ABOUT THIS DIRECTORY

The latest revision of the Toowoomba Health Service Directory will be a valuable adjunct to all clinicians in Toowoomba and surrounding districts who refer patients to one or more of the departments for opinions and treatment.

The District aims to provide quality clinical care to all its patients and clients through a range of health professionals. The Directory is designed to support this care by ensuring access pathways are well known to referring practitioners and services.

I would like to recognise the great work of the Health Information Services of the Toowoomba Health Service District in the compilation of this directory. I also wish to express my appreciation to the Clinical Directors and Unit Managers who have assisted in the revision of the directory.

Peter Bristow

Executive Director Medical Services
Toowoomba Health Service District
# QUICK TELEPHONE REFERENCE GUIDE

Move between sections of the directory quickly by clicking on the link

**A B C D E F G H I J K L M N O P Q R S T U V W X Y Z**

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Directory of Services
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ABORIGINAL & TORRES STRAIT ISLANDER HEALTH

Contact Person:  Michael Veasey, District Health Worker

Phone:  4616 6956  Monday to Friday, 8:30am-4:30pm
        Mobile 0419 686181  Page 9776

Fax:  4616 6888

Location:  Community Health
          Unara Health Village

Services offered
- Child health
- Drug and alcohol support, education and information
- Diabetes support, education and information
- Nutritional advice
- Women’s and men’s health
- Referrals
- Hospital Liaison Officers
- Sexual Health
- Child Immunisation
- Hearing Health
- Antenatal
- Chronic disease support, education and information

How to access
Contact Reception – telephone 4616 6855

Staff contacts
District Health Worker  Michael Veasey
ABORIGINAL & TORRES STRAIT ISLANDER LIAISON OFFICER

Contact Person: Administrative Officer
Phone: 4616 6855
Fax: 4616 6888
Location: Unara Health Village

Services offered
• Safety of patients accessing the hospital system
• Building of cultural bridges
• Information and advice
• Referral to hospital and health services
• Community follow up for inpatients

How to access
By phoning 4616 6855
Page 3403

Staff contacts
Liaison Officer Dennis Wighton
ACCOMMODATION COORDINATOR

Contact Person: Mick Hamilton, Coordinator

Phone: 4616 6465  Monday to Friday, 7:30am - 4:00pm
        4616 6000  page 2385/speed dial 1120

Fax: 4616 6680

Location: Ground Floor, Fountain House 2 [Room 75]

Services offered
Coordination of:
• Accommodation services for health professional staff at Toowoomba Hospital
  ➢ on campus: units, flatettes, single rooms
  ➢ off campus: houses and units
• Crisis care – emergency accommodation (24 hour)
  [refer separate entry]
• Azalea Place – accommodation for patients who do not require acute care but are
  undergoing treatment at Toowoomba Hospital
  [refer separate entry]

How to access
• Staff accommodation – contact Mick Hamilton, Coordinator
• Crisis care
  ➢ Monday to Friday (8:00am – 4:30pm) contact Social Worker – ph 4616 6000
  ➢ After hours – contact Bed Management/Nurse Manager’s office – ph 4616 6018
• Azalea Place
  ➢ Monday to Friday (8:00am to 4:30pm) contact Bed Management/Nurse Manager’s
    office – ph 4616 6018
  ➢ After hours – contact Bed Management/Nurse Manager’s office – ph 4616 6018

Staff contact
Accommodation Coordinator  Mick Hamilton
ACCOUNTS RECEIVABLE

Contact Person: Coordinator

Phone: Monday to Friday, 8:00am-5:00pm
4616 6576 General Trust
4616 6256 Patient Trust
4616 6252 Optometrical Services
Sundry Debtor Invoicing
4616 6251 Accommodation Billing
4616 6250 District Travel Office (staff travel)
Patient Transit

Fax: 4616 6725

Location: Level 2, Emma Webb Building

Services offered
- Patient Transit Scheme
- Spectacle Supply Scheme
- Accommodation billing
- Sundry debtor invoicing
- Patient Trust and General Trust
- Petty cash (staff)
- Appliance hire
- Hospital Home Medical Aids

How to access
Contact appropriate administrative officer
AGED CARE & REHABILITATION UNIT

Contact Person: Nurse Unit Manager
Phone: 4616 6060 or 4616 6368
Fax: 4616 6510
Location: Level 3, Services Block

Services offered
- Intensive inpatient rehabilitation services and outpatient day therapy.
- Multidisciplinary team approach to develop and manage rehabilitation patients to maximise their return to pre-morbid functioning.
- We aim, as a team, to restore function and independence to patients to their highest potential.
- The rehabilitation program is a program that runs for a period of 1-6 weeks.
- If a patient is unable to be discharged after this period, they return to the referring unit awaiting placement options.

Referral protocol
Hospital referral form to be completed and forwarded to the Rehabilitation Unit. Assessment is undertaken by a multidisciplinary team using the following criteria:
- must require intensive interdisciplinary rehabilitation in the inpatient setting
- must be able and willing to learn
- must be capable of change
- must have potential and motivation to improve his/her level of functioning
- must be medically stable.

Staff contacts
Physician Dr Peter Nolan
Physician/Neurologist Dr Eddie Win
Nurse Unit Manager Currently vacant
AGED CARE & HACC ASSESSMENT TEAM [ACHAT]

Contact Person: Team Leader
Phone: 4699 8901
Fax: 4699 9855
Location: Mental Health Education & Research Unit, Baillie Henderson Hospital, cnr Hogg & Tor Sts, Toowoomba

Services offered
• To comprehensively assess the needs of frail older people and facilitate access to available care services appropriate to their care needs
• Recommendations to improve independence and safety at home
• Advice to community groups
• Onward referral to local and community services such as home nursing, carers groups, Meals on Wheels, Community Health, day respite
• Inpatient assessment at local hospitals
• Education for carers and clients
• Talks to groups
• Neuropsychological assessment of dementia for differential diagnosis
• Assessment for eligibility to access residential care, residential respite, community care packages and EACH packages

How to access
Contact Team Leader

Referral protocol
Referrals accepted by telephone, letter or fax. Must be on the Referral to Aged Care Assessment Team form.

Staff contacts
Team Leader/Nursing Officer NO3/PO4
Psychologist Megan Owen, Natalie Crofts
Physiotherapist Paul Gatehouse
Social Worker Carol Kinnon
Occupational Therapist Nicholas Grakini
Nursing Officers NO2 Anne Ward, Margaret Cavanagh, Cheryl Baker
Administrative Officers Naomi Carmody, Jan Glasser
ALCOHOL, TOBACCO & OTHER DRUGS SERVICE [ATODS]

Contact Person: Administrative Officer

Phone: 4616 6100
Monday, Wednesday, Thursday, Friday 8:30am - 4:00pm
Tuesday 8:30am to 12:30pm
4616 6109  Michelle Cherry, A/NUM ATODS
4616 6083  Barry Cooke, A/CNC
Answering service for messages

Fax: 4616 6080

Location: Level 1, Services Block 2

Services offered
ATODS is a community focused service for anyone affected by alcohol, tobacco, cannabis, opioids, amphetamines, inhalants and prescription drugs. This comprehensive service provides a range of services which include assessment, treatment, follow-up care, referral, education and health promotional activities.

Treatment & therapies available:
• Holistic assessment
• Daily dosing service
• Detoxification – ambulatory and some inpatient
• Individual & family counselling
• Support
• Crisis intervention
• Referral service
• Aboriginal health liaison & treatment
• Centrelink contact point
• Liaison with Corrective Services
• Evening group for substance or abuser’s family & partner
• Referral to residential rehabilitation centres
• Day rehabilitation programs:
  • harm minimisation groups
  • relapse prevention groups
• Pharmacotherapies:
  • Methadone, Naltrexone, Campral, Buprenorphine, Suboxone
ALCOHOL, TOBACCO & OTHER DRUGS SERVICE [ATODS] (CONTINUED)

Referral protocol
Internal Hospital Referral Form to be completed and faxed to 4616 6080
Phone 4616 6100 Monday to Friday 8:30am - 4:00pm
After hours – contact Switch 4616 6000 or leave message on answering service

Advice/information
Contact Michelle Cherry, A/Nurse Unit Manager

Staff contacts
Senior Medical Officer           Dr Mahendran Gajaharan (Dr Gaji)
A/NUM                             Michelle Cherry
A/CNC                             Barry Cook
ALLIED HEALTH SERVICES

Contact Person:  Administrative Officer
Phone:  4616 6356  Monday to Friday 8:00am-4:30pm
Fax:  4616 6335
Location:  Level 1, Cossart House
Executive Director:  Mary Coman

Services offered
Inpatient
• Multidisciplinary allied health assessment and treatment for the admitted medical condition available to all inpatients.

Outpatients
• Acute musculoskeletal assessment and treatment (physiotherapy and podiatry)
• Assessment of chronic conditions for self management/rehabilitation programs – pain, respiratory, diabetes, cardiac, lymphoedema, neurological, incontinence
• Assessment and advice re functional abilities for living
• Assessment and treatment of children with developmental delay, speech and language difficulties, incoordination and perceptual problems
• Counselling, advocacy and adjustment support
• Neuropsychological and psychosocial assessment and treatment
• Post-acute rehabilitation, including prosthetic reviews for amputees
• Pastoral care
• Social work telephone consultations available for hospital related social work issues
• No ongoing maintenance treatment
• Where appropriate, patients are treated using a multidisciplinary model

Group and education programs
• Antenatal classes
• Chronic pain (Living Well with Pain)
• Hydrotherapy
• Group therapy for children with coordination difficulties
ALLIED HEALTH SERVICES (CONTINUED)

Services offered (continued)

Rural and Outreach Services
- The Rural Allied Health Team provides home visits for physiotherapy, social work, speech pathology, occupational therapy, dietetics, podiatry and psychology services to HACC eligible consumers in rural communities.
- The Hearing Health program offers hearing screening and speech pathology and language services to Aboriginal and Torres Strait Islander children from birth to 5 years.

Community Allied Health
See services under:
- Child, Youth and Family Health
- Alcohol, Tobacco and Other Drugs Service
- Aged Care & HACC Assessment Team
- Adult Community Health

Referral protocol
- Hospital internal referral – form to be completed by Medical Officer.
- Outpatient referrals for treatment services can be made by health professionals.
- Referrals should detail the patient’s clinical status, e.g. presenting problem, history and current treatments.

Appointments
- Service provided according to clinical priorities
- Address:
  Allied Health Reception
  Cossart House
  PMB 2
  Toowoomba Qld 4350
ANAESTHESIA

Contact Person: Administrative Officer (Departmental Support)

Phone: 4616 6148  Monday to Friday, 8:00am-4:30pm

Fax: 4616 6094

Location: Level 5, Surgical Block

Services offered
- Anaesthesia for surgical, obstetric and psychiatric procedures
- Anaesthesia for endoscopic procedures
- Acute pain management

Advice/information
Anaesthesia
- In hours
  Phone Departmental Support Officer

- After hours
  Phone 4616 6000 and ask for the Registrar on call

Pain management
- In hours
  Phone Clinical Nurse Consultant, speed dial 1124 / 0408 930 135

- After hours
  16:00–midnight  Anaesthetic Registrar on call
  Midnight–08:00  Anaesthetic Registrar on call

- Weekends
  08:00–midnight  Anaesthetic Registrar on call
  Midnight–08:00  Anaesthetic Registrar on call

Staff contacts
Director  Dr Ken McLeod
Deputy Director  Dr Simon Maffey
Staff Specialists  Dr Philip Craft
                Dr John Dieckmann
                Dr Richard Geytenbeek
                Dr Robert Gray
                Dr David Little
                Dr Melrex Malan
                Dr Lachlan Rathie
                Dr Tony Thorne
ARMSTRONG CLINIC [PRIVATE PRACTICE]

Contact Person: Raelene Smith, A/Clinic Coordinator

Phone: 4616 6287 / 4616 6432
        Monday to Friday, 8:00am-4:30pm

Fax: 4616 6334

Location: Armstrong Clinic
          Unara Health Village

Services offered
- Surgical
- Medical
- Gynaecology
- Respiratory
- Neurology
- Sleep Disorders Clinic
- Paediatric
- Travel immunisation
- Psychiatry

Services available to all community members

Referral protocol
Hospital referral form or letter addressed (named) to a specific consultant to be completed by doctor holding a current provider number.

Appointments:
Phone 4616 6287 / 4616 6432

Fees and charges

Outpatients
All services Bulk billed (with the exception of Overseas Travel Vaccinations)

Inpatients
Schedule fee for services including:
- anaesthetic
- medical
- surgical

Staff contacts
A/Clinic Coordinator Raelene Smith
Registered Nurse Pam Roser
AUSTRALIAN RED CROSS BLOOD SERVICE

Contact Person: Dianne Bennett, Nurse Consultant/Manager

Phone: 4639 5577
- Monday 2:00pm-8:00pm
- Wednesday 8:00am-1:00pm
- Thursday 3:30pm-8:00pm

Fax: 4639 6677

Location: Red Cross Blood Service building opposite multi-storey carpark.

Services offered
- Information
- Education
- Autologous donations
- Blood collections
- Apheresis

How to access
On call 24 hours/day – 0407 395577

Staff contacts
- Nurse Consultant/Manager: Dianne Bennett
- Registered Nurse: Leanne McNab
- Registered Nurse: Dinah Greenlees
AZALEA PLACE / CRISIS CARE

Contact Person: Mick Hamilton, Coordinator

Phone: 4616 6465  Monday to Friday, 7:30am - 4:00pm
        4616 6000  page 2385/speed dial 1120

Fax: 4616 6800

Location: Level 2, Thoracic Block

Services offered
Accommodation for patients who do not require acute care but are undergoing treatment at Toowoomba Hospital and relatives of patients in a crisis accommodation situation.

Referral protocol
In hours
Phone Bed Management/Nurse Manager's office 4616 6018 Monday to Friday, 8:00am – 4:30pm for Azalea criteria clients.
Contact Social Worker assigned to ward/department Monday to Friday, 8:00am – 4:30pm for crisis criteria clients.

After hours
Phone Bed Management/Nurse Manager's office 4616 6018

Staff contact
Accommodation Coordinator Mick Hamilton
BED MANAGEMENT UNIT

Contact Person: Helen Hohn, Nurse Manager
Phone: 4616 6018 or speed dial 1872
Fax: 4616 6574
Location: Level 2, Emma Webb Building

Services offered
- Bed Management Unit
- Transit Lounge
- Brisbane Clinic Service

How to access
Telephone or fax Bed Management direct

Staff contact
Nurse Manager Helen Hohn
BREAST CANCER – SPECIALIST NURSING SERVICE

Contact Person: CNC Breast Care - Marion Strong
Phone: 4616 6194 Mobile: 0408 458 827 Speed dial: 1460
Fax: 4616 6456
Location: Kobi House, Toowoomba Health Service

Services offered
• The service is available to both women with breast cancer and their families.
• Identify and respond to individuals’ changing physical and emotional needs across the continuum of care, promoting optimal physical and psychological health outcomes by providing information, support and care coordination.

