

A lenglam Midamlo pawl hrang Tuamhlawmnak Thu

Thusuh tambik mi pawl

Aleng midamlo pawl hrangah ziang pawl tuahsak an si?

Victoria vangtlang siizung pawl (public hospitals) in Nauhak lam (paediatric), nauhrinlam asilole nunau sullam (obstetric), khuaittul pawl hrangih thilttul tuahpi le kilkhawinak pawl ih bawmttul mi pawl hrangah tuamhlawmnak an nei. Culawng silo in sii hmang lo ih tuamhlawm ttulmi tthimnak ah excercise tuahnak asilole kutih hmeh le nam tivek pawl(physiotherapy) khal tel in, an natnak theifiang dingih a phunphun ih saan rero mi pawl (diagnostic testing) tla an bawm thei thocho. Hi pawl cu siizung ih um lo in tuamhlawm an si ih, siibawi le siibawi an tawn theinak hmun tla cu vangtlang siizung(public hospitals) in pek an si ruangah, Alenglam midamlo pawl ti ih kawh le theih an si.

Alenglam midamlo pawl in ziangvek in piahawk theinak (appointment) an la thei ding?

Midamlo pawl tla cu an siibawi (GP) asilole siibawi dang in an rak kuat. A cancan ahcun alenglam midamlo pawl cu emergency department in a ttul mi hmuahhmuah an tuah thluh hnu asilole siizungih umzotu pawl an suahhnu ah alenglam isin sii ih tuamhlawm ttul rero lai mi tivek pawl tla kha kilkhawi peh vivo mi tla an si.

Siibawi in a phunphun in damlo cu a rak kuat thei. Thutthimnak ah, nangmai bulpak siibawi (GP) in na damlonak pakhatkhat cu a bikih tuamhlawm le zoh dingin a lo kuat thei. Na siibawi (GP) cun Siizung ih Alenglam midamlo zohtu (an outpatient service) ahcun cangan in a kuat ding. Cui ca cu siibawi pakhatkhat hnen ah asilole siibawi burpi pawl hnen ah ngan asi ding. Cui ca cu na bulpak siibawi(GP) in Alenglam midamlo zohtu pawl hnen ahcun a fax asilole mail in a kuat ding.

Alenglam midamlo zohtu pawl cun an ca ngah dan ihzir in appointment an pe lohli thei. Damlotu cu a ttul dan ihzir in a hmun diktak le azohtu ding diktak ih zoh an si theinak dingah daan tthatatak neih a si. Damlo ih ttul mi cu fiangtei theih an theih theinak dingah bulpak siibawi (GP) pawl in mawhphurhnak an nei ve. A nih cun na damlonak le na thuhla fiangzet in a ngan dingih cule a thu ihzir in reilote ah siibawi tawng dingih appointment pek na si thei.

Alenglam midamlo zohtu pawl in na ca an hmuh vete'n na piahawknak ding ni thu thaw'n pehpar aw in nangmah le na siibawi cu an lo be (contact) lohli ding.

Ka ca (referrel) cu ziangtik tiang a nung ding?

Na siibawi hnen isi ih ca ngah mi cu na piahawk hmaisabik ni (first appointment) isin thla 12 sung a nung ding. **Siibawi dang hnen isi nganmi ca** cu na piahawk hmaisabik ni isin thlathum sung a nung ding.

Ka piahawk ding tikcu cu ziangtin ka theithei ding?

Na piahawknak ding tikcu thaw'n pehpar aw in, Alenglam midamlo zohtu pawl hnen isin cakuat asilole telephone biak na siding. A ttul asile ca dang khal kuattel na si ding, tthimnak ah, siibawi hrekkhat cun piahawk hlan ah X-ray asilole thi check tivek tla an fial ttheu.

Piahawk thei nakding ah ziangtik tiang ka hngak ding?

Hi thu cu damlotu ihzir in pakhat le pakhat an bang aw lo.

Na piahawk hlan laklawh ah na um dan na ruah a har a sile ca a lo ngansak tu na siibawi hnen ah na sut in thilttha sawn ziang a um tikla na sut thei.

Alenglam Midamlo zohtu hnen isin ziang na ngah ding?

Biaktheinak Number: Na piahawknak ding thuthaw'n pehpar aw in thusuh na duh asile na hman dingah telephone number cu kuat na si ding.

Midamlo Theitheinak Number: Na damlonak thuthaw'n pehpar aw in Minaa Number pek na si thei. Hi mi number cu nangmai hrang lawng a si. Siizung na phone tinte in na number cu na sim

ringring ding cule zung hnattuantu cun awlte in na piahawknak thuhla kha a hmu thei dingih na suh mi pawl awlte'n a lo letsal thei ding.

Na feh dan ding simfiangnak zuk, parking le khuaiah Alenglam Midamlo zohtu (the outpatient department) pawl an um ti pawl tla fiang zet ih sim na si ding.

Ttong lettu: Ttong lettu na duh a sile na biak theinak ding phone number, zingtivek ih booking tuah ding tivek pawl kha an lo sim ding. Na cakuat kha tthate'n zoh awla, ttong lettu na ttul a sile zamrangte in sim lohli aw. Na piahawknak ding thawi Tikcu reilote lawng duh ih na sim a sile ttong lettu hmuh a har zet.

Na tthawnawk a sile ziang na tuah ding?

Na umnak na tthawn aw, asilole na telephone number na thleng a sile Alenglam Midamlo zohtu pawl hnen ah na sim a ttul ti hngilh hrimhrim hlah. Cule a ttul tik poh ah an lo be thei ringring ding.

Ka natnak a luar vivo a sile ziang ka tuah ding?

Na piahawk hlan ah na natnak a luar vivo ih na ruah a har asile na bulpak siibawi (GP) hnen ah sut lohli aw. Siizung ih na piahawk hlan sung ahcun na bulpak siibawi kha na suh ding mi bik a si.

Alenglam midamlo pawl zohtu hnen ah piahaw dingih na hngah sungah, na siibawi (GP) cun sii dang hman thleng ding mi tla a thei men thei, amah kha alo sim theitu a si. Cu cun tampi a lo bawm ding.

Alenglam Midamlo zohtu pawl thuhla thaw'n pehpar aw in theihbet ka duh asile ziangtin ka tuah ding?

Alenglam midamlo zohnak ih hnattuantu pawl kha, siizung phone number asilole na cakuat sungih ngan mi amai phone number isi khan direct in na contact thei.

Ka piahawk ding ni kha ziangtin ka thleng thei ding?

Na piahawk ding ni na thleng duh asile a zamrang theibik in alenglam midamlo zohtu pawl kha be lohli aw. Biak theinak number pawl cu siizung isