

The nearest Doctors, Chemists and Ambulance Services are situated at Orbost, Lakes Entrance & Bairnsdale.

Services provided by the Centre

Accident & Emergency Nursing Care
Home Nursing
Palliative Care
Routine Health Assessment
Family and Social Support
Health Education and Support
Pathology Collection
Immunisation
Electrocardiograph - ECG
Referral Service
Telehealth

Health Promotion Programs

'Food, Friendship & Fun' Meals
Scrapbooking

Visiting Services

Doctor
Women's Clinic
Counselling — ORHS & RFDS
'Neat Feet' Footcare

Equipment for hire

Crutches
Wheel Chairs
Vaporisers
Shower Chairs
Walking Frames
Toilet Chairs
Wheelie Walkers



The Centre

- is situated in the heart of town
- maintained nursing services since 1911
- is SRHS funded.

The Organisation

- is private not-for-profit
- is governed by volunteers
- is guided by Dep.of Health & Human Services policy

The Staff

- work alone and liaise with others
- deal with health and related issues
- deal with acute and chronic issues
- work in the Centre and in the community
- provide education, skills and resources to the community and visitors
- embrace the purpose of the organization
- advocate at local, regional and statewide level for the community on health and related issues.

**THE STAFF AND COMMITTEE
WELCOME IDEAS FOR IMPROVING
SERVICES.**



STATEMENT OF PURPOSE

The Buchan Bush Nursing Association will provide education, skills and resources enabling residents and visitors to take responsibility for their own healthcare.

This will assist individuals and families to contribute effectively in creating an active, healthier community.

My Docs/Office Admin//BBNA Templates/BBNA Service brochure



Back Row: Tammy Woodgate, Susan Edwards, Phillippa Greene & Sophie Sandy
Front Row: Tracey Fall & Anne Brewer

P.O. Box 52, 61Main Street, Buchan, Vic., 3885

Telephone 03 - 5155 9222

Fax 03 - 5155 9261

Office Manager: buchanbna@gha.net.au

Nurse Manager: annebrewer@gha.net.au

Nursing Staff: buchannurses@gha.net.au

HOURS Monday - Friday 8.30 - 12.30
1.00 - 5.00

Closed Public Holidays

STAFF Nurse Manager: Anne Brewer (RAN)
Office Manager: Tracey Fall
Part-time Nurse: Phillippa Greene (RAN)
Part-time Nurse: Susan Edwards (RAN)
Dale Porter
Casual Nurse: Jacinta MacCormack (RAN)
Suzannah Dalley
Admin. Assist.: Sophie Sandy
Cleaner/Gardener: Tammy Woodgate
RAN = Remote Area Nurse

Reg. No. A 10933
ABN 82 809 040 559

EMERGENCY TELEPHONE NUMBERS

AMBULANCE, POLICE & FIRE

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Buchan Police	5155 9268
Buchan Bush Nurse	
Bus. Hrs.	5155 9222
Gelantipy Bush Nurse	
Bus. Hrs.	5155 0274
Poisons Information	131126

REGIONAL HOSPITALS:

Bairnsdale	5150 3333
Orbost	5154 6666

REGIONAL DOCTORS:

Macleod St Medical Centre	5152 5145
Bairnsdale Medical Group	5152 4123
G/land Lakes Comm. Health	5155 8300
Cunninghame Arm	5155 2300
Orbost Medical Group	5154 6777
Eastwood Medical Centre	5152 7135

FEES

Family Subscriptions including dependent children to 18 years.	35.00
Single Subscriptions	25.00
Members visits B.H.	N/C
Members visits A.H.	20.00
Non-Members visits B.H.	20.00
Non-Members visits A.H.	50.00
Non-Member phone consult.	10.00
Consumables	Fees apply
Extra Services	
Requested home visits	5.00
Dressings (Minimum)	5.00
Hire of equipment (Weekly)	5.00
Pathology	5.00
INR Tests	8.00

VISION STATEMENT
'BUCHAN BUSH NURSING—
A RECOGNISED LEADER IN NURSING CARE'.

PATIENT RIGHTS AND RESPONSIBILITIES

It is required by government to maintain certain standards in order to provide quality care. The rights and responsibilities described are related to those standards.

Rights:

As a person using health services you have a number of rights.

1. To be treated with respect and courtesy.
2. To be informed and consulted.
3. To be part of decisions about your care including the right to refuse a service. Your refusal of care will not prejudice any future access to services.
4. To receive quality services.
5. To expect privacy and confidentiality, and to access personal information kept about you by our service.
6. To have an advocate of your choice support you and act on your behalf. *An advocate can be any person who you choose to have speak on your behalf or give you an explanation of conversations with health providers (our staff can act as your advocate).*
A list of specialist advocates is available.
7. You have the right at any time to withdraw your given consent to information sharing between health providers.
8. To have your comments valued.
9. To make commendations or complaints.
10. To provide recommendations for service improvements.

The Buchan Bush Nursing Association would like to acknowledge the Traditional Owners of the land on which we gather, and pay our respects to their Elders both past and present.



Responsibilities:

You have responsibility to service providers. Health services ask their patients to:

1. Treat staff with respect and courtesy.
2. Provide a safe work environment for staff - ensuring safe access to your home
3. Take responsibility for decisions you make with staff about your care.

Commendations / Complaints:

1. You may make verbal commendations/complaints to the Bush Nurse Centre Manager, staff, President or Secretary of the Committee of Management.
2. You may make written commendations / complaints to the Bush Nurse Centre Manager, President or Secretary of the Committee of Management to: PO Box 52, Buchan 3885.
3. OR contact a Consumer Engagement Subcommittee member to represent you and/or feedback issues or views and advocate on your behalf. Members are:
Janice Coates Mobile 0411 576 301
Michael Harper Mobile 0492 852 854
Gina Cantarella Mobile 0411 583 236
4. OR written complaints may be sent to the:
- Health Services Commissioner
(03) 8601 5200 or 1800 136 066
- The Ombudsman—1800 806 314

Committee of Management

President:	Julie Cameron
Sr.Vice President & Consumer Rep.:	Janice Coates
Jr.Vice President & Fundraising Officer:	Vicki Hanman
Secretary/Treasurer:	John Rogerson
OH&S Rep.:	Keith Greenwood
Committee Members:	Amanda Curlewis, Rodney Mitton, Michael Harper, Nicholas Baullo, Jarrod Carter, Regan Ireland & Ellen Webb

For all EMERGENCIES RING 000

Then ring a nurse who may be available.

IMPORTANT:

Out of Hours Procedure

Nursing staff are not obliged to be available outside normal opening hours, however in the event they are able to respond to an emergency, all workplace entitlements will apply.