Referrals

Referrals can be made directly by phone.

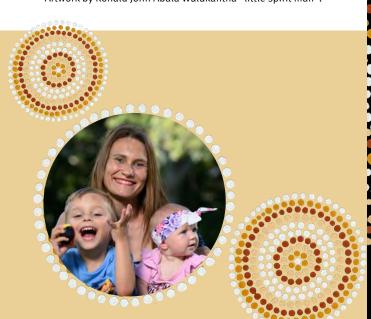
Further enquiries

If you have any feedback you can contact the Aboriginal and Torres Strait Islander Leadership Team via:

A TSILT MNHHS@health.qld.gov.au

Metro North Health would like to acknowledge the Traditional Owners and Custodians of the land on which our services are located. We pay our respects to all Elders past, present and future and acknowledge Aboriginal and Torres Strait Islander people across the state.

Artwork by Ronald John Abala Wulukantha "little spirit man".







Why ask?

Health services across Australia are working to improve the health of Aboriginal and Torres Strait Islander people because there is still a large and unacceptable gap in health status and life expectancy. To know if these are improving, and to know if we are providing services in the right way, we need to know if people are of Aboriginal and/or Torres Strait Islander origin.

You cannot rely on a patient's appearance. The only way to know is to ask.

What about privacy?

You can reassure your patient/client that all information collected by the health service is subject to privacy laws to ensure that your information is protected and used appropriately.

How do we ask?

This question may be asked on a form (e.g. admission form), or you may be asking verbally. As with any other question, ask respectfully, confidentially and as confidentially as possible.

The question must be asked every time the patient or client presents to the health service, unless they are coming regularly for a course of treatment (e.g. dialysis). If so, they are to be asked on first presentation, and the data updated every three months.

The question is:

Are you of Aboriginal and/or Torres Strait Islander origin?

On forms, the options for answering are:

- O No
- O Yes, Aboriginal
- O Yes, Torres Strait slander

For persons of both Aboriginal and Torres Strait Islander origin, mark both 'yes' boxes.

Some forms have an extra box:

O Yes, both Aboriginal and Torres Strait Islander

What if the person can't answer?

If the patient is a child 15 years or younger or a person who is to ill to respond, we ask this question of the parent, guardian, carer or responsible accompanying adult:

"Is (person's name) of Aboriginal and/or Torres Strait Islander origin?"

What if the answer is yes?

This means that all staff can consider:

- cultural needs of Aboriginal and/or Torres Strait Islander patients/clients and their families
- ✓ additional services, such as an Indigenous Hospital Liaison Officer or Health Worker
- ✓ extra immunisations for children
- earlier health checks

It will also help us to know if we are together closing the health gap.



Indigenous Hospital Services

Indigenous Hospital Liaison Services are located within the six hospitals across Metro North Health and operate as follows:

Monday and Friday 8am - 8.30pm
Tuesday to Thursday 8am - 4.30pm
Saturday and Sunday 10am - 6.30pm

The Royal Brisbane & Women's Hospital (RBWH)

Level 1, Ned Hanlon Building

Phone: (07) 3646 4154 Team Leader: 0408 472 385

After hours service: (07) 3647 4183

The Prince Charles Hospital (TPCH)

Phone: (07) 3139 5165 Team Leader: 0429 897 982

After hours service

Phone: (07) 3139 6622 Mobile: 0429 897 982

Redcliffe Hospital

via the telephone service at the Admissions Desk

Phone: (07) 3049 6791

After hours service: (07) 3049 9734

Caboolture Hospital

Phone: (07) 5433 8249

After hours service: (07) 5316 5157 **Senior Health Worker**: (07) 5316 5390

Kilcoy Hospital

Contact Caboolture Hospital Indigenous Hospital Liaison

Services.

Surgical, Treatment and Rehabilitation Service (STARS)

Indigenous Hospital Liaison Office

Phone: (07) 3647 6044 Team Leader: (07) 3647 6043

Community and Oral Health

Aboriginal and Torres Strait Islander Health Service Phone: (07) 3631 7400 Manager: 0417 457 620