

If you require **URGENT** or **EMERGENCY** medical attention, contact or go to the following:

Emergency Department
Shoalhaven District Hospital
Scenic Drive, Nowra
phone: 4421 3111

or

Phone for an ambulance
000

Stay calm and clearly give the operator directions and details. Stay on the line until the operator tells you that you can hang up.

Clinic opening hours

Mon - Thurs: 8.30am - 6.30pm

Friday: 8.30am - 5:00pm

All clinics are closed on weekends and public holidays. Clinic times are subject to change, please call reception to make an appointment.

Getting help with your health care



FIRST STEP

Get 2 forms from your treating GP

1

SECOND STEP

Give these forms to the Care Coordinators who will register you in the program

2

THIRD STEP

The Care Coordinators will contact you or your carer to discuss your needs

3


FOURTH STEP

Contact the Care Coordinators before making any appointments

4

Contact the Care Coordinators for more information.


 (02) 4448 0200

 1800 215 099

 (02) 4428 6601

 itc@southcoastams.org.au

 www.southcoastams.org.au

 Jane Ardler Centre
51 - 53 Berry St, Nowra

Do you have a chronic disease?



"WALKING WITH YOU
ON YOUR HEALTH CARE JOURNEY"

South Coast
Medical Service
Aboriginal Corporation





What is Integrated Team Care?

Our Integrated Team Care (ITC) Service aims to achieve improved health outcomes for Aboriginal and Torres Strait Islander people by:

- ⦿ Assisting patients diagnosed with any recognised chronic condition, to work together with recommended health professionals and specialists to improve overall health.
- ⦿ Accessing Supplementary Services such as:
 - Assistance to attend their referred medical specialists appointments
 - Assisting with transport costs
 - Support with the purchase of medical aids as suggested by specialist

Who is eligible for ITC support?

To be eligible for the program, Aboriginal and Torres Strait Islander people (of any age) should:

- ⦿ Have one or more of the chronic diseases or conditions such as:
 - Brain diseases
 - Lung diseases
 - Kidney diseases
 - Heart diseases
 - Cancers

A full list is available on request.

Who benefits from Care Coordination?

People who need help to:

- ⦿ Access community based services
- ⦿ Attend appointments
- ⦿ Access medical aids



Our clinics are smoke free.

What do I need to do to access this service?

Follow the four steps listed on the back of this brochure. Our Health Workers can assist you to book your appointment, complete any forms, and liaise with your GP.

Once you are enrolled, you need to contact the Care Coordinators **every time** you have a specialist appointment, so they can assess your eligibility and arrange payment.

IMPORTANT NOTE TO PATIENTS

- ⦿ For your specialist appointments to be covered by the ITC program your appointment must:
- ⦿ Be referred by the GP as part of the Team Care Arrangement relating to your chronic disease/condition
- ⦿ Have a current GP Management Plan and Team Care Arrangement
- ⦿ Give your coordinator at least 24 hours notice of your appointment

