Here for the community!

Aboriginal Medical Service Cooperative Limited

Practice Information

Address: 36 Turner Street, Redfern. NSW 2016 / PO BOX 1174 Strawberry Hills NSW 2010

All enquiries to:
Email: amsredfern@amsredfern.org.au
Administration Telephone: (02) 9319 5823. Fax: (02) 9319 3345

Web: www.amsredfern.org.au

Aboriginal Medical Service

Our History & Future

The Aboriginal Medical Service Cooperative Limited (AMS Redfern) will continue to be the leader in Aboriginal Health for our people and 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.

This includes the delivery and co-ordination of healthcare services to the Aboriginal community, through intervention, prevention, and promotion of healthcare services.

OUR HISTORY

The Aboriginal Medical Service Redfern (AMS Redfern – est. 1971), was the first Aboriginal Community Controlled Health Service in Australia and was instrumental in providing the foundation for many other Aboriginal community organisations that provide a similar health care model for Aboriginal people.

The AMS Redfern pioneered the concept of Aboriginal Community Controlled health care and was founded as a co-operative to provide health care services to the local Aboriginal Community in the Sydney Metropolitan region. The AMS Redfern underpins the principles of Self-Determination and as such, the Board Directors are Aboriginal or Torres Strait Islander and over the years has pride itself on practicing “good governance”.

AMS Redfern evolved as a result to overcome the neglect and racism Aboriginal people were experiencing in mainstream health services, inclusive of poor health. Initially AMS Redfern was a shopfront in Regent Street, Redfern and later moved to Turner Street on land donated by the sisters of Mercy. Volunteer doctors, nurses, nuns, medical students/practitioners, and local Aboriginal people initially staffed the service and we are eternally grateful for these early health pioneers.

The following is an excerpt from the *Aboriginal Medical Service 1971-1991 Twenty Years of Community Service.*

“In 1970 the Aboriginal community of Sydney was the largest in Australia and yet a Koori person seeking medical help had only two options – to visit a general practitioner or attend the outpatient’s department in the public hospital. Neither option was satisfactory. At that time GPs and hospitals insisted on cash in advance from Kooris and the overt racism experienced in all local hospitals discouraged Kooris from attending in all but emergency cases”.

Exacerbating this situation was the fact that then, indeed until many years later, there were no Aboriginal doctors. This was directly due to the systematic, historic exclusion of Kooris from the educational system throughout Australia, to an extent unique in the annals of colonisation.

In Redfern the situation was so grim the workers of the Aboriginal Legal Service were finding in some cases that Kooris would literally rather die than be subjected to degrading, humiliating treatment at the hands of non-Aboriginal health workers.

In June 1971 a meeting was called to discuss the lack of appropriate health care for the Koori community. Among those who attended were Paul Coe, Shirley Smith, Gordon Briscoe, Dulcie Flowers, Professor Fred Hollows, Ross McKenna, John Russell of South Sydney community aid and Eddie Neumann of the ALS. It was decided to set up a free shop-front medical service in Regent Street, Redfern adopting a similar community-controlled structure to the Aboriginal Legal Service.

So, in July 1971 the Aboriginal Medical Service Cooperative Ltd (AMS) was born, initially staffed by rostered volunteer doctors, nursing sisters and Shirley Smith as field officer.

Within months it was apparent that we had clearly underestimated the enormity of the health problems confronting our community and the limited service we were able to provide was totally inadequate. This led to increased demands for the Federal Government to accept responsibility and provide financial assistance so that the AMS could expand its operations to cope with the problems it had uncovered.

At that time the Federal Liberal/Country Party Government was still refusing to accept the responsibility for Aboriginal affairs that the 1967 referendum bestowed upon them, but the political pressure applied by the AMS and their supporters finally forced the Government to provide some meagre financial assistance albeit with reluctance.

Indeed, the first submission to the government by the AMS was in August 1971 when we sought a total of $29,700 from the office of Aboriginal Affairs, forerunner of the Department of Aboriginal Affairs. We received a mere $13,000. In February 1972 a second submission for $69,000 was made to the OAA. The AMS received $14,000.

