

PATIENT FEEDBACK & INFORMATION

Patient Feedback

If you have any suggestions or feedback please contact the RFDS Practice Manager on (08) 8648 9500 or enquiries@flyingdoctor.net

The RFDS takes complaints, compliments and general feedback seriously. The details you provide us will be treated confidentially, and will only be used by the RFDS to improve our service delivery.

Alternatively, you may prefer to contact the office of the South Australian Health & Community Services Complaints Commissioner on (08) 8222 6866 or 1800 232 007 (Toll Free Country SA).

Patient Rights

As a health service we encourage you to work with our doctors, nurses and allied health practitioners in setting goals and making decisions regarding your health care.

We have a range of patient information available, including health care education and self-help resources.

Please ask our staff if you would like specific health information.

Interpreter Services

Patients who require communication assistance are asked to let administration staff know at the time of booking an appointment.

Other Services and Referrals

Our practice regularly engages with local health services such as specialists and allied health practitioners. If required, your doctor and/or nurse can provide information including a referral letter to help you plan or arrange any additional care that you may need.

RFDS PRIMARY HEALTH CARE SERVICE

RFDS Port Augusta Base

1/96 Airport Road
Port Augusta Airport
Port Augusta SA 5700

T 08 8648 9500

F 08 8648 9591

E clinicbookings@flyingdoctor.net

W flyingdoctor.org.au/sant

Office Hours

Monday to Friday 8.30am to 5pm

EMERGENCIES

For emergencies or 24/7 medical assistance in outback SA call **1800 RFDS SA** (1800 733 772) and ask to speak with the on-call RFDS Doctor.



Royal Flying Doctor Service

CENTRAL OPERATIONS

PORT AUGUSTA

Primary Health Care Service



Royal Flying Doctor Service

The furthest corner. The finest care.



PORT AUGUSTA

Primary Health Care Service

The RFDS Primary Health Care Service is available to all residents living, working and travelling in remote South Australia, including districts of the Flinders Ranges, Gawler Ranges, Birdsville Track and Far North, and the communities of Yalata and Oak Valley.

Service

Integrated health services are delivered by a combination of telephone consultations, a calendar of scheduled 'fly-in' GP/Nurse/Midwife clinics and in-situ Remote Area Nurse (RAN) clinics at Andamooka, Marla and Marree.

Remote RFDS patients (and RFDS Medical Chest holders) visiting Port Augusta can arrange a consultation at the RFDS Port Augusta Base by prior appointment.

Clinicians

The RFDS Primary Health Care Service is delivered by a team of General Practitioners, GP Registrars, Registered Nurses and Midwives.

The Service is supported by a Practice Manager, administration staff and 24/7 Operations Control Centre, all located at the RFDS Port Augusta Base.

HEALTH SERVICES

Operating from the RFDS Port Augusta Base, the RFDS Primary Health Care Service offers remote patients a complete primary health care service:

- > General Practice
- > Preventative Health
- > Community Medicine
- > Quit Smoking Programs
- > Child & Maternal Health
- > Obstetrics Shared Care
- > Diabetes Management
- > Aged & Palliative Care
- > Men's & Women's Health
- > Mental Health
- > Sexual Health
- > Aboriginal Health
- > Dental & Oral Health

Telephone Consultations

Telephone consultations with a RFDS Doctor are available by calling 1800 RFDS SA (1800 733 772).

If the on-call RFDS Doctor is busy with another patient or on an emergency evacuation, you will receive a call back from a doctor as soon as possible.

Appointments

Appointments for the regular fly-in clinics must be made by 12-noon on the day before the scheduled fly-in clinic.

Please advise at the time of booking an appointment if a procedure is required e.g. immunisation, pap smear or minor surgery.

Longer consultation times are available. Please advise at the time of booking your appointment if you require extra time.

A copy of the fly-in clinic calendar can be obtained by calling the RFDS Port Augusta Base.

To book an appointment call (08) 8648 9500 during office hours or email clinicbooking@flyingdoctor.net

If you require urgent medical assistance, call 1800 RFDS SA (1800 733 772) and ask to speak to the on-call RFDS Doctor.

Reminder System

Our practice is committed to preventative health care. You can register to receive reminder notices for health services specific to your care.

Walk-in Appointments

Patients requesting walk-in appointments at scheduled fly-in clinic locations will be allocated the first available consultation, however they may be required to wait for the next scheduled clinic.

Station Visits

Station visits can be requested by contacting the RFDS Practice Manager and may be scheduled according to the RFDS calendar of regular fly-in clinics.

Doctor/Nurse consultations may take place inside the RFDS aircraft or in the homestead depending on the number of patients and the requirements of their consultation.

For consultations in the homestead, families are required to provide the following:

- > Transport for the RFDS crew and their equipment from the airstrip to the homestead;
- > A room with a door that can be closed, a small desk, three chairs and a bed; and
- > Access to clean, running water and a toilet.

Fees and Billing Arrangements

No fees are payable by patients for the RFDS Primary Health Care Service. Medicare rebates do not apply. Your Medicare number is required for prescriptions, pathology, radiology, and some specialist referrals.

Test Results

At the time of ordering any test the Doctor/Nurse will arrange with you to follow up the results.

For results that require urgent follow up, the Doctor/Nurse will contact you directly by telephone or through a Remote Area Nurse.

If you have concerns about results, you can contact the RFDS Port Augusta Base during office hours and request a telephone consultation with the Doctor.

Patient Information

Any person who has access to your personal health information held by the RFDS is bound by the RFDS Privacy Policy. This policy is available at: www.flyingdoctor.org.au/sant