



ABOUT US

The Aboriginal Medical Service Redfern (AMS Redfern) was established in 1971 and was the first Aboriginal Community Controlled Health Service in Australia. We deliver holistic comprehensive primary health care and multidisciplinary care to Aboriginal people across the Sydney region.



Our Vision

Aboriginal Medical Service Cooperative Limited will continue to be the leader in Aboriginal Health for our Communities across Australia.

AMS Redfern is the voice for health and wellbeing through patient advocacy and self-determination for now and into the future.



Our purpose

'To elevate, dignify and sustain the health of Aboriginal people to an optimum level consistent with our holistic concept of health, grounded by our values and beliefs, cultural integrity and uncompromising self-determination.'



SERVICES PROVIDED

- General Practice Medical Service
- Specialist Medical Services
- Allied Health Services
- General Dental Services
- Drug and Alcohol Services
- Mental Health Services
- Chronic Care program
- Public Health and Health Promotion Services

We also offer a range of public health programs and support groups free of charge to registered patients of the AMS. Please visit our website for further details including how to register for these programs.

Opening hours

Mon–Thurs 8:00am–6:00pm | **Friday** 9:00am–5:00pm

36 Turner Street, Redfern NSW 2016
PO Box 1174, Strawberry Hills NSW 2012

T 02 9319 5823 | **F** 02 9319 3345

E amsredfern@amsredfern.org.au

www.amsredfern.org.au



Redfern



Aboriginal Medical Service Co-operative Limited

INFORMATION BROCHURE



Medical clinic

Our medical clinic runs on a walk-in basis. Patients will be triaged by a nurse prior to seeing a doctor to discuss your needs and help us prioritise patients. If necessary, the nurse may suggest arranging an appointment on another day or, if your needs are urgent, they will arrange for you to see a doctor as soon as possible.

AMS Redfern is committed to providing longer consultations for patients as required.



Dental clinic

We offer a full service dental clinic onsite 5 days per week at AMS Redfern to meet your dental health needs. The service is available to registered patients of the service who have undertaken a health assessment by a GP at the Medical Clinic within the past 12 months.

Consultations are by appointment only and bookings can be made by phoning (02) 9319 5823.



Specialist and allied health clinics

All specialist and allied health clinics onsite at the AMS require patients to book an appointment. These are available to existing patients and must be referred by an AMS Redfern GP. Referrals from external services are not accepted. Please speak to your AMS Redfern GP for more information and for a referral to these clinics.



Privacy and confidentiality

When you register as a patient of our practice, you provide consent for our GP's and practice staff to access and use your personal information to 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.

Should you have any concerns about the privacy of your information you should express them in writing to the Clinic Co-ordinator.



Feedback and complaints

Patients are encouraged to raise any concerns directly with the practice team as most complaints can be responded to and resolved at the time they are made known to our team. If your concerns are not addressed, ask to speak with the Clinic coordinator who is trained to handle feedback and help resolve matters. Complaints can also be made in writing to the practice manager.

If the matter cannot be resolved, contact:

Health Care Complaints Commission (HCCC)

T (02) 9219 7444 | 1800 043 159 (Toll Free)

E hccc@hccc.nsw.gov.au

A Locked Mail Bag 18, Strawberry Hills NSW 2012

W www.hccc.nsw.gov.au



Medicare / fees

AMS Redfern offers a range of free services to registered patients. All consultations are bulk billed to Medicare or DVA. Please ensure you bring a valid Medicare or concession card when you visit and present to reception on arrival.

Appointments for onsite specialist and allied health clinics are covered under Medicare bulk billing services.



Home visits and after-hours services

Home visits are not routinely conducted by our medical staff. If you need medical assistance when the medical clinic is closed, please contact the after-hours medical service who will visit you at home. For ongoing patient care, a detailed patient report is sent to your GP the following working day.

Sydney Medical Service

T (02) 8724 6300 or 1300 HOME GP

If you have a medical emergency, are experiencing chest pain or having difficulty breathing, call 000 and ask for an AMBULANCE.



Patient transport

AMS Redfern are able to transport patients who live within the local area and meet the eligibility criteria i.e. elderly, patients with a disability etc.

Transport can be provided between AMS Redfern and your residential address and to assist you to access external specialist appointments. Patients must provide a valid phone number for contact when booking transport. We are unable to offer transportation on hospital discharge or for admission to rehabilitation facilities. Transport services must be booked in advance by phone on (02) 9319 5823. If transporting children, you must advise if a child seat is required when making the booking and all children under 16 must have a parent or guardian with them.



Contacting our staff

We have a number of clinical staff on duty in the medical clinic including General Practitioners (GP's), nurses and Aboriginal health workers to care for patients. If you would like to see a particular doctor or health worker, please phone and check when they are next available.

Should you need to speak to a member of our clinical team, please phone and leave a message (with your name and contact details) for them to call back when they are free.



Follow ups / reminders

We use a recall system for patients undergoing clinical investigations. Patients will receive a follow up phone call, message or letter to advise if a follow up visit to discuss your results with a GP is required. However test results cannot be given over the phone for confidentiality reasons.

Updating your personal details at reception will ensure you are kept informed if you require a follow up appointment and kept up-to-date with current programs.

With your consent, we will send you a reminder for an upcoming appointment, health assessment or review as part of our proactive approach to managing your care and ongoing focus on disease prevention.