The minimal financial support initially offered by the Government was to set a pattern for at least the next fifteen years. AMS representatives were constantly battling inept and insensitive bureaucrats and politicians for resources; inevitably never enough to do what we knew was necessary.

Yet despite the financial restrictions and bureaucratic obstacles the onus was able not only to survive adversity, but also to develop a range of related programs like the fruit and vegetable run which later expanded into a comprehensive nutrition program. The AMS in association with Sol Bellear, Shirley Smith, Paul Coe, Kaye Edwards, and others set up a breakfast for kids' program in a caravan borrowed from the Wayside Chapel in a park in Newtown. The concept was taken over and developed by a group of strong and courageous Koori women at Murawina Aboriginal Women and Children Centre. During those early days the AMS established its operational philosophy of community controlled, self-reliance and independence, attributes that would be vital for the survival over the coming decades.

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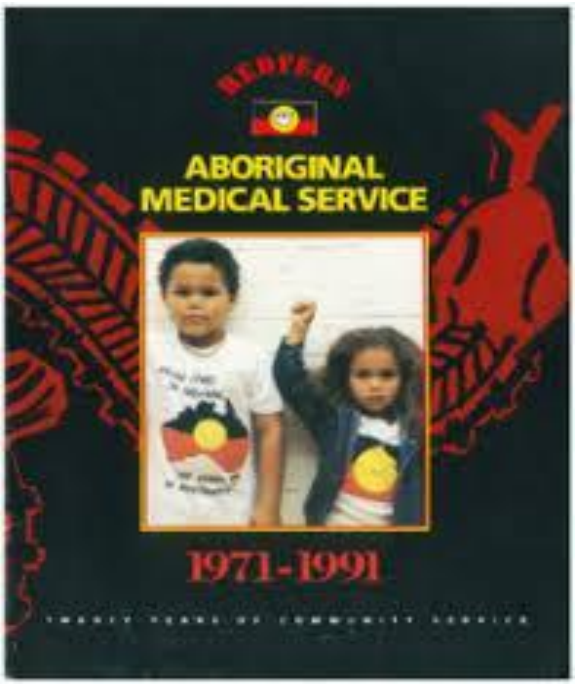
AMS

Aboriginal Health @NACCHOAustralia · Nov 30
We mourn the loss of Sol Bellear AM good friend , 50 years Aboriginal activist , respected elder , #ACCHO pioneer , Chair Redfern AMS and @NACCHOAustralia board member #sorrybusiness our sympathies to his family and community #vale @ahmrc @IndigenousX

SERVICE


ABORIGINAL
MEDICAL SERVICE
1971-1991

AMS Redfern Privacy Policy: Managing Patient Health Information

Current as of: 04 September 2023

Purpose

This privacy policy is written to provide information to patients about how their personal information (which includes their health information) is collected and used within the AMS Redfern, and the circumstances in which we may share it (with your consent) with third parties.

Patient Consent

When you register as a patient of the AMS Redfern, you provide consent for our doctors and AMS staff to access and use your personal information so they can provide you with the best possible healthcare. Only staff that need to see your personal information will have access to it.

Why do we collect, use, hold and share your personal information?

AMS Redfern will need to collect your personal information to provide healthcare services to you. Our main purpose for collecting, using, holding, and sharing your personal information is to manage your health. We also use it for directly related business activities, such as financial claims and payments, AMS audits and accreditation, and business processes.

What personal information do we collect & hold?

The information we require includes:

- names, date of birth, addresses, contact details, ethnicity, Aboriginality, profession.
- medical information including medical history, medications, allergies, adverse events, immunisations, social history, family history and risk factors, medication, and treatment.
- Medicare number, Veterans' Affairs number, Health Care Card number, health fund details or pension number (where available) for identification and claiming purposes.
- healthcare identifiers
- the name of any health service provider or medical specialist to whom you are referred, copies of any letters of referral and copies of any results.

We may request extra information, for example, we may collect anonymous answers to surveys or aggregated information about how users use our services.

How do we collect your personal information?

AMS Redfern will collect your personal information:

When you first attend or make your first appointment at the AMS, staff will collect your personal and demographic information via your registration application.

