

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

If you're unhappy with any aspect of our service, we invite you to raise your concern with the management of CALMS by writing with a detailed description of your grievance via email through [admin@calms.net.au](mailto:admin@calms.net.au) or to our PO Box address on the front of this brochure. Management of CALMS will attend to your complaint at the earliest opportunity and respond in kind.

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)

<https://hrc.act.gov.au/complaints/make-a-complaints-about-a-service/>

### 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 Administration at our 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.



QUALITY PRACTICE  
ACCREDITATION



GP DEPUTISING ASSOCIATION  
FOR AND ON BEHALF OF GENERAL PRACTICE



# CALMS

Canberra After hours  
Locum Medical Service

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"

IN THE AFTERHOURS  
PERIOD, PLEASE CALL

1300 422 567  
1300 4CALMS

### Northside surgery

North Canberra Hospital, Day Procedures Unit  
Level 2, Marion Building  
BRUCE

### Southside surgery

The Canberra Hospital  
Building 12, Pre Admission Clinic  
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 service 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?

1. Consultations with a doctor at one of our surgeries.
2. Attendance by a doctor at your residence if your condition and situation fit the criteria followed by the Call Centre RN.
3. With your consent, consultation records are forwarded to your nominated GP.

## When does CALMS operate?

### Call Centre hours are:

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.

## What can I do to help the doctor?

Please phone CALMS LTD for an appointment before attending the surgery. If you have made an appointment and are unable to attend at the time, please phone and change the time or cancel, giving adequate notice for your appointment time to be refilled.

If a home visit has been arranged, please give clear directions to your residence. Also leave the porch or path light on to help the doctor locate your home. It will also help if you make sure your doorbell works and the dog is chained up. Have all your medications ready for the doctor to see. If you require an injection of a narcotic analgesic, you will need to have your own supply of the medication which has been ordered by your usual doctor. You must also have a letter from your usual doctor stating the required dose and reasons for its use, as well as a logbook documenting your usage of narcotic analgesic. Due to security concerns the doctor is not expected to carry narcotic analgesic.

## Do I have to pay for the service?

Yes, you will be expected to pay for the service. CALMS LTD is a private billing surgery. Payment is required at the time of consultation. CALMS staff will be able to give you an estimate of the fee that may be charged. There is a reduced fee for pensioners and health care card holders.



PHONE

1 3 0 0 4 2 2 5 6 7

1 3 0 0 4 CA LMS

Phone for an appointment

Supported by



**ACT**  
Government