

Maari Ma's Wilcannia Primary Health Care Service arrangements during COVID-19

We are open

Monday to Friday 9.00am to 5.00pm.

Maari Ma doctor on site

Doctor Stephen Gaggin is working at the PHCS Monday to Friday.

Doctor Penny Roberts-Thomson is working at the PHCS 2 days a week (until mid-May).

Maari Ma's Wilcannia primary health care services

Due to the coronavirus crisis and the importance of implementing the required distancing and infection control measures we've had to change the way we provide some of our services.

But the key message to the community is:

While we've prepared the service for COVID-19, we are at the same time working to maintain access to health care not limit your access to health care. We continue to provide many of the same services we've always provided.

But you'll notice the way you access some of the services will be slightly different: some services will be face to face, some services will be by phone, there will be less walk-in appointments and more booked appointments. It's a NSW Health requirement that all people attending the health service are screened in the Wellbeing centre for COVID-19, so when you come to see us, you'll enter via the Wellbeing centre.

Fewer Maari Ma outreach staff travelling to Wilcannia from Broken Hill

We have listened to the community and have temporarily limited the number of Maari Ma outreach staff travelling from Broken Hill to Wilcannia to deliver health care. During the COVID-19 crisis,

the following service providers will be visiting. It's important to note that even though we've limited the number of outreach staff, we are still providing a comprehensive range of services:

Manager Aboriginal Health – an experienced clinician who'll work as part of the GP team as required to support vulnerable chronic disease patients to stay well during the COVID19 crisis

Female GP – 2 days per week (until mid-May) to maintain our focus on women's and children's health

Midwife, child health nurse and nurse immunisers - to care for pregnant mums, help families with young children to stay up to date with important health checks and immunizations

Child oral health team – as required

Social and Emotional Wellbeing (SEWB) worker - to support people experiencing mental health and AOD issues (as required fortnightly)

Medical receptionist – to function as back up for reception staff (as required e.g. to cover leave)

Two senior Managers – weekly to support staff wellbeing and maintain our community engagement efforts.

Outreach staff – screened to ensure fit for work

We understand many in the community are worried about our health care staff who travel from Broken Hill and the potential risks associated with bringing coronavirus to Wilcannia.

To reassure the community that our staff are well, no Maari Ma staff are permitted to be at work with any respiratory symptoms at all. We have also made it compulsory for our outreach healthcare staff to be screened at Maari Ma before departing Broken Hill and screened at the Wilcannia health services upon arrival. Our staff will be medically cleared as fit for work before being allowed to commence work in Wilcannia.

A summary of services Maari Ma will provide at the Wilcannia PHC services during the COVID-19 crisis and important changes is on the next page.



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Maari Ma Primary Health Care Service

"Improving Aboriginal health and closing the gap"
Broken Hill, NSW



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www.facebook.com/maarimahealth/

Services Summary

During the COVID19 crisis, the service will continue to provide quality general practice, with a focus on chronic disease management and child & family health, to keep people up to date with routine care to stay well.

✔ = service is comprehensive; the way you access the service is slightly changed.

✔ = service is still available but limited due to COVID19 infection control and distancing requirements.

Service	Access changes
✔ Patient transport	No flag downs. All transport to the PHCS must be booked in. Infection control and distancing rules apply, no more than 2 patients in the vehicle at any one time. If you have flu like symptoms (cough, runny nose, sore throat, fever) you will be required to put on a mask before you get into the vehicle.
✔ In-home visits	Limited in-home visits, we'll be making it easier for people to come into the clinic.
✔ Visiting people at home or in the community	We've had to modify our community visits in keeping with distancing requirements but some staff will continue to visit people at home (talking outside) and in the community e.g. to provide education, talk about health appointments, drop off information / medicine etc.
✔ Walk-in / drop in doctor clinic	We've temporarily postponed our walk-in clinics; this is to manage the number of people in the clinic at any one time to ensure infection control and distancing requirements. All appointments with the doctors (either on the phone or in the clinic) need to be booked.
✔ Webster pack - drop off	Given the changes to our in-home visits, most people will need to collect their Webster pack from the clinic or Pharmacy. We will deliver Webster packs to people who are house bound.
✔ Webster pack – pick up	For people coming to the service to collect a Webster pack, you'll go to the Wellbeing centre first and complete a health screen. The screening RN will let us know you are ready to collect your Webster pack and we will get out your pack ready for you to come over to Maari Ma's clinic to collect.
✔ Booked telephone appointment with the doctor	Ring reception, book a time for your telephone appointment. You can use a telephone appointment to: Get your prescription renewed (for some medications) Get an updated Centrelink certificate Discuss minor health problems Review your chronic disease care plan and ongoing management.
✔ Distancing in our waiting room	Only 4 people allowed in our waiting room at any one time. We have chairs outside if we have more than 4 people waiting for appointments.