During the course of providing medical services, the AMS Redfern's healthcare practitioners will collect additional personal information.

Information can also be collected electronically through the Electronic Transfer of Prescriptions (eTP) and MyHealth Record system.

We may also collect your personal information when you send us an email or SMS, telephone us or communicate with us using social media.

In some circumstances personal information may also be collected from other sources. Often this is because it is not practical or reasonable to collect it from you directly. This may include information from:

- your legal guardian or a responsible person nominated by you.
- other involved healthcare providers, such as specialists, allied health professionals, hospitals, community health services and pathology and diagnostic imaging services
- your health fund, Medicare, or the Department of Veteran's Affairs (as necessary).

What happens if we can't collect your personal information?

If you do not provide us with the personal information described above, some or all the following may happen:

we may not be able to provide the requested services to you, either to the same standard or at all; or

- your diagnosis and treatment may be inaccurate or incomplete.

For what purposes do we collect, hold, use, and disclose your personal information?

We collect personal information about you so that we can provide the best holistic medical care to you and to ensure we can perform our business activities.

We collect, hold, use, and disclose your personal information for the following purposes:

to provide medical services and treatment to you, and to enable you to be attended by medical practitioners or other allied health professionals.

- for administrative and billing purposes.
- to update our records and keep your contact details up to date.
- to process and respond to any complaint made by you.
- to comply with any law, rule, regulation, lawful and binding determination, decision, or direction of a regulator, or in co-operation with any governmental authority of any country.
- for the purposes of data research and analysis
- for inclusion in a recall register to be advised of follow up visits and medical updates.
- for the purpose of reporting back to your employer or prospective employer, their authorised representatives, and their insurer in the case of a work-related consultation or service.
- to answer enquiries and provide information or advice about existing and new products or services and all matters relevant to the services we provide to you.
- to conduct business processing functions including providing de-identified information to our related bodies corporate, contractors, service providers or other third parties.
- to meet obligations of notification to our medical defence organisations or insurers.

Your personal information will not be shared, sold, rented, or disclosed other than as described in this Privacy Policy or as permitted under the Act.

Who do we share your personal information with?

Personal information will only be used for the purpose of providing medical services and for claims and payments, unless otherwise consented to. Some disclosure may occur to third parties engaged by the AMS for business purposes such as accreditation or for the provision of information technology. These third parties are required to comply with this policy.

We may disclose your personal information to:

- our employees, our medical professionals and allied health practitioners who provide medical services to you, contractors, or service providers for the purposes of operation of our business,
- your employer or prospective employer, their authorised representatives, and their insurer in the case of a work-related consultation (with your consent) and
- any organisation or person for any authorised purpose with your express consent.
- during the course of providing medical services, through Electronic Transfer of Prescriptions (eTP), MyHealth Record.

We will not share your personal information with anyone outside Australia (unless under exceptional circumstances that is permitted by law) without your consent.

The AMS may send you direct marketing communications and information about our products and services (e.g. PAP and Pamper days, Youth Surfing Program events). If you do not consent, you may opt out of direct marketing at any time by notifying the AMS in writing.

How do we store and protect your personal information?

- Paper records (eventually everything will be stored electronically in your medical record file).
- Electronic records including visual recordings (photos, x-rays, CT scans)

We take reasonable steps to ensure your personal information is stored securely and is protected from misuse, loss, from unauthorised access, modification, or disclosure. Confidential agreements are in place for all staff and subcontractors.

How can you access and correct your personal information at the AMS?

You have the right to request access to, and correction of, your personal information.

The AMS acknowledges patients may request access to their medical records. Patients are encouraged to make this request in writing and the AMS will respond within 20 days. A copy of the patient's Health Summary will be provided.

AMS Redfern will take reasonable steps to correct your personal information where the information is not accurate or up to date. From time-to-time, we will ask you to verify your personal information held by the AMS Redfern is correct and up to date. You may also request that we correct or update your information, and you should make such requests in writing to the AMS Redfern Practice Manager. amsredfern@amsredfern.org.au

How can you lodge a privacy related complaint, and how will the complaint be handled at the AMS?

