



Broome
Regional Aboriginal
Medical Service

Consumer Information Handbook



WELCOME



**Broome
Regional Aboriginal
Medical Service**

On behalf of the management and staff welcome to Broome Regional Aboriginal Medical Services (BRAMS).

BRAMS is dedicated to delivering comprehensive primary health care services to enhance the quality of life of Aboriginal and Torres Strait Islander people living or visiting Broome.

This handbook has been written for people who are coming to BRAMS for primary health care services.

Our aim is to ensure BRAMS responds to your individual health care needs to the best of our ability.

This handbook provides you with information about BRAMS and what to expect when you access our services.

This handbook can also be used as a journal and spaces are provided throughout the booklet for you to make notes, write down information and questions you may like to ask our staff.

You are encouraged to take the opportunity to tell us about your experience; what we did well and ways in which we can improve your experience. We will listen.

Please do not hesitate to ask questions, you can be assured that our staff will make every effort to assist you.

Cassie Atchison
Chief Executive Officer

Healthy People ~ Strong Community ~ Bright Future

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About Us

BRAMS is an Aboriginal Community Controlled Health Service. Commencing in 1978, BRAMS was the first remote Aboriginal Medical Service in Western Australia.

BRAMS provides comprehensive, holistic and culturally responsive primary health care and social and emotional wellbeing services to Aboriginal people living in Broome. BRAMS provides over 40,000 of occasions of service to the Broome community each year.

BRAMS has an experienced team of health professionals, that include Aboriginal Health Workers and Practitioners, GPs, Nurses, Psychologists, Social and Emotional Wellbeing Counsellors, Tackling Indigenous Officers who work together to improve health outcomes of Aboriginal people.



Location

BRAMS is located at 2 Dora Street, Broome WA.

Our Contact Details

Our phone number is **(08) 9192 1338**.

You can also email BRAMS at **reception@brams.org.au**

Opening Hours

BRAMS is open from Monday to Friday from 8.30am to 4.30pm.

BRAMS close down from 12.00pm to 1.00pm each day.

The Clinic is open from 8.30am to 3.30pm each day.

From time to time BRAMS may close its services for a full or partial day. Upcoming clinic closure are displayed on the Notice Board in the Waiting Room and are also posted on our Website and Facebook Page.

Transport

If you need assistance with transport to and from BRAMS please call our friendly reception staff who can assist.

Service Access

BRAMS offers a walk in clinic and also appointments for some medical services. These appointments can be made by calling the BRAMS reception.

Social Media

BRAMS has a Facebook and can be accessed through www.facebook.com/BROOME.BRAMS

The BRAMS Website can be accessed through this link www.brams.org.au

Eligibility

Eligibility for services is specific to each service area, for more information in regards to eligibility criteria please speak to the BRAMS reception staff who will provide you with the information.

Costs

BRAMS is a bulk bill medical clinic for Aboriginal and Torres Strait Islander people. This means that we provide services free of charge.

BRAMS charge a fee for service for drivers medical assessments and Workcover matters.

Alcohol And Other Drugs

Alcohol and drugs are not permitted to be consumed on the premises, this includes in our vehicles. Any individual who attends BRAMS under the influence of alcohol or drugs may be refused services and asked to leave the premises.

Smoking

BRAMS is a smoke-free workplace, therefore, smoking is not permitted on BRAMS grounds, office facilitates or in vehicles.

Primary Health Care Services

BRAMS deliver primary health care and social and emotional wellbeing services to Aboriginal people living in or visiting Broome. Services are provided five days a week.

Services Available

Primary Health Care

We provide holistic primary health care services to address all aspects of the physical social and emotional wellbeing of Aboriginal people.

Visiting Specialists

We have a wide range of specialists who attend our clinic. These include Physicians and Paediatricians. Visiting specialists can only be accessed via referral from a BRAMS GP.

Allied Health

We have a wide range of allied health specialists who attend our clinic. These include a Podiatrist, Speech Therapist, Occupational Therapist, Dietitian and Diabetes Educator. Visiting allied health professionals can be accessed via referral from a BRAMS GP.

