

GP Clinic

If you need help understanding this information please let one of our staff know and we will help you!



PURPLE HOUSE

Location:

Purple House - 69 Flynn Drive, Alice Springs, NT 0870
Phone: 08 8953 6444

Open:

Tuesdays 9am – 12pm with Dr Wendy Zerk
Fridays 9am – 1pm with Dr Alex Hope

About the Clinic

The Purple House GP Clinic is a service for Purple House clients and their families. It's bulk billed, so you don't pay anything.

You don't need to have an appointment, but it helps us if you call before you come in. Usually the doctor will see you in the order that you arrive. Sometimes people who are more sick will need to be seen first.

Make an appointment

To make an appointment call Purple House on **8953 6444** and leave a message. Your doctor will call you back as soon as possible.

Please tell us if you think you need a longer appointment or if you need a lift to or from the clinic.

Recall and reminders

When you see the doctor, they will tell you when you need to come back. We have a reminder system so Purple House staff may contact you when it is time to visit the clinic again.

Results

To get results for any tests you have had, please call the clinic or come in. You can get some results from the nurse or health worker, but for others you may need to talk to the doctor.

If we need to talk to you urgently about your results we will ring you or pick you up and bring you to the clinic.

Hours and Emergencies

If you need medical help when our clinic is not open, you should go to the Emergency Department of the Alice Springs Hospital on Gap Road. In an emergency call an ambulance on 000.

Feedback and Complaints

We want to give you the best care at our clinic so tell us if you have any comments or suggestions. We will record your feedback and use it to improve our service.

If you have a complaint, please let us know and we will do our best to fix the problem. If you are still unhappy you can contact the NT Health Complaints Commission on 1800 806 380 or at GPO Box 1344, Darwin NT 0801.

Privacy

We don't share any of your health information. We keep it on password-protected computers that only our doctors and the care coordinator can use. If you want to see your health information or give it to another health service you will need to sign a request form.