

# Youth Health Clinic

## What you can expect from the headspace Craigieburn Youth Health Clinic

The headspace Craigieburn Health Clinic provides confidential, accessible, respectful and high quality health care for young people aged 12 to 25 years.

### Services include:

- Youth health screening and general check-ups
- Sexual health (contraception, STI checks, pregnancy care)
- Sexuality & gender identity issues
- Vaccinations
- Tests including blood tests and specialist referrals
- Treatment for general health conditions i.e. asthma/diabetes

### Costs

Consultations with the doctors are free (bulk billed) with a valid Medicare card. Consultations with the nurse are also free and do not require a Medicare card. Please bring your Medicare card or number and if applicable Health Care Card to each appointment. Any tests, procedures, x-rays or medications ordered by the doctor may incur a cost. Please discuss with the doctor or nurse during your appointment at the time of booking a test to confirm any out of pocket cost.

### Appointments

To ensure you have enough time with the nurse or doctor we use an appointment based system. Appointments can be made by phone or in person. Long appointments are available upon request for complex or multiple health issues. You can request which doctor you would like to see, however please note our doctors are only available on certain days and at certain times.

### Communication

If you email [info-headspacecraigieburn@orygen.org.au](mailto:info-headspacecraigieburn@orygen.org.au) your email will be reviewed within 2 business days (emails are not monitored on weekends or public holidays) and passed onto the reception and/or clinical team.

You can call our office during business hours and we will triage and attend to your call seeking clinical and medical support as needed. If you have immediate concerns for a young person, please call emergency services on 000 and ask for an ambulance, or attend your local emergency department, do not wait for a response from our email system.



### After hours (if you need Medical care and the Youth Clinic is closed).

If you require after hours medical care you may choose to visit your regular doctor or you can visit [www.nhsd.com.au](http://www.nhsd.com.au) to find your nearest doctor. For Youth Health Clinic after-hours care, phone the Home Visiting Doctor Service on 13 SICK (13 74 25). For medical emergencies call 000 and ask for an ambulance, or attend your local Emergency Department.

### Location ([link to map here](#))



Suite 1, Level I, Central Suites

340 Craigieburn Rd, Craigieburn VIC 3046



03 8338 0919



03 8338 0922

### Youth Health Clinic Hours (GPs onsite)

Tuesday	9:00am - 5:00pm
Wednesday	9:00am - 5:00pm
Friday	9:00am - 5:00pm

### When You Call Us

Medical staff are often busy during consultation hours and may be unable to take your call. All urgent calls will be dealt with promptly. If your call is not urgent we may suggest that you book an appointment so you can speak with the doctor directly.

### SMS appointment reminders

We will send you a courtesy SMS reminder to your phone 48 hours before your appointment. If you do not confirm, your appointment may be cancelled and offered to another young person.

Please note that we also have a 24 hour cancellation and rescheduling policy. We may not automatically book or rebook an appointment for you if you cancel an appointment with less than 24 hours notice or fail to attend an appointment. Cancelled or rescheduled appointments may result in difficulties with obtaining future appointments.

### Test Results

It is important to discuss with the GP how best to receive your Test results. Generally Results are best discussed face to face with the GP.

### Privacy

We are committed to protecting your privacy and we will only use personal information that you give us to provide you with the best service we can. All personal and health information is managed in accordance with the Health Records Act 2001 (Vic) and the Privacy and Data Protection Act 2014 (Vic). We encourage you to read our privacy policy which can be found on our website or at reception. If you would like to see your health information, please speak to a staff member for further details.

### Reminders & Recalls

The Youth Health Clinic has a system for follow up and recall for Test Results and for this reason it is important that we always have your current contact details. We also have a reminder system for health prevention and maintenance programs e.g. immunisation or pap test reminders. If you do not wish to participate please discuss this with the GP or Youth Health Nurse.

### Feedback OR Complaints

If you have any feedback of any kind we'd love to hear it. Please speak to one of our staff or fill out the **Heads Up** feedback form located in the reception area. You can stay anonymous. If you provide your name and contact details a headspace staff member will get in touch to discuss your feedback or concerns. You can also contact the Health Complaints Commissioner on 1300 582 113 (free and confidential).

**Interpreters & Practice Information** – Please let us know if you would like us to book an interpreter for your apt with the GP. You can also call the Translating and Interpreting Service (TIS) on 13 14 15 at any time to ask for an interpreter. If you do not understand or are unable to read any information please let us know. Translated health information is available in a variety of languages at Health Translations website <http://healthtranslations.vic.gov.au/>

### The Youth Health Clinic Facilities

The Youth Health Clinic caters for all young people aged 12 to 25 years including those living with a disability.

- Main access to the Youth Health Clinic is via the front door
- Disability toilet access is available.
- Disability parking is located in the car park opposite or located in secure car park within centre. Please phone ahead so we can organise parking for you.
- There is lift access to GP/consulting rooms
- We have adjustable examination couches

Medical/Nursing	Days
Dr. Sonya	Fri
Dr Cathaya	Tue
Dr Jessie	Wed & Fri
RN Vesna	Wed
Clinical Services	Manager
Dayna	Mon-Fri

Administration	Role
Lara	(Act) Practice Manager
Gabrielle	Reception/Admin
Riven	Reception
Brooke	Reception



### Want to Know More?

Visit our websites at: [www.headspace.org.au/headspace-centres/craigieburn](http://www.headspace.org.au/headspace-centres/craigieburn)  
 Visit our facebook page: <https://www.facebook.com/headspacecraigieburn/>

