



### As a consumer of health services we ask you to:

1. Respect all policies and practices of the Hunter Primary Care service that staff are required to follow.
2. Not to smoke or allow others to smoke in your home whilst the health worker is providing a service.
3. Treat health staff with respect and courtesy.
4. Take part in planning your care plan with your health worker and follow that plan.
5. Advise the health care worker of changes that may affect your health care plan.
6. Advise the Care Coordinator/Outreach Worker if you are unable to keep your appointment/transport.

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Hunter PRIMARY  
**Care Coordination**



## CARE COORDINATION & SUPPLEMENTARY SERVICES PROGRAM

Trust and Respect



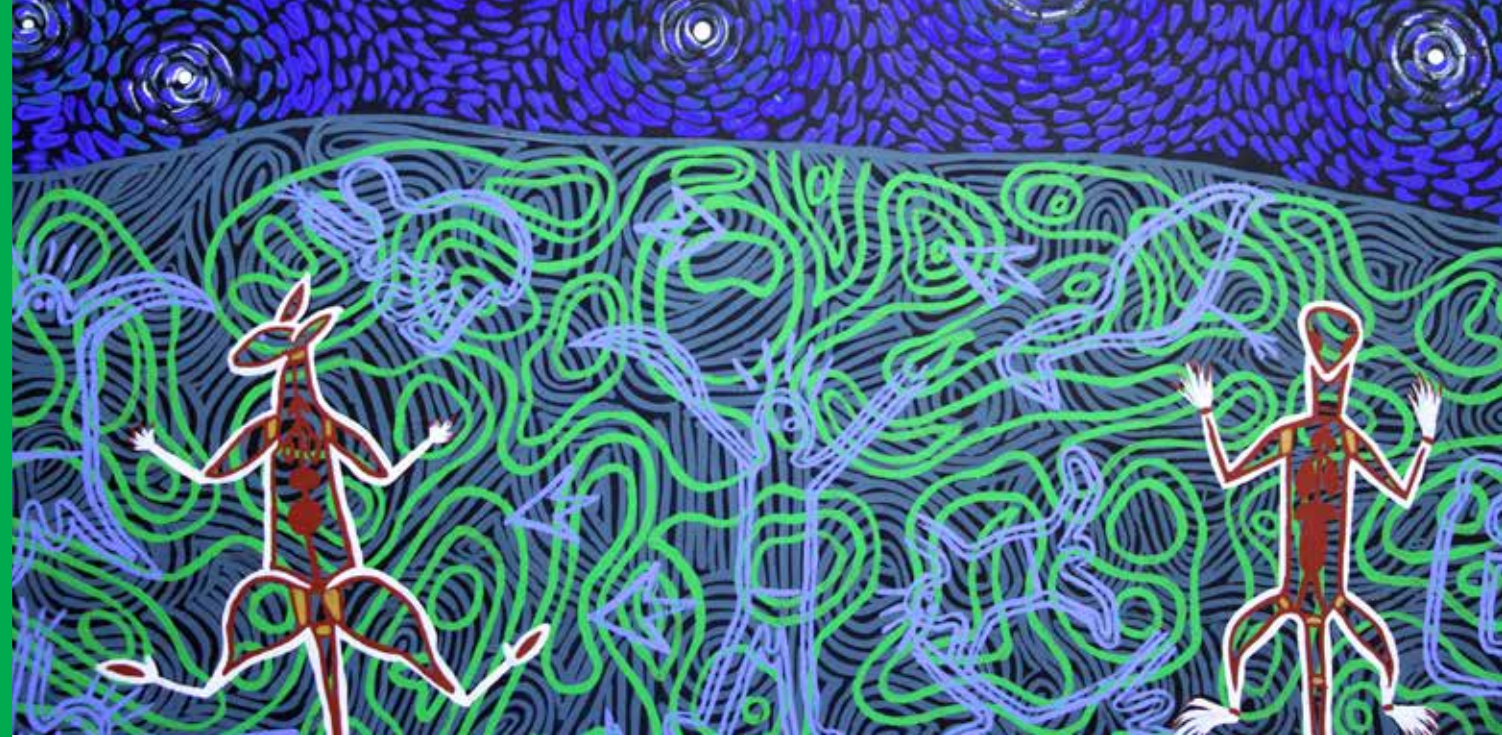
The Care Coordination & Supplementary Services Program is a Department of Health initiative to assist Aboriginal and/or Torres Strait Islander persons diagnosed with one or more of the following chronic diseases :

- Diabetes
- Cancer
- Cardiovascular disease
- Chronic respiratory disease
- Chronic renal disease

This is a free service.

### Hunter Primary Care Role

1. Your Care Coordinator will follow the Care Plan your GP has created to manage your health.
2. The Care Coordinator will discuss your health with you and your doctor.
3. The Care Coordinator will book an appointment to meet with you either at your doctor's practice or your home.
4. The Care Coordinator can assist you to arrange medical appointments linked to your chronic disease care plan.
5. Once enrolled in the program, you can call your Care Coordinator during business hours with any questions you have regarding your health.



**As a consumer of the Care Coordination & Supplementary Services Program you have many rights that we are committed to upholding.**

**These include the following:**

1. Access to eligible services to address your health care needs.
2. Your personal privacy is maintained and proper handling of your personal health information is assured, unless the laws allow the information to be given to some other person or authority.
3. To receive access to high quality and safe health care from qualified, competent staff, in a way that shows respect to you and your culture, beliefs, values and personal characteristics, or disability.
4. To be included in making decisions and choices about your care and about health service planning.
5. To take the responsibility for your own health care. Hunter Primary Care staff will encourage you and help you to do this.
6. The Support of an Aboriginal Outreach Worker.
7. To request access to a health care interpreter. If you need an interpreter please let us know in advance, and we can arrange to have one present to assist in the discussion.
8. To be able to comment on or complain about your care and have your concerns addressed properly and promptly.