Medications

BRAMS supplies medication at no cost to BRAMS client through the Pharmaceutical Benefit Scheme under section 100 of the National Health Act 1953. BRAMS staff can provide information to clients about their medications and refer client for pharmacist medication reviews. BRAMS can deliver medication for clients as per delivery criteria and also arrange for medications to be provided in a dosette aids.

Child and Material Health

We provide a community midwifery service for antenatal and postnatal care, child health and development, infant and child nutrition and parenting skills.

Chronic Disease Management

We provide tailored programs to assist you in managing a chronic disease. Referral to this program is made through a BRAMS GP.

Social and Emotional Wellbeing

We provide a case management and counselling service. You can self-refer to this program or ask a BRAMS Aboriginal Health Worker or GP to refer you.

Smoking Cessation

We provide one on one counselling to assist you to reduce or cease smoking. You can self-refer to this program or ask a BRAMS Aboriginal Health Worker or GP to refer you.

Dental Health

We provide a dental clinic one day per week. Your GP can refer you for an appointment.

NDIS

We provide services under the NDIS. For further information, ask our friendly staff for an NDIS Handbook.

Triage For Walk In Clinic

BRAMS aims to provide you with high quality care as efficiently as possible. If you do not have a scheduled appointment you will be treated as soon as possible, but someone who arrives at the clinic after you may be seen before you if they need medical treatment more urgently.

On arrival at BRAMS you report to reception and update your contact details.

You will then see an Aboriginal Health Worker (AHW). The AHW assesses your medical condition and this guides BRAMS to see patients according to how sick they are.

After seeing the AHW, you may be asked to wait in the waiting room. How long you wait depends on how busy BRAMS is at the time, and the number of patients whose conditions are more serious than yours.

Our staff understand that waiting can be frustrating. They do their best to keep your wait to a minimum and make you comfortable. While you wait if you feel your condition changes, please let the AHW or Reception Staff know.

Health Promotion

BRAMS provides a wide range of health promotion events and activities. Our health promotion activities are geared toward promoting health and preventing ill health rather than focusing on people at risk of specific diseases.

BRAMS post information about upcoming events on our noticeboard, Website, Facebook and Instagram Account.



fb.me/BROOME.BRAMS

My Health Care Rights

BRAMS is committed to upholding the rights of our consumers and community members.

BRAMS has adopted the Australian Charter of Health Care Rights. The Charter described the rights of consumers, families and carers in all healthcare settings across Australia.

Consistent with the Charter, as a consumer of BRAMS you have the right to:

- Be treated with courtesy and respect.
- Access considerate, quality, respectful and safe care regardless of social status, gender, race, sexual preference, religion, political belief, mental health or any disabilities.
- Clear, easy to understand information about your care, condition, treatment options expected outcomes, side effects and costs.
- Have your privacy and confidentiality respected, and a say in what happens to your personal health information.
- Have access to personal information held in your record, in accordance with legislation.
- Make suggestions, give position or negative feedback, ask questions and make complaints about your care.
- Engage someone to represent you, including external advocacy groups.
- Access and interpreter.



As a consumer of BRAMS, you have a responsibility to:

- Show consideration and respect to all staff, volunteers, consumers and visitors.
- Provide sufficient information to enable staff to provide the appropriate service, advice, and/or care.
- Respect the privacy of others attending BRAMS services and to keep in confidence any information shared by group members in programs conducted by BRAMS.
- You have a responsibility to participate in making decisions about your care and to ask for more information if you don't understand something.
- Carry out a treatment program or tell your health care worker if you are not intending to do so.
- Tell BRAMS if you are unable to make an appointment.

Staff rights and responsibilities

It is the responsibility of all staff members to:

- Inform you of your rights and responsibilities.
- Assist you in exercising these rights.
- Comply with legislation, regulations and organisational policies and procedures in all contact with consumers.