Services Summary

Continued

✔ Face to face appointment with the doctor	<p>Ring reception, book a time for your doctor appointment.</p> <p>Before seeing the doctor you'll need to be screened first at the Wellbeing centre.</p> <p>Doctor consultations will be shorter than usual – 10 mins.</p> <p>Longer appointments would require the doctor to wear gown, mask, gloves which are in short supply (Australia wide).</p> <p>One 1 person at a time in each appointment.</p> <p>For appointments with children, only 1 child and 1 parent in each appointment.</p>
✔ Chronic disease management and follow-up for vulnerable patients	<p>We encourage all patients living with a chronic disease including Diabetes, heart disease, respiratory issues, etc to stay up to date with your care.</p> <p>Telephone and face to face booked doctor appointments are available.</p> <p>We will follow-up high risk / vulnerable patients to make sure patients are well.</p> <p>As well at Dr Stephen and Dr Penny who will be delivering services in Wilcannia, Dr Nugent and Dr Carroll will continue to deliver their clinics, but their clinics will be by phone.</p>
✔ Social and Emotional Wellbeing service	<p>Maari Ma's SEWB team will continue to visit, all appointments will be booked and at the clinic. Before attending your appointment you'll need to be screened first at the Wellbeing centre.</p>
✔ Home medication reviews	<p>Temporarily postponed. The Doctors will talk to Pharmacist over the phone to make sure your medications are up to date.</p>
✔ Midwife and child health	<p>Ring reception, book a time for your appointment.</p> <p>Before attending your appointment you'll need to be screened first at the Wellbeing centre.</p> <p>Depending on the type of appointment, the health care worker may need to wear gown, mask, gloves.</p> <p>Your appointment will be shorter than it would normally be.</p>
✔ Flu vaccination clinic	<p>2-3 days every week, flu vaccination via booked appointment. We are encouraging everyone in the community to get vaccinated.</p>
✔ Smoking cessation	<p>Support with access to NRT continues. Before collecting your NRT you'll need to be screened first at the Wellbeing centre.</p>
✔ COVID19 testing	<p>Provided by the LHD in the emergency department (after being screened in the Wellbeing centre).</p>
✔ Child dental	<p>For emergency and acute pain.</p>
✔ Adult dental	<p>Provided by the RFDS; Emergency and acute pain only.</p>
✔ Medical specialist clinics	<p>Our paediatric, renal, cardiology and endocrinology clinics will continue, however the appointments will be by telephone consult.</p>
✔ Some specialist complication screening services	<p>Specialist Podiatry and specialist eye checks – temporarily postponed.</p> <p>For diabetic foot checks the doctor and team will complete.</p>
✔ Chronic disease management Broken Hill hospital	<p>We continue to support patients to make arrangements to attend the hospital in Broken Hill for diagnostic testing or ongoing treatment, e.g. eye appointment, radiology.</p>
✔ IPTAAS	<p>Support to attend out of town health appointments as required.</p>

Hand Hygiene

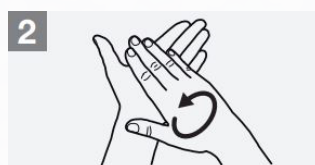
HOW TO HANDWASH



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



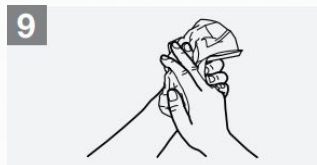
Rotational rub of left thumb clasped in right palm and vice versa;



