



PATIENT INFORMATION SHEET

Our Mission

“Acknowledging Anangu health encompasses the cultural, emotional, physical, spiritual and social wellbeing of the whole Community, we continually strive to provide high standard quality preventive and primary health care.”

Our Services

Oak Valley Clinic provides a range of Primary Health Care services to its community. These services

- Acute Care
- GP Visits
- Mothers & Babies
- Immunisation
- Chronic disease management
- Women's health
- Men's health
- Royal Flying Doctor Service (RFDS) Clinics
- Child health
- Ear health
- Sexual health
- Community health screening programs.

Due to the remoteness and population size of Oak Valley, we do not have a permanent Doctor. We utilise the services provided by the KWAH, RDWA and RFDS.

Our visiting Doctors schedule is as follows:

- The KWAH GP visits for two days every month and provides off-site support via weekly phone meetings and remote access.
- RFDS GP visits for a day every month



Our Vision

Healthy beginning,
healthy body,
healthy future.

Clinic Opening Hours

Monday to Friday
9:00 am – 12:30pm
1:30 pm - 5:00 pm

After Hours, Weekends and Public
Holidays - CLOSED

For Emergency contact the Nurse
On Call on 0476 004 471

UHF channel 40

Your Medical Information & Your Privacy

All doctors at the clinic use computerised Medical Records to record information, order tests, provide prescriptions and file Specialists reports. Our computers are password protected, and backed up daily. All information recorded at our clinic is confidential. We follow the Australian Federal Privacy Laws and Standards. We have a Written Practice Privacy Policy and hardcopies can be provided upon request.

Out of Pocket Expenses

All Clinic services are bulk billed to Medicare. All our Dental services are bulk billed to Medicare. This means that there is no out of pocket cost to eligible clients. Please ensure that you have a valid Medicare Card and Health Care Card.

Arrangement for Home Visit

Home visits are conducted in the event the client is physically or psychologically unable to present at the Oak Valley Health Clinic for assessment by health staff or by prior arrangement with the Oak Valley Health Clinic staff. Please contact the clinic to arrange a home visit.

Reminder System

We offer a computerised recall system by which we can notify patients when immunisations, pap smears, blood tests, health checks and other activities are due. If you wish to be included on our recall system, please advise your doctor or nurse. Importantly, if you do not wish to be included in this system, please tell the doctor and/or nurse.

Our Details

Street address:	145a Wattle Street, Oak Valley Community, 5690.
Postal address:	43 McKenzie Street, Ceduna. 5690.
In hours phone no	08 8670 4207, 08 8670 4087
After hours phone no	0476 004 471
Fax number	08 8670 4208
Email address	clinic@oakvalley.com.au

Visiting Providers

General Practitioners

- Dr John Guy
- Dr MD Moniruzzaman
- Dr Helen Roxburgh

Specialists and allied health professionals

- Respiratory Physician
- Cardiologist
- Physiotherapist
- Diabetes Nurse Educator
- Liver Specialist
- Infectious Diseases Specialist

Receiving and Returning Phone Calls

The nurses can be contacted by phone. If they are unable to attend your call, you can leave a message. They will return your call within 24 hours. Please wait until after 10.00am to leave messages for staff, as the morning is a busy time for the nurses.

Getting Your Test Results

Please allow several days for pathology results to be processed.

Our practice policy is that we do not provide medical information (including pathology and radiology results) over the phone or by email in order to protect your privacy.

Accordingly, we encourage you to make a follow up appointment to discuss your results with your doctor.

Feedback!

If you have a problem with the service, we would like to hear about it. Please feel free to talk to your doctor or nurse. You may prefer to write to us or use the suggestion box.

We take your concerns, suggestions and complaints seriously.