Companion House

Medical Service Information

WELCOME

A warm welcome to the Companion House Medical service! Don't be shy to ask for an Interpreter. Please ask us any questions you have about our medical service, health issues and how the medical system in the ACT works.

We will help you build and maintain your health to live a safe and fulfilling life in Canberra. After 18months or so with us, we will help you to find a doctor close to your home, who you can see for ongoing health care, unless you need to keep coming to the Companion House medical service because you have special health needs.

Companion House medical service provides doctor and nurse services. We may refer you to specialist doctors for particular health issues. Sometimes we have visiting specialists who come to Companion House but more often we refer you to a specialist outside of Companion House.

COMPANION HOUSE MEDICAL SERVICE CONTACT DETAILS

Companion House Medical Service is situated inside Companion House at:
41 Templeton St, Cook, ACT, 2614.

Companion House is on the side closest to Cook shops. It is bus route number 32 from Civic or Belconnen. You can get off the bus at Cook shops.

Phone: 02 6251 4550
Email: info@companionhouse.org.au
Postal Address: PO Box 112 Jamison Centre ACT 2614

WHEN IS THE SERVICE OPEN?

We are open 9.30 am-5pm Monday-Friday.

On Wednesday there are usually no doctors on duty but there is a nurse on duty.

COMPANION HOUSE DOCTORS

Dr Chris Phillips

Dr Katrina Anderson

Dr Stephanie Davis

Dr Tom McGuire

Dr Rosemary Wyber

Dr Rebecca Kathage

DO I NEED AN APPOINTMENT?

Yes, our service is appointment based. If you do not have an appointment you may have to wait to see a doctor or a nurse.

HOW MUCH DOES THE SERVICE COST?

Companion House bulk bills all patients, so the medical service is free. We provide free services to asylum seekers with or without Medicare.

WHAT IS THE BEST WAY TO CONTACT THE COMPANION HOUSE MEDICAL SERVICE?

The best way to contact us is by phone on: (02) 6251 4550.

If you ring Companion House, you will be able to speak to our reception staff or to a nurse. If not, please leave a message with your name, and we will ring you back as soon as possible.

You can also visit Companion House to talk to us. We will try to see you straight away, but if we are busy you may have to wait.

Communicating with you clearly is very important to us. If you would like an interpreter, please ask for one. Tell reception staff what language you speak and your contact number, and we can ring you with an interpreter.

Please make sure you include your name and that you are a client of Companion House.

Companion House cannot send any medical information to you by email or text message without your signed consent. Please make sure you have given us consent to exchange health information this way if that is what you want. We can pass the email address to you–we keep it off the internet (this flier is on our website) to avoid spam or hacking.

If you do not agree to have information sent by text or email, we will send information by letter or we will ring you.

We will send you reminders about your medical appointment by text to your mobile phone.

HOW DO I FOLLOW UP THE RESULTS OF TESTS AND INVESTIGATIONS?

If we need to talk to you about a test or your results, a nurse or doctor will contact you by phone or letter. Usually a nurse will be the person to contact you and give your results.
If you are worried and have not heard back from us about a result, please ring us or come in and ask at reception.

HOW DOES COMPANION HOUSE STORE MY HEALTH INFORMATION AND CAN I ACCESS MY HEALTH FILE?

Companion House stores your health information in an electronic health information system. This system is private and only some authorised Companion House staff can access it. You can tell your doctor or a nurse if you do not want some personal information recorded in this record –they will be happy to discuss this with you.

You can ask reception staff or a nurse for a copy of your medical file, they will give you a copy.

WILL YOU KEEP MY INFORMATION PRIVATE AND CONFIDENTIAL?

Companion House will keep your health information and other information we have about you private. We do not share any information about you outside of Companion House without your consent.

Unless:

- A court ask us to release information and we have to by law;
- There is any threat to life or possible harm to another person

HOW DO I MAKE A COMPLAINT OR GIVE FEEDBACK?

Your feedback is welcome so we can make Companion House a good service. You can tell any trusted staff member your feedback or complaint. You can also ask to see the Director to give your feedback.

You can make a complaint or give feedback in writing in any language and post it to us or put it in the yellow feedback box at reception and we will respond.