How to access
Phone contact

Advice/information
Contact CNC Breast Care

Referral protocol
• Phone or fax referral
• Self referral
• Verbal or written health professional referral

Staff contact
CNC Breast Care Marion Strong
BREAST CANCER SUPPORT SERVICE
COMMUNITY HEALTH TEAM

Contact Person:  QCF [Queensland Cancer Fund]
Phone:  4638 4799
Fax:  4639 3698
Location:  Herries Street, Toowoomba 4350

Services offered
• Emotional support
• Information
• Temporary prosthesis if necessary
• Support visits before and after surgery

How to access
QCF  Phone: 4638 4799
Fax: 4639 3698

Referral protocol
Self or health professional

Information
• Trained volunteers as visitors
• Information on services available and where to go for help

Staff contact
Clinical Nurse  Donna Boucher, BreastScreen Queensland
BREASTSCREEN QUEENSLAND

Contact Person: Roxanne Watling, Service Manager

Phone: Monday to Friday, 8:00am-5:00pm
       4616 6140 General enquiries
       4616 6139 Clinical enquiries

Fax: 4616 6134

Location: Level 1, Emma Webb Building

Services offered
- Screening mammography
- Assessment of screen detected abnormalities
- Assessment of women with interval symptoms
- Fine needle aspiration, ultrasound, and stereotactic core biopsies for screening clients

Referral protocol
- Screening mammography – referral not required

Advice/information
Contact Dr Shirley Jorgensen, Medical Director

Staff contacts
Medical Director Dr Shirley Jorgensen
Chief Radiographer Jenny Drake
Clinical Nurse Roslyn Melmeth
               Judy Clancy
               Donna Boucher
BRISBANE CLINIC SERVICE
TO BRISBANE MEDICAL FACILITIES

Contact Person:  Beth Krueger, Coordinator
Phone:  4616 6336  Monday to Friday, 7:00am-4:00pm
Fax:  4616 6092
Location:  Level 2, Emma Webb Building

Services offered
Transport to and from Brisbane for all people who qualify for ambulance transport
• Fully equipped ambulances with an ambulance officer and registered nurse - 1 bus has 5 seats and 2 stretchers; 1 bus has 16 seats
• Departs Toowoomba Hospital at 8:00am and usually returns between 3:00pm and 4:00pm Monday to Friday
• A family member or friend may accompany patient if a seat is available

Referral protocol
QAS Non-urgent Transport Request forms to be completed and faxed to 4616 6092

Advice/information
• Appointment times at Brisbane medical facilities need to be between 10:00am and 1:00pm
• After hours, contact QAS – 4632 1133

How to access
• Contact by telephoning/faxing Transit Lounge direct
• After hours – contact QAS on telephone 4632 1133, fax 4632 5481

Staff contacts
Coordinator/Registered Nurse  Beth Krueger
Nurse Practice Coordinator  Helen Hohn
CANCER CARE COORDINATION SERVICE

Contact Person: Lois Cobon, Cancer Care Coordinator

Phone: 4616 5141

Fax: 4616 5611

Location: Level 4, Medical Block

Services offered

• Cancer Care coordination to assist patients diagnosed with cancer navigate through all aspects of their treatment

• Dietitian

• Psychology

Referral protocol

• anyone can refer

• patients can self refer

Staff contacts

Cancer Care Coordinator Lois Cobon
CARDORESPIRATORY EDUCATION

Contact Person: Caroline Leopold
Clinical Nurse Consultant

Phone: 0439 786 275  Monday to Friday 9:00am-3:00pm
       Speed dial 1891

Fax: 4616 6793

Location: Level 6, Medical Outpatients,
          Emma Webb Building

Services offered
• Understanding your condition
• Understanding risk or trigger factors
• Understanding your medications
• Using equipment associated with your illness
• Phase 1 cardiac rehabilitation
• Pulmonary rehabilitation
• Home oxygen therapy
• Smoking cessation

Referral protocol
• Self referral
• Health Professional referral

Advice/information
• As above

How to access
• Mobile 0439 786 275 / Speed Dial 1891

Staff contact
• Caroline Leopold, CNC Cardiac/Respiratory
CAR PARKING STATION

Contact Person: Stuart Townsend, Supervisor
Phone: 4616 6539
Fax: 4616 6539
Location: Pechey Street, Toowoomba 4350

Services offered
The Car Parking Station is managed by the Toowoomba Hospital Foundation and provides:

- convenient undercover parking
- direct walkway link into hospital foyer
- CCTV security
- open from 6:00am-12:00 midnight, 7 days per week
- disabled parking available
- inexpensive parking fees.

Entrance to the carpark is from Pechey Street.

Staff contact
Supervisor Stuart Townsend
CENTRAL ADMISSIONS

Contact Person: Gail McLoughlin, Coordinator Health Information Services

Phone: Monday to Friday, 7:00am-5:00pm
4616 6293

Fax: 4616 6939

Location: Top of escalator
Level 2, Emma Webb Building

Services offered
• Assistance with patient and public enquiries
• Patient admissions

Patient enquiries
In hours 7:00am-5:00pm Monday to Friday
Phone 4616 6293

After hours 5:00pm-7:00am Monday to Friday & all weekend
Phone 4616 6291

Admission/enquiries service is located at Health Information Services, Level 2, Emma Webb Building

Referral & admission enquiries
Phone Bed Management 4616 6018

Staff contact
Coordinator Health Information Services Gail McLoughlin
Director Health Information Services Janet Baines
CENTRAL STERILISING SERVICES

Contact Person: Nurse Unit Manager

Phone: 4616 6033 / 4616 6700  
        Monday to Friday, 7:30am-4:00pm

Fax: 4616 5111

Location: Level 2, Emma Webb Building

Services offered
- Cleaning, disinfection and sterilising of:
  - reusable instruments
  - anaesthetic equipment
- Information and education in sterilising processes
- Thermal disinfection of items unable to be sterilised

Advice/information
Nurse Unit Manager, 4616 6700

Staff contacts
Nurse Unit Manager
CHILD, YOUTH & FAMILY HEALTH SERVICE

Contact Person: Nurse Unit Manager

Phone: 4616 6812 Monday to Friday, 8:30am-4:30pm
       1800 177 279 After hours – Child Health, Brisbane
       0419 734 083 Maternity Home Care
       4616 6217 Maternity Home Care voicemail

Fax: 4616 6888

Location: Community Health
          Unara Health Village

Services offered
- Early Childhood Clinic (Unara, Crows Nest & Clifton)
- New Baby Clinic (Unara)
- Home visiting
- School Health
- Hearing Clinic
- Developmental Assessment Clinic
- Support and counselling
- Advice, guidance and information
- Education
- Maternity Home Care Service
- Triple P (Positive Parenting Program)
- Early Feeding Clinic (lactation)
- Indigenous Health Worker
- Community Nutritionist
- Family CARE Program

Referral protocol
- Self referral
- Hospital referral form to be completed
- Appointments are necessary at Unara with the exception of the drop in feeding clinic, Monday to Friday, 9:00am-12:00noon
Advice/information
Contact Nurse Unit Manager

Staff contacts
Nurse Unit Manager Jan Stiling
Developmental Assessment Coordinator Robyn Small
School Based Youth Health Nurse Annie Roker, Julie Barby, Di Alexander, Jean Cowling
Early Intervention Service (Triple P) Tanya Withers, Sarah Bowden
Occupational Therapist Melinda Stone, Jane Hawkless
Speech Pathology Joanne Gilbert
CLINICAL MEASUREMENTS

Contact Person:  Helen Anderson

Phone:  4616 6339  Monday to Friday 7:30am-4:00pm
        Page 2383
Fax:  4616 6977
Location:  Level 6, Medical Block

Services offered
- Event recorder
- Routine 12 lead ECGs
- Holter Tape monitoring
- Exercise stress testing
- Pacemaker Clinic
- Electroencephalograms [EEGs]
- Overnight oximetry
- Spirometry

Referral protocol
- Hospital referral form to be completed

Advice/information
- Cardiac
  Helen Anderson – phone 4616 6339
  Charmaine Taylor
- EEG
  Yvonne Kenna – phone 4616 6347

Staff contacts
   Director  Dr Ross Sellars
   CNC Cardiorespiratory  Caroline Leopold 0439 786 275
<table>
<thead>
<tr>
<th>CLINICS</th>
<th>Phone Number</th>
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<tr>
<td>Antenatal Clinic</td>
<td>4616 6201</td>
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<tr>
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<td>Gynaecology Clinic</td>
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<td>Medical Clinic</td>
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<td>Orthopaedic Clinic</td>
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<td>Paediatric Clinic</td>
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<tr>
<td>Surgical Clinic</td>
<td>4616 6267</td>
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<tr>
<td>[refer Surgical entry]</td>
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</table>
COMMUNITY HEALTH TEAM

Contact Person: John Leopold, Unit Manager
Phone: 4616 6800  Monday to Friday 8:30am-5:00pm
Fax: 4616 6888
Location: Community Health
Unara Health Village

Services offered

Education programs
• Grief and Loss Program
• Osteoporosis Prevention and Self Management
• Arthritis Self Help
• Parents of Bedwetters
• Lighten up to a Healthier Lifestyle Program
• Better Health Self Management Course
• Continence Education
• Just Walk It facilitator

Support groups
• Referral contact for a wide range of support groups

Resource health professionals
• Continence/Enuresis Nurse Advisor
• Diabetes self management
• CHT (multidisciplinary team)
• HACC Continence Nurse Advisors

Information services
• Telephone service
• Brochures

Individual case work
• Assessment
• Referral
• Coordination of services
• Counselling and support
• Information
• Education and advice
• Prescribers for Medical Aids
COMMUNITY HEALTH TEAM (CONTINUED)

Other services based at Unara
- Child and Youth Mental Health Service [refer separate entry]
- Child Health [refer separate entry]
- TRACC Nurses [refer separate entry]

Referral protocol
HACC / ACHAT Referral and Assessment Form

Advice/information
Contact Intake Officer: 4616 6811

Staff contacts
Community Health Team
Unit Manager
Physiotherapists
Occupational Therapists
Social Worker
Mobile Women’s Health Nurse
Clinical Nurses
Aboriginal Health Worker
HACC Continence Nurse

John Leopold
Julie Witney
Dawn Owen
Wendy White
Angelika Clutterbuck
Kathryn Anning
Andrea Barber
Carmen Jarrett
Sally Gipps
Donna Ashby
Tracey Thomson
Sharon Bowe
Lisa Young
Sue Watson
Mary Valler
Olive McKinnon
Carol Ellway
Ruth McGuire (Crows Nest)
Roslyn Boland
Julie Westaway
Janelle McQuillan
CONTINENCE MANAGEMENT

Contact Person: Julie Westaway
Phone: 4616 6800
Fax: 4616 6888
Location: Community Health
Unara Health village

Services offered
Continence management for adults and young disabled

How to access
Telephone Community Health on 4616 6800 for an appointment

Referral protocol
• Health professional
• Self referred
• Carer

Advice/information
Conservative assessment and management for persons experiencing urinary and faecal incontinence

Staff contacts
Nurse Continence Advisor Olive McKinnon
Nurse Continence Advisor Julie Westaway
Nurse Continence Advisor Janelle McQuillan
COORDINATOR CONSUMER LIAISON

Contact Person: Sue Geiszler
Phone: Monday to Friday, 8:00am-4:30pm
4616 6152 or 4616 6000 (page 2367)
Fax: 4616 6939
Location: Health Information Services
Level 2, Emma Webb Building

Services offered
- The coordination and/or management of responses to comments across the Toowoomba Health Service District.
- The provision of training in feedback management for Toowoomba, Oakey and Gatton Health Services.
- Support of mediation between consumers and health care providers.
- For all Mental Health Service queries, contact the Complaints and Carer Facilitator (Maureen Jackson) on 4616 5233 or 4616 6000 (page 4212) or fax 4616 5233.

How to access
Phone, page, e-mail, visit or write. Referrals are accepted from patients, relatives, carers, staff and representatives of community/other services/organisations. Any enquiries are welcome and will be treated as confidential.
Brochures are also available throughout the Toowoomba Health Service District to allow people to provide comments.

Staff contact
Coordinator Consumer Liaison Sue Geiszler
CRITICAL CARE UNIT

Contact Person: Karen Gordon, A/Nurse Unit Manager
Phone: 4616 6422 (CCW) or 4616 6497 (NUMs office)
Fax: 4616 6071
Location: Level 2, Emma Webb Building

Services offered
• Intensive Care
• High Dependency Care
• Coronary Care
• Central line / Vascath insertion

Referral protocol
Admissions:
• Via Emergency Department
• Via consultation
  ➢ ICU/HDU: ICU Registrar/Resident or Staff Specialist
  ➢ CCU: via Medical Registrar

Advice/information
Contact Nurse Unit Manager

Staff contacts
Director of Intensive Care Unit/High Dependency Unit  Dr Ram Sistla
Staff Specialist  Dr Enda O’Connor
A/Nurse Unit Manager  Karen Gordon
CRITICAL CARE UNIT MOBILE PHONE

Contact Person: Team Leader Critical Care Ward
Phone: 0438 142 263
Fax:
Location: Level 2, Emma Webb Building

Services offered
• Provides direct access to Team Leader of shift in Critical Care Unit
• 24 hour service
• Team Leader of shift in CCU is best person to contact re patient/staff issues

How to access
Mobile: 0438 142 236
THSD Staff: Speed dial 1163

Advice/Information
Allows Bed Management Call Centre direct access to Team Leader. More streamlined process for single point of contact.

Staff Contact
A/Nurse Unit Manager Karen Gordon
The Cunningham Centre develops and provides education, research, training and support programs to health professionals in the rural districts of the Southern Zone of Queensland Health (Northern Downs, Southern Downs, Charleville and Roma). The Cunningham Centre is based in Toowoomba and Toowoomba Health Service District (THSD) is the host district for the program. Cunningham Centre works closely with personnel in THSD to support the education needs of rural and remote Queensland Health staff and students who need to access the resources of the host district for their educational preparation and ongoing professional development and support.

**The Cunningham Centre’s objectives are to:**

- Produce competent and confident health professionals who are able to practice in a variety of settings particularly rural and remote areas.
- Enhance recruitment and employment retention rates in rural and remote areas by providing appropriate educational and support programs for beginning and continuing practitioners based in these areas.
- Promote and develop excellent teaching, training and support networks in order to provide optimal learning experiences, thus ensuring the development of the appropriate skills and attitudes required for the professional provision of health services.
- Ensure that training, education and professional development are embedded in real life practice environments, thus facilitating the integration of experiential learning, curricula objectives and professional induction.
CUNNINGHAM CENTRE (CONTINUED)
SOUTHERN WORKFORCE UNIT AREA

Services offered to THSD

Freshney House – Reception 4616 5500
Conference Centre for Toowoomba Health Service District and Cunningham Centre programs
• Educational suites
• Video conferencing
• Teleconferencing systems
• Satellite broadcasts
• Presentation equipment for loan

Allied Health Education – LuJuana Abernathy
Training education and support for rural practitioners in:
• Dietetics
• Occupational therapy
• Oral health
• Pharmacy
• Physiotherapy
• Podiatry
• Psychology
• Radiography
• Social work
• Speech pathology

Directorate – Ans Van Erp
• Business management services
• Partnerships and external relationships

Medicine – Medical Director Dr Jeff Thomsett
• Vocational training and student rotations for medical students and Registrars
• Graduate Medical Students Program (in partnership with the University of Queensland)
• Rural Doctor’s Training Program

Multidisciplinary – Natalie Hindmarsh
• Health Careers in the Bush – rural workshops Yrs 9 and 12
• Clinician Knowledge Network
Services offered to THSD

Nursing – Sue Syberg
Provides clinical education programs for rural and remote clinicians working in nursing, indigenous health, medicine and the allied health professions.
- Flexible delivery services including videoconferencing
- Advanced clinical practice workshops (rural nursing)
- Immunisation endorsement

Primary Health Care – Program Manager
Provides vocational training, accredited programs and developmental workshops for primary health care staff and rural health services.

