

**Information for Non-Anangu Residents and Visitors to The Anangu
Pitjantjatjara Yankunytjatjara (APY) Lands**

Who are we?

Nganampa Health Council (NHC) is an Aboriginal Community Controlled Health Organisation delivering primary health care on the APY Lands. It is a non-government incorporated association governed by an Anangu Board.

Where are we?

NHC has staffed clinics in each of the six main communities - Iwantja, Mimili, Fregon, Pukatja, Amata and Pipalyatjara. These clinics are staffed by Registered Nurses, Aboriginal Health Workers and visiting or resident Medical Officers.

Clinic hours are:

**Monday to Friday 9.00am-12.30pm and 2.00pm - 5.00 pm
Clinics are closed on weekends and on public holidays**

Clinic contact details are:

Clinic	Phone:	Fax:	Email:
Pipalyatjara	08 89507503	08 89567836	pipalyatjaraclinic@palya.org.au
Amata	08 89562910	08 89567825	amataclinic@palya.org.au
Pukatja	08 89562946	08 89567528	pukatjaclinic@palya.org.au
Fregon	08 89562918	08 89567816	fregonclinic@palya.org.au
Mimili	08 89562974	08 89567801	mimiliclinic@palya.org.au
Iwantja	08 86707986	08 86707967	iwantjaclinic@palya.org.au
Nyapari*	08 89567942	08 89567441	pipalyatjaraclinic@palya.org.au

*Visiting services only. Contact Pipalyatjara Clinic when unattended

NB There is no clinic or ambulance service at Umuwa.

What services do we offer?

All consultations are at the clinic. We do not make house calls.

We do not operate an appointments system. If you require medical attention you should attend the clinic. All clients see a health worker or nurse to be assessed and triaged.

Emergency and acute treatment

All residents and visitors can access our clinics for emergency and acute treatment. This assessment and treatment is provided free of charge and our doctors bulk-bill through Medicare for these consultations. Medication prescribed for treatment of an acute condition is dispensed from our clinics. Our clinics offer 24-hour emergency care with a nurse on call for emergencies when the clinic is closed. The on-call nurse can be contacted on the clinic phone number. If there is no answer, check at the clinic and then at the house of the on-call support worker.

Please do not seek consultations after hours for any non-emergency care. Clients who require hospital care are evacuated to Alice Springs Hospital by RFDS. You will not be charged by NHC for emergency treatment, NHC ambulance transport, or evacuation. However you might be charged by other health organisations and we strongly recommend you have a valid Medicare card or the necessary private health insurance.

Management of pre-existing or chronic illness

NHC clinics are not able to provide comprehensive health care to non-Anangu residents. You must engage the services of a GP either in your home town or in Alice Springs. This GP must provide ongoing care for chronic or pre-existing medical conditions. In some cases, we may be able to help to monitor your illness or perform pathology tests but ONLY after a direct contact by your GP with one of our doctors. You must arrange prescriptions and medication supply through your GP



and Alice Springs pharmacies. We do not supply first aid items or non-prescription medicines from our clinics.

Antenatal care

Some of our clinics have a registered midwife. If requested, the midwife or nurse will confirm your pregnancy and undertake a routine first antenatal check. At this point the NHC clinic doctor will refer you to the obstetrician at the nearest hospital (Alice Springs). You should make other arrangements if you choose to birth elsewhere. In some cases, we may be able to help to monitor your pregnancy or perform pathology tests but ONLY after direct contact by your obstetrician with one of our doctors.

Dental care

From time to time a dentist, employed by NHC, may be working on the APY Lands. Routine dental care is not provided for non-Anangu residents. Emergency care is available at a fixed cost if a dentist is available. Children attending the community school or adult health care cardholders are exempt from payment.

Immunisations

NHC strongly recommends that you have appropriate vaccinations prior to arriving on the APY Lands. The current recommended immunisations can be found in the Australian Immunisation Handbook or on the website <https://immunisationhandbook.health.gov.au/>. You should discuss these immunisations with your GP. All children should have received age-appropriate immunisations. Adult immunisation requirements vary with occupation and duration of intended stay on the Lands. You can organise a script through your local GP and fill the prescription through United Discount Chemists in Alice Springs. The pharmacy will arrange transport of the vaccine to the local clinic where our staff will administer the vaccine according to the script and notify your GP. Please note that seasonal influenza immunisations are only provided free of charge to eligible people as outlined in the national guidelines.

Patient Assisted Transport Scheme {PATS}

You may be entitled to some PATS assistance with travel and accommodation costs where **NHC refers you** for specialist, non-elective care. Schoolteachers are not covered under the PATS scheme and have a separate arrangement with their employer. Referral must be to the closest suitable specialist. Travel arranged to coincide with holiday periods or other work or family business is not covered. PATS does not cover costs associated with accessing routine dental care.

Enrolment

You will be asked to complete an enrolment form when you first have medical treatment in one of our clinics. You will be required to provide an address off the APY Lands so we can forward any future correspondence to you when you leave the APY Lands.

Information Privacy

Privacy and confidentiality of your health records is important to us. Protection of your health record is managed according to the SA Information Privacy Principles. A copy of the NHC policy can be obtained through the Health Services Manager.

Feedback and Complaints

Feedback and complaints can be made through the NHC website <http://www.nganampahealth.com.au/nganampa-health-council-feedback> or by phone to the Health Services Manager - 088954 9045

General Enquiries

Routine administrative enquiries, suggestions or feedback should be directed to the NHC Health Services Manager on 08 89549045 at the Umuwa Regional Office.





Form Title:

NHC©

Non-Anangu Patients Health Service

Page 3

Author: JW

Original Form: 24/07/2007

VersionNo:

Last Reviewed: 1 / 10/2021

Reviewed by: VH

Review due: 1/10/2024