AMS Redfern takes complaints and concerns regarding privacy seriously. You should express any privacy concerns you may have in writing or by completing the complaints form which is available from reception or on our website. We will then resolve your concerns in accordance with our complaint resolution procedure. All complaints should be sent to: The Clinics Coordinator or Practice Manager at amsredfern@amsredfern.org.au or addressed to the Chief Executive Officer PO Box 1174, Strawberry Hills, NSW 2012. Telephone: (02) 9319 5823. The turnaround timeframe for responding to complaints is 5 working days.

You may also contact the Office of the Australian Information Commissioner (OAIC). Generally, the OAIC will require you to give them time to respond, before they investigate. For further information visit **www.oaic.gov.au** or call the OAIC on 1300 336 002.

Privacy and our website

A copy of this privacy policy is available for download on our website. The document can be found at **www.amsredfern.org.au**.

Policy review statement

We regularly review our privacy policy to ensure it reflects any changes that may occur. Any updated versions of this privacy policy will be posted on our website. The privacy policy was last updated on.

Operational Hours

Medical

Monday - Thursday	0800 - 1800
Friday	0800 - 1700
Saturday / Sunday	CLOSED
Public Holidays	CLOSED
Sydney Medical Service -afterhours You must be a registered patient of AMS Redfern.	(T) Sydney Medical Service Co-Op Ltd Office Hours Monday to Friday from 7.30AM TO 5.00PM If you wish to speak to staff after hours, please contact the call centre on (02) 8724 6300. When AMS Redfern is closed. Home Online Booking: - Requests via Online Bookings are available during the following times: Monday to Friday from 6pm until 8am next working day Saturday from 12:00pm Sunday and Public Holidays 24 hours

AMS Redfern staff

- General Practitioners
- Registered Nurses
- Aboriginal Health Practitioners
- Registrars
- Nursing / Medical Students
- Administration staff
- Allied Health Practitioners

Making an Appointment

Walkins

AMS Redfern is a Walk-in service. To be seen by a doctor you must be triaged first by a Nurse or Aboriginal Health Worker/Practitioner. Please note waiting times may be longer than some days if we are short staffed.

Please do not refuse TRIAGE! The Nurse/AHW will determine your urgency to see a GP by conducting an assessment. Management ask that you respect the staff member conducting this.

Medical

Appointments for Specialist and Allied Health services are available. Please ask for the Clinics Coordinator or leave a message for a return call for your appointment details. To be eligible:

- Must be a registered client.
- Completed an Aboriginal & Torres Strait Islander Health Assessment.
- Referred by GP's who are employed by AMS Redfern

Need to speak to Doctor.

Please leave a message with reception staff if you cannot get onto the medical unit or a doctor. A message will be sent via email to them or transferred to the Clinics Coordinator or Nurse. The doctor will return your call at their earliest convenience.

Home visits.

Home visits are available during working hours for patients who have been assessed and meet AMS Redfern's criteria. Home visits can be organised with your regular doctor via the Clinics Coordinator or Nurse.

Recall and Reminder system.

AMS Redfern has a system in place to follow-up medical reports, pathology results and other tests, including appointment reminders.

It is necessary to make sure that all contact details are always up to date at every visit.

Fees

AMS Redfern is a bulk-billing practice. All registered patients must have a valid Medicare card at every visit.

Pathology – Clinical Labs onsite.

Patients may incur costs if certain requests are not covered by Medicare. Please check with our doctors if the test will be covered by Medicare. AMS Redfern takes no financial responsibility for additional tests ordered that are not covered by Medicare.

Health Information Confidentiality.

AMS Redfern maintains strict confidentiality, this extends to patient information, business information and any other information. Our practice abides by State and Commonwealth legislation.

Feedback and Complaints.

AMS Redfern welcomes feedback, compliments, and complaints from active patients of our service. Each section has a suggestion box where you can provide an honest opinion about your visit, something that may have upset you on the day or an event you attended and enjoyed. Our CEO strongly believes feedback will make us better as an organisation and will improve our service delivery. Please ask medical reception where the forms are located.

