



# Information about the Youth Health Clinic

## What is the Youth Health Clinic?

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 the Youth Health Clinic?


You can visit the Youth Health Clinic at Dandenong and Narre Warren.





In some special cases our doctors can also visit you at home. Please talk to your doctor about this.

### headspace Dandenong


 2/26 McCrae Street, Dandenong


 1800 367 968

 03 8789 6908





 **Tuesday:** 10.00am - 5.00pm  
 **Wednesday:** 10.00am - 5.00pm  
 **Thursday:** 2.00pm - 5.00pm  
 **Friday:** 10.00am - 5.00pm

### headspace Narre Warren

 66 Victor Crescent, Narre Warren

 1800 367 968

 03 8738 9888

 **Tuesday:** 2.00pm - 5.00pm  
 **Wednesday:** 10.00am - 5.00pm  
 **Thursday:** 10.00am - 5.00pm  
 **Friday:** 10.00am - 5.00pm

## How much does 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 the Youth Health Clinic

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 on 1800 367 968 and asking one of our staff members or via the HOTDOC website. You can access HOTDOC via the links below or by looking on headspace Dandenong and Narre Warren’s websites.

Dandenong - <https://www.hotdoc.com.au/medical-centres/dandenong-VIC-3175/headspace-dandenong/doctors>

Narre Warren - <https://www.hotdoc.com.au/medical-centres/narre-warren-VIC-3805/headspace-narre-warren/doctors>

We will send you a text message to remind you that your appointment is coming up.

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 the Youth Health Clinic

If you need to talk with a doctor or nurse straight away, we will try to get them to speak with you but this is not always possible. If the matter 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 at the Youth Health Clinic. 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 the Youth Health Clinic is closed

We do not have appointments “**after hours**”, which means you cannot see a doctor when the clinic is closed.

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](http://www.nhsd.com.au)
3. Call the Home Visiting Doctor Service on **13 74 25**
4. In a “**medical emergency**”, you should call **000** and ask for an ambulance  
OR you can go to your local Hospital Emergency Department.  
A medical emergency is when your life or long-term health is at risk.

The closest Hospital Emergency Departments are below.

### 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 the Youth Health Clinic. The best way for us to share the results with you is face-to-face at the clinic. 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 the 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

### Doctors

Dr Andrew Mau	MBBS, BA Medicine, BA Surgery	Dandenong & Narre Warren
Dr Wesley Ang	MBBS, FRACGP	Narre Warren
Dr Mark Timlin		Narre Warren

### Nurses

Sally-Anne Davis	RN, Mental health nurse	Dandenong
Danneil Kitchin	Registered nurse	Dandenong
Emily Radegonde	Registered nurse	Narre Warren

### Administration

Erika Nagy	Practice Manager	Dandenong & Narre Warren
Jude McConnell	Administration Coordinator	Narre Warren
Kylie O'Hagan	Receptionist/administrator	Narre Warren
Scarlett McKeon	Receptionist/administrator	Narre Warren
Rachel Taylor	Receptionist/administrator	Narre Warren
Tabitha Pannel	Receptionist/administrator	Dandenong
Samantha Jackson	Receptionist/administrator	Dandenong

## Want to know more?


Contact us using the information below:

### **headspace Dandenong**

**Ph:** 1800 367 968

**W:** [www.headspace.org.au/headspace-centres/dandenong](http://www.headspace.org.au/headspace-centres/dandenong)

**E:** [enquiries@headspacedandenong.com.au](mailto:enquiries@headspacedandenong.com.au)

 Headspace Dandenong


 @headspacedandenong

### **headspace Narre Warren**

**Ph:** 1800 367 968

**W:** [www.headspace.org.au/headspace-centres/narre-warren](http://www.headspace.org.au/headspace-centres/narre-warren)

**E:** [headspaceDNWenquiries@each.com.au](mailto:headspaceDNWenquiries@each.com.au)

 Headspace Narre Warren

 @headspacenarrewarren

**We are proud to be  
an AGPAL Accredited  
General Practice**



**Accredited  
General Practice**

