

Confidentiality & Privacy

Your privacy is very important to us.

We will not share any of your information without your consent. Any information about you is kept securely and can only be accessed by staff directly involved in your care.

Your time at headspace is about your needs and wants. We are a voluntary service, so we only do what you agree to.

When you register with **headspace** Frankston you will be asked how you want to receive your appointment reminders and to provide the name of an emergency contact person. This person will be our point of contact if we are concerned about your safety at any time.

The worker you see at **headspace** will ask if you want information about your care shared. You may choose to share information with a family member, friend, other support worker or health professional.

Under the Health Records Act, you are entitled to access your file with us. Please speak to our receptionist if you need to do this. Please note that this process can take up to 30 days.



Health Care Homes

For some young people with multiple health and wellbeing needs, we can offer Care Coordination through Health Care Homes. To find out if you're eligible, ask one of our GPs or the YHC Nurse.

For more information on Health Care Homes (HCH) visit www.health.gov.au/healthcarehomes

With HCH, you will have a care team, led by one of our GPs. With the support of your care team, you will develop a shared care plan. This plan helps you have a greater say in your care; and makes it easier for all the people who look after you, both inside and outside the HCH, to coordinate your care.

Contact headspace Frankston

Phone: 03 9769 6419

Email: headspace@headspacefrankston.org.au

Drop in: 62 Playne Street FRANKSTON VIC 3199

Our site is wheelchair accessible

Got feedback?

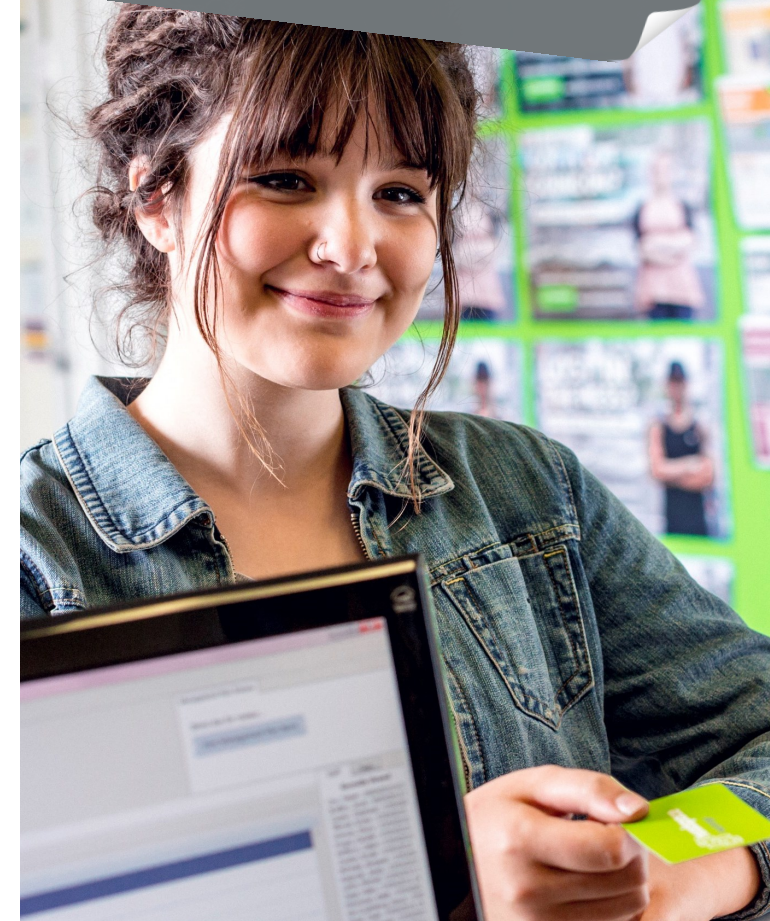
If you have any feedback for us, we would love to hear it! You can tell one of our workers, fill out a feedback form (there will be some in the waiting room) or email us at headspace@headspacefrankston.org.au.

If it is a complaint, we will do everything we can to fix the issue - you can stay anonymous if you prefer! Information is available at reception or from any staff member.

You are also welcome to contact the Health Services Commissioner on 1800 136 066

headspace National Youth Mental Health Foundation is funded by the Australian Government Department of Health under the Youth Mental Health Initiative

Youth Health Clinic



 **headspace**
Frankston



Accredited
General Practice



What is the Youth Health Clinic (YHC)?

The YHC is part of headspace Frankston, a health & wellbeing service for young people 12-25 who live in the Frankston/Mornington Peninsula region.

The YHC program provides primary health care services. We have male and female GP's, and nursing support.

You can use the YHC for **any** healthcare concerns you may have.

Need to make an appointment?

So we can make sure everyone has enough time with the GP, the YHC is appointment based. To make an appointment, just give us a call on 9769 6419 or drop in to schedule your appointment time.

Please note that you will **receive an SMS** 2 days prior to your appointment—you will **need to confirm** that you are coming or your appointment will be given to another young person.

Our Youth Health Clinic is FREE

To apply for a Medicare card, go to: bit.ly/medicarecard.
If you don't have a Medicare card, you can call us to discuss your care options.

Youth Health Clinic Services

Our youth-friendly team provide a wide range of health services including:

- General check ups and treatment
- Vaccinations
- Sexual health (STI checks, contraception, pregnancy)
- Dealing with mental health issues
- Treatment of chronic health conditions
- Care Coordination
- Any health needs or concerns

If you need pathology taken, we do that as well!

What young people say....

"The doctor was friendly and really listened to me and helped me understand my health issue. I learned what things to do to help me feel better"

I was really nervous and a bit embarrassed about getting an STI check, but the nurse understood & made me feel at ease. Im so glad I went. Turned out there was a really easy solution to my issue.

Wish I had come sooner!

When is headspace Frankston open?

Mondays	9am—5pm
Tuesdays	9am—5pm
Wednesdays	9am—7pm
Thursdays	9am—5pm
Fridays	9am—5pm



What if I need a doctor and the YHC is closed?

If you need to see a doctor after hours, please call

13 SICK (13 7425). This is a bulk billed service (free!) and they can arrange to visit you at home.

If the matter is **urgent**, Frankston Hospital Accident and Emergency is open 24/7 - phone **9784 7777**.

What about test results?

If your doctor orders tests, they will arrange with you how you get the results—either they will give you a call or get you to come in for another appointment.

My Health Record

My Health Record is a secure online summary of your health information. You can control what goes into it, and who is allowed to access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers.

The YHC is beginning to use this new tool. To find out more you can ask a staff member or visit www.myhealthrecord.gov.au