

## Opening hours

Our clinics are open 8am - 4pm, Monday to Friday. It's best to make an appointment because if you come in without one you might have to wait.



## After Hours

If you need medical help outside of those hours, please phone Royal Darwin Hospital on **8922 8888**. If you have a medical emergency, please phone **000**.

Free after hours phone advice is available from the GP Helpline on **1800 022 222**.

To help you remember your appointment we will text message to your mobile phone on the day before.

Please phone us if you can't keep your appointment.



### Darwin Clinic

32—34 Knuckey St,  
Darwin NT 0800

☎ 8942 5444

### Rapid Creek Clinic

Shop 35, 48 Trower Rd,  
Millner NT 0810

☎ 89425350

### Men's Clinic

42 McLachlan St,  
Darwin NT 0800

☎ 8942 5495

### Bagot Clinic

133 Bagot Rd Ludmilla  
Bagot Community  
Darwin NT 0820

☎ 8942 5380

### Palmerston Health Centre

Unit 1/7 Royalt St,  
Palmerston NT 0800

### Health Clinic

☎ 8931 5700

### Gumilebyirra

☎ 8931 5711

### Malak Clinic

Shop 3, 1 Malak  
Place, Malak NT 0812

☎ 8920 9500

# Information for clients



**Danila Dilba**  
Health Service



[www.ddhs.org.au](http://www.ddhs.org.au)

## What does it cost to visit a clinic?

Danila Dilba bulk bills, so there should be no cost in visiting one of our clinics. If you are referred to another doctor or organisation, please make sure you ask your health staff if there are any extra costs. They will try to refer you to other bulk billing services. If you are Aboriginal and/or Torres Strait Islander, and have a chronic disease, Danila Dilba will cover the cost of medicines on the Pharmaceutical Benefits Scheme and some others on request.

## Our communication with you

Aboriginal and/or Torres Strait Islander staff are here to help you at all times. We can provide language speakers or interpreters if you need them. We keep clients informed of changes to our services by advertising, clinic notices, letters and community newsletters. We aim to respond to your telephone calls, emails and letters as quickly as possible. More information about Danila Dilba is available on our website.

When you first come to Danila Dilba, we will get information from you including contact details. We will not talk about medical information over the phone or email. Instead, you will need to make an appointment to see health staff.

## Your personal information

We keep your personal and health information secure, private and confidential. We will not give it to anyone else without your permission, unless there is a threat to your life, wellbeing or safety, or unless the law says we must. If you want your personal information, or agree to someone else seeing it, please ask your doctor or the clinic manager for it



## Following up on results

Unless other arrangements are made with your doctor, you will need to make another appointment to review results of blood tests, x-rays, etc. You might get a recall or reminder for preventative health care and health providers



## Feedback, open disclosure and Complaints

Danila Dilba is committed to high-quality, culturally-appropriate care. Where you believe this has not happened, we recognise your right to make a complaint and that complaints help improve what we do.

**Complaint forms** are available at reception, or ask to see the clinic coordinator. Your complaint will be dealt with quickly, fairly and confidentially. We are committed to open disclosure if mistakes are made. We also appreciate good comments and how you think we can improve our service, and have **feedback forms** available as well.

Complaints about your health care can also be made directly to the **Northern Territory Health and Community Complaints Commission**. You can call them on 1800 004474, email [hcscc@nt.gov.au](mailto:hcscc@nt.gov.au) or visit [www.hcscc.nt.gov.au](http://www.hcscc.nt.gov.au)