Indigenous Programs (Murrina Yirabaine)
- Cultural Awareness Program – zonal coordination
- Cultural Awareness Program – facilitator training and support
- Aboriginal Health Workers competencies project

Training and Development – Bill Morgan
- Accreditation and quality mechanisms
- Nationally recognised training
  - CHC 30802 Cert III in Community Work
- Educational resource development

How to access
Phone the Cunningham Centre on 4616 5500 for the specific service listed above.
CUNNINGHAM CENTRE (CONTINUED)
SOUTHERN WORKFORCE UNIT AREA

Staff contacts
Freshney House Conference Rooms – Reception (4616 5500)
Cunningham Centre Tracey Ehrlich
Administrative Officers Amanda Campbell
Jenny Dale

Directorate
Director Ans Van Erp
Executive Support Officer Dianne O’Callaghan
Business Manager Lesley Buck

Clinical skills
Allied Health – Education Coordinator LuJuana Abernathy
Medicine – Education Project Officer Natalie Hindmarsh
Nursing – Nurse Educator Sue Syberg
Rural Doctors – Medical Director Jeff Thomsett

Primary Health Care
Program Manager Louis Ariotti
Cultural Awareness Coordination Lyn Campbell

Training and development (nationally recognised training)
Training Programs Coordinator Bill Morgan
Project Officer Suzanne Edmondson
Directory of Services
D – H
DARLING DOWNS POPULATION HEALTH UNIT
Southern Area Population Health Units

Contact Person:  Dr Neil Parker, Director

Phone:  4631 9888  Monday to Friday, 8:30am - 5:00pm
Fax:  4639 4772
Location:  3 Bell Street, Toowoomba 4350

Services offered

• Specialised public health programs at the population level in immunisation, communicable diseases, epidemiology, research, health promotion, environmental health and nutrition.

• Collaboration with health service providers, other Government departments, other professional groups and the community towards achieving outcomes in priority areas as determined by Federal and State Health Departments. The current areas include:
  • Cancer prevention
  • Communicable Disease control
  • Emergency Management, including a lead role in biological emergencies
  • Quality use of Drugs, Poisons and Therapeutic Goods
  • Environmental Health
  • Food Safety and Food Standards
  • Immunisation
  • Injury Control
  • Legislation pertaining to health issues
  • Nutrition
  • Physical Activity
  • Tobacco, Alcohol and Other Drug Harm Minimisation
  • Mental Health Promotion

• The Unit progresses initiatives in these areas in partnership with other organisations, including health districts. The Unit is able to bring a broad range of Public Health expertise as well as project management skills to these partnerships.

• The Unit also lends resources and provides access to information and education to health service providers.

• The Unit has a number of regulatory roles, including inspection of Queensland Health facilities.
DARLING DOWNS POPULATION HEALTH UNIT  
Southern Area Population Health Units

• The Unit receives notifications of gazetted conditions for surveillance and follow-up.

How to access
The general phone number is 4631 9888, or contact appropriate unit member.

Staff Contacts

Public Health Physician and Unit Director  
Dr Neil Parker  4631 9842

Public Health Nurse (Communicable Diseases)  
Sue Jewell  4631 9856

Public Health Nurse (Immunisation)  
Teresa McGorm  4631 9854

Director of Environmental Health  
Virgil Kelk  4631 9829

Snr Environmental Health Officer  
Peter Boland  4631 9828

Health Promotion Director  
Matthew Evans  4631 9811

Snr Health Promotion Officer  
Craig Osborne  4631 9806

Area Coordinator  
Craig Nelson  4631 9808

ATODS Harm Prevention Epidemiologist  
Morton Bell  4631 9839

Research Officer  
Judith Muller  4631 9840

Nutritionist  
Judy Kirkwood  4631 9831

Resources (acting)  
Toni Prior  4631 9802

Indigenous Environmental Health Coordinator  
Christopher Gyemore  4631 9824

Physical Activity Project Officer  
Craig Peut  4631 9817

Alcohol, Tobacco & Other Drugs  
Craig Nelson  4631 9808

Senior Admin Officer  
4631 9841
DAY SURGICAL SERVICES UNIT (DSSU)
PERIOPERATIVE UNIT

Contact Person: Chris Smith, Nurse Unit Manager

Phone: 4616 6012 / 4616 6013  
Monday to Friday, 7:00am-8:00pm

Fax: 4616 6489

Location: Perioperative Unit  
Level 3, Emma Webb Building

Services offered

Day surgery
All episodes of care related to day surgery including:
• ERCP preparation
• preparation for radiological procedures
• dental extractions
• bone marrow biopsy, liver biopsy
Preparation of patients for:
• surgery (major) day of admission
• wire localisation
• guide wire localisation
• blood/Remicaide/iron infusions
• Synactin test in conjunction with laboratory

Surgery
Preparation of private patients whose doctors have scheduled theatre time, and elective surgery patients who are on the waiting list including:
• preparation for theatre
• second stage recovery
• discharge
• post-operative education
• follow-up phone call to check progress

Referral protocol
Hospital referral form to be completed

Admissions
Phone 4616 6000 and ask for the Surgical Consultant or Registrar on call

Staff contacts
Director of Surgery Dr Robert Franz
Nurse Unit Manager Christine Smith
DEPARTMENT OF MEDICAL IMAGING

Contact Person: Mr Aiden Cook, Director of Medical Imaging Technology
Phone: 4616 6400
Fax: 4616 5622
Location: Level 1, Emma Webb Building

Services offered
- Full range of diagnostic plain films
- Computerised Tomography
- Comprehensive Fluoroscopy service
- Diagnostic and Interventional Angiography
- Comprehensive Ultrasound service
- Mammography
- Dental Orthopantomograms
- Orthopaedic long leg imaging
- Medical illustration and photography
- Digital image production and limited digital image distribution
- Private patients accepted (excludes Ultrasound)

How to access
Contact Reception on 4616 6400, or the Booking Officer on 4616 6409
Postal: Private Mail Bag 2, Toowoomba Qld 4350

Referral protocol
Imaging request form to be fully completed.
Booking Officer can be contacted on 4616 6409.

Advice/information/staff contacts
DMI Management Aiden Cook 4616 6400
DMI Radiologist Dr Bimal Sood 4616 6552
Plain films Andrew Elvery 4616 6401
Ultrasound Kim Kuhnemann 4616 6400
CT Graham Obst 4616 6147
Medical Illustration Robert Krause 4616 6169
DMI Nursing Julia Ritson 4616 6730
DMI Administration Judy Graham 4616 6405
DEPARTMENT OF PUBLIC MEDICINE

Contact Person: Dr John Hooper, Public Health Physician

Phone: 4616 6446 / 4616 6445
Monday to Friday, 8:30am-4:30pm

Fax: 4616 6456

Location: Kobi House
Unara Health Village

Services offered
• TB program
• HIV education
• Needle and Syringe Program
• Public Health Clinic
• Sexual Assault Services
• Sexual Health Services
• Staff vaccination
• Liaison between hospital staff and the Darling Downs Population Health Unit for reporting and follow up of notifiable conditions

Referral protocol
Refer to specific services

Advice/information
Contact Dr John Hooper, Public Health Physician

Staff contacts
Public Health Physician       Dr John Hooper
DIABETES EDUCATION

Contact Person: Phil Bridger, Credentialled Diabetes Educator

Phone: Monday to Friday 8:00am-4:30pm
07-4616 6000 page 2324

Fax: 07-4616 6793

Location: Level 6, Medical Outpatients,
Emma Webb Building

Services offered
• Diabetes education and support
• Advice on blood glucose monitoring systems and insulin pen/syringes
• Diabetes literature and videos

Referral Protocol
Hospital referral form to be completed

Appointments:
Phone Medical OPD direct 4616 6283/fax 4616 6793, or contact Phil Bridger on
4616 6000 (pager 2324)

Advice/Information
Contact Phil Bridger, CNC Diabetes

Staff Contact
Clinical Nurse Consultant Phil Bridger
**DISTRICT DIRECTOR OF NURSING SERVICES**

**Contact Person:** Executive Support Officer  
**Phone:** 4616 6257  
**Fax:** 4616 6170  
**Location:** District Manager’s Office  
Unara Health Village

**Services offered**
- Nursing administration  
- Professional line management of all nurses  
- Operational line management to Medical and Clinical Support Clusters

**How to access**
Contact Executive Support Officer

**Staff contact**
District Director of Nursing & Midwifery Services  
Ms Judy March  
Executive Support Officer  
Ms Wendy Friend
DISTRICT MANAGER’S OFFICE

Contact Person: Executive Support Officer
Phone: 4616 6010
Fax: 4616 6170
Location: District Office
          Unara Health Village

Services offered
The District Manager is the reporting point for all other members of the Toowoomba Health Service District Executive, and has single point accountability for all facilities and services managed within the Toowoomba Health Service District including:

• Toowoomba Hospital and Community Health Services
• Toowoomba District Mental Health Service, including Baillie Henderson Hospital
• Gatton Hospital and Health Service
• Oakey Hospital and Health Service, including the Dr EAF McDonald Nursing Home
• Mount Lofty Heights Nursing Home.

The District Manager is the official point of communication with external bodies on all District Health Service management matters and is responsible for the management of media communications.

The role of the District Manager includes:

• District wide service monitoring and management in line with the health service requirements of the defined population
• Funding allocation across the Health Service District in line with Queensland Health Service Agreements
• Maintenance of District service standards and professional performance standards
• Overall management of the District’s human, material and financial resources.
ELECTIVE SURGERY COORDINATOR

Contact Person: Lee Hunter, Elective Surgery Coordinator
Phone: 4616 6865
Fax: 4616 6483
Location: Operating Theatre Unit
Level 3, Emma Webb Building

Services offered
- Information regarding waiting times for surgery.
- Enquiries regarding the elective surgery process.
- Provide a liaison service for patients on the waiting list and general practitioners in relation to elective surgery enquiries.

How to access
Telephone direct on 4616 6865

Staff contact
Elective Surgery Coordinator Lee Hunter
EMERGENCY DEPARTMENT

**Contact Person:** Dr Mark Laverty, A/Director

**Phone:** 4616 6773 (working hours)

**Fax:** 4616 6298

**Location:** Level 1, Emma Webb Building

**Services offered**
- 24 hour emergency medical care
- Ultra Short Stay Unit for patient observation and monitoring

**Referral protocol**
Hospital referral form to be completed
OR
Phone 4616 6306 to talk to a senior medical staff member

**Advice/information**
Contact Dr Mark Laverty, A/Director Emergency Department

**Staff contacts**
- A/Director: Dr Mark Laverty
- Nurse Unit Manager: Matthew Boyd
ENDOSCOPY UNIT

Contact Person: Denise Iseppi, Clinical Nurse
Phone: 4616 6417 Monday to Friday, 8:00am-5:00pm
Fax: 4616 6144
Location: Level 3, Surgical Block

Services offered
- Gastroscopies
- Colonoscopies
- Flexible sigmoidoscopies
- ERCPs
- Bronchoscopies
- PEGs

On call 24 hours for procedures

Referral protocol
- Hospital referral form and consent to be completed and sent to Endoscopy or 4616 6417 (cat 1)
- GP referrals via letter to Outpatients

Urgent appointments:
Phone 4616 6000 and ask for the Registrar on call

Staff contacts
Director of Surgery Dr Robert Franz
Clinical Nurse Denise Iseppi
EXECUTIVE DIRECTOR OF MEDICAL SERVICES

Contact Person: Executive Support Officer

Phone: 4616 6151

Fax: 4616 6170

Location: District Office
Unara Health Village

Services offered
• Medical management and professional head

How to access
• Contact Executive Support Officer

Referral protocol
• Contact Executive Support Officer

Advice/information
• Contact Executive Support Officer

Staff contact
Executive Director of Medical Services  Dr Peter Bristow
Deputy Director of Medical Services  Dr Gerald Moss
FAMILY CONTINENCE CLINIC

Contact Person: Olive McKinnon
Phone: 4616 6800
Fax: 4616 6888
Location: Community Health
Unara Health village

Services offered
• Continence management for families

Advice/information
• Assessment, counselling and education on the principles of successful
  management techniques and responsibilities

Referral protocol
May be referred by health professional, parent, carer or self-referred

How to access
Appointments may be made by telephoning Community Health – 4616 6800

Staff contact
Nurse Continence Advisor Olive McKinnon
Nurse Continence Advisor Julie Westaway
Nurse Continence Advisor Janelle McQuillan
FUN NOT FUSS WITH FOOD

Contact Person: Community Nutritionist

Phone: Monday to Friday 8:00am-4:30pm
4616 6812 general enquiries
4616 6164 clinical enquiries

Fax: 4616 6888

Location: Child, Youth & Family Health
Unara Health Village

Services offered
- Early intervention workshop for parents with children who have problem eating and mealtime behaviours
- Monthly 2½ hour workshop facilitated by nutritionist, psychologist, child health nurses

Referral protocol
- Children aged 18 months to 10 years
- Parental desire to improve child's fussy eating behaviour
- Parental desire for knowledge on what children need for healthy growth and development

Advice/information
- Contact Community Nutritionist

Staff contacts
Psychologist/Early Intervention Specialist Tanya Withers
Child Health Nurse Liz Webb
GATTON HEALTH SERVICES
ADMINISTRATION

Contact Person: Ian Lersa, Office Manager
Phone: 5462 0110
Fax: 5462 3597
Location: Gatton Hospital
97-103 William Street, Gatton 4343

Services offered
• Reception function, switchboard and counter enquiries
• Appointments for Outpatients, Child Health and Diabetes Educator
• HBCIS data entry
• Medical records management
• Accounts Receivable
• Patient Trust
• Spectacle Supply Scheme
• Clinical Coding
• Patient Transit Assistance Scheme

How to access
Phone switch 5462 0110

Staff contacts
Office Manager Ian Lersa
Administrative Officer Kerry Adams
Administrative Officer/Coder Vicki Fletcher
GATTON HEALTH SERVICES
ALLIED HEALTH

Contact Person: Administration

Phone: 5462 0110  Monday to Friday, 8:00am-4:30pm

Fax: 5462 3597

Location: Gatton Hospital
97-103 William Street, Gatton 4343

Services offered

Developmental and rehabilitative services

- Inpatient services to all patients requiring Allied Health assistance regarding medical, orthopaedic, surgical and neurological conditions
- Outpatient services for respiratory, musculoskeletal and neurological conditions
- Assistance and advice regarding function activities for living
- Counselling and support
- Practical assistance to patients and their families when adjusting to illness, hospitalisation or disability

Group and education programs

- Antenatal classes
- Triple P (Positive Parenting Program)

Rural and outreach services

- The Rural Allied Health Team provides occupational therapy, dietetics and psychology services to Gatton Shire

Referral protocol

- Hospital referral form to be completed
- Self referral accepted for social work

Advice/information

Contact Administrative Officer

Staff contacts

Physiotherapist  Elizabeth Bishop
Occupational Therapist  Janine Rigano
Social Worker  Joy Heylen
GATTON HEALTH SERVICES
CHILD HEALTH

Contact Person: Lynn Kimlin, Clinical Nurse
Phone: 5462 0110  Wednesday & Thursday, 9:30am-4:00pm
Fax: 5462 3597
Location: Gatton Hospital
97-103 William Street, Gatton 4343

Services offered
• Early Childhood Clinic
• Home visiting
• Developmental checks
• Advice, guidance and information
• Education
• Triple P (Positive Parenting Program)
• Immunisation clinic

Referral protocol
• Hospital referral form to be completed
• Appointments are necessary

Advice/information
Contact Lynn Kimlin, Clinical Nurse
GATTON HEALTH SERVICES
COMMUNITY HEALTH

Contact Person: Patricia Jamieson, Clinical Nurse
Phone: 5462 0123  Monday to Friday, 8:00am-4:30pm
Fax: 5462 3597
Location: Gatton Hospital
97-103 William Street, Gatton 4343

Services offered
Education programs
• Just Walk It
• Antenatal classes
• Referral to programs offered at Toowoomba Health Service
• Triple P (Positive Parenting Program)

