEDICAL RECORDS

Respecting your right to privacy means we make sure your medical and health care records are secure and private and only contain information about your health and care and can only be shared with your permission, in a medical emergency, or if ordered by the law. For more information on how your personal information is kept secure, and who to contact if you have a concern about your privacy, please ask staff for a copy of our Privacy brochure.

### DIGNITY AND RESPECT

You are entitled to receive care in a way that is respectful to your culture, beliefs, values, age and gender. If you feel you are not being treated with dignity and respect tell us immediately and we will try to put things right. Respect also includes being mindful of our staff and other patients. We also encourage you to ask us questions and take part in decisions about your care. If it makes you more comfortable, you can also involve your family or carer.

### TRANSLATING SERVICE

If there is anything you do not understand, we can provide an interpreter, or translating service, to help overcome any language barriers.

## **GIVING FEEDBACK**

Your feedback is used to improve our services. Please feel free to contact us through our website [apunipima.org.au](http://apunipima.org.au), contact us or talk to the Centre Manager or a member of staff who will record your feedback, pass on your compliment or action your suggestions wherever possible.

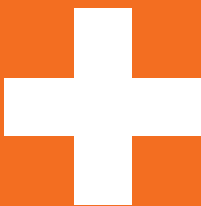
## **MAKING A COMPLAINT**

Apunipima aims to provide the best possible service and the highest quality of care. However, if something should go wrong or the service you get is not what you would expect, try to talk the problem over with the person you are dealing with or ask to speak to their manager. This means we can sort things out straight away. Making a complaint will not affect your care or treatment.

For more information and who to contact to make a formal complaint, please ask staff for a copy of our Complaints brochure, or ask to speak to the Centre Manager. A complaint form can also be found in the waiting room.

## **HEALTH ACTION TEAM**

Apunipima is the Aboriginal Community Controlled Health Service Cape York. Through Health Action Teams, made up of local people and health professionals, we work together to make sure health services meet your community's needs. To find out more please contact the Centre Manager.



## **USEFUL CONTACTS**

**Emergencies 000**

**Coen Primary Health  
Care Clinic (07) 4083 5900**

**Health Advice 13 HEALTH (13 43 25 84)**

**Poisons Information Line 13 11 26**