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

Date of publication: July 2005
Read Me

The Toowoomba Health Service Directory has been created as a PDF file using Adobe Acrobat. PDFs can be opened, viewed, and printed using Acrobat Reader, which you may already have installed on your system. If not, this software is freely available from http://www.adobe.com/products/acrobat/

Some navigation tips to get the most out of your directory:

When you are ready to print, click on the PRINT button on the menu bar

Pressing the NAVIGATION PANE button will either open or close the bookmarks or thumbnails. These will allow you to navigate directly to specific pages or sections

Click the HAND BUTTON to move around the current page by clicking and dragging the page on the screen

Use the ZOOM button to change the screen magnification

Click the SEARCH button. Type in the word or words you are searching for, eg diabetes. When Acrobat finds the word, it will highlight the text.

Go to beginning of document

Go back a page

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Previous View takes you to the page you were on before the current page

Next View works just like Previous View, but takes you in the opposite direction

Text coloured blue is a hyperlink and, when clicked, will take you to another part of the document.
QUICK TELEPHONE REFERENCE GUIDE

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

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</tbody>
</table>
Directory of Services
A – C
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

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 Officers 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: 4639 1522  Mail Room

Location: Level 1, 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 – phone 4616 6000
  - After hours – contact Bed Management/Nurse Manager’s office – phone 4616 6018
- **Azalea Place**
  - Monday to Friday (8:00am to 4:30pm) contact Bed Management/Nurse Manager’s office – phone 4616 6018
  - After hours – contact Bed Management/Nurse Manager’s office – phone 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 6657
Location: Level 3, Services Block

Services offered
- Rehabilitation ward and day therapy.
- Team oriented disability assessment and management service, which is designed to restore the function and independence of the individual to their maximum level.
- After a defined rehabilitation period if the patient is unable to be discharged, 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 to learn
- must be capable of change
- must have potential and motivation to improve his/her level of functioning

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

**Contact Person:** Gail Cope, A/Team Leader

**Phone:** 4639 7600

**Fax:** 4697 7611

**Location:** Mt Lofty Heights Nursing Home
Rifle Range Road, Toowoomba 4350

**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 and community care packages

**How to access**
Contact Gail Cope, A/Team Leader

**Referral protocol**
Referrals accepted by telephone, letter or fax. Must be on ACAT Referral Form

**Staff contacts**

Team Leader/Nursing Officer NO3
Gail Cope

Psychologist
Megan Owen

Physiotherapist
Paul Gatehouse

Social Worker
Carol Kinnon

Nursing Officers NO2
Anne Ward
Margaret Cavanagh
Christine Simons
Cheryl Baker

Administrative Officers
Tim Knobel
Naomi Carmody
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/Manager ATODS
4616 6083  Peter Sarquis, CNC
Answering service for messages

Fax: 4616 6080

Location: Level 1, Services Block 2

Services offered
ATODS is a community focused service for anyone effected 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 Service
- 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
ALCOHOL, TOBACCO & OTHER DRUGS SERVICE [ATODS] (CONTINUED)

Referral protocol
Hospital referral form to be completed
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 Peter Sarquis, Nurse Unit Manager

Staff contacts
Senior Medical Officer Dr Steve Cramb
A/Manager Michelle Cherry
Nurse Unit Manager Peter Sarquis
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
- Volunteer services
- 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 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 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
ANAESTHESIA

Contact Person: Departmental Support Officer
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 Tony Thorne
Staff Specialists  Dr John Dieckmann
                              Dr David Little
                              Dr Simon Maffey
                              Dr Richard Geytenbeek
                              Dr Philip Craft
                              Dr Melrex Malan
                              Dr Robert Gray
                              Dr Lachlan Rathie
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 to be completed by doctor holding a current provider number.

Appointments:
Phone 4616 6287 / 46166432

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: 4639 1522  Mail Room

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 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-4:30pm
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  Vacant [under recruitment]
Clinical Nurse  Vacant [under recruitment]
  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
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-12:00midnight, 7 days per week
• disabled parking available
• inexpensive parking fees

Entrance to the carpark is from Pechey Street.