Information services
• Telephone service

Individual case work
• Assessment
• Referral to HACC, ACAT
• Coordination of services
• Information
• Education and advice

Other services provided at Community Health
• Child Health Service
• Maternity Home Care Service
• Mobile Women’s Health Nurse
• Diabetes Education

Referral protocol
• Hospital referral form to be completed

Advice/information
• Contact Intake Officer
GATTON HEALTH SERVICES
COMMUNITY MENTAL HEALTH

Contact Person:  Heather Dean, Clinical Nurse
                 Karen Williams, Clinical Nurse

Phone:  5462 0115  Monday to Friday, 8:00am-4:00pm
        0428 157 591 Mobile [Karen Williams]
        0427 146 890  Mobile [Heather Dean]

Fax:  5462 3597

Location:  Gatton Hospital
           97-103 William Street, Gatton 4343

Services offered
•  Assessment, treatment, and support for people with a mental illness and/or
   mental health problems through a variety of services
•  Consultation, support, and education for families and other care providers
•  Consultation and coordination with other treatment agencies (including arranging
   admission), community services and volunteer groups
•  Education and resource information on current mental health issues and the use
   of the Mental Health Services Act
•  Crisis management and resolution and/or referral to other specialist agencies/
   services

How to access (out of hours)
•  Contact Triage, Assessment & Treatment Team (TACT), 4616 5210 Monday to Friday
   7:00am to 10:00pm; Saturday & Sunday 8:00am to 4:00pm. Outside these hours
   contact the Emergency Department at Toowoomba Hospital, 4616 6300

Staff contacts
Clinical Nurse   Karen Williams
Clinical Nurse   Heather Dean
GATTON HEALTH SERVICES
EMERGENCY DEPARTMENT

Contact Person:    Dr William Watts
Phone:            5462 0110
Fax:              5462 3597
Location:         Gatton Hospital
                  97-103 William Street, Gatton 4343

Services offered
• 24 hour emergency medical care

Referral protocol
• Hospital referral form to be completed or phone 5462 0110

Advice/information
• Contact Dr Watts, Medical Superintendent
GATTON HEALTH SERVICES
OUTPATIENTS

Medical Clinic 5462 0110
Wound Management Clinic 5462 0110
Contact Person:  Community Nutritionist

Phone:  Monday to Friday 8:00am-4:30pm
        4616 6812 general enquiries
        4616 6164 clinical enquiries

Fax:  4616 6888

Location:  Community venues

Services offered

• Growing Strong – Feeding You and Your Baby, group education sessions for mums, dads, other family members and people who look after small children about good food for mums and babies

• Very suitable for low literate clients

Referral protocol

• Most suitable for Indigenous clients, but other migrant groups recommended

Advice/information

Goondir Medical Services  Raelene Ward 4639 4461
Young Women’s Place  Linda Evans 4639 4380
Toowoomba Refugee and Migrant Support  Susan Bower 4632 9285

Staff Contacts

Indigenous Health Worker  Sherry Holzapfel
**HACC ASSESSMENT TEAM**

**Contact Person:** Team Leader  
**Phone:** 4699 8901 or 4699 8902  
**Fax:** 4699 8955  
**Location:** Baillie Henderson Hospital

**Services offered**  
The HACC (Home and Community Care) program provides services that help and support frail and aged people, and people with disabilities to live independently at home. HACC services provide eligible people with help at home, help with getting out into the community, and a break for carers. The HACC team is responsible for assessing people for HACC eligibility and referring them to relevant services.

**How to access**  
There are several ways to access this service:  
- your GP  
- contact Commonwealth Carelink Centre (1800 052 222)  
- contact this office direct, and ask for the duty officer (4699 8901)  
- Aged Care and HACC Assessment Team  
  Baillie Henderson Hospital  
  cnr Hogg & Tor Streets, PO Box 405, Toowoomba 4350

**Referral protocol**  
Our accepted referral method is completion of the first four pages of the ONI screening tool. This can be completed by contacting the duty officer and completing over the phone, or many service providers within our community have this document, and will assist with its completion and forward to our office.

**Advice/information**  
For further information, please contact the Team Leader, Duty Officer or one of our Assessment Team members. Alternatively, further information regarding the HACC Program can be accessed via the internet at www.health.qld.gov.au/hacc

**Staff contacts**  
Staff can be contacted on 4699 8901 or 4699 8902  
The HACC Assessment Team consists of Clinical Nurses
HAEMODIALYSIS UNIT

Contact Person: Lynne Abell, Nurse Unit Manager

Phone: 4616 6451  Monday to Friday, 8:00am-4:30pm

Fax: 4616 6938

Location: Level 3, Services Block (southern exit)

Services offered
- In-centre haemodialysis
- Home haemodialysis
- Peritoneal dialysis
- Renal transplant follow up care
- Hospital or community based rural multi-user haemodialysis self-care facilities

Referral protocol
Hospital referral form to be completed

Admissions
Phone 4616 6000 and ask for the Renal Registrar

Advice/information
Contact the Nurse Unit Manager

Staff contacts
Nurse Unit Manager  Lynne Abell
HEALTH INFORMATION SERVICES

Contact Person: Janet Baines, Director

Phone: 4616 6294  Monday to Friday, 8:00am-5:00pm
        4616 6049  After hours

Fax: 4616 6939

Location: Level 2, Emma Webb Building

Services offered

- Health information management
- Freedom of information/administrative access
- Medicolegal requests/information
- Health information
- Decision support/clinical benchmarking
- Casemix information
- Clinical coding
- Medical records management/maintenance/storage
- Transcription
- Support/education/management to administrative staff in client-focused areas
- Training, e.g. HBCIS
- Clinical indicators

This unit operates 24 hours.

How to access

In hours
Contact Janet Baines, Director
Phone 4616 6294

After hours
Phone 4616 6049

Staff contacts

Director  Janet Baines
Assistant Director  Deborah Whitworth
Coordinator  Gail McLoughlin
HIV EDUCATION
DEPARTMENT OF PUBLIC MEDICINE

Contact Person: Clinical Nurse – Jenny Wilkes
               HIV Coordinator – Bill Rutkin

Phone: 4616 6446 Monday to Friday 8:30am-4:30pm

Fax: 4616 6456

Location: Kobi House
          Unara Health Village

Services offered
• Coordination of services for people with HIV in the community - especially families
• Preventative education within MSM [men who have sex with men] community
• **Needle and Syringe Program** - coordinated throughout South West Queensland
• Sexuality issues discussed / appropriate referrals provided
• Working with parents and parent support
• Support and information for parents of homosexual people
• Sexual Harassment Referral Officer on duty
• Information and referral from and to community agencies
• HIV contact tracing

Referral protocol
• Phone 4616 6446
  **Needle and Syringe Program**

Advice/information
Contact Clinical Nurse, Jenny Wilkes or HIV Coordinator, Bill Rutkin

Staff contacts
Project Officer Bill Rutkin
HOME AND COMMUNITY CARE (HACC)

Contact Person: Dianne McLoughlin, Area HACC Manager

Phone: 4616 4943  Monday to Friday, 8:00am-4:00pm

Fax: 4616 4945

Location: Mt Lofty Heights Nursing Home
Stuart Street, Toowoomba, 4350

Services offered
Support/contact person for 79 Home and Community Care (HACC) funded projects in the Darling Downs HACC planning area (Northern, Southern and Toowoomba Health Service Districts)

How to access
Phone for an appointment

Staff contact
Area HACC Manager  Dianne McLoughlin
Administrative Officer  Wendy Cooling
HOME CARE SERVICES

Contact Person:  Manager, Home Care Services
Phone:  4699 8868, Monday to Friday 8:00am-4:30pm
Fax:  4699 8866
Location:  Level 2, Browne Unit
Baillie Henderson Hospital

Services offered
Flexible, basic domestic assistance to the aged frail and/or young disabled who holds a current Aged or Disability Pension Concession Card, as supplied by Centrelink or equivalent, for clients who are:
• aged frail
• young disabled
and have a moderate to profound disability and are at risk of premature admission to residential care.

Referral protocol
Clients can be referred to the assessment team located with ACHAT. Referrals can be by any person or agency, provided the person being referred agrees to the referral. Home Care will only accept a completed Ongoing Needs Identification Screening Tool with all mandatory profiles completed. This may be through the Assessment Team, Blue Care, OzCare, or private general practitioner.
All new clients are required to be HACC eligible as outlined above and then meet the entry criterion, which is a score on the Services Priority Rating Tool, and score at a level as set by Home Care.

Staff contacts
• Coordinators, Home Care
• Manager, Home Care
Directory of Services
I – O
INFECTION CONTROL

Contact Person: Clinical Nurse Consultant
Phone: 4616 6206
Fax: 4616 6456
Location: Kobi House
Unara Health Village

Services offered
- Education
- Information
- Advice
This service is available to staff and patients of Toowoomba Health Service District.

Advice/information
Contact Clinical Nurse Consultant

Staff contact
Clinical Nurse Consultant
Clinical Nurse Julie Hasted
Clinical Nurse Denise Breadsell
LIGHTEN UP/HEALTHY WEIGHT PROGRAM

Contact Person: Community Nutritionist

Phone: Monday to Friday 8:00am-4:30pm
        4616 6812 general enquiries
        4616 6164 clinical enquiries

Fax: 4616 6888

Location: Child Youth & Family Health
          Unara Health Village

Services offered
• Lighten up to a healthy lifestyle
  Nine week program, including 3 medical screenings and 6 group education
• Healthy weight program
  Up to 12 sessions, including 2 screenings

Referral protocol
• Lighten up – excludes under 18 yrs and BMI>40
• Healthy weight program – specifically for Indigenous clients

Advice/information
Contact the Community Nutritionist for Lighten Up dates for 2006/2007.

Staff contacts
Lighten up facilitators Ruth McGuire
                      Tracey Thompson

Healthy weight program facilitators Helen Suey
                                      James McCarthy
                                      Sherry Holzapfel
MEDICAL

Contact Person: A/Director of Medicine

Phone: 4616 6703  Monday to Friday, 8:30am-4:30pm
       4616 6000  After hours and paging
       4616 6283  Outpatient Clinical appointments
       4616 6287  Armstrong Clinic [Private Practice]

Fax: 4616 6793

Location: Level 6, Emma Webb Building

Services offered

Department of Internal Medicine

• General Medicine
• Clinical Measurements:
  ➢ EEG
  ➢ ECG
  ➢ 24 hour Holter
  ➢ Cardiac stress tests
• Coronary Care
• Gastroenterology
• Obstetric Medicine
• Medical Oncology
• Palliative Care
• Private Practice Clinic
• Respiratory & Sleep Medicine

Medical Outpatients Clinic  Administration Officer 4616 6283
Level 6, Emma Webb Building

MU1 / MOPD  Chris Chamberlain, Nurse Unit Manager,
4616 6363 / 4616 6373
Fax: 46 16 6540
Level 6, Medical Block

• General medical nursing care
• Acute General Medical
MEDICAL (CONTINUED)

- Education:
  - disease processes
  - diagnostic tests/treatment
  - lifestyle changes
  - medication regimes
  - contact groups and support agencies

- Access to specialty services
  - specialist Clinical Nurse Consultants
  - allied health
  - community liaison
  - ACHAT and community services
  - pastoral care

Referral protocol

Clinic appointments
- Mail/fax hospital referral form or letter
- Phone 4616 6283
- For urgent consultations, phone 4616 6000 and ask for the Registrar or Consultant on call.

Admissions
- Phone 4616 6000 and ask for the Registrar or Consultant on call.

Advice/information
Contact the Consultant on call.
**Staff contacts**

**Director of Medicine (acting)**

**Consultant Physicians**

- General Medicine, Gastroenterology, Palliative Care
  - Dr Robert Brodribb
- General Medicine, Gastroenterology, Obstetric Medicine
  - Dr Thein Htut
- Endocrinology
  - Dr Shiela Cook
- General Medicine
  - Dr Spencer Toombes
- Respiratory & Sleep Medicine, TB
  - Dr Ross Sellars
- Medical Oncology
  - Dr Ehtesham Abdi
- General Medicine
  - Dr Peter Nolan
- Neurology
  - Dr Eddie Win
- General Medicine (OPD)
  - Dr Patrick Murray

**Clinical Nurse Consultants**

- Diabetes
  - Philip Bridger
- Cardiac and Respiratory
  - Caroline Leopold

**Nurse Unit Managers**

- MU2
  - Julie Smith
- MU1/MOPD
  - Chris Chamberlain
- Oncology/Palliative Care
  - June Swales
- Renal
  - Lynne Abell
MENTAL HEALTH SERVICE
ACUTE & COMMUNITY MENTAL HEALTH SERVICE

Contact Person: Manager
Acute & Community Mental Health Service
Phone: 4616 5202
Fax: 4616 5233
Location: AMHU Office Suite

The Acute and Community Mental Health Service is an integrated service linking inpatient services located at Toowoomba Hospital with community mental health services for children, young people, adults and older persons. Consultancy and outreach services are also provided to other health service districts in the areas of the Darling Downs, South Burnett and South West Queensland.

How to access
Triage and Acute Care Team (TACT) provides the first point of clinical screening, information and referral.
The Assessment and Acute Care Service component of this service provides comprehensive mental health assessment and mobile acute care treatment/emergency response (up to four to six weeks) to consumers who are assessed as being at a high risk.
This service is available 24 hours, seven days a week.
Access to the Acute and Community Mental Health Service is available by phoning the Triage Officer at 4616 5210. Further information about the service can also be obtained from the Triage Officer.

The Child and Youth Mental Health Service provides a specialised mental health service for children and young people from birth to 18 years who are experiencing severe and complex emotional, behavioural or mental health problems.
Referral to the service can be made by professionals and agencies that work with children and young people, including general practitioners, guidance officers, etc. In situations of acute need, young people, their parents or carers may contact the service directly. The service seeks to work collaboratively with other agencies to meet the needs of its target groups. Referrals can be made by contacting the Intake Officer, Child and Youth Mental Health Service on 4616 6843.
MENTAL HEALTH SERVICE (CONTINUED)

ACUTE & COMMUNITY MENTAL HEALTH SERVICE

The Adult Mental Health Service offers medium-term case management services to consumers over 18 years of age with serious mental illness and associated disability. The service includes coordinated assessment, treatment, recovery and case management services, as well as advocacy, education, fostering of community partnerships and specialist portfolios, e.g. Clozapine coordination, forensic liaison, mental health promotion, prevention and early intervention.

The Older Persons Mental Health Service provides community based services to people over 65 who require both specialist psychiatric and aged mental health services. These include people presenting with a mental disorder which has arisen for the first time; or a mental disorder, and who have become physically disabled (or suffer multiple medical illnesses related to ageing) or a significant behavioural disturbance complicating late onset psychiatric disorders and/or dementia. Age is not the principle criterion identifying the target group of the Older Persons Mental Health Service, however, services are generally for persons over the age of 65. Advice can be obtained on the management and the role of other community organisations which assist in the care of the older person by phoning the Team Leader/Intake Officer on 4616 5666. Family or carers may contact the Older Persons’ Mental Health Service but it is preferable that the referral is supported by a GP or other health professional.

The Mobile Intensive Rehabilitation Team provides intensive clinical rehabilitation programs based on information from a detailed assessment identifying a consumer’s strengths and weaknesses, therapeutic interventions on an individual and group basis and promotes collaborative partnerships with government and non-government organisations, including Disability Support Services. Services are delivered in community settings. The Service is available to consumers of the Toowoomba District Mental Health Service on referral from their case manager or care coordinator. General practitioners who are registered with the Health Insurance Commission (HIC) initiative “3 Step Mental Health Process” are able to refer directly. Other general practitioners and psychiatrists can refer through TACT.

