

## General Information

### Emergencies

**In a medical emergency, always call Triple Zero (000) for an ambulance.**

**Leigh Creek Health Service can be contacted directly on telephone 8678 6022.**

**A telephone is available at the Main Entrance of the Clinic.**

**Please press the button to speak to the Staff on call**

### Medical Practice Appointments

Consultations are by appointment. A standard appointment is 15 minutes long, but may vary depending on need. When making an appointment, please indicate if possible whether you need a standard appointment or if a longer appointment is required.

### Fees

Please bring your valid Medicare card and any concession, DVA or pensioner cards with you to your appointment.

Overseas visitors may be asked to pay a fee for the service they receive. Fee amounts are available at the clinic.

### After hours service

The Clinic can be contacted at any time on telephone 8678 6022. After hours your call will be diverted to the staff on call.

**Following this assessment, you may be asked to attend the clinic immediately or at an agreed time.**

**Staff may contact the on-call medical officer to discuss treatment options as appropriate.**

### Pharmacy Services

The Leigh Creek Medical Practice is open on Monday and Thursday, and acts as a pharmacy depot. Some over the counter medications are also available for purchase from the Clinic, which accepts cash, credit card and EFTPOs payments.

### Telephone access

The Clinic is staffed by nurses, who can take telephone calls about health issues. If the nurse is busy with another patient, you may be asked to call back or wait for a return call.

### Prescriptions and Referrals

Generally a consultation with the doctor is required for prescription and referrals, although some medicines can be dispensed by nursing staff following discussion with the doctor.

### Disabled Patients

Wheelchair access to the surgery is available. Please discuss any special needs with the doctor or the receptionist.

### Management of your personal health information

Your medical record is confidential. Maintaining patient confidentiality and ensuring your personal health information is secure at all times is a priority. You can be assured that your information is only available to authorised members of staff.

### Feedback

Country Health SA is committed to ensuring that the experience of consumers is as positive as possible. We encourage consumers, families, carers and the community to provide us with feedback, and we want to hear about what we can do to make our services better.

Complaints, compliments and suggestions help us to understand how to improve our health care services, and you are encouraged to share your views:

- in person with staff
- by telephone
- in writing via the clinic suggestion box
- with the consumer or patient adviser.

Concerns and suggestions are taken seriously. However, if you wish to take the matter further you can contact the Health and Community Complaints Commissioner on Free Call 1800 232 007.

## Services available

Emergency Department – triage and treatment

Outpatient services include:

- pathology collection, including blood tests
- wound care
- General assessment and advice
- electrocardiography (ECGs)
- blood glucose monitoring
- blood pressure checks

Although short term observation is available, any condition requiring admission to a hospital will require transfer to a suitable facility.

The Clinic staff are committed to providing high quality medical care, recognising the wide range of physical, emotional and social needs of the community.

Allied health referrals, including

- Podiatrist
- Physiotherapist
- Diabetes educator
- Speech Pathology
- Mental Health Worker
- Child and Youth Worker
- Counsellor

Allied Health Specialists visit Leigh Creek on a regular basis and appointments are made by referral via Port Augusta Community Health Service. For more information, speak with the nursing staff at the Clinic.

## Nursing Staff

*Clinical Practice Consultant*

*Clinical Practice Consultant*

## Support Staff

*Ros McRae, Director, Flinders and Upper North Region*

*Julie Marron, Regional Director of Nursing and Midwifery*

*Ashley J. Parkinson, Executive Officer/Director of Nursing*

## For more information

Leigh Creek Health Services  
Blackoak Drive  
Leigh Creek, SA, 5731  
Telephone: 08 8678 6022  
Fax: 08 8678 6020

[www.countryhealth.sa.gov.au](http://www.countryhealth.sa.gov.au)

Non-English speaking: for information in languages other than English, call the interpreting and Translating Centre and ask them to call The Department of Health. This service is available at no cost to you, contact (08) 8226 1990.

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Information contained herein is correct at time of publication but is subject to change without notice

Jan 2017

# Leigh Creek Health Service

Ph – 8678 6022 (All hours)

Fax – 8678 6020

Open Monday to Friday 8.30am –  
5pm.

**Closed Weekends and Public  
Holidays**

Consultations by appointment  
through the Leigh Creek Medical  
Clinic

Life Threatening  
Emergencies – Dial 000



Government  
of South Australia

SA Health