You can also go to an external organisation if you want to make a formal complaint:

ACT Human Rights Commission
Address: Level 4 12 Moore Street Canberra City
(Near the Jolimont Centre on Northbourne Avenue)
GPO Box 158 Canberra ACT 2601
Telephone: (02) 6205 2222 SMS: 0466 169 997
TTY :(02) 6205 1666 FAX (02) 6207 1034
http://hrc.act.gov.au/contact-us

AFTER HOURS CARE

Some options for afterhours care are listed below.

If it is a medical emergency go straight to the Emergency Department at The Canberra Hospital or North Canberra Hospital. If it is not a medical emergency there are other options listed below.

EMERGENCY MEDICAL CARE

AMBULANCE AND HOSPITAL

Emergency medical care is provided 24 hours a day through Emergency Departments at the Canberra Hospital in Garran and North Canberra Hospital in Bruce. These hospitals are run by the ACT Government.

You will need to show your Medicare Card or Access Card.

For an ambulance call 000.

If you have a Health Care Card from Centrelink or an Access Card the ambulance will not cost you anything.

Canberra Hospital, Yambah Drive, Garran, 2605
(02) 6244 2222

North Canberra Hospital, Mary Potter Circuit, Bruce, 2617, ACT (02) 6201 6111

WALK-IN CENTRES

Free medical assistance from nurses for non-life threatening health conditions

Opening Hours: 7.00am to 10.30pm every day

Walk-in Centres are a free medical service staffed by nurses. You do not need to make an appointment but you will usually need to wait to see a nurse. There are five walk-in centres in Canberra as below.

Walk-in centres do not see children under 13 months old.

BELCONNEN WALK-IN CENTRE:
56 Lathlain Street, Belconnen, 2617, ACT

TUGGERANONG WALK-IN CENTRE:
Tuggeranong Health Centre, Anketell and Pitman St, Tuggeranong, 2900, ACT

GUNGAHLIN WALK-IN CENTRE:
57 Ernest Cavanagh Street, Gungahlin, 2912, ACT

WESTON CREEK WALK-IN CENTRE:
24 Parkinson Street, Weston, 2611, ACT

DICKSON WALK-IN CENTRE:
111 Dickson Place, Dickson, 2602, ACT

You can check wait times by scanning the QR code on your phone.

AFTER-HOURS CARE FROM A DOCTOR

CANBERRA AFTER HOURS LOCUM MEDICAL SERVICE (CALMS)
1300 422 567
https://calms.net.au/

CALMS use interpreters and know Companion House so tell them if you are a patient of Companion House. There are three CALMS surgeries in Canberra- check the link below for details.

CALMS provides after hours medical care and advice to all people living in and visiting the ACT Monday to Friday, 6pm to 8.30am, and 24 hours on Saturdays, Sundays and public holidays. To access this service or make an appointment phone 1300 422 567.

CALMS TUGGERANONG SURGERY
Tuggeranong Community Health Centre,
Corner of Anketell & Pitman Streets

TUGGERANONG, ACT 2900
CALMS SOUTHSIDE SURGERY
Building 12, Level 2 Pre Admissions clinic
The Canberra Hospital, Yamba Drive GARRAN, ACT 2605

CALMS NORTHSIDE SURGERY
Day Procedure Unit, Level 2 Marion Building (through ED near cafe), North Canberra Hospital 40 Mary Potter Circuit, BRUCE, ACT 2617

OTHER GP SERVICES AFTER HOURS

GINNINDERRA MEDICAL AND DENTAL CENTRE

You can make an appointment or walk in and wait for the next available doctor.

You will not have to pay any fee if you have a Healthcare Card if it is in hours but you will be charged a fee if it is out of hours . If you do not have a Centrelink concessions card you will need to pay a fee of about $80.00. You will not have to pay for children under 16 years old, if they have a Medicare Card.
Address: Corner of Nettle fold Street & Coulter Drive, Belconnen ACT, 2617

Phone : (02) 6112 7111
Opening Hours:
Monday – Friday: 7am – 8pm
Saturday, Sunday & Public Holidays: 8am - 5pm
https://www.ginninderramedicalcentre.com.au/

Companion House

OTHER SERVICES
You can find other medical services at the link below, they will most likely charge you a fee for after-hours work.

https://www.health.act.gov.au/services-and-programs/find-health-service

Email info@companionhouse.org.au

Website www.companionhouse.org.au