The Acute Mental Health Unit (AMHU) at the Toowoomba Hospital offers short term admissions in a structured environment to monitor and manage a person’s mental state more closely during episodes of acute illness. This contemporary unit comprises 57 beds in three wings – Gunndhu Wing (youth ~ 14 to 18 years), Jarrowair Wing inclusive of a high dependency unit (adults ~ 18 to 65 years), and Bamal Wing (for adults, but predominantly older persons above 65 years). For referrals and general information contact TACT. For contact with a consumer in the Acute Mental Health Unit you can contact the Nurse Unit Manager through AMHU reception on 4616 5215.

The Consultation Liaison Service provides mental health assessment, treatment and consultation services to non-mental health components of the Toowoomba Health Service. Advice and assistance in the formulation of treatment plans for
MENTAL HEALTH SERVICE (CONTINUED)
ACUTE & COMMUNITY MENTAL HEALTH SERVICE

the management of consumers in the general hospital setting and mental health screening for target and priority health groups is provided. All referrals are made via the MR 50h(T) Internal Hospital Referral Form. Referrals to the Consultation Liaison Service are coordinated by TACT.

Referral protocol
Referrals to all Acute and Community Mental Health Services can be made by general practitioners, family and carers and the consumer to the Triage and Acute Care Team – phone 4616 5210.
MENTAL HEALTH SERVICE
EXTENDED INPATIENT SERVICE

Contact Person: Greg Neilson, Manager, Extended Inpatient Service
Phone: 4699 8888
Fax: 4699 8933
Contact Person: Dr Jeff Thompson, Director Extended Treatment and Rehabilitation
Phone: 4699 8888
Location: Baillie Henderson Hospital
Cnr Hogg & Tor Streets, Toowoomba 4350

Services offered
The Extended Inpatient Service provides tertiary inpatient services for adults and older people who are sufficiently ill or disabled by their mental disorder that they are unable to be cared for by their local integrated community and acute inpatient mental health services at the time of referral. Services are provided to districts throughout southern and central Queensland. The Extended Inpatient Service includes five specialised clinical program areas.

The Dual Disability Program (Gialal Unit) provides mental health assessment, treatment and support options to people with intellectual disability and co-existing mental illness on a medium to long term basis.

The Acquired Brain Injury Program (Walwa Unit) provides services to adults with an acquired brain injury including neurodegenerative disease with an accompanying mental health disorder and/or severe behavioural problems.

The Older Person Program provides specialised services to older people whose mental illness is complicated by age related issues including older persons with long term mental health disorders who become physically disabled or suffer multiple medical conditions, or older people with significant behavioural disturbance complicating late onset mental health disorders and/or dementia. Consumers of this program require both specialised psychiatric and aged care, and cannot be cared for in any other setting.

The Extended Treatment and Rehabilitation Program (Jacaranda and Tuke Units) provides a therapeutic environment for rehabilitation, learning and vocational development through a selection of therapies.
MENTAL HEALTH SERVICE (CONTINUED)

EXTENDED INPATIENT SERVICE

The Medium Secure Program (Ridley Unit) provides specialised assessment, treatment and rehabilitation to adults with a mental illness who pose a serious risk of harm to self or others including acts of serious violence or persistent assault or harming behaviours, and whose needs cannot be met in a less secure setting. Consumers in this program are subject to the involuntary provisions of the Mental Health Act 2000.

Rehabilitation Services

Individual and group vocational and rehabilitation programs are provided through the Living Skills Centre based at Whishaw) while recreation and leisure programs based on arts, music, dance and crafts are based at the Arts Centre.

How to access

For referral to the Extended Inpatient Service, consumers must have had other options for treatment and rehabilitation in a community or acute inpatient unit explored and will, in general, require at least three months extended treatment and rehabilitation.

Detailed referral information can be obtained from the Program Coordinator (Disability Options) or Program Coordinator (Rehabilitation Services) depending on the program you wish to refer to. The Program Coordinators can be contacted by phone 4699 8888 and asking to be put through to the relevant Program Coordinator.
MENTAL HEALTH SERVICE
SERVICE WIDE FUNCTIONS

Contact Person: Executive Director Mental Health

Phone: 4616 5201
Fax: 4616 5233
Location: AMHU Office Suite

Services Wide Functions include

The Consumer Consultant provides information and education, advocates and promotes the rights of mental health consumers and carers in service planning, development and evaluation. The Consumer Consultant is available 8.00am-4.30pm, Monday to Friday. To contact the Consumer Consultant, ph 4616 6000 and ask for him/her to be paged.

The Carer Facilitator ensures the carer perspective is included in the planning and development of mental health services and provides information and support to enhance carer participation. The Carer Facilitator is available five days per week, during office hours 8:30am-5:00pm, excluding public holidays. To contact the Carer Facilitator, phone 4616 6000 and ask for him/her to be paged.

Complaints Facilitator feedback, both compliments and complaints are welcomed by the service and enable us to assess what we are doing well and what could be improved. The Complaints Facilitator will assist to satisfactorily resolve concerns or complaints which cannot be resolved at the time they occur. The Complaints Facilitator is available five days per week, during office hours, 8:00am-5:00pm, excluding public holidays. To contact the Complaints Facilitator phone 4616 6000 and ask for him/her to be paged.

The Aboriginal & Torres Strait Islander Mental Health Service promotes the cultural and spiritual needs of Indigenous people accessing the mental health service through information, education, advice and clinical support for consumers, carers and staff. The Aboriginal & Torres Strait Islander Mental Health Service is available Monday to Friday, 8:00am-4:30pm. To contact the Aboriginal & Torres Strait Islander Mental Health Service Coordinator, phone 4699 8888 and ask for him/her to be paged.

Risk Management and Quality The Mental Health Risk Management Coordinator develops, promotes and implements strategies and operations of the Toowoomba District Mental Health Service within an integrated risk framework. The Quality Facilitator supports quality improvement through the development, implementation and evaluation of quality activities within the service.
MENTAL HEALTH SERVICE
SERVICE WIDE FUNCTIONS

Contact Person: Executive Director Mental Health
Phone: 4616 5201
Fax: 4616 5233
Location: AMHU Office Suite

To contact the Mental Health Risk Management Coordinator or Quality Facilitator, phone 4699 8888 and ask to be put through to him/her.

Mental Health Act Administration To contact the Mental Health Act Administrator phone 4616 5204 and ask to be put through to him/her.
The Mental Health Education and Research Unit (MHERU) is a specialist unit of the District Education, Research and Library Services (DERLS). MHERU manages local education, training and clinical education services to meet the needs of mental health service providers and conducts research and evaluation that aims to improve outcomes for mental health consumers.
MOBILE WOMEN’S HEALTH SERVICE

Contact Person: Kathryn Anning, Registered Nurse/Endorsed Midwife

Phone: 4616 6089 Office
0419 669340 Mobile

Fax: 4616 6888

Location: Kobi House
Unara Health Village

Services offered to Toowoomba & Southern Downs
- Health education and awareness programs
- A support and referral service
- Well Women’s Clinics which include a cervical screening service, breast awareness and education

Referral protocol
Hospital referral form to be completed

Appointments: Phone Kathryn Anning, Registered Nurse/Endorsed Midwife

Advice/information
Contact Kathryn Anning, Registered Nurse/Endorsed Midwife

How to access
Telephone 4616 6809 / 4616 6800 or mobile 0419 669 341
Postal address: Private Mail Bag 2, Toowoomba 4350

Staff contact
Registered Nurse/Endorsed Midwife Kathryn Anning
MORTUARY

Contact Person: Rick Ward, Pathology Wardsperson

Phone: 4616 6449  Monday to Friday, 8:00am-4:30pm
       4616 6000  page 2411 (A/H page 2403)

Fax: 4616 5133

Location: Level 1, Emma Webb Building

Services offered
• Care of deceased patients
• Provision for coronial autopsies

How to access
In hours
• Phone Rick Ward, Mortician

After hours
• Phone 4616 6000 and ask for wardsperson on call or page 2403

Staff contact
Pathology Wardsperson / Mortuary Technician    Rick Ward
MT LOFTY HEIGHTS AGED CARE SERVICE

Contact Person: Lynn Boundy
Phone: 4616 4902
Fax: 4616 4910
Location: Cnr Rifle Range Road & Stuart Street Toowoomba 4350

Services offered
- 38 bed high care aged care facility
- 2 respite beds
- 30 Community Care Packages
- ‘Kenilworth’ fully catered function rooms also available for hire both within the District and to non-government organisations

How to access
- Enter via main gate (first on left on Rifle Range Road)
- Limited parking is available on campus
- Functions – contact Catering Supervisor, 4616 4900
- Community Care Packages – Coordinator, 4616 4947

Referral protocol
- Approval for nursing home placement or Community Care Packages is managed through the Aged Care & HACC Assessment Team (ACHAT)
- Respite bookings through the Darling Downs Carer Respite Centre – 4637 5805

Staff contacts
Director of Nursing/Facility Manager Lynn Boundy
Community Care Package Coordinator Coordinator
Catering Supervisor 4616 4900
Hygiene Supervisor 4616 4900
**NEEDLE & SYRINGE PROGRAM**
**DEPARTMENT OF PUBLIC MEDICINE**

**Contact Person:** Bill Rutkin, Project Manager

**Phone:** 4616 6446 Monday to Friday 8:30am-4:30pm

**Fax:** 4616 6456

**Location:** Kobi House
Unara Health Village

**Services offered**
Community level – infection control program for persons who inject illicit substances

**How to access**
Call in to Kobi House, Unara Health Village

**Advice/information**
Contact Bill Rutkin, Project Manager

**Staff contacts**
Project Manager
Bill Rutkin
NUTRITION & DIETETIC SERVICES

Contact Person: Allied Health Administrative Officer
Phone: 4616 6356  Monday to Friday, 8:00am-4:30pm
Fax: 4616 6355
Location: Level 1, Cossart House
Director: Janelle Longmire

Services offered
Nutrition services:
• Nutrition assessment and education by clinical dietitian for inpatients requiring therapeutic diets
• Nutrition screening by nutrition assistants – to identify inpatients “at risk” of malnutrition, and malnourished patients
• Oral nutrition support for those inpatients screened and found to be at risk of malnutrition, and malnourished patients
• Assessment/management of inpatients requiring enteral nutrition
• Outpatient services for patients referred for assessment and education, including general medical and paediatric
• Advisory dietetic services
• Aged Care outreach and visiting services to Oakey and Mt Lofty Nursing Homes

Referral protocol
• Hospital internal referral – form to be completed by Medical Officer
• Outpatient referrals for treatment services can be made by health professionals
• Referrals should detail the patient’s clinical status, e.g. presenting problem, history and current treatments

Appointments
• Service provided according to clinical priorities
• Address:
  Allied Health Reception
  Cossart House
  PMB 2
  Toowoomba Qld 4350
Staff contacts
Director Nutrition & Dietetic Services                Janelle Longmire
Phone 4616 6133 or page 2448                      Janelle_Longmire@health.qld.gov.au
Senior Clinical Dietitian                              Lynn Edwards
Phone 4616 6086 or page 2428                      Lynn_Edwards@health.qld.gov.au

Dietetic – referral protocol
Hospital referral form to be completed for inpatient and outpatient referrals.
Referrals from general practitioners will be considered in accordance with District policy.
Oakey Health Service
Child Health Services

Contact Person: Jenni Lloyd-Ward
Phone: 4691 4825 or 0419 813673
Fax: 4691 4833
Location: Oakey Hospital
Cnr Beale & Fitzpatrick Streets, Oakey 4401

Services offered
- Developmental assessments
- Advisory service for children on feeding, growth and development, and behavioural expectations and parenting issues
- Group information sessions
- Home visits
- Preschool screening

How to access
- Child Health Clinics in Oakey every Monday from 8:45am to 12:00pm, drop in, and every second and fourth Thursday by appointment – CWA Rooms, Cherry Street
- Child Health Clinics, in Kingsthorpe every first and third Tuesday of the month from 9:00am – CWA Rooms (by appointment)
- Child Health Clinics in Goombungee on the second and fourth Tuesday of the month from 9:00am – CWA Rooms (by appointment)
- Child Health Clinics in Cooyar on the first Thursday of the month from 9:30am to 12:00pm – Show Grounds, Cooyar
- Home visits (by appointment only) for small, frail babies, multiple births and difficult situations
- After hours advice: 1800 177 279

Referral protocol
Self referral

Staff contacts
Child Health Nurse Jenni Lloyd-Ward
Oakey Health Service
Community Health

Contact Person: Ann Klibbe

Phone: 4691 4823
Fax: 4691 4833
Location: Oakey Hospital
Cnr Beale & Fitzpatrick Streets, Oakey 4401

Services offered
- Home assessments
- Discharge planning
- Health promotion and health education
- Advice and other assistance with medical aids, home modifications, techniques for independent living
- Referral to other agencies where needed
- Counselling for clients and their families
- Clinical assessment for Home Care
- Self help groups
- School health screening
- Volunteer training and support
- Encopresis & enuresis programs
- Positive parenting programs
- Stop smoking course
- Lighten-Up – a healthy lifestyle program
- Part time social work services

How to access
Phone 4791 4888 between 8:30am to 4:30pm

Referral protocol
Self referral accepted

Areas serviced
Oakey, Boodua, Aubigny, Kingsthorpe, Cotswold Hills, Gowrie Junction, Wellcamp, Westbrook, Biddeston

Staff contacts
Community Health Nurse Ann Klibbe
Oakey Health Service
HACC Community Transport

Contact Person: John Allen

Phone: 4691 4800  Monday to Thursday
       Mobile 0407 288 488

Fax: 4691 4833

Location: Oakey Hospital
          Cnr Beale & Fitzpatrick Streets, Oakey 4401

Services offered
- Transport service for frail, aged and disabled people and their carers to access medical, shopping, business activities and recreational activities in Oakey on Tuesday
- Transport to Toowoomba to access medical appointments, specialist services, therapy and other related medical services on Wednesday
- Oakey taxi voucher scheme

How to access
Contact John Allen on 4691 4800 Monday to Thursday; or Mobile 0407 288 488

Staff contacts
HACC Coordinator       John Allen
HACC Bus Driver        John Allen
Oakey State High School
Campbell Street, Oakey 4401

Services offered
- One-on-one health consultations
- Facilitation of small group programs
- Health promotion activities for the whole school community
- Classroom support for teachers on health related topics

How to access
Referrals by teachers, parents and students themselves as well as other community agencies.

Availability
The School Based Youth Health Nurse (SBYHN) is available six days a fortnight. Appointments can be made through a booking system at the High School Office.

Staff contacts
School Based Youth Health Nurse
Sonia Muller
OCCUPATIONAL THERAPY

Contact Person:  Allied Health Administrative Officer

Phone:  4616 6356  Monday to Friday, 8:00am-4:30pm
Fax:  4616 6335
Location:  Level 1, Cossart House
Director:  Vilma Girardi

Services offered

Inpatient
Assessment, treatment and management of inpatients who require:
•  living skills training to maximise abilities with everyday activities
•  assessment of their home environment and recommendations to improve safety
•  advice regarding special equipment to promote independence with daily living
•  management of acute upper limb injuries
•  provision of splinting devices
•  assessment of cognitive functioning and training in compensation strategies
•  compression garments and general oedema/scar management, including burns.