Staff contact
Supervisor Stuart Townsend
CARDIORESPIRATORY EDUCATION

Contact Person: Caroline Leopold
Clinical Nurse Consultant

Phone: 0439 786275  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 786275 / Speed Dial 1891

Staff contact
• Cardiac Respiratory CNC
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: Helen Ebner, 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
Phone Helen Ebner, Nurse Unit Manager, 4616 6700

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

Contact Person: Nurse Unit Manager

Phone: 4616 6812 Monday to Friday, 8:30am-4:30pm
1800 177279 After hours - Child Health, Brisbane
0419 734083 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               Vacant
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
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 786275
CLINICS

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]
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
- Living Well with Illness Group
- Osteoporosis Prevention and Self Management
- Arthritis Self Help
- Parents of Bedwetters
- Quit Smoking
- Lighten up to a Health Lifestyle Program
- Better Health Self Management Course
- Continence Education

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

Resource health professionals
- Continence/Enuresis Nurse Advisor
- HACC Assessment Team
- CHT (multidisciplinary team)

Information services
- Telephone service
- Brochures

Individual case work
- Assessment: including HACC 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]
- Home Care Services [refer separate entry]
- Home and Community Care HACC [refer separate entry]
- Mobile Women’s Health Nurse [refer separate entry]
- Child Health [refer separate entry]
- TRACC & DARTS Nurses [refer separate entry]

Referral protocol
HACC /ACAT 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

HACC Assessment Team
Donna Ashby
Christine Brassington
Gail Cope
Rebecca Youngberry
Michael Stewart

Aboriginal Health Worker
Vacant
HACC Continence Nurse
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 and communication skills.
• Support of mediation between consumers and health care providers.

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 WARD

Contact Person: Karen Gordon, A/Nurse Unit Manager
Phone: 4616 6422
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
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 ZONE RURAL WORKFORCE DEVELOPMENT UNIT

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
  - BSZ40198 Certificate IV in Assessment & Workplace 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.
Staff contacts
Freshney House Conference Rooms – Reception (4616 5500)
Cunningham Centre Maryette Buckley
Administrative Officers Lyn 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
Cultural Awareness Coordination Facilitator

Training and development (nationally recognised training)
Training Programs Coordinator Bill Morgan
Project Officer Chanelle Clark
DARLING DOWNS PUBLIC HEALTH UNIT
Southern Public Health VUnit Network

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 PUBLIC HEALTH UNIT
Southern Public Health Unit Network

- 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
Clinical Nurse Consultant
Sue Jewell-Webb 4631 9856
Notifiable Conditions
Teresa McGorm 4631 9854
Immunisation
Virgil Kelk 4631 9829
Director of Environmental Health
Peter Boland 4631 9828
Snr. Environmental Health Officer
Health Promotion Coordinator
Peter McKeown 4631 9806
Indigenous Public Health Officer (Communicable Diseases)
Noeleen Dempsey 4631 9890
Epidemiologist
Morton Bell 4631 9839
Research Officer
Judith Muller 4631 9840
Nutritionist
Judy Kirkwood 4631 9831
Resources
Paula Smith 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
Leigh Forcier 4631 9841
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 availability program
- Public health clinic
- Sexual assault services
- Sexual health services
- Staff vaccination
- Liaison between hospital staff and the Darling Downs Public 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, Coordinator

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 or Phil Bridger, Coordinator

Advice/Information
Contact Phil Bridger, Coordinator

Staff Contact
Clinical Nurse Consultant Phil Bridger
DISCHARGE & REFERRAL TO SERVICES (DARTS)

Contact Person:  John Leopold

Phone:  4616 6800 Monday to Friday, 8:30am-4:30pm

Fax:  4616 6888

Location:  Community Health
           Unara Health Village

Services offered
Community nurse is based in the Emergency Department. Risk screening of all patients 70 years and over, and Aboriginal & Torres Strait Islander patients 50 years and over, to identify potential problems which may cause patients to represent or readmit. Risk screen is also completed on all adult patients who are for admission.

How to access
Contact Discharge Planner using page details as below

Staff contacts
DARTS Nurse – Page 2119 (16 week rotation)
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 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
- Baillie Henderson Hospital
- Gatton Hospital and Health Service
- Oakey Hospital and Health Service
- Mount Lofty Heights Residential Care Facility.

