

Information about your Women's Health Service

Thank you for coming to South Eastern Sydney Local Health District's Women's Health Service. This information tells you about this service.

Please let our Women's Health Nurse or Aboriginal Women's Health Coordinator know if you have any questions or concerns.

What will happen in a Women's Health Check?

A women's health check is a health consultation about personal women's health issues. It might include assessment, discussion and education on:

- Periods and Menopause
- Sexual health and contraception
- Cervical Screening Tests
- Breast health
- Pre pregnancy/post pregnancy health
- Pregnancy options and advice
- Bladder and bowel health

Depending on your needs, you may require a physical examination. Our Women's Health Nurse will ask for your permission to perform a procedure, such as a vaginal examination and a cervical screening test.

The Women's Health Nurse may need to refer you to a General Practitioner or other health professional for further assessment or management of your women's health concerns.

When should you see a doctor / GP rather than a Women's Health Nurse?

If it is a medical emergency:

- **call 000 for an ambulance**
or
- **go to your local hospital's Emergency Department.**

You should make an appointment to see a doctor if you are unwell or if you have any symptoms such as

- Abnormal bleeding
- New or different vaginal discharge

- Breast changes or lumps
- Pelvic pain

You can talk with the Women's Health Nurse about your contraception choices, however a Women's Health Nurse is unable to prescribe contraception. Women's Health Nurses cannot treat illnesses and injuries and do not provide

- Medication Prescriptions
- Ultrasounds
- Vaccinations
- Blood tests
- Medical checks or medical certificates
- Referrals to Specialist doctors

You can search this website to find a doctor in your area: <https://www.healthdirect.gov.au/australian-health-services>

What are my rights and responsibilities?

Everyone who looks for or receives healthcare in Australia has certain rights and responsibilities.

You have the right to access, safety, respect, communication, participation, privacy and to comment on your care.

We ask that you follow our policies and treat our staff with respect. To help us provide you with the best care, please be open, honest and ask questions if you do not understand.

We will give you more information about your rights and responsibilities.

You can also find information at

<https://www.health.nsw.gov.au/patientconcerns/Pages/your-health-rights-responsibilities.aspx>

Do I need to pay for the Women's Health Service?

No, our service is free. You do not need a Medicare card to use the service.

Is support available for Aboriginal people?

Yes, you can speak with our Aboriginal Women's Health Coordinator by calling 0447097395 if you have any questions about the Women's Health Service or if you would like to give any feedback (complaints and compliments) about the care you were given.

Please tell us if you are of Aboriginal or Torres Strait Islander origin.

Do you have interpreters?

Yes, we can provide free interpreters in a wide range of languages. Please tell us in advance if you need an interpreter.

Can you help me if I have a disability?

Yes, please tell us if you live with a disability or if we can do anything to make you more comfortable.

Can I bring someone to my appointment?

Yes, you can bring your carer or a support person with you.

How do I decide on my health care?

We will ask for your consent before any examination or procedure. This means we will tell you everything we are going to do and ask you if you agree with it.

- If at any time you feel uncomfortable or in pain please tell the Women's Health Nurse and they will stop the examination or procedure.
- We will ask your permission to send a copy of your results or a referral letter to your doctor or other health professional.

Do you keep my information private?

Yes, your discussions with the Women's Health Nurse are confidential. This means we keep your information private.

We might talk with other health professionals such as a Medical Specialist to make sure you get the most suitable health care. Other health professionals also need to keep your information private.

There are times when we must pass on confidential information. For example, when:

- the law says we need to report it to others, such as the police
- there are concerns about a child's safety, welfare or wellbeing. Health professionals are required by law to report child safety, welfare or wellbeing concerns
- an infectious disease has to be reported to the Public Health Unit
- someone's life is in danger or if someone (including yourself) appears to be at risk of serious harm.

You do not have to tell us any information you do not want to, however talking openly with us about your health will help us provide you with the best care possible.

Do I need to let you know if I change my contact details?

Yes, we need to know your contact details so we can talk with you about:

- the results of your screening tests and what you need to do next
- The results of any referrals that we made

Please tell us if you change your address, phone number or email address.

How do I give feedback (complaints and compliments) about the Women's Health Service?

We want to hear from you about what went well for you and how we can improve our service.

We will treat your feedback privately. Your feedback will not affect the care we give you.

If you want to tell us how you feel about our service or have any concerns about the care we give you, you can

- contact the Women's Health Manager on 0428 058 484 or email SESLHD-WomensHealthProgram@health.nsw.gov.au