

EAST GRAMPIANS HEALTH SERVICE
VALUE STATEMENTS



INTEGRITY

We value integrity, honesty and respect in all relationships



EXCELLENCE

We value excellence as the appropriate standard for all services and practices



COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others

Compliments and Concerns

Feedback, suggestions or complaints are appreciated. Compliments and concerns forms are given out on admission and can be obtained from the community nursing staff or you can contact the office on 5352 9328.



Improving the health of our community

The East Grampians Health Service Community Nursing Service offers an extensive range of care to Ararat and District.

P: 03 5352 9328

F: 03 5352 9425

E: communitynursing@eghs.net.au

Community Nursing Service

Our aim is to promote a holistic approach to health care. With your consent, the community nurses will coordinate your care with other health service providers including your doctor.

This service operates 7 days a week between 8:00am to 8:00pm.

The services we provide include:

- General and technical nursing
- Wound care
- In home palliative care under the guidance of the Central Grampians Palliative Care clinicians.

Who can use the service?

Any community member with a health care need who lives within the rural city of Ararat.

How can I access the service?

To access our service, you will simply need a referral which can be made by:

- You or a family member
- Your local doctor
- Other health care providers
- My Aged Care referral
- Aged Care Assessment Teams

What you can expect from us

To work with you to support your health and wellbeing and always work closely together as a team to support you.

This means we want to make sure:

- You are involved in your treatment
- We help you do as much as you can for yourself
- We help you stay independent

Fees

A letter containing the fee amounts will be provided to you.

Fees are charged per visit.

Accounts are sent out monthly and can be paid at the front reception of the health service.