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
EXECUTIVE DIRECTOR OF MEDICAL SERVICES

Contact Person: Executive Support Officer
Phone: 4616 6151
Fax: 4616 6170
Location: District Office
Unara Health Village

Services offered
• Strategic medical management

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
ELECTIVE SURGERY COORDINATOR

Contact Person:  Lee Hunter, Elective Surgery Coordinator
Phone:           4616 6865
Fax:             4616 6483
Location:        Surgical Outpatient Department
                 Level 5, 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 Simon Taylor, A/Director
Phone: 4616 6300 all hours
Fax: 4616 6302
Location: Level 1, Emma Webb Building

Services offered
• 24 hour emergency medical care
• Ultra Short Stay Unit for patient observation and monitoring
• Helicopter pad

Referral protocol
Hospital referral form to be completed
OR
Phone 4616 6300 and ask for a senior medical staff member

Advice/information
Contact Dr Simon Taylor, A/Director Emergency Department

Staff contacts
A/Director Dr Simon Taylor
Nurse Unit Manager Matthew Boyd
ENDOSCOPY UNIT

Contact Person: Denise Iseppi, Clinical Nurse
Phone: 4616 6417 Monday to Friday, 8:00am-5:30pm
Fax: 4616 6144
Location: Level 3, Surgical Block

Services offered
- Gastrosocopies
- Colonoscopies
- Flexible sigmoidoscopies
- ERCPs
- Bronchoscopies
- PEGs
- Truss Biopsies

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
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: Fiona Lewis, 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 Fiona Lewis, 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, 8:30am-5:00pm
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, 8:30am-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 1575914 Mobile [Karen Williams]
        0427 146890  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
GROWING STRONG

Contact Person: Fiona Lewis, 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
HAEMODIALYSIS UNIT

Contact Person: Josie Skewes, A/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 Josie Skewes, A/Nurse Unit Manager

Staff contacts
A/Nurse Unit Manager Josie Skewes
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. MS Office, 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 Manager

Phone: 4639 7660      Monday to Friday, 8:00am-5:00pm
0427 103088 Mobile

Fax: 4639 7628

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 pension concession card supplied by Centrelink or equivalent, and is at risk of premature admission to residential care.
- Aged frail
- Young disabled

Referral protocol
Clients can be referred to the assessment team located with ACAT. 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: Rosemary Steinhardt, 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 Rosemary Steinhardt, Clinical Nurse Consultant

Staff contact

Clinical Nurse Consultant Rosemary Steinhardt
Clinical Nurse Julie Hasted
Clinical Nurse Denise Breadsell
LIGHTEN UP/HEALTHY WEIGHT PROGRAM

Contact Person: Fiona Lewis, 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
Lighten up dates for 2005:
1. February afternoon session 12:30 – 3:00pm
2. February evening session 6:00pm – 8:30pm
3. April morning session 9:30am – 12 noon
4. August evening session 6:00pm – 8:30pm
5. August afternoon session 12:30 – 3:00pm
6. October morning session 9:30am – 12 noon

Staff contacts
Lighten up facilitators Ruth McGuire
                              Tracey Thompson

Healthy weight program facilitators Helen Suey
                                       James McCarthy
                                      Sherry Holzapfel
**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
- Shared Care Outreach Programme (SCOPe)
  - Collaborative program with the Division of General Practitioners (GPs) which allows patients to be treated in the community by their GP, with support provided by Toowoomba Health Service (THS)
  - Contact 4616 6664  mobile: 0438 174 282

**Medical Outpatients Clinic**
- Administration Officer 4616 628
- Level 6, Emma Webb Building

**MU2 (SCOPe)**
- Julie Crighton, Nurse Unit Manager
- 4616 6361/6035 or 4616 6603
- Level 6, Medical Block
MEDICAL (CONTINUED)

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

- Holistic and comprehensive general medical nursing care
- Acute General Medical
- 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
  - ACAT 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 Director of Medicine
Staff contacts

Director of Medicine (acting)