It is the right of all staff to:

- Be treated with respect and courtesy.
- See other consumers if you are late for your appointment.
- Be provided with accurate information that may affect your treatment.

Interpreter

BRAMS believes that effective communication between our consumers, families and their carers and health services is critical to ensure accessible, safe and high quality services for people who are not fluent in English or who are Deaf. BRAMS work with accredited and certified interpreters to overcome the communication barriers faced by people who are not fluent in English or who are Deaf.

Working with interpreters allows BRAMS to fulfil their duty of care and ensures that the quality of communication is the best it can be a language other than English is involved.

If you require the services of an interpreter, please inform one of our friendly staff members.

Feedback

It is BRAMS policy to enable consumers, their support people and carers to provide feedback or raise a complaint and/or compliment about any aspect of our service. The aim of our policy is to improve the quality of services provided by adopting a positive, blame-free approach to resolving complaints.

Complaints received by consumers tell us what we are doing right. Complaints received by BRAMS are seen as an opportunity for improvement. All feedback is taken seriously. BRAMS will make all reasonable efforts to understand issues or concerns, and resolve complaints when they arise.

Consumers can provide feedback to BRAMS through the completion of the Feedback Form located in reception or on the BRAMS Website. You can also make a verbal complaint to a BRAMS staff member.

BRAMS aims to resolve complaints within 35 days.



Health information and your privacy

When you visit BRAMS, we may need to ask for health information about you.

BRAMS has a written privacy policy that describes how we manage personal information. Our friendly reception staff can provide you with a copy of this on request.

What is my health and personal information?

The personal information we collect includes:

- Your name
- Date of birth
- Address and telephone number
- Medicare number
- Healthcare identifiers
- Medical information about your past and present health

BRAMS collects this information in order to provide you with high quality care.

When can BRAMS collect my health and personal information?

BRAMS can only collect your health and personal information when you consent; should only collect it directly from you; and should only collect information we need to carry out our service to you.

Your consent to collection should be explicitly given, although there are times where your consent can be assumed. For example, a GP would normally take notes of symptoms during an appointment, so your consent to do so is implied unless you ask them not to.

In some situations, your GP may not need your consent, such as in an emergency. For example, if you were unconscious and required urgent treatment, information about you could be collected from your family or GP without your consent.

Providing information to the multidisciplinary team

At BRAMS, it is normal for GPs, Aboriginal Health Workers and Registered Nurses to have access to your medical records. If you have concerns about this, please discuss them with your health worker or reception staff.

Providing information to others

BRAMS respect your right to decide how your information is shared or used. For example, this may be sharing your health information with specialist doctors. Personal information that identifies you will only be sent to other people with your consent, unless there are exceptional circumstances. Gaining your consent is the guiding principle used by BRAMS in using and sharing your information.

BRAMS will not share your personal health information with anyone else or another organisation unless:

- You have consented to this sharing, or
- They are legally obliged to disclose the information in which case your GP will first discuss with you the information that he or she is legally obliged to disclose, or
- The information is necessary for you to obtain Medicare payments or other health care rebates, or
- There is an overriding public health and safety interest in the release of the information.
- In the above cases, only information necessary to meet the requirements will be provided.

Access to your health information

You may ask BRAMS staff about any aspect of your healthcare, including information contained in your record. You can request access to your medical record and any other information BRAMS records about you. Depending on what is involved, you may be asked to contribute to the cost of providing the information.

Contacts

If you have questions or a complaint about the privacy of your personal information, please ask to speak to the Clinic Coordinator.

Further information on privacy legislation is available from:

**Office of the Australian
Information Commissioner**
1300 363 992
www.oaic.gov.au

**Health and Disability Services
Complaints Office – Western Australia**
1800 813 583
www.hadsco.wa.gov.au/home/ipc_index.cfm



My Health Record

My Health Record is a secure online summary of your health information. You can control what goes into it and who is allowed to access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers.

Every Australian now has a My Health Record, unless they have chosen not to have one.

Further information on My Health Record can be obtained from BRAMS or by contacting the:

My Health Record Help line

1800 723 471

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