Outpatient
Assessment, treatment and management of outpatients who require:
•  individual outpatient assessment and treatment service for:
  - hand injuries
  - rehabilitation, e.g. following stroke, degenerative conditions, head injury
•  paediatric assessment and treatment, e.g. developmental delay 0-13 years
•  compression garments and general oedema/scar management, including burns
•  individual self management programs for adults
  - lymphoedema

Other services
A variety of service delivery models are utilised to provide occupational therapy services. These may include individual therapy, small group therapy, education sessions and consultations. All services are provided in a multidisciplinary team environment.
OCCUPATIONAL THERAPY

Referral Protocol
- Hospital inpatient referral - form to be completed by Medical Officer
- Referrals should detail the patient's clinical status, e.g. presenting problem, history and current treatments
- Outpatient referrals for treatment services can be made by health professionals but must include a medical certificate

Appointments
- Service provided according to clinical priorities
- Address:
  Allied Health Reception
  Cossart House
  PMB 2
  Toowoomba Qld 4350
ONCOLOGY & PALLIATIVE CARE SERVICES
ONCOLOGY & CHEMOTHERAPY DAY UNIT

Contact Person: Consultant/Registrar/Nursing Staff

Phone: 4616 6414 Monday to Friday 8:00am-4:30pm
        4616 6035 After hours [MU2]
        4616 6000 Switch
        Page 2440 Social Worker

Fax: 4616 6936

Location: Level 6, Surgical Block

Services offered
This service is available for public and private patients and includes:
- Urgent medical reviews
- Chemotherapy administration, treatment/care
- Pamidronate, iron and intragam infusions, zoledronic acid.
- Blood products transfusions
- Patient assessment and reviews
- Referral service
- Information on symptom control/pain quality of life
- Case conference with multidisciplinary palliative care team on Tuesdays at 3:00pm
- Education for regional hospital staff
- Education for patients and carers
  - orientation
  - assessment
  - treatment and care related to chemotherapy and supportive treatments
- Care of implantable ports and PICC lines
- Allied health professionals available – dietitian, psychologist, pharmacist
- Bereavement care
- Counselling
- Clinics at Medical Outpatients, Level 6, Emma Webb Building

Referral protocol
Hospital referral form to be completed

Public patients
Phone 4616 6000 and ask for the Registrar or Consultant on call

Private patients
Phone 4616 6000 and ask for the Consultant on call
ONCOLOGY & PALLIATIVE CARE SERVICES
ONCOLOGY & CHEMOTHERAPY DAY UNIT (CONTINUED)

Advice/information
Contact nursing staff 4616 6414 or 4616 6412

Staff contacts
Senior/Staff Specialist Oncologist (part-time) Dr Ehtesham Abdi – 0408 954315
Staff Specialist Dr Robert Brodribb – Page 2390
Nurse Unit Manager June Swales – Page 2390
Pharmacist Peter Gilbar – Page 2791
Social Worker Terri Cox – Page 2440
ONCOLOGY & PALLIATIVE CARE SERVICES
PALLIATIVE CARE OUTREACH SERVICE

Contact Person:  Consultant/Registrar/CN Palliative Care Outreach/
Nurse Unit Manager, Social Worker

Phone:  4616 5168  Monday to Friday, 8:00am-4:30pm
4616 6000  Switch
Page 5182  Clinical Nurse
Page 2440  Social Worker
4616 6413  Social Worker
0419 654682  Mobile

Fax:  4616 6936

Location:  Level 6, Surgical Block

Services offered
• Information, advice and education about palliative care
• Admission to palliative care program
• Referral to domiciliary services/allied health professionals
• Discharge planning/needs assessment
• Provision of home aids and medical supplies
• Home visits by Clinical Nurse and Social Worker
• Emotional support and counselling for patients, carers and families
• Bereavement support
• Pain and other symptom management
• Assistance with admission to hospital
• Links with external agencies e.g. domiciliary services, GPs, Hospice, Centrelink,
  bereavement networks, after hours telephone counselling services
• Home help and respite information

Referral protocol
Internal referral for inpatients, GP referral for private patients – admission approval
from SMO Dr R Brodribb

Advice/information
Contact Clinical Nurse, Palliative Care Outreach, Therese Streeten

Staff contacts
Senior Medical Officer  Dr Robert Brodribb
Nurse Unit Manager  June Swales
Social Worker  Terri Cox
Clinical Nurse  Therese Streeten
Pharmacist  Peter Gilbar
ORAL HEALTH SERVICES

Contact Person: Ross McCasker, Director
Phone: 4616 6931
Fax: 4616 6437
Location: Oral Health, Unara Health Village
Mobile Dental Clinics at schools
Fixed Dental Clinics at schools

Services offered by Oral Health Services within THSD
• Toowoomba Oral Health Clinic Monday to Friday 8:00am–4:30pm
• Mobile vans – at schools
• Fixed clinics – at schools

1. For children
• Children aged 4 years to Year 10 are eligible for free general dental practitioner services via regular recall visits to their school.
• Emergency services between visits are provided on a needs basis.
• Limited specialist services are provided for children.

2. For adults
• Services are provided for holders and dependants of the following cards:
  ➢ Health Care Card
  ➢ Pensioner Concession Card
  ➢ Commonwealth Senior’s Card
  ➢ Queensland Senior’s Card
  ➢ Veteran’s Affairs Card

3. As well as
• Inmates of correctional facilities
• Queensland hospital inpatients
• Children in the guardianship of Department of Families

A waiting list exists for all general dental treatment.
Emergency treatment is provided on the basis of severity and need.
Limited specialist services for adults are available.
How to access
For emergency services Monday to Friday 8.00am – 4.30pm for triaging, ph 4616 6436 for enquiries.

Referral protocol
Hospital Referral Form to be completed

Appointments
Phone 4616 6436

Advice/information
Contact Dr Ross McCasker, Director

Staff contacts
Director Dr Ross McCasker
Principal Dental Officer Dr Lionel Marten
Principal Dental Officer Dr Peter Coles
Senior District Dental Assistant Kristy Reece
ORGAN DONOR COORDINATOR

Contact Person: Elizabeth Hill, A/Organ Donor Coordinator
Phone: 4616 6424
Fax: 4616 6071
Location: Critical Care Unit
Level 2, Emma Webb Building

Services offered
- Education/information – organ donation
- Coordinates organ donation process in Critical Care Ward

Advice/information
Contact Elizabeth Hill

How to access
Via Critical Care Unit as per phone above

Staff contacts
A/Clinical Nurse Consultant Elizabeth Hill
Organ Donor Coordinator (Link Nurse)THSD
ORTHOPAEDICS

Director: Dr Edward Barui
Nurse Unit Manager: Robyn Butler
Contact Person: Departmental Support Officer [DSO]
Phone: 4616 6149 DSO, Monday to Friday, 8:00-4:00pm
4616 6279 Administrative Officer, Monday to Friday, 8:00am-4:00pm
4616 6433 Ward
Fax: 4616 6791
Location: Level 4, Emma Webb Building

Services offered
• Holistic care of musculoskeletal conditions
• Education
• Inpatient and ambulatory care
• Specialty services relating to:
  ➢ joint replacement
  ➢ sports medicine
  ➢ foot and ankle disorders
  ➢ hand disorders
  ➢ spinal conditions
  ➢ trauma surgery

Orthopaedic Clinic Administrative Officer, 4616 6279
• Fracture Clinic
• General Orthopaedics
• Morris Surgical appliances [phone for an appointment – 4616 6279]

The Casting Room Clive or Keith Smith, Orthopaedic Technicians, 4616 6277
• Fracture clinic
• All fields of casting in plaster of Paris and synthetics
• Serial casting
• Anatomical splints - hospital patients only
ORTHOPAEDICS (CONTINUED)

Referral protocol
Hospital referral form to be completed.
- Clinic appointments – phone 4616 6279.
- Appointments necessary even if the matter is urgent.
- Referrals must have adequate clinical details and it is essential that referrals contain the correct patient details, e.g. full name, address, date of birth, and contact telephone numbers.

How to access
Clients enter the department by referral from other health care facilities, general practitioners, consultant referrals, and other departments within the hospital such as the Emergency Department.

Advice/information
Contact appropriate staff member

Staff
VMOs:  
Dr Robert Ivers
Dr Andrew Whittle
Dr Anthony Wilson
Dr Leo Zeller
Dr Wai-Ki Pun
Dr Edward Barui
Dr Iliesa Beci

Nurse Unit Manager:  
Robyn Butler
OUTPATIENTS

Antenatal Clinic 4616 6201
[refer Obstetrics entry]

Gynaecology Clinic 4616 6200
[refer Gynaecology entry]

Medical Clinic 4616 6283
[refer Medical entry]

Orthopaedic Clinic 4616 6279
[refer Orthopaedics entry]

Paediatric Clinic 4616 6219
[refer Paediatrics entry]

Surgical Clinic 4616 6267
[refer Surgical entry]
PAEDIATRICS

Contact Person: Dr Brian Morris, Director
Phone: 4616 6449  Monday to Friday, 8:30am - 4:30pm
Fax: 4616 6684
Location: Level 5, Medical Block

Services offered

Woodburn Children’s and Adolescent Unit – Hilary Smith, Nurse Unit Manager, 4616 6383
• Paediatric/adolescent inpatient services
• A leaflet explaining ward routine is available to help parents plan for their child’s hospitalisation

Special Care Nursery – Freda Coorey, Nurse Unit Manager, 4631 6208 or 4631 6209
• Education
• Counselling
• Care of sick/preterm infants
• Resource for regional hospitals [Level 1]
• Level 2 neonatal facility
Service available to Level 1 and Level 3 neonatal facility.

Paediatric Allied Health
Physiotherapy, Speech therapy, Occupational therapy, Dietetics, Social work

Liaison with Child and Youth Mental Health Service

Referral protocol
Hospital referral form to be completed

Clinic appointments
• Phone 4616 6219
• Appointments necessary even if the matter is urgent

Admissions

Woodburn Children’s and Adolescent Unit
Phone 4616 6000 and ask for the Paediatric Registrar on call

Special Care Nursery
Phone 4616 6000 and ask for the Paediatrician on call
PAEDIATRICS (CONTINUED)

Women’s & Children’s Health Cluster

Children’s and Adolescent Clinic - Administrative Officer, 4616 6219
• Endocrinology Clinic each 6 months
• Haemophilia Clinic each 6 months
• Genetic counselling each month
• Cystic Fibrosis Clinic each 6 months
• Cardiac Clinic each 3 months

General paediatric clinics – Administrative Officer, 4616 6219

Tuesday am Dr D Adsett / Dr J Coghlan + Registrar
Tuesday pm Registrar only
Wednesday pm Dr B Morris + Registrar
Thursday am Dr D Adsett
Thursday pm Dr J Coghlan / Dr B Morris + Registrar

Advice/information
Contact appropriate staff member:-
• Nurse Unit Manager for nursing issues
• Paediatric Registrar for medical issues.

Staff contacts

Director Dr Brian Morris
Staff and Community Paediatrician Dr John Coghlan
Nurse Unit Managers
- Clinics & Unit Hilary Smith
- Special Care Nursery Freda Coorey
PAIN MANAGEMENT (ACUTE)
DEPARTMENT OF ANAESTHESIA

Contact Person: Clinical Nurse Consultant, Pain Management OR Registrar rostered for pain round

Phone: Mobile: 0408 930 135 or Speed dial 1124
Fax: 4616 6094
Location: Level 5, Surgical Block

Services offered
- Acute Pain Management (i.e. post surgical or post trauma)
- No Chronic Pain Service available

Advice/information
Clinical Nurse Consultant, Acute Pain Service

Staff contacts
Coordinator Dr Melrex Malan
Clinical Nurse Consultant Angela Cuskelley
PASTORAL CARE SERVICES

Contact Person: Pastoral Carers
Phone: 4616 6415
Fax: 4616 6335
Location: Level 2, Medical Block

Services offered
• We offer support respectfully
• We journey with patients and families in times of need
• We provide a 24/7 coverage for emergency, crisis and trauma (call pager 8419)
• We are available for staff

A special place is available for people needing space, privacy, quiet. The Place of Prayer is open 24 hours a day.

Referral protocol
Nursing staff may access pastoral carers:
• through voice mail 6415
• through pager number 8419
• nursing staff may access pastoral carers at the request of the patient or the patient’s family

How to access
• Phone 4616 6415 (use voice mail if necessary)
• If the matter is urgent, phone 4616 6000 for access to pager number 8419

Staff contacts
Initial contact Pastoral Care (page 8419)
Catholic Chaplain Lyn Cash – 0415 918 116
Uniting Chaplain Joan Meston – 0407 194 731
Uniting Chaplain Pauline Denning – 0408 435 537
Anglican Chaplain Rev Bill Watson – 0438 712 125
Pathology

Contact Person: Dr Roger Guard, Director
Phone: 4616 6501 Monday to Friday, 9:00am - 5:00pm
Fax: 4639 2279
Location: Level 2, Emma Webb Building

Services offered
• Routine and specialised pathology testing as requested by a doctor
• A referral service for testing performed at other laboratories
• Experienced home and hospital blood collection
• Participation in work experience program for youth

How to access
General enquiries
Pathology Department, 4616 6555
8:00am to 5:00pm Monday to Friday

Collection centres
Pathology Department, 4616 6514
7:30am to 5:30pm Monday to Friday
8:00am to 12:00 noon Saturday and Sunday
Mackenzie House, 116 Russell Street, 4616 6550
8:00am - 5:00pm Monday to Friday

Courier service
Margaret Baxter 0419 021 676

Fees and charges
Private outpatients are bulk billed and will be requested to provide Medicare details and assignment signatures.
Private inpatients will receive a pathology bill along with bills from other specialists and will be charged the schedule fee.
Test referrals
Should any of the requested tests be referred to a private laboratory, your patient will be billed directly by that institution.

Staff contacts
Director  
Dr Roger Guard  
4616 6501
Laboratory Manager  
Peter Dawson  
4616 6504
Staff Pathologist  
Dr Boris Terry  
4616 6502
Clinical Nurse Phlebotomist  
Jan Clarke  
4616 6514
Clinical Liaison  
Lyn Napier  
4616 6555
PATIENT TRAVEL SUBSIDY SCHEME

Contact Person: Terry Welling

Phone: 4616 6250  Monday to Friday, 8:30am-5:00pm

Fax: 4616 6725

Location: Level 2, Emma Webb Building

Services offered
• Processing of claims for travel assistance and accommodation assistance
• Accommodation in Brisbane arranged for patients from Toowoomba districts
• Patient Transit Scheme

How to access
• Phone 4616 6250
• Complete the Transit Assistance Scheme application form

Staff contact
District Travel Coordinator  Terry Welling
PERIOPERATIVE UNIT
PREADMISSION CLINIC
DAY SURGICAL SERVICES UNIT (DSSU)

Contact Person:  Chris Smith, Nurse Unit Manager

Phone:  4616 6719  NUM Office
        4616 6012  Reception  Monday to Friday, 7:30am-8:00pm
        4616 6013  Recovery / Day Surgery

Fax:  4616 6489

Location:  Perioperative Unit
           Level 3, Emma Webb Building

Services offered
• All episodes of care related to day surgery including:
  ➢ preparation of CT guided procedures
  ➢ angiogram
  ➢ ERCP
  ➢ liver biopsy
  ➢ renal biopsy
  ➢ dental extractions
  ➢ bone marrow biopsy
  ➢ Remicaide infusion
  ➢ blood transfusion
  ➢ iron infusion
• Preparation/education of those who are admitted for surgery, and later transferred to a ward bed

Referral protocol
Hospital referral form to be completed

Pre Admission Clinic
Phone the Registered Nurse, 4616 6185 or 4616 6585

Surgical Admissions
Phone 4616 6000 and ask for the Surgical Consultant/Registrar on call
PERIOPERATIVE UNIT (CONTINUED)
PREADMISSION CLINIC
DAY SURGICAL SERVICES UNIT (DSSU)

Advice/information
Contact Christine Smith, Nurse Unit Manager, 4616 6013

Staff contacts
Director of Surgery           Dr Robert Franz
Director of Anaesthetics     Dr Ken McLeod
Nurse Unit Manager           DSSU               Christine Smith
PHARMACY SERVICES

Contact Person: Director Pharmacy Services

Phone: 4616 6260 Monday to Friday, 8:30am-5:00pm
        4616 6000 After hours - Switch
Dispensing hours – 10:00am-4:00pm Monday to Friday

Fax: 4638 2505

Location: Level 2, Services Block

Services offered
• Outpatient and discharge dispensing
• Counselling and advice
• Drug information (telephone 4616 6261)
• Cytotoxic reconstitution
• Clinical pharmacy services
• Ward imprest

How to access
Phone the appropriate staff member

Staff contacts
Director of Pharmacy   Graham Caitens  4616 6262
Oncology Pharmacist   Peter Gilbar    4616 5263
Senior Clinical Pharmacist Cathy Groves  4616 6261
Dispensary Manager   Zoe McAllan     4616 6260
Drug Utilisation & Evaluation Pharmacist Irena Rozynski  4616 6260
PHYSIOTHERAPY (HOSPITAL BASED)

Contact Person:  Allied Health Administrative Officer  
Phone:  4616 6352 or 4616 6351  
        Monday to Friday 8:00am-4:30pm  
Fax:  4616 6335  
Location:  Level 1, Cossart House  
Director:  Glenys Cockfield

Services offered

**Inpatient**
Assessment, diagnosis, treatment and discharge coordination for adult and paediatric inpatients who have acute:
- musculo-skeletal conditions
- conditions which affect mobility
- physical conditions which cause falls and balance problems
- post major surgical procedures
- respiratory conditions
- rehabilitation related to neurological, musculo-skeletal and post surgical impairments.