Consultant Physicians

General Medicine, Gastroenterology, Rheumatology, Obstetric Medicine, Palliative Care  
Dr Robert Brodribb

General Medicine, Gastroenterology, Obstetric Medicine  
Dr Thein Htut

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 (SCOPe)  
Julie Smith

MU1/MOPD  
Chris Chamberlain

Oncology/Palliative Care  
June Swales

Renal  
Josie Skewes
MENTAL HEALTH SERVICE
ACUTE & COMMUNITY MENTAL HEALTH SERVICE

Contact Person: Loma Bunton, Manager
Acute & Community Mental Health Service
Phone: 4616 5202
Fax: 4616 5233
Contact Person: Dr David Crompton, Director
Acute & Community Mental Health Service
Phone: 4616 5203
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 from 7:00am to 10:00pm, seven days a week.

The acute inpatient staff adopt the triage role from 10:00pm to 7:00am, 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 can be also be obtained about the service 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 guidance officers, school based youth health nurses, counsellors or youth workers. 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 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.

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 non-government organisations and Disability Services Queensland. 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 ental 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 Manger 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 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 5oh(T) Internal Hospital Referral Form which can be found on QHEPS. 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. The Extended Inpatient Services includes a
range of program areas.

The Dual Disability Program (Giabal 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.

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.

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, phone 4616 6000 and ask for him/her to be paged.

Complaints Management feedback, both compliments and complaints are welcomed. Reviewing concerns and complaints enables the service to make changes where it can be seen that doing things a different way can help improve the services. The Complaints Manager will assist to satisfactorily resolve concerns or complaints which cannot be resolved at the time they occur.

The Complaints Manager is available three days per week during office hours, 8:00am-4:30pm, Tuesday to Thursday.

To contact the Complaints Manager phone 4699 8888 and ask for him/her to be paged.

The Indigenous Mental Health Service aims to meet 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 Indigenous Mental Health Service is available Monday to Friday, 8:00am-4:30pm.

To contact the Indigenous Mental Health 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 with an integrated risk framework. The Quality Facilitator supports quality improvement through the development, implementation and evaluation of quality activities within the service.

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), and is a key player in the Southern Zone Mental Health Education Service’s education and training program. 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.
MT LOFTY HEIGHTS AGED CARE SERVICE

Contact Person: Lynn Boundy
Phone: 4639 7666
Fax: 4639 7699
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, 4639 7666
• Community Care Packages – Coordinator, 4639 7666

Referral protocol
• Approval for nursing home placement or Community Care Packages is managed through the Aged Care Assessment Team (ACAT)
• 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 4639 7666
Hygiene Supervisor 4639 7666
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 669341
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
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:  Judith Aliakbari

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
• Diabetes multidisciplinary outpatient clinic
• Advisory dietetic services
• Aged Care outreach and visiting services to Oakey and Mt Lofty Nursing Homes
• Community based nutrition services for diabetes education

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
Staff contacts
Director Nutrition & Dietetic Services        Judith Aliakbari
Phone 4616 6133 or page 2448
Judith_Aliakbari@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.
OCCUPATIONAL THERAPY

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:  Vilma Girardi

Services offered
- 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
- Self management group programs for adults:
  - persistent pain
  - respiratory rehabilitation
- Individual self management programs for adults:
  - lymphoedema

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
Oakey Health Service
Child Health Services

Contact Person: Jenni Lloyd-Ward

Phone: 4691 4823 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 4825 Monday to Thursday
Mobile 0407 288488

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 46914825 Monday to Thursday; or Mobile 0407 288488

Staff contacts
HACC Coordinator John Allen
HACC Bus Driver John Allen
OAKEY HEALTH SERVICE
SCHOOL BASED YOUTH HEALTH NURSE

Contact Person:  Sonia Muller
Phone:  4691 4141 or 4691 4888
Fax:  4691 4833
Location:  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 five 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
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
• Care of implantable ports and PICC lines
• Allied health professionals available
• 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 NUM
Social Worker Terri Cox
Clinical Nurse Therese Streeten RN
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.
**ORAL HEALTH SERVICES (CONTINUED)**

