



PICC to operate Palm Island Primary Health Care

From 1 July, PICC will assume responsibility for delivering Primary Health Care (PHC) in the new Palm Island Primary Health Care (PIPHCC) building.

This is an exciting opportunity for Palm Island Community as PICC aims to deliver a comprehensive, holistic and culturally appropriate health care service to the residents of Palm Island.

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Key points about the transition

- As part of the long-term vision of Palm Island people, first documented in the Palm Island Health Action Plan 2010-2015 and again in the 2018-2028 Plan, the establishment of a community-controlled health service is a key priority.
- Community controlled healthcare means health care that is controlled by the community it services.
- The benefits of community-controlled healthcare include: the Palm Island community control the service, by electing the board. The model of care is comprehensive, holistic and culturally appropriate.
- The Townsville Hospital and Health Service, Queensland Health, has been working with PICC for close to 3 years to make this a reality.
- It will mean that Palm Island has access to a comprehensive model of care that has been developed by Aboriginal and Torres Strait Islander communities across Australia over many decades. The model is recognised as best practice in Aboriginal and Torres Strait Islander health.
- You will still come to PIPHCC if you want to see a doctor for things that aren't an emergency, like colds, earaches, check-ups, more prescriptions, immunisations.
- If it is an emergency, like chest pain, bleeding, shortness of breath, you should still go to the Emergency Department at JPHS
- PICC and Queensland Health are planning to share doctors, so there may be times when you see the same doctor at PICC as you see at JPHS.
- Your PICC and QH PHC records will join together so your care team has the most up to date and accurate information about your health, to provide you with the best care. If you don't want this to happen, you need to come to the PIPHCC and fill in a form to let us know.
- JPHS with your permission will be able to access your PICC record so they can give you the best possible care. They will ask if this is OK when you visit ED. You have the right to say yes or no.

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