

Cancellations & Appointment Changes

This is a free service provided by the Limestone Coast Division of General Practice. Funded by the Department of Health and Ageing. As this is a free service there are many people waiting to see a Mental Health Clinician. By notifying the Division of your inability to attend as soon as possible we are able to offer your appointment to somebody else.

If you are unable to attend your appointment it is your responsibility to contact the Limestone Coast Division of General Practice as soon as possible.

Non Attendance of Appointments

If you do not notify the Division of your inability to attend within 24 hours of your appointment time this is classified as a "Did Not Attend" (DNA). If you have two DNAs in a row your file will be closed. If you require further appointments you will need to contact the Division.

Exceptional circumstances will be taken into account.

Millicent Office:

1st Floor, AC Shepherd Wing, Millicent Hospital, Mt Gambier Rd, Millicent SA 5280 (08) 8733 0160

Mount Gambier Office:

121 Commercial Street East, Mt Gambier SA 5290 (08) 8726 3800

Penola Office:

PO Box 147, Penola SA 5277 (08) 8737 0711

Bordertown Office:

8 Woolshed Street, Bordertown SA 5268 (08) 8752 1322

If you need to talk to someone out of hours please contact one of the following numbers:

13 14 65

Rural & Remote Mental Health Services SA (24 Hours)

13 11 14

Lifeline (24 Hours)

1800 551 800

Kids Helpline (24 Hours)

1300 789 978

Mensline Australia (24 Hours)

(08) 8721 1200

Mount Gambier Hospital

(08) 8733 0100

Millicent Hospital

(08) 8737 2311

Penola Hospital

(08) 8755 1555

Keith Hospital

(08) 8752 9000

Bordertown Hospital

(08) 8762 2311

Naracoorte Hospital

(08) 8767 0222

Kingston SE Hospital

LIMESTONE COAST DIVISION OF GENERAL PRACTICE MENTAL HEALTH SERVICES

Information for LCDGP Clients



LIMESTONE COAST
DIVISION OF GENERAL PRACTICE

(08) 8733 0160

What is a Mental Health Clinician?

A Mental Health Clinician can be a Psychologist, Psychiatrist, Social Worker, Counsellor or Mental Health Nurse. They all have expert skills and knowledge in human behaviour.

Who needs to see a Mental Health Clinician?

All different types of people can benefit from seeing a Mental Health Clinician. The types of people they see range from the elderly to young children.

An important part of being good at coping is knowing when to get assistance.

For example: If you had a problem with your car that you couldn't fix you would take it to someone with expertise and knowledge in cars, like a mechanic.

Similarly if you have a social, emotional or behaviour problem you can't fix, a Mental Health Clinician is someone who has expertise and knowledge around these problems.

What are some common problems people have?

Depression, anxiety, anger management difficulties, problems getting along with other people, family conflict, difficulty coping with stressful events and grief and loss are common areas of concern.

What will happen in my session?

Your session will last about one hour. Your clinician will talk to you about your concerns and give you some strategies to help you address them.

How to get the best results:

Getting the best results from your sessions relies on your commitment to yourself.

How long does therapy last?

The number of visits is primarily up to the individual and can be negotiated with your Clinician. Some people may only need one or two visits, but others may require a more extended service.

Out of your comfort zone:

Trying a new coping skill may seem strange at first, but like any new skill the more you practice, the

Some of the tools you and your Clinician will discuss may seem out of your comfort zone. It is important to remember that to experience change you will need to try new things.

Evaluation:

At the end of your sessions you will receive an evaluation form and an addressed envelope. We would greatly appreciate your opinion on the service you have received and how effective it was for you.

The information you provide us through the evaluation will be stored securely and will only be accessed by the evaluator. Your participation is entirely voluntary and will not affect the service you receive from your Clinician or GP.

SMS Reminders

If a mobile number has been provided a reminder will be sent the day prior to your appointment.

The message will read

"(NAME OF CLIENT) - courtesy reminder for your appointment tomorrow at (TIME) with (CLINICIANS NAME), please call LCDGP 8726 3800 for more information. Do not reply to this message."

If you **would not** like a reminder sent to your mobile please notify the Division on (08) 8726 3800 and we will remove your number from the reminder service.

Confidentiality:

The information you share with your Clinician and other health care providers is confidential and will only be used for your assessment and treatment. It will not be released in any other way without your consent.

However, if you share information that indicates potential danger to you or someone else or there is an evident risk of child abuse, your Clinician is by law required to share this with the appropriate people.

Living in small communities means that sometimes you may run into your Clinician down the street or in the supermarket. If this happens they will not stop and say hello, please understand they are not being rude. They are protecting your right to confidentiality as some clients do not want other members of the community to know they are seeing a Mental Health Clinician. However, your Clinician is happy to say hello if YOU initiate it.