**How to access**
For emergency services Monday to Friday 8.00am – 4.30pm for triaging. Phone 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 Ward
           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 ward as per phone above

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

Director: Dr Robert Ivers
Nurse Unit Manager: Robyn Butler
Phone: 4616 6433 or 4616 6369

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 6793 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
- Hand Clinic
- General Orthopaedics
- Mr Tye, Bootmaker [phone for an appointment]
- Morris Surgical appliances [phone for an appointment]

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 Bruce Meibusch
      Dr Leo Zeller
      Dr Wai-Ki Pun
      Dr Edward Barui

Nurse Unit Manager: Robyn Butler
## OUTPATIENTS

<table>
<thead>
<tr>
<th>Clinic</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Antenatal Clinic</td>
<td>4616 6201</td>
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<tr>
<td>[refer Obstetrics entry]</td>
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<tr>
<td>Gynaecology Clinic</td>
<td>4616 6200</td>
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<td>[refer Gynaecology entry]</td>
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<tr>
<td>Medical Clinic</td>
<td>4616 6283</td>
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<td>[refer Medical entry]</td>
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<tr>
<td>Orthopaedic Clinic</td>
<td>4616 6279</td>
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<tr>
<td>[refer Orthopaedics entry]</td>
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<tr>
<td>Paediatric Clinic</td>
<td>4616 6219</td>
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<tr>
<td>[refer Paediatrics entry]</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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</tbody>
</table>
Directory of Services
P – S
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: 4616 6055
0408 930135 Mobile

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 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 voicemail 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
  Lyn Cash
  Jean Meston
  Lorna Skilton

Staff contacts
Initial contact Pastoral Care (page 8419)
Catholic Chaplain Lyn Cash – 0415 918116
Uniting Chaplain Joan Meston – 0407 194731
Uniting Chaplain Rev Lorna Skilton – 0417 754423
Anglican Chaplain Rev Marian Bishop – 0408 733924
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 021676

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.
PATHOLOGY (CONTINUED)

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
SURGICAL ADMISSIONS
PRE & POST OPERATIVE CARE OF SURGICAL PATIENTS

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
• 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

Theatre Suite
Phone Perioperative Information Manager, 4616 6017
Theatre NUM, 4616 6586

Elective Surgery Bookings / Confirmations
Phone Lee Hunter, 4616 6865
PERIOPERATIVE UNIT (CONTINUED)
PREADMISSION CLINIC
SURGICAL ADMISSIONS
PRE & POST OPERATIVE CARE OF SURGICAL PATIENTS

Advice/information
Contact Christine Smith, Nurse Unit Manager, 4616 6012

Staff contacts
Director of Surgery         Dr Robert Franz
Director of Anaesthetics   Dr Ken McLeod
Nurse Unit Manager         Perioperative Christine Smith
                           Theatre             Brett Mendezona
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
Dispensary Manager            Cathy Groves     4616 6260
Drug Utilisation & Evaluation Pharmacist Jackie To  4616 6260
PHYSIOTHERAPY

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
- General physiotherapy for musculoskeletal, neurological and respiratory conditions of an acute nature
- Assessment of chronic conditions for self management or rehabilitation programs
- Individual self management programs for adults:
  - lymphoedema
  - incontinence
- Self management group programs for adults:
  - pain
  - respiratory
- Physiotherapy for children with:
  - developmental delay
  - coordination difficulties
  - orthopaedic problems
  - respiratory conditions
- Rehabilitation for patients following stroke, amputations or degenerative conditions

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: Lisa de Jong

Services offered
Acute podiatry services
- 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, 7:30am-4:00pm

Fax: 4616 6489

Location: Perioperative Unit
Level 3, Emma Webb Building

Services offered
• Anaesthetic, medical and nursing assessments, including tele health 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 of discharge planning
• Referral to hospital and community services

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
A/Director: Gavin Beccaria

Services offered

Individual outpatient
- Adults and children with psychological difficulties related to medical conditions
  ➢ particularly pain 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_meineke@health.qld.gov.au
Fax: 4616 6995
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 arrange an appointment. Upon receipt of written referral, contact will be made the patient to arrange an appointment. Clients/patients welcome to contact the service directly.