If you would like to provide feedback or a complaint, you will be asked to lodge it with the Clinics Coordinator. If you are not satisfied with the outcome, please write to the Chief Executive Officer of AMS Redfern, with your concerns.

Health Assessment (Medicare item 715).

What is it?

The Aboriginal and Torres Strait Islander Health Assessment identifies health issues for early intervention to prevent chronic disease.

Health checks occur every 9 months and are offered from birth to the elderly. AMS Redfern encourages our patients to have their annual checks completed when due via telephone interviews (Nurse/AHP), SMS or letters (GPs to sign -off).

A friendly reminder that you do not need to be sick to have a health assessment.

Health Assessment versus normal GP visit.

The health assessment summarises any health concerns by identifying your risk factors so that they can be managed early, other risk factors can only be identified by your GP.

This is a two-part consult; the first part is nurse / AHP led conducted via a telephone call or face-to-face visit. The GP consultation may take longer than normal because you will be discussing all results and referrals if required from the information you gave when screening commenced via the questionnaire and pathology test results.

To make an appointment.

Speak to the Clinics Coordinator to arrange a health assessment. Bring current medications / previous medical summary you may have from a previous practice.

Specialist / Allied health services at AMS Redfern 2024

- Addiction Medicine
- Australian Hearing
- Brian Holden Vision Institute
- Blood Borne Virus Nurse
- Cardiology
- Dental
- Dermatology
- Dietician
- Drug & Alcohol
- Ear Nose and Throat
- ECHO diagnostics
- Endocrinology & Diabetes services
- Exercise Physiology Male and Female
- Gastroenterology & Hepatology
- Geriatrics
- GPSC – Wiana Clinic
- Gynaecology
- Hearing clinic
- Mana-Nulla Aged care
- Mental Health
- Neurology
- Ophthalmology
- Pain clinic
- Paediatrics
- Podiatry
- Prosthesis
- Psychiatry
- Psychology – Child
- Respiratory
- Rheumatology
- Wellbeing clinic
- Women's Therapist

Dental Clinic.

To access Dental:

- patients must have had a Health Assessment (715 HA) completed within the last 12 months.

The Dental team are:

- Dentists
- Oral Health Therapist
- Dental assistants
- Coordinator
- Receptionist
- Dental students

Services offered:

- General dental service
- Oral hygiene
- Medicare Child Dental Benefits Scheme
- **Emergency treatment / relief of pain**

For appointments and enquiries, please ask for the Dental Coordinator or the dental team leader on (02) 9319 5823.

AMS Redfern – other services available

- Child and Family Health Nurse
- Child & Adult vaccines / Immunisation
- Chronic Disease Management
- Diabetic Management Education and support programs
- D&A services
- Family support
- General Medical consultations
- Nutritional Program
- Healthy Lifestyle programs
- Implanon insertion and removal
- Women’s exercise groups
- Midwife includes antenatal and shared cared visits
- Surgical procedures
- Pharmacist
- Public Health programs

Medical Emergency	Triple zero 000
RPA Hospital	02 9515 6111
After Hours Home visit	Home GP (02) 8724 6300
Poisons Information Line	131 126
Mental Health Crisis Team	1800 011 511
Lifeline	13 11 14

AMS Redfern opening hours:
Mon-Thurs 0800 – 1800
Closed Saturday
Closed Sunday
Closed Public Holidays

After Hours: Sydney Medical Service

Address: 68 Anderson Ave, Panania NSW 2213
Hours:
Open 24 hours

Mon – Fri 0730 to 1700

Call Centre: 02 8724 6300 (when AMS Redfern is closed)

HOME ONLINE BOOKINGS
Bookings are available during the available times:
Mon-Fri 1800 to 0800
Saturday from 12pm
Sunday and Public Holidays 24 hours

Local GP practices when AMS Redfern is closed on the weekend

Poets Corner Medical Centre

shop 5, 45 Morehead Street, Redfern NSW
Closes 5pm
Mixed Billing Bulk billing available – criteria apply.