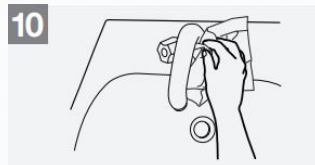
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



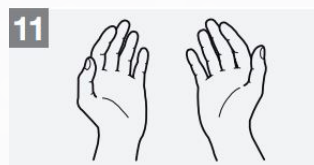
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off tap;



Once dry, your hands are safe.

HOW TO HANDRUB

Wash hands when visibly soiled.
Rub hands for hand hygiene.

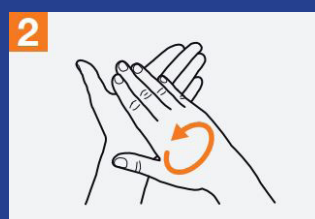
SAVE LIVES
Clean **Your** Hands



World Health Organization



Apply product in a cupped hand



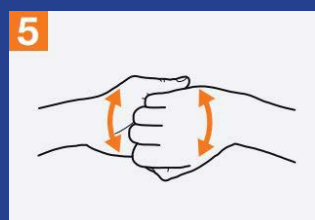
Rub hands palm to palm



Right palm over left with interlaced fingers and vice versa;



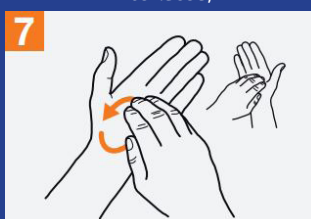
Palm to palm with fingers interlaced;



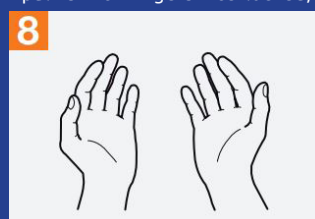
Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



Rotate rub, back and forward with clasped fingers of right hand in left palm and vice versa;



Once dry, your hands are safe.

MAARI MA Cycle of Care

START:

Your cycle of care starts with a twelve monthly CTG/IPIP sign up. This includes an ATSI Health Check and a follow-up by a health worker.

GP Review

During the year you should see your doctor to see if your GPMP or medication needs to be changed. You may also need some tests.

Follow-up care

Our health workers will visit you to talk about your health and see how you are going with your medications.

GPMP & Medication

You will be looked after by our Keeping Well team and other specialists like our dietitians, podiatrists and eye specialists. The Keeping Well team and pharmacist will help you with your medications which could include a Home Medication Review and a Webster Pack.

You should see your doctor regularly and develop a care plan to manage your health. This plan is called a GPMP.

Maari Ma Primary Health Care Service

Improving Aboriginal Health & Closing the Gap...

About MMPHCS

Maari Ma Primary Health Care Service aims to provide culturally appropriate health services to Aboriginal people living in Broken Hill and surrounding communities.

We are governed by an all Aboriginal Board of Directors, who are deeply committed to providing an holistic approach to Aboriginal health that includes physical, emotional, spiritual, cultural and environmental dimensions.

Our health workers, doctors and nurses are committed to providing you with the highest quality care. If you ever feel that this has not been achieved, please contact the manager, Kendy Rogers, on 08 8082 9777 to discuss the matter.

Maari Ma : Winner of Far West Business Excellence Awards for our successful service to the Aboriginal communities of the Far West.

Regular services

Doctors
Nurses
Health workers
Child health nurses
Midwives
Dietician
Primary mental health workers
Alcohol and other drug staff
Psychologist
Kids dentist
Adult dentist
Women's health
Pharmacist
Social Worker

Occasional services

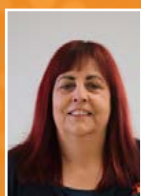
Heart specialist
Kidney specialist
Diabetes specialist
Child health specialist
Eye specialist
Alcohol specialist
Smoking specialist
Podiatry
Optometrist

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PHCS



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Service Manager:
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