

## What do I do if I am not happy with the service I received?

If you are unhappy with any aspect of our service, we invite you to raise your concern with the President of the board of CALMS by writing to us with a detailed description of your grievance. The President of CALMS will attend to your complaint at the earliest opportunity and respond in kind. Alternatively you can address your concerns to the Medical Director of CALMS, at the postal address specified on the front of this brochure.

If we are unable to resolve your grievances, you can take your complaint further to the:

**ACT Human Rights Commissions**  
GPO Box 158,  
Canberra ACT 2601  
Ph. 02 6205 2222  
Email: [human.rights@act.gov.au](mailto:human.rights@act.gov.au)  
[www.healthcomplaints.act.gov.au](http://www.healthcomplaints.act.gov.au)

### Continuity of Health Care and Your Privacy

The provision of quality health care requires a doctor patient relationship of trust and confidentiality. Consistent with CALMS commitment to quality care, we have developed a policy to protect patient privacy in compliance with the privacy legislation. A copy of the policy is available from the secretary and main office.

For continuity of health care and with your consent, a copy of the consultation notes will be forwarded to your nominated General Practitioner. The consulting doctor will retain a copy for their records.

Interpreter services are available free of charge to Medicare eligible persons; however access in a timely fashion cannot be guaranteed.

This brochure has been prepared with material supplied by the Royal Australian College of General Practitioners.



PO Box 5066 Garran ACT 2605  
[www.calms.net.au](http://www.calms.net.au)

**"The doctor you call  
when you can't  
call your doctor"**

**1300 422 567**  
**1300 4CA LMS**

### **Northside surgery**

Calvary Hospital, Day Services Building  
Go to the right of the Emergency Department,  
(Along the walkway into the Marion Building and turn right)  
BRUCE

### **Southside surgery**

The Canberra Hospital  
Building 12, Pre Admission Clinic  
(Enter through the Emergency Department Entrance  
and follow the signs)  
GARRAN

### **Tuggeranong surgery**

Tuggeranong Community Health Centre  
Corner of Anketell & Pitman Streets  
TUGGERANONG

North Side    South Side    Tuggeranong

## What is CALMS?

CALMS is an accredited medical deputising service owned and operated by Canberra General Practitioners. CALMS has been providing after hours medical services to residents of Canberra since 1971, and is a not for profit company. As an organisation CALMS is committed to providing quality after hours primary care. The medical care is provided by doctors who have experience in the specialty of General Practice on behalf of the member doctors. Although our surgeries are co-located on the Hospital grounds we are not part of the Hospital system.

## Who can use the services of CALMS?

Any person who is living in or visiting the ACT can use the service. Home visits are restricted to the ACT. However persons who live outside ACT have access to all other CALMS services.

## What kind of service does CALMS provide?

CALMS provides the following services:

- 1) Consultations with a doctor at one of our surgeries.
- 2) Attendance by a doctor at your residence- Home visits are available when clinically indicated. However, often only limited care can be provided via a home visit. Home visits are mainly required by residents of nursing homes. Arrangements can be made for a GP to visit you at home if clinical assessment indicates that this is the best way to manage your problem.

## When does CALMS operate?

CALMS call centre operates at the following times:

**Weekdays: 6pm to 8:30am the next morning**

**Weekends: 6pm Friday to 8:30am Monday**

**Public holidays: All day**

## Surgery hours are:

Weeknights from 8pm until close

Weekends and Public Holidays 10am until close.

Tuggeranong operates on weekends and Public Holidays in the afternoon.

## A doctor is on call overnight for patients requiring urgent attention.

Consultations are by appointment only.



PHONE

**1 300 4 22 5 6 7**

**1 300 4 CA LMS**

Phone for an appointment

## What can I do to help the doctor?

Please phone CALMS for an appointment before attending the surgery. When you phone CALMS you will be asked who your regular doctor is. This information will be used to send a copy of your treatment notes to your regular doctor.

If you have made an appointment and are unable to attend at that time, please phone to change the time of or cancel the appointment as early as possible. This will allow CALMS to arrange for someone else to use the appointment.

If you have a home visit arranged, please give clear directions to your residence. Leave the porch or path light on to help the doctor locate your home. Also make sure your doorbell works and the dog is chained up. Have all your medications ready for the doctor to see. If you do require a narcotic analgesic to be administered regularly, you should have a letter from your doctor stating the dose and the reason for its use. Your doctor should have given you a script for the medication needed and you need to show our doctor a log book documenting its use. Due to security concerns the doctor is not expected to carry narcotic analgesic.

## Do I have to pay for the services?

Yes, you will be expected to pay for the service. The price may vary depending on which doctor you see because individual doctors set their own fees. CALMS has developed a "not to exceed" fee structure, which we ask our members and locums to refer to. Because of the complex nature of Medicare, the fee and Medicare rebate will vary according to the time when you visit CALMS. The out of pocket expense for a clinic visit will not exceed A\$50 between 6pm and 11pm weekdays, and all day weekends. Charges will be less for pensioners and health care card holders. The Registered Nurse answering the phone will be able to give you an estimate of the fee charged and the Medicare rebate for your visit prior to booking an appointment. You will be issued with a receipt with which you may claim a rebate from Medicare if you are entitled to Medicare Benefits.