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 Michael Gattas
• Dr John MacMillan
• 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 Meineke
QUEENSLAND RADIUM CLINIC

Contact Person: Surgical Outpatient Department
Phone: 4616 6267  Monday to Friday, 8:30am - 4:30pm
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: Josie Skewes, A/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
• Dialysis for acute and chronic renal failure clients offering:
  ➢ haemodialysis (in-centre and home) & rural multi-user
  ➢ peritoneal dialysis modalities
• Follow up clinic for renal transplant patients
• 24 hour on call service for acute haemodialysis
• Pre-education for clients with chronic renal failure
• Education for relevant community organisations and health care professionals

Referral protocol
• Hospital referral form to be completed
• Phone 4616 6451 - Josie Skewes, A/Nurse Unit Manager

Advice/information
Contact appropriate staff member

Staff contacts
A/Nurse Unit Manager  Josie Skewes
Dietitian            Lynne Edwards
Social Worker        Kerry Gray
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.
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
## 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 Jo Ingham 4616 6283  
- Registered Nurse 4616 6283  
- Fax 4616 6793

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

**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

How to access
• phone, fax or visit our offices

Referral protocol
• Referrals accepted using the ONI RAHT referral form or Hospital referral form (while the ONI is being phased in).
• Contact Administration Officer

Advice/information
Contact Administrative Officer

Staff contacts
Coordinator Christina Hayes
Psychologist Dr Murray Dobson
Physiotherapist Margie Smythe
Occupational Therapist Frances Donaghue
Trish Tweed
Michelle Moor
Podiatrist Heather Gibson
Fran Charteris de Looze
SEXUAL ASSAULT SUPPORT SERVICE

Contact Person:  Bernice Smith, Coordinator
Phone:  4616 6073
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 6950)
- 1800 010120

How to access
Telephone Sexual Assault Support Service – 4616 6950

Advice/information
Sexual Assault Support Service – 4616 6950

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   Rosemary Steinhardt
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
- Referrals to other government and community agencies
- Liaison
- Community clients can access Community Health Social Worker (4616 6800)

Referral protocol
- Hospital inpatient referral – form to be completed by Medical Officer
- Contact 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.
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  
Level 2, 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 6355

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 are not HACC eligible and 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 many 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 (page 3400)

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 page 3400

Advice/information
Contact Clinical Nurse Consultant, Jan Denyer

Staff contacts
Clinical Nurse Consultant    Jan Denyer
SURGICAL ADMISSIONS
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 radiological procedures
  • dental extractions
  • bone marrow biopsy, liver biopsy

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
SURGICAL [DEPARTMENT OF SURGERY]

Contact Person: Dr Robert Franz - Director
                Allison Zeller - Departmental Administrative Officer

Phone: 4616 6709  Monday to Friday, 8:30am - 3:00pm

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
Staff Surgeon Dr Peter Thomson
Nurse Unit Manager Paula Dorge
Administration Officer Alison Zeller
Outpatient Receptionist 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
Directory of Services
T – Z
TOOWOOMBA HOSPITAL FOUNDATION

Contact Person: Peter Rookas, Executive Director

Phone: 4616 6116 or 0418 713138
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
**TRANSIT 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
Implement and streamline care and referral procedures to better take into consideration and facilitate patient transfers from hospital to home.

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)
   • Medical 2
   • Oncology
   • 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 Sue Jewell
Telephone 4616 6800
ULTRA SHORT STAY UNIT

Contact Person:  Dr Simon Taylor, A/Director

Phone:  4616 6768

Fax:  4616 6302

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 Simon Taylor
Nurse Unit Manager  Matt Boyd
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
    - post natal
    - 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
WOMEN’S HEALTH - GYNAECOLOGY (CONTINUED)

Advice/information
Departmental Support Officer

Staff contacts
Director
Consultants
Women’s Health Nurse Unit Manager
Registered Nurse Gynaecology Outpatients

A/Prof Kassam Mahomed
Dr David Gibson
Dr Lata Sharma
Dr Victor Volobuev
Joan Noone
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
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: A/Prof. Kassam Mahomed
Consultants: Dr David Gibson, Dr Lata Sharma
Women’s Health Nurse Unit Manager: Joan Noone
Consumer Accommodation