Healthcare Family Medical Centre

23 Botany Road, Waterloo NSW
Closes 6pm
Bulk Billing

Surry Hills Medical Centre

569/573 Crown Street, Surry Hills NSW
Closes 6pm
Mixed Billing Bulk billing available – criteria apply.

Broadway General Practice

Ground Floor, 60-64 Bay Street, Ultimo NSW
Closes 7pm
Mixed Billing Bulk billing available – criteria apply.

Contact AMS Redfern.

Medical

36 Turner Street, REDFERN. NSW 2016
PO Box 1174
Strawberry Hills NSW 2010

Phone: (02) 9319 5823
Fax: (02) 9319 3345

Find us on:

Facebook: www.facebook.com/ams.redfern
Instagram address
Web page: www.amsredfern.org.au

Patient Registration

To register as a patient with AMS Redfern, present to our Administration on level 1 with:

- Your Confirmation of Aboriginality
- Your Medicare Card
- Your Centrelink Healthcare, Pension and/or Department of Veterans Affairs card *(if applicable)*.

Our staff will ask you to complete:

- A Patient Registration Form
- A Consent to Transfer Medical Records

Once we receive your medical record from your previous GP, you will be offered an appointment with an Aboriginal Health Worker or Nurse for an overall check of your health.
We will then book you with a GP to review your health records and begin to address any concerns you may have.

Feedback and Complaints

Feedback can be provided by using the feedback box located in each reception area when visiting AMS Redfern, in person with the Clinics Coordinator or by completing an online submission from our website.

If the matter cannot be resolved, contact the Health Care Complaints Commission (HCCC)

T: (02) 9219 7444 or 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

Redfern

Aboriginal Medical Service Cooperative Limited
36 Turner Street, Redfern, NSW, 2016

Phone: (02) 9319 5823
Fax: (02) 9319 3345

Website: www.amsredfern.org.au
Email: amsredfern@amsredfern.org.au
Mail: PO Box 1174, Strawberry Hills NSW 2012
Facebook: www.facebook.com/ams.redfern

We are open
Monday-Thursday 8am-6pm
Friday 8am-5pm

Redfern

Aboriginal Medical Service Cooperative Limited

Service Information

The Medical Clinic

Our Medical Clinic is available as a walk-in service, so you do not need to pre-book an appointment for a GP consult.

We offer Telehealth to patients who are experiencing COVID-19 / Flu symptoms i.e. cough, runny nose; body aches and pains, headaches.

Specialists and Allied Health

We host a range of visiting specialists on site to meet the needs of our patients.

All patients must be referred from an AMS Redfern GP, as part of their Aboriginal Health Assessment, to access these clinics.

All specialists and allied health clinics are by referral and only pre-booked appointments are offered.

Follow-ups and reminders

If patients provide consent, they will receive phone calls, text messages, or letters to schedule follow-up visits.

This is done as part of a proactive approach to managing care and disease prevention.

Test results will not be disclosed over the phone, to maintain confidentiality, and you may be asked to attend in person for these.

Medicare and Fees

We bulk-bill all services to Medicare or DVA, so there will be no out of pocket expense for the care you receive at AMS Redfern.

Please ensure you bring a current Medicare card and a concession card *(if applicable)* for each visit and present it to reception on arrival as our staff will ask you for these, along with your address and phone number.

After-Hours Service

When we are closed, you can call Sydney Medical Service on (02) 8724 6300 or 1300 466 347 to arrange an after hours bulk-billed home visit.

If you have a medical emergency:
Call Triple Zero, 000.

Dental Clinic

Our Dental Clinic offers a range of preventative care and dental treatments.

To access this clinic, patients must have completed an Aboriginal Health Assessment with our Medical Clinic within the last 12 months.

This clinic is by appointment only. Appointments can be made by calling (02) 9319 5823.