**Outpatient**
Assessment, treatment, diagnosis and management of outpatients who require:
- general physiotherapy for musculo-skeletal, neurological and respiratory conditions of an acute nature
- antenatal classes
- assessment of chronic conditions for self management or rehabilitation programs
- individual self management programs for adults:
  - lymphoedema
  - incontinence.

Rehabilitation for patients following stroke, amputations or degenerative conditions.

Physiotherapy for children with acute and post acute:
- orthopaedic problems
- neurological conditions
- respiratory conditions
- developmental delay
- coordination difficulties.
Other services
A variety of service delivery models are utilised to provide physiotherapy services. These may include individual therapy, small group therapy, education sessions and consultations. All services are provided in a multidisciplinary team environment. Maintenance therapy services are not provided to any client group.

Referral protocol
- Hospital inpatient referral – form to be completed by Medical Officer.
- Referrals should detail the patient’s clinical statues, e.g. presenting problem, history and current treatments.
- Outpatient referrals for treatment services can be made by health professionals but must include a medical certificate.

Appointments
- Service provided according to clinical priorities
- Address:
  Allied Health Reception
  Cossart House
  PMB 2
  Toowoomba Qld 4350
PODIATRY

Contact Person: Allied Health Administrative Officer
Phone: 4616 6352  Monday to Friday 8:00am-4:30pm
Fax: 4616 6335
Location: Level 1, Cossart House
Director: Glenys Cockfield

Services offered
Acute podiatry services relating to the lower limb
- Wound/ulcer management
- Acute soft tissue injury care
- Neurovascular assessment
- Diabetes education
- Diabetes/foot health management
- Orthopaedic conditions
- Paediatric development
- Orthotic/footwear advice

The podiatry service is a part-time service.

Referral protocol
- Hospital inpatient referral – form to be completed by Medical Officer,
- Referrals should detail the patient’s clinical status, e.g. presenting problem, history and current treatments,
- Outpatient referrals for treatment services can be made by health professionals but must include a medical certificate.

Appointments
- Service provided according to clinical priorities
- Address:
  Allied Health Reception
  Cossart House
  PMB 2
  Toowoomba Qld 4350
PREADMISSION CLINIC
PERIOPERATIVE UNIT

Contact Person: Registered Nurse on duty or
Chris Smith, Nurse Unit Manager

Phone: 4616 6585 / 4616 6185
Monday to Friday, 8.00am-4.30pm

Fax: 4616 6489

Location: Perioperative Unit
Level 3, Emma Webb Building

Services offered
• Anaesthetic and nursing assessments, including telehealth assessment
• Education for elective surgery patients:
  ➢ pre & post-operative pain management
  ➢ wound care
  ➢ return to work follow-up
• Pre-operative tests including bloods, x-ray, spirometry, ECG
• Arrangements for bone donations to bone bank
• Preparation for discharge planning
• Referral to hospital and community services
• ECG
• Spirometry

Referral protocol
• Hospital referral form to be completed
• Phone 4616 6585

Advice/information
Contact the Registered Nurse

Staff contacts
Nurse Unit Manager Christine Smith
PSYCHOLOGY

Contact Person: Allied Health Administrative Officer
Phone: 4616 6356  Monday to Friday 8:00am-4:30pm
Fax: 4616 6335
Location: Level 1, Cossart House
Director: Gavin Beccaria

Services offered

Individual outpatient
- Adults and children with psychological difficulties related to medical conditions:
  - particularly chronic disease management and adjustment issues
  - intellectual and emotional assessments
- Provide psychological assessments and treatments

Self management/group programs
- Chronic pain
- Respiratory rehabilitation
- Diabetes

Referral protocol
- Hospital inpatient referral – form to be completed by Medical Officer.
- Referrals should detail the patient’s clinical status, e.g. presenting problem, history and current treatments.
- Outpatient referrals for treatment services can be made by health professionals but must include a medical certificate.

Appointments
- Service provided according to clinical priorities
- Address:
  Allied Health Reception
  Cossart House
  PMB 2
  Toowoomba Qld 4350
QUEENSLAND CLINICAL GENETICS SERVICE

Contact Person: Ingrid Meinecke
Phone: 4616 6995
      Email: ingrid_meinecke@health.qld.gov.au
Fax: 4616 5596
Location: Rooms 9 & 10, Gynaecology Outpatients
          Level 2, Medical Block

Services offered
• Genetic counselling and diagnostic service
• Monthly outpatient clinics with visiting clinical geneticists
• Full time genetic counsellor

How to access
Telephone to enquire about an appointment. Upon receipt of written referral, contact will be made to the patient to arrange an appointment. Clients/patients welcome to contact the service directly, however written referral is always required prior to an appointment.

Referral protocol
Written referral from medical professional and allied health professional.

Referrals need to be named to one of the clinical geneticists:
• Dr Julie McGaughran
• Dr John MacMillan
• Dr Michael Gattas
• Dr Andreas Zankl
• Dr Kate Gibson

Referrals need to state:
• Patient’s name
• Daytime contact telephone number
• Age
• Reason for referral
• Address
• Any investigation results if prior testing undertaken.
Referral proforma is available from genetic counsellor.

Advice/information
Service is covered by Medicare

Staff contacts
Genetic counsellor
Ingrid Meinecke
QUEENSLAND RADIIUM CLINIC

Contact Person: Surgical Outpatient Department
Phone: 4616 6267  Monday to Friday, 8:30am - 4:00pm
Fax: 4616 6792
Location: Level 5, Surgical Outpatient Department
          Emma Webb Building

Services offered
- Consultation with visiting Radiation Oncologist
- Ambulance transport to Brisbane for contributors
- Assistance with finding accommodation in Brisbane
- Social Worker
- Follow up at the request of QRI Brisbane

Referral protocol
Hospital referral form to be completed

Appointments
Phone 4616 6267

Advice/information
Contact Paula Dorge, Nurse Unit Manager

Staff contacts
Nurse Unit Manager   Paula Dorge
RENAL UNIT

Contact Person: Lynne Abell, Nurse Unit Manager

Phone: 4616 6451  Monday to Saturday, 7:00am-10:00pm
         4616 6000  After hours (ask to be transferred to
         appropriate referral staff member)

Fax: 4616 6938

Location: Level 3, Services Block (southern exit)

Services offered
• In-centre haemodialysis
• Home haemodialysis
• Peritoneal dialysis
• Renal Transplant follow-up care
• Hospital or community based rural multi-user haemodialysis self-care facilities

Referral protocol
• Hospital referral form to be completed
• Phone 4616 6451 – Lynne Abell, Nurse Unit Manager

Advice/information
Ask for referral to appropriate staff member for advice

Staff contacts
Nurse Unit Manager Lynne Abell
Dietitian Lynn Edwards
Social Worker Annette Carlos
RESPIRATORY MEDICINE
DEPARTMENT OF INTERNAL MEDICINE and
DEPARTMENT OF PUBLIC MEDICINE

Contact Person: Dr Ross Sellars, Clinical Director

Phone: 4616 6283 Respiratory Outpatient Clinic
        4616 6287 Sleep Disorders Clinic
        4616 6446 Tuberculosis Control Clinic
        4616 6977 Clinical Nurse Consultant

Fax: 4616 6792 Respiratory Outpatient Clinic
     4616 6334 Sleep Disorders Clinic
     4616 6456 Tuberculosis Control Clinic

Email: ross_sellars@health.qld.gov.au

Location: Respiratory Outpatients: Level 6, Emma Webb Building
          Sleep Disorders Clinic: Armstrong Private Practice Clinic
          Tuberculosis Control Clinic: Kobi House

Director: Dr Ross Sellars

Services offered

Respiratory Outpatients
The Respiratory Medicine Clinic provides ambulatory and inpatient care to patients with disorders of the chest. This includes the assessment and management of lung cancer, obstructive lung disease (asthma & emphysema), interstitial lung disease, and other respiratory complaints. Fibreoptic bronchoscopy, CT guided fine needle aspiration biopsy, thoracocentesis, closed pleural biopsy are offered. A non-invasive ventilation service is provided to inpatients. Spirometry, Flow volume loops and overnight oxymetry are performed. No facility for full lung function or exercise testing is available on campus, but the service links closely with both public and private respiratory laboratories.

Sleep Disorders Clinic
Patients with sleep disordered breathing are managed on an outpatient basis. This includes the initial assessment of patients and ongoing management including monitoring and troubleshooting CPAP devices. Facilities for full sleep studies are not present on campus, but the service links closely with both public and private sleep laboratories.
Tuberculosis Control Clinic
The Darling Downs & South West Queensland Regional Tuberculosis Control Unit is responsible for the overall management and control of Tuberculosis and related chest diseases. It provides services to the region extending from Laidley in the east to the Qld border in the west, as part of the statewide network managed by Specialised Health Services, Brisbane.

Its role includes:

- Medical services for tuberculosis and associated chest disease patients
- Monitoring and supervision of tuberculosis medication
- Home and hospital visits for tuberculosis patients by the Nursing team
- Tuberculosis contact tracing and contact advice
- Medical follow-up of patients with significant tuberculin test (Mantoux) results
- Migrant tuberculosis health screening
- Medical follow-up of migrants with TBU or health undertakings. Tuberculosis clinical work-up for applicants applying for Australian permanent residency.
- Neonatal (babies) and other at risk individuals BCG clinic
- Tuberculosis screening for TB contacts, pre-employment/health workers, overseas travellers, and self-referrals
- Advisory and medical imaging support service for rural and remote x-ray operators and radiographers.

Pulmonary Rehabilitation (Breath Easy)
This is a multi-modality program that includes patient education, exercise training and psychosocial support delivered by an interdisciplinary team of therapy specialists. It is mainly provided to patients with moderate to severe COPD, but it can be applied to people with any long-term respiratory disorder.

After pulmonary rehabilitation, patients become more confident to monitor and manage their lung condition so that they need to access emergency treatment less often, and their dependency level is reduced. It also enables patients to collaborate in a more informed manner with their doctor and other health care providers in planning their own care. Their spouse or carers are welcome to be involved, and it helps them to feel more confident and less restricted.
RESPIRATORY MEDICINE
DEPARTMENT OF INTERNAL MEDICINE and
DEPARTMENT OF PUBLIC MEDICINE (CONTINUED)

Referral protocol

Respiratory Outpatients
Urgent referral (e.g. suspected lung cancer)
Ph 4616 6703
Other referrals, mail to:
Respiratory Outpatients
Level 6 Emma Webb Building
Toowoomba Health Service District
PMB 2, TOOWOOMBA 4350
Fax to 4616 6793

Sleep Disorders Clinic
Urgent referral (e.g. bus driver with significant sleepiness)
Ph 4616 6703
Other referrals, mail to:
Sleep Disorders Clinic
Armstrong Clinic
Toowoomba Health Service District
PMB 2, TOOWOOMBA 4350
Fax to 4616 6334

Tuberculosis Control Clinic
Urgent referral (e.g. strong suspicion of active tuberculosis)
Ph 4616 6703
Other referrals, mail to:
TB Control Clinic
Kobi House
Toowoomba Health Service District
PMB 2, TOOWOOMBA 4350
Fax to 4616 6456

Pulmonary Rehabilitation
Mail to:
Medical Outpatients
Level 6 Emma Webb Building
Toowoomba Health Service District
PMB 2, TOOWOOMBA 4350
Fax to 4616 6793
RESPIRATORY MEDICINE
DEPARTMENT OF INTERNAL MEDICINE and
DEPARTMENT OF PUBLIC MEDICINE (CONTINUED)

Staff contacts

Clinical Director of Respiratory Medicine  Dr Ross Sellars  4616 6703
Medical Registrar  4616 6000
Clinical Nurse Consultant  Caroline Leopold  4616 6977

Respiratory Outpatients
Administrative Officer  4616 6283
Registered Nurse  4616 6283
Fax  4616 6793

Sleep Disorders Clinic
Administrative Officer  Raelene Kimmins  4616 6287
Enrolled Nurse  Sue Browning
Fax  4616 6334

Tuberculosis Control Clinic
Administrative Officers  Jenny Randall  4616 6446
Clinical Nurse  Beverley Frischot  4616 6446
Fax  4616 6456
RURAL ALLIED HEALTH TEAM

Contact Person: Christina Hayes
Phone: 4699 8970
Fax: 4699 8977
Location: Level 2, Browne Unit
Baillie Henderson Hospital

Services offered
- Dietetics, Occupational Therapy, Physiotherapy, Psychology, Podiatry, Social Work, Speech Pathology
- For older people, people with disabilities, and their carers, who are eligible for the Home and Community Care Program [HACC]
- Services are provided in clients’ own homes in rural areas in Northern, Southern and Toowoomba districts and include:
  - assessment, education and treatment for individuals
  - group education to enhance knowledge and skills for healthy lifestyles
  - support for health promotion programs in the community
  - consultancy, advocacy and coordination of allied health services for clients and communities.

