

# Your Privacy means everything!

## Introduction:

This privacy policy is to provide information to you, our patient, on how your personal information (which includes your health information) is collected and used within our practice, and the circumstances in which we may share it with third parties.

## Why and when your consent is necessary?

When you register as a patient of our practice, you provide consent for our GPs and practice staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff who need to see your personal information will have access to it. If we need to use your information for anything else, we will seek additional consent from you to do this.

## Why do we collect, use, hold and share your personal information?

Our practice will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, practice audits and accreditation, and business processes (e.g. staff training).

## What personal information do we collect?

The information we will collect about you includes you're:

- Personal details
- Medical information
- Healthcare identifiers
- Medicare card details
- Private health fund details

## Dealing with us anonymously

You have the right to deal with us anonymously or under a pseudonym unless it is impracticable for us to do so or unless we are required or authorized by law to only deal with identified individuals.

(APP 2) [Note: The Privacy Act requires us to provide the option of not identifying yourself, or using a pseudonym, when dealing with you (APP 2) unless it is impracticable to do so. Information about this should appear in the practice privacy policy or collection notice.]

## Where are we?



211 Thomas Street Dandenong

Phone: 1800 367 968

Fax: (03) 9793 4992

## When are we open?

- 🕒 **Monday :** 12.30pm - 4.00pm
- 🕒 **Tuesday :** 1.30pm - 5.00pm
- 🕒 **Wednesday:** 1.30pm - 5.00pm
- 🕒 **Thursday:** 2.00pm - 5.00pm
- 🕒 **Friday :** 12.00md - 5.00pm

## What to do if we are closed

If you need medical care after hours:

- Contact a medical centre near where you live
- If you do not have another regular doctor or they are closed visit [www.nhsd.com.au](http://www.nhsd.com.au)
- Call the Home Visiting Doctor Service 13SICK
- For a medical emergency call 000 and ask for an ambulance or go to the Emergency Department of Dandenong hospital (135 David Street, Dandenong)

## ♿ Accessibility

- A wide self-opening door (wheelchair access)
- Metred car parking available on Thomas Street
- Disability toilet
- Auslan and TIS interpreter access



National Youth Mental Health Foundation

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health



headspace  
Dandenong

'healthspace'  
Youth Health

Clinic  
Information  
Brochure



## What can you expect from the healthspace Youth Clinic?

The headspace Youth Health Clinic operates within headspace Dandenong and Narre Warren Centres, staffed by General Practitioners (GP) and Registered Nurses (RN), who are passionate about and experienced in adolescent health.

Staff provide confidential, accessible, respectful and high-quality health care for young people aged 12 to 25 years.

## What can you see us for?

- Holistic health checks and assessments
- General health care for any health related condition, including chronic disease management
- Health related education, support and advice including sleep hygiene, nutrition, exercise, stress management, drug and alcohol issues
- Mental health services
- Eating disorder management and support
- Health tests – for example blood tests
- Referral for tests such as x-rays, ultrasounds
- Referrals to other health care providers or services
- Medication – prescriptions, education
- Sexual health services including contraception, sexually transmitted infection testing and pregnancy care
- Immunisation services



## How do I see a doctor or nurse?

### Making an appointment

To ensure you have enough time with the nurse or doctor we use an appointment-based system. Appointments can be made by phone or in person.

Long appointments are available upon request for complex or multiple health issues.

You can request which doctor you would like to see, however please note our doctors are only available on certain days and at certain times.

### Phone or Video Call Appointment

headspace Youth Health Clinics are now offering (in addition to face to face) telehealth appointments (a medical appointment by phone or video call) with a Doctor or Nurse.

If your appointment is phone only wait for the Doctor or Nurse to call you (it will show as no caller ID).

If your appointment is a video call, paste the LINK below into a Chrome or Safari browser window **AND CLICK ON IT** at least 10 minutes before your scheduled appointment time.

<https://vcc2.healthdirect.org.au/hsdandy>

We recommend you undertake a **TEST CALL** at least one day before your appointment to test your system.

### How much will it cost?

Consultations with the doctors are free (bulk billed) with a valid Medicare card.

Consultations with the nurse are also free and do not require a Medicare card.

Please bring your Medicare card or number and if applicable Health Care Card to each appointment.

Any tests or procedures, x-rays or medications ordered by the doctor may incur a cost, please discuss with the doctor or nurse during your appointment and/or the provider at the time of booking a test to confirm any out of pocket cost.



## More on our services

### Immunisation services

**If you are 12 to 19 years old, you may be eligible for free immunisations including:**

Polio, hepatitis B, Gardasil 9 (HPV), chickenpox, measles, mumps and rubella, diphtheria, tetanus and pertussis and Meningococcal ACWY

**Some free/catch up immunisations are also available for:**

People who inject drugs, Refugee or Asylum Seekers, Men who have sex with men, People living in out of home care, People with certain medical conditions and Aboriginal and Torres Strait Islander people

### Sexual health services – free & confidential

**Chat to our sexual health nurses or GPs about**

- Any sexual health issue including sexuality and relationships
- STIs – general information and testing
- PrEP and PEP
- Contraception
- Pregnancy testing, options counselling, advice and referral

