



Information about our Youth Health Clinic

What is it?

If you are aged between 12 and 25, we can help you at our Youth Health Clinic.

We can help with all things to do with your health. For example:

- Health checks
- Health tests such as blood tests and scans
- General health care for any issue
- Immunisations
- Pregnancy care, contraception and sexual health testing


Where is it?

You can come to our Youth Health Clinic at Dandenong


headspace Dandenong


 Level 2/26 McCrae Street, Dandenong


 1800 367 968

 03 9793 4992



 **Tuesday :** 9.00 am - 5.00pm

 **Thursday:** 2.00 pm - 5.00pm

 **Friday :** 9.00 am - 5.00pm



In some special cases, our doctors can also visit you at home. Please talk to your doctor about this. If you need help after hours:

1. Call the doctor that you see most often
2. If you do not have one, or they are also closed you can find a doctor that is open near you by visiting www.nhsd.com.au
3. Call the Home Visiting Doctor Service on **13 74 25**
4. A “**medical emergency**” is when your life or long-term health is at risk. In a medical emergency, you should call **000** and ask for an ambulance
OR you can go to your local Hospital Emergency Department.

How much will it cost?

You can see one of our doctors for **free** if you have a Medicare Card (bulk billing).

You can see one of our nurses for **free**, even if you do not have a Medicare Card.

If you have a Medicare Card and Health Care Card, please bring them each time you come to see us.

If you need healthcare, medicines or tests that we cannot do, we will write you a “**referral**”. You will need this referral to see the other health workers that can help.

You may need to pay when you go to see the other health workers. Talk to your doctor or nurse about how much it will cost and/or the health worker when you book to see them.



When you come to see us



Each time you come to see us you need to make an “**appointment**”. An appointment is a time that the doctor or nurse is booked just to see you.

You can make an appointment by calling us booking via the HOTDOC platform on our Website or by asking one of our staff.

We will send you a text message to remind you of your appointment.

You can ask for your appointment to be with the doctor that you would like to see. Our doctors only work on some days. This means you may need to wait to see that doctor or see another one.

When you call us

If you need to speak with a doctor or nurse straight away, we will try to get them to speak with you but this is not always possible. If it is not urgent and the doctor or nurse you need to speak to is busy, we will get them to call you back.

Interpreters

Whenever you see someone for your health, you can ask for an interpreter.

We can book an interpreter to be there for your appointments with us.

If an interpreter cannot be there on the day, they can still help over the phone.

If you cannot read the written information we give you, please let us know.

Call **Translating and Interpreting Service** on **13 14 15** at any time to ask for an interpreter.

Go to the Health Translations website <http://healthtranslations.vic.gov.au> for more information.



What to do if we are closed

We do not do appointments “**after hours**”, which means when our clinic is closed.

Dandenong Hospital



135 David St, **Dandenong**

Casey Hospital



62-70 Kangan Drive, **Berwick**

When you have tests

If you have tests done with another health worker, they will send your results to us.

The best way for us to share these with you is face-to-face.

If you want to get your results some other way, please talk to your doctor.

Information about you



We use the information that you and others give us to make sure you get the healthcare you need.

The Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic) tell us how we must do this.

All our staff know about these rules. They also know what they must do with any information they have about you.

If you want to see your information at any time, please ask one of our staff.

Getting in touch with you

When you first come to headspace we will ask for a phone number and home address.

We use these to get in touch with you to let you know about:

- Test results we need to meet with you about
- Health programs that you might like to be a part of (e.g. Immunisation or pap test reminder)

If you would like us not to do this, please tell your doctor or nurse.

Tell us what you think

We would love to hear what you think about our Youth Health Clinic – good or bad!



You can tell us what you think by filling out the form that is in our waiting area.

If you are not happy with something you can also make a “**complaint**” by talking with one of our staff.

We will try our best to work it out with you.



If you are still not happy then you can call

The Health Complaints Commissioner on 1300 582 113.

This call is free and they will not share what you have told them with us or anyone else.

Welcoming everyone

We aim to make sure that all young people feel welcome at our Youth Health Clinic.

To make it easier for people with a disability to come and see us we have:

- A wide door that opens by itself
- Disability toilet access and parking
- Auslan interpreter access
- A lift (Dandenong headspace)
- Couches that can be adjusted

If you need help coming to see us, please let one of our staff know.

Our Team

Medical Team:

Dr Andrew Mau MBBS, BA MEDICINE, BA SURGERY

Dr Joy Khoo MBBS, FRACGP

Danneil Kitchin RN, Immuniser,

Sally Anne Davis RN, Mental Health Nurse

Administration Team:

Erika Nagy Practice Manager

Waheeda Popal Senior Reception/Admin

Sam Jackson Reception/Admin

Want to know more?



Visit our websites at:

www.headspace.org.au/headspace-centres/narre-warren

www.headspace.org.au/headspace-centres/dandenong

We are proud to be
an AGPAL Accredited
General Practice



Accredited
General Practice



