

## YOUR PERSONAL HEALTH INFORMATION

Katherine West Health Board has a policy to make sure that any information about your health is kept private. All staff sign an agreement that they will not talk about a person's private medical information or give information to anyone else unless that information is essential for your best care.

As a patient, you are allowed to check your own medical files or ask for personal information to be sent to another health centre. You must sign a form to give permission for your records to be sent to another health service. Your private information kept on computer can only be looked at by staff who have a password to use the computer.

## FOLLOWING UP YOUR RESULTS

Your medical results are followed up by our staff, who place a "recall" in your computer clinical record. You will then be contacted by the health centre team and your results will be discussed during a consultation with a health professional.

## LONGER CONSULTATIONS ARE AVAILABLE

Longer consultations with our staff are able to be arranged.

## HOME VISITS

Home visits are offered to people who require them. Where a home visit is requested the health centre team will endeavour to offer this service.

## INTERPRETER

If you need a language interpreter, Health Centre staff will try to arrange for an appropriate person to provide this service for you.

## COMMENTS AND COMPLAINTS

If you have a suggestion or a complaint about our service we would like to hear from you. Please talk to a staff member, or ask to see the Health Centre Coordinator. We take your suggestions and complaints seriously.

We have a form you can use or a staff member will assist you to fill out the form.

If you would like us to follow up the issue with you please put your name and contact details on the form. KWHB also holds regular health community meetings at Kalkaringi.

If you are not satisfied with the response you can contact:

The Health and Community Services  
Complaints Commission  
GPO Box 4409  
DARWIN NT 0801  
Phone: 1800 004 474 (Toll Free)  
Email: [hcscc@nt.gov.au](mailto:hcscc@nt.gov.au)

## MORE QUESTIONS

If you have any more questions about your health care, you can speak to KWHB's Ngumbin/Yapa Liaison Officer on (08) 8971 9300 or 0437 624 227.



**KATHERINE WEST HEALTH BOARD**

**Kalkaringi Health Centre**  
Contact person: Health Centre Coordinator

Phone: (08) 8975 0785  
Fax: (08) 8975 0792  
Email: [info@kwhb.com.au](mailto:info@kwhb.com.au)

Postal Address  
Kalkaringi Health Centre  
PMB 107  
via KATHERINE NT 0852

Physical Address Lot 125 - Kalkaringi

Opening Hours:  
8am-430pm, Mon-Fri / & emergencies

Staffing:  
GP, 5xRANs, 1xAHP

*Note: Kalkaringi staff provide service to Pigeon Hole Health Centre Tues-Thurs each week.*