NEW PATIENT REGISTRATION FORM

TITLE: _____ SURNAME: _____FIRST NAME: _____

DATE OF BIRTH: _____ BIRTH SEX: _____

GENDER: Male ☐ _____Female ☐ _____PRONOUNS: ☐ _____

BORN AT:

_____

CURRENT ADDRESS: _____POSTCODE: _____

TELEPHONE: (Mobile) _____
(Home)_____

Preferred method of contact (please circle one): SMS Phone Letter

Birthweight: (If child is less than 24 months old) _____

Pension No. / Health Care Card No.:

_____

Vet Affairs (DVA) No. _____ Expiry Date: _____/____/_____

MEDICARE No. ☐☐☐☐☐☐☐☐☐☐ **Ref No:** ☐ **Expiry Date: _____/____/_____**

ABORIGINALITY (Please circle): **ABORIGINAL**: YES/NO
TORRES STRAIT ISLANDER: YES / NO or
BOTH (ABORIGINAL /TORRES STRAIT ISLANDER) YES/NO

PARENTS FULL NAMES (USE MOTHERS MAIDEN NAME)

MOTHER'S FULL NAME: _____
ABORIGINAL/TORRES STRAIT ISLANDER YES/NO

FATHER'S FULL NAME: _____
ABORIGINAL/TORRES STRAIT ISLANDER YES/NO

IF NOT ABORIGINAL OR TORRES STRAIT ISLANDER, PARTNER'S NAME:

NAME:

_____

CONTACT No.

_____

EMERGENCY CONTACT / NEXT OF KIN / Guardian and Permission to Enquire:

NAME OF PERSON:

_____

RELATIONSHIP: _____CONTACT NO.

_____

Guardian / CARER /PARENT'S SIGNATURE (child under 14 years of age):

SIGN: _____ DATE: _____/_____/_____

Office Use Only: I.D. By	**First Visit: ___/___/____**

REDFERN ABORIGINAL MEDICAL SERVICE COOPERATIVE LIMITED, REDFERN.

Collection Statement and Privacy Consent

For the primary purpose of providing, you with the best quality care, we need to collect personal information about you (including your health information). Your information will enable us to thoroughly assess, diagnose and provide appropriate treatment to you. If you do not provide this information to us, we may not be able to treat you.

The personal information we collect will be used for:

- Administrative purposes
- Clinical information will be captured to facilitate the best possible treatment.
- Billing purposes (either directly or through insurer, Medicare, or compensation agency)
- Use within the practice with practice staff and other doctors for your ongoing treatment.
- Disclosure to other doctors and health professionals outside the practice involved in your healthcare.
- Research, quality improvement activities and teaching purposes where de-identified data is used.
- For insurance or compensation claims where it is necessary to disclose or collect information that concerns our return to work to an insurer, your lawyer and/or your employer.
- For follow up reminders/recalls which may be sent to you regarding your health care management
- Disclosure legally required by law, such as notifiable disease.
- Where you are unable to act on your own behalf due to a health condition, we may need to discuss your health information with relatives or emergency contacts, to provide you with appropriate care.
- Direct marketing purposes

We do not disclose your personal information to overseas recipients. Our practice uses a reminder and recall system to help you maintain your health. The practice sends reminders by post or phone and SMS for immunisations, procedures and other health reviews as well as recalling for abnormal results and follow ups requested by consultants and hospital discharges.

Our full privacy policy is available on request in the waiting area and on our website.

Consent:

Yes, I consent to:

1. **release medical / pathology results and reports from previous General Practitioner.**
2. **have an Aboriginal Health Assessment at AMS Redfern.**

Signature of Patient or Child's Guardian / Carer.