How to access
- phone, fax, visit our offices or email: raht@health.qld.gov.au

Referral protocol
- The ONI is the accepted method of referral; ONI can be arranged if clients self-refer
- Contact Administration Officer

Advice/information
Contact Administrative Officer

Staff contacts
Coordinator    Christina Hayes        Dietitians          Karen Abbey
Physiotherapist Margie Smythe              Ros Dryden
Speech Pathologist Fiona McGregor         Occupational Therapists Trish Tweed, Dawn Owen
Psychologist    Marissa Irvine          Therapists           Michelle Moor
Podiatrist      Heather Gibson           Michel Stewart
Social Worker   Fran Charteris de Looze     Simon Garrett
SEXUAL ASSAULT SUPPORT SERVICE

Contact Person: Bernice Smith, Coordinator

Phone: 4616 6952

Fax: 4616 6456

Location: Kobi House, Unara Health Village

Services offered
Sexual assault services are available for men, women and children
- Crisis and long-term support and counselling
- 24 hour on call acute sexual assault support service
- Therapeutic groups
- Information and support
- Community and professional education and training

Referral protocol
- Acute support contacts Toowoomba Hospital Switch, Police or service direct
- Counselling referrals – direct to Sexual Assault Support Service (phone 4616 6952)
- 1800 010 120

How to access
Telephone Sexual Assault Support Service – 4616 6952

Advice/information
Sexual Assault Support Service – 4616 6952

Staff contact
Coordinator Bernice Smith
SEXUAL HEALTH SERVICES

Contact Person: Administrative Officer

Phone: 4616 6446 / 4616 6445
Monday to Friday, 8:30am-4:30pm

Fax: 4616 6456

Location: Kobi House
Unara Health Village

Services offered
- Information and counselling on sexual health
- Sexual health screening
- Testing and treatment of sexually transmitted infections
- Sexuality counselling
- Comprehensive Hepatitis C service
- HIV/AIDS education, counselling support and treatment
- Needle and syringe program
- Community education regarding harm reduction/health
- Workplace tutorials
- Educational resources for schools, TAFE and university

Referral protocol
Hospital referral form to be completed
Clinic appointments
Phone 4616 6446 / 4616 6445

Advice/information
Contact appropriate staff member

Staff contacts
Director    Dr John Hooper
HIV Coordinator    Bill Rutkin
Nurse Unit Manager    Vacant
SOCIAL WORK

Contact Person: Allied Health Administrative Officer
Phone: 4616 6356  Monday to Friday 8:00am-4:30pm
Fax: 4616 6335
Location: Level 1, Cossart House
Director: Yvonne Watts

Services offered
- Psychosocial assessment, counselling, support, and advocacy for patients accessing Toowoomba Hospital.
- Discharge planning for patients, including family conferences, as part of the integrated multidisciplinary health care team.
- Referrals to other government and community agencies.
- Social Work services are also available in other THSD services such as Mental Health Services, Aged Care services, Child Youth & Family Services and Adult Primary Health Care services.
- Community clients can access Community Health Social Worker (4616 6800).

Referral protocol
- Hospital inpatient referral – form to be completed by Medical Officer.
- Internal telephone referrals to individual social worker via pager – 4616 6000.
- Contact intake social worker on intake for hospital related issues via switch – 4616 6000.
- Intake worker available to cover units where social work is not allocated or unavailable.
- Social work telephone consultations available for hospital related social work issues.

Staff contacts
- Contact the Administrative Officer on 4616 6356 for up-to-date information on names, deployment and paging details for social work staff.
SPECIALIST OUTPATIENTS ADMINISTRATOR

Contact Person: Sue Rosenberger
Phone: 4616 6782  Monday to Friday 8:00am-4:30pm
Fax: 4616 6939
Email: sue_rosenberger@health.qld.gov.au
Location: Health Information Services
Level2, Emma Webb Building

Services offered
• Coordination of general administrative functions for our Specialist Outpatients services (i.e. Medical, Surgical, Orthopaedic, Antenatal, Gynaecology, Paediatric, Endoscopy and Armstrong Clinics).
• Management of operational work practice issues within clinics.
• Liaison with appropriate external entities (e.g. GP Connections) to identify and resolve issues (e.g. communication problems, referral template issues).
• Coordinate work practice improvement projects and initiatives (e.g. implementation of policy framework, revenue retention activities).

How to access
Telephone, email, visit or write.

Staff Contact
Specialist Outpatients Administrator  Sue Rosenberger
Director Health Information Services  Janet Baines (if SOA unavailable)
SPECTACLE SUPPLY SCHEME

Contact Person: Coordinator Accounts Receivable

Phone: 4616 6252  Monday to Friday, 8:00am-5:00pm
Fax: 4616 6725
Location: Level 2, Emma Webb Building

Clients must have their eyes tested by an Optometrist before proceeding to Toowoomba Hospital.

Services offered
Assessment for eligibility of optometrical services (new eyewear and repairs)

How to access
• Attend approved dispensing agent (optometrist)
• Present to Accounts Receivable desk with concession card/s and Spectacle Supply Scheme Form obtained from the approved dispensing agent

Clients must have held a concession card for a period of six months to be eligible for the supply of spectacles.
SPEECH PATHOLOGY

Contact Person:  Allied Health Administrative Officer
Phone:  4616 6356  Monday to Friday, 8:00am-4:30pm
Fax:  4616 6335
Location:  Level 1, Cossart House
Director:  Gai Rollings

Services offered

Inpatient
Assessment, diagnosis, treatment and management of:

• inpatients with swallowing difficulties and/or communication difficulties as a result of a neurological condition or head and neck surgery
• inpatients of the Aged Care and Rehabilitation Unit with swallowing and/or communication difficulties related to neurological, neurosurgical, acquired brain injury or degenerative disorders
• inpatients of the Special Care Nursery and Children’s Ward who have feeding/swallowing difficulties.

Outpatient
Assessment, diagnosis, treatment and management of:

• surgical outpatients following head and neck surgery
• outpatients of the Aged Care and Rehabilitation Unit with swallowing and/or communication difficulties related to neurological, neurosurgical, acquired brain injury or degenerative disorders
• adult outpatients who have swallowing and/or communication impairments
• adult outpatients with structural and non-structural voice disorders
• adult outpatients with fluency disorders
• children under the age of 5 years 0 months with swallowing/feeding, fluency, voice, speech, and/or language impairments.

Other services
A variety of service delivery models are utilised to provide speech pathology services. These may include individual therapy, small group therapy, education sessions and consultations. All services are provided in a multidisciplinary team environment.
Referral protocol
- Hospital internal referral – form to be completed by Medical Officer.
- Outpatient referrals for treatment services can be made by health professionals but must include a medical certificate.
- Referrals should detail the patient’s clinical status, e.g. presenting problem, history and current treatments.

Appointments
- Service provided according to clinical priorities
- Address:
  Allied Health Reception
  Cossart House
  PMB 2
  Toowoomba Qld 4350
STOMAL THERAPY / WOUND MANAGEMENT

Contact Person: Jan Denyer, Clinical Nurse Consultant
Phone: 4616 6355 (direct)
        4616 6000 (speed dial 1475)
Fax: 4616 6792
Location: Level 5, Medical Block

Services offered
This service is available to staff and patients of the Toowoomba Health Service District. Outpatient services are offered to ostomates.
• Assessment and management
• Education and support
• Information
• Advice

Referral protocol
Written and verbal referrals accepted.

Appointments:
Phone Clinical Nurse Consultant, Jan Denyer on 4616 6355 or speed dial 1475.

Advice/information
Contact Clinical Nurse Consultant, Jan Denyer

Staff contacts
Clinical Nurse Consultant Jan Denyer
SURGICAL [DEPARTMENT OF SURGERY]

Contact Person:  Dr Robert Franz - Director  
Administrative Officer (Departmental Support)

Phone:  4616 6709  Monday to Friday, 8:30am - 4:30pm

Fax:  4616 6792

Location:  Level 5, Emma Webb Building

Services offered
Surgical Outpatients Clinic:
Administration Officer 4616 6267  
(Clinic hours 8:30 – 4:30 Mon-Fri)

Paula Dorge, Nurse Unit Manager, Surgical Unit phone 4616 6343  
Level 5, Emma Webb Building

• General
• Ear, Nose and Throat
• Ophthalmology
• Queensland Radium Institute
• Facio-Maxillary
• Urology
Nursing care provided to patients recovering from minor and major surgical conditions/surgery.

Referral protocol
Hospital referral form to be completed

Clinic appointments
•  Phone 4616 6267
•  For urgent consultations, phone 4616 6000 and ask for the Registrar on call

Admissions – urgent
Phone 4616 6000 and ask for the Registrar on call

Advice/information
Contact appropriate staff member – refer to staff contacts

Staff contacts
Director  Dr Robert Franz
Nurse Unit Manager  Paula Dorge
Staff Surgeon  Dr Peter Thomson
Administrative Officer (Departmental Support)  Caroline Crawford
Administrative Officer (Outpatients)  Maree Collins
SWITCHBOARD

Contact Person: Communication Services Coordinator

Phone: 4616 6000   All hours Switchboard
        4616 6286   Communications Coordinator

Fax: 4616 6680

Location: Level 2, Emma Webb Building

Services offered
- Direction of incoming calls
- Paging services and rostering of on call personnel
- Emergency contact for cardiac arrest/trauma/fire disaster
- Monitoring of alarm systems
- Patient information
- Communications to and from general practitioners, consultants, hospital and health service personnel
- Assistance for patients requiring telephone services
- Liaison with interpreter service for non-English speaking persons
- Two-way radio communication
- Liaison with security services for all personnel

How to access
Phone 4616 6000

Staff contact
Communication Services Coordinator       Anthony Hasted
TOOWOOMBA HOSPITAL FOUNDATION

Contact Person: Peter Rookas, Executive Director

Phone: 4616 6166 or 0418 713 138
        Monday to Thursday, 8:30am-5:00pm
        Friday 8:30am-4:00pm

Fax: 4616 6177

Location: 41 Joyce Street, Toowoomba 4350

Services offered
Assists in providing extra health services health technologies, health equipment, additional staff training, and helps with research funding. Support is offered to health care providers, as well as members of the community.
As a recognised charity, any monies raised through donations and support are tax deductible.

Appointments
Phone 4616 6166 or 4616 6187

Advice/information
Website: www.toowoombahospitalfoundation.org.au

Staff contact
Executive Director            Peter Rookas
Executive Support Officer    Anna-Louise Warrener
Administrative Officer       Rachele Hass
**TRANSPORT LOUNGE**

**Contact Person:** Beth Krueger, Coordinator  
**Phone:** 4616 6336  Monday to Friday, 7:30am-4:00pm  
**Fax:** 4616 6092  
**Location:** Level 2, Emma Webb Building

**Services offered**
- Discharge lounge for patients awaiting transport/discharge medications
- Interim waiting area for:
  - patients awaiting bed allocation on admission
  - OPD patient waiting
- Queensland Ambulance bookings
- Nursing staff are in attendance and offer light refreshments to patients

**Referral protocol**
Any referrals/enquiries can be made directly to Transit Lounge staff by telephone or fax.

**Advice/information**
Any patients travelling by QAS must have authorisation from their treating doctor.

**Staff contact**
Coordinator  Beth Krueger
TRANSITION & CONTINUITY OF CARE TRACC

Contact Person: John Leopold, Nurse Unit Manager
Phone: 4616 6800  Monday to Friday, 8:30am-5:00pm
Fax: 4616 6888
Location: Community Health
Unara Health Village

Services offered
Screening, assessment and referral procedures to facilitate patient transfers from hospital to home or residential care facilities.

How to access
Contact Discharge Planner using page details as below.

Staff contacts
Discharge Planners:
1. Page 7141
   - Medical Units 1 & 2
   - Rehabilitation
2. Page 2239
   - Orthopaedics
   - Major orthopaedics procedure sessions (MOPS)
   - Harbison Unit/Gynaecology
3. Page 9867
   - Surgical
   - Pre-admission clinic
   - Critical Care Unit

Child Youth & Family cover
Paediatric Unit
Special Care Nursery
Harbison Unit/Maternity
Contact Person Jan Stiling
Telephone 4616 6800
TRANSITION & CONTINUITY OF CARE
TRACC ED

Contact Person: John Leopold, Nurse Unit Manager

Phone: 4616 6800  Monday to Friday, 8:30am-5:00pm

Fax: 4616 6888

Location: Community Health
Unara Health Village

Services offered
TrACC ED Service – Community Nurse based in the Emergency Department. Conducts risk screening of all:
- patients over 18 years being admitted to the hospital
- patients over 70 years
- Aboriginal and Torres Strait Islander patients over 50 years of age
- any other persons with complex care needs
to identify real or potential problems. This allows the client to maintain their independence or caring living situation in the home. Such problems may also cause patients to represent to ED, be readmitted to the hospital and possibly have an increased length of stay when admitted. TrACC staff assist in the referral of patients to appropriate health professionals and community services.

All clients are given information/brochures re services available to assist with current or potential needs.

How to access
Contact TrACC Nurse using details listed below.

Staff contacts
Phone Toowoomba Health Service on 4616 6000
- TrACC Nurse ED – Page 2119
- MU1 and MU2/Rehab – Page 7141
- Orthopaedics/Harbison (maternity) – 2239
- Surgical/Preadmission/Critical Care Unit/Intensive Care Unit – 9867
ULTRA SHORT STAY UNIT

Contact Person: Dr Mark Laverty, A/Director
Phone: 4616 6768
Fax: 4616 6298
Location: Level 1, Emma Webb Building

Services offered
Short term admission at the discretion of the Emergency Department Director.

How to access
Via Emergency Department

Staff contacts
A/Director Dr Mark Laverty
Nurse Unit Manager Matt Boyd
VOLUNTEER & CONSUMER PARTICIPATION SERVICES

Contact Person: Sandy Hilder

Phone: 4616 6319

Fax: 4616 6335

Location: Ground Floor, Cossart House, Toowoomba Health Service

Services offered
Coordination and recruitment of volunteers.
Coordination of Consumer Participation Services.

How to access
Ph: 4616 6319 or email at: TWB_Volunteers@health.qld.gov.au

Staff contacts
Coordinator Sandy Hilder
WOMEN’S HEALTH - GYNAECOLOGY

Contact Person:  Departmental Support Officer

Phone:  4616 6653  Monday to Friday, 8:30am-4:30pm
         4616 6214  Harbison Unit
         4616 6200  Gynaecology Outpatients

Fax:  4616 6202

Location:  Gynaecology Outpatients, Level 2, Medical Block
            Harbison Unit, Level 3, Medical Block

Services offered
- Harbison Unit (inpatient)
- Gynaecology
  - Outpatients Clinics
    - post operative
    - postnatal
    - gynaecology
    - colposcopy/cervical screening and cervical pathology
    - midlife/menopause
    - incontinence
  - Ambulatory care
  - Minimal access surgery
  - Contraception service
  - Urodynamics

Referral protocol
Hospital referral form to be completed

Clinic appointments
Phone 4616 6200 or 4616 6282

For urgent consultations
Patient must present to the Emergency Department, or GP can ring on call Registrar – 4616 6000

Admissions
Phone 4616 6000 and ask for the Registrar on call
Advice/information
Administrative Officer (Departmental Support)

Staff contacts
Director Dr David Gibson
Consultants Dr Victor Volobuev
Dr Lata Sharma
Women’s Health Nurse Unit Manager Joan Noone
Registered Nurse Gynaecology Outpatients 4616 6282
WOMEN’S HEALTH - OBSTETRICS

Contact Person: Departmental Support Officer

Phone: 4616 6653  Monday to Friday, 8:30am-4:30pm
        4616 6214  Harbison Unit
        4616 6223  Obstetrics (Maternity)
        4616 6201  Antenatal Clinic
        4616 6212  Birthing Suite

Fax: 4616 6202

Location: Antenatal Clinic, Level 2, Medical Block
          Harbison Unit, Level 3, Medical Block

Services offered

- Harbison Unit
- Obstetrics
  - Antenatal Clinic
    » shared care outpatient services
    » allied health professionals available
    » referral to appropriate community services
  - Parenting education
    » classes
    » breastfeeding education sessions
    » physiotherapy classes
    » Harbison Unit tours
  - Birthing Suites
  - Antenatal/postnatal care
    » education
    » support
    » information
    » counselling
    » advice
  - Early discharge with follow-up by Maternity Home Care Service and other community services

For further information, refer to the Antenatal Shared Care at Toowoomba Hospital booklet.
WOMEN’S HEALTH - OBSTETRICS (CONTINUED)

Referral protocol
Hospital referral form to be completed

Clinic appointments
- Phone 4616 6201
- For urgent consultations, phone 4616 6000 and ask for the Registrar on call

Admissions
Phone 4616 6000 and ask for the Registrar on call

Staff contacts
Director Dr David Gibson
Consultants Dr Victor Volobuev
Dr Lata Sharma
Women’s Health Nurse Unit Manager Joan Noone