Unit Name                                      Building No
Browne Unit – Intellectual Disability          16
Conolly Unit – Older Persons                   20
Gialan Unit – Dual Disability                  8
Jacaranda Unit – Extended Treatment & Rehabilitation 36
Morris-Mouatt Unit – Intellectual Disability 10
Penrose Unit – Older Persons                   33
Ridley Unit – Medium Secure                    28
Tuhe Unit – Extended Treatment & Rehabilitation 23
Walwa Unit – Acquired Brain Injury             7

Mental Health Support Services

Building No
Administration 1
General Enquiries
Management Services
Baillie Cafe 4
Chapel 25
Garry Davies Services Centre 35
Aboriginal and Torres Strait
Islander Mental Health
Catering Services (Level 1)
Complaints Manager
Conference Rooms (Level 1)
Consumer Consultant
Dentist
Infection Control
Medical Records
Mental Health Review Tribunal (L1)
Nursing Administration
Quality Facilitator
Trust Accounts Office
Volunteer Services Coordinator
Workplace Health & Safety

Mental Health Education And Research Unit 34
Kit Hurley Conference Rooms (L1)
Lecture Rooms (Lower Ground)
Library (Lower Ground)
Reception (Lower Ground)

McDonald Hall 3
Museum 31
Old Maundsley Art Centre 25
Recreation Centre 6
Dietitian (Level 1)
Gymnasiums (Level 1)
Hydrotherapy (Level 1)
Speech Therapy (Level 1)
Stores
Swimming Pool (Level 1)
Pharmacy
Physiotherapy (Level 1)

Rush 5
Sports Club 19
Storage 30
Whishaw 37
Purchasing and Supply Unit (L1)
Living Skills Service

Other Services & Buildings

Building No
Boiler House 9
Building, Engineering and Maintenance Services 29
Central Energy Facility 12
Digby 21
Fuel Depot 27
Gardeners 15
Generator Shed 13
Gowrie Hall 22
Hotel Services 24
General Hands
Hotel Services Manager
Hygiene Services
Transport Services
James 17
Jofre 2
Linen Services 14
Main Electrical Switch Room 11
Tredgold 18

Toowoomba District Mental Health Service
Extended Inpatient Service
Baillie Henderson Hospital
TOOWOOMBA HOSPITAL CAMPUS

West Street

Clinical Education Centre
Freshney House
Cunningham Centre
ISU
Barry Park Units
Covered Walkway
Assembly Point F
Assembly Staff Carpark
West Street

Artisan Services
Cossart House
Library
Allied Health Quality / O.I.U.
ADMS
Assembly Point E
One Way
Booam / Gate Entrance

Cafe

Pharmacy
Employee Relations Unit
Assembly Point C

emma Webb Building
Levels 1 – 6

Clinical Measurements Dept

Frameworks

Blood
Bank

Red
Cross
Units

Assembly Point A

Endoscopy
WARD BLOCK
Levels 2-6

Acute Mental Health Unit
Barnal
Gunnudhu
Jarrawar
MH High Dependency

Assembly Point D

WARD BLOCK
Lifts 1 & 2

Level 2 – EXIT
Breast Screening Clinic

Level 3 – EXIT
Clinical Measurements

Endoscopy

Level 4
Orthopaedic Unit

Level 5
Paediatric Ward

Level 6
SU1, SU2
ONC / Chemotherapy

Level 1 – EXIT
EMERGENCY
Breast Screening Clinic

Level 2 – CAFE – EXIT
Accounts Receivable
Central Admissions
Critical Care Ward
Medical Records / FOI
Nursing Resource Office
Refrigeration Centre
District Staff Call-in Centre
Patient Relations
Switchboard / CSSD
Transit Lounge

Level 3
Pre-Admission Clinic
Perioperative Unit
Surgical Admissions Unit

Level 4
Orthopaedic Outpatients

Level 5
Surgical Outpatients

Level 6
Medical Outpatients

Clinical Measurements Dept

Pechey Street

Prepared by: Health Information Services Unit