_____

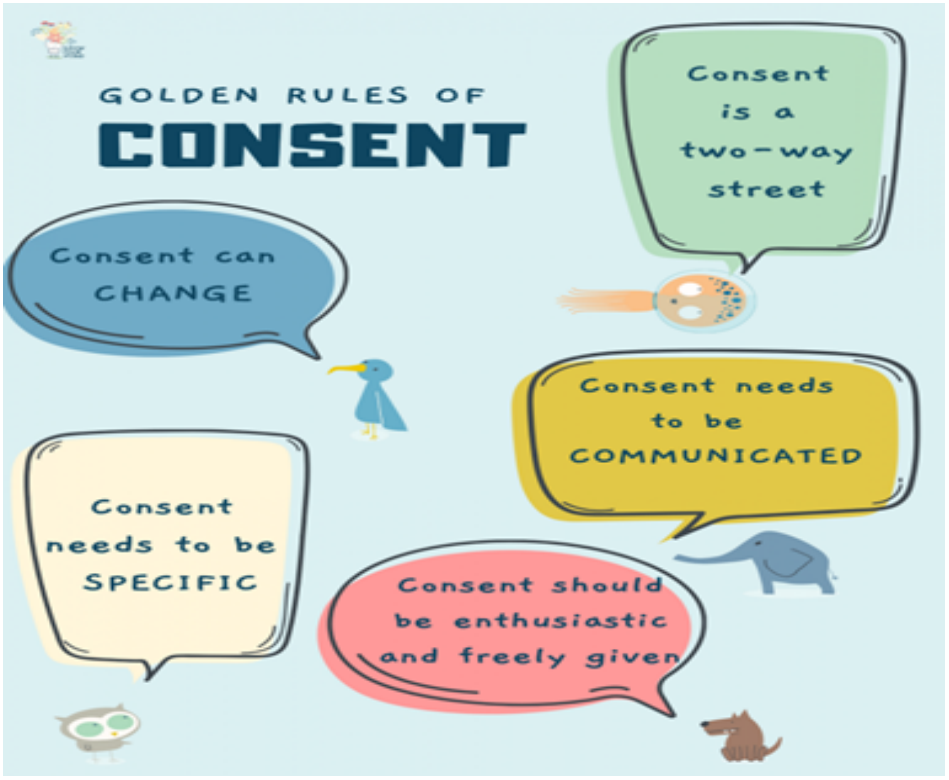
Print Name _____Date: ____/____/____

Please complete attached consent form to request health records to AMS Redfern.

You will receive an SMS stating:
'AMS Redfern has received your medical record, as your primary healthcare provider please make an appointment to see a doctor when you are notified'.

☐ **I DO NOT consent to receiving SMS reminders/recalls.**

Please notify us promptly of any changes in your contact details. Accurate contact details help us identify you and your medical records and allow us to contact you promptly about tests and results.



Partner Registration form

The AMS Redfern allows non-Aboriginal people to access our services if they are a partner of an Aboriginal Patient of the service. A person is your partner if you and the person are living together, or usually live together, and are:

- married, or
- in a registered relationship, or
- in a de facto relationship.
    - *We consider a person to be in a de facto relationship from the time they commence living with another person as a member of a couple.*
    - *We recognise all couples, regardless of their gender identity.*

To register with the AMS Redfern, you will need to complete this form and provide the following additional documentation:

1. Photo ID,
2. Your Medicare Card
3. A completed New Patient Registration Form
4. A completed Consent to Transfer Medical Records Form
5. Your Centrelink Healthcare or Pension Card (if applicable)
6. Your Department of Veterans Affairs Concession card (if applicable)
7. A list of your current medication and allergies

8. A Marriage Certificate,
   OR
   A document with the same address as your Partner i.e. an electrical bill or driver's licence.

Section A:

To be filled out by the applicant and witnessed by the partner:

Applicants Name:
_____

Date of birth: ____ / ____ / ____ **sex at birth:** _____ **Pronoun:**
_____

Residential Address:
_____

_____
_____

Phone No: _____ **Mobile:**
_____

Signed by partner (witness): _____

If you and your current partner are no longer in a relationship, please inform AMS Redfern immediately (T) 02 9319 5823 as this may affect your eligibility to be registered as a patient.

Section B:

To be filled out by Aboriginal partner (patient).

Name: _____

Date of birth: ____ / ____ / ____ **sex at birth:** _____ **Pronoun:**
_____

Residential Address:
_____

_____

Landline: _____ **Mobile:**
_____

Signature: _____ Date: ____ / ____ / ____

OFFICE USE ONLY

Date Application Received: ____ / ____ / ____

Received By: _____

Documents Received:

Marriage Certificate
Drivers Licence with matching address
Bill with matching address
Other documents: _____

_____

_____

Confirmed this applicant is the partner of a current patient of AMS Redfern:

_____ Date: ____ / ____ / ____

Application Notes:

_____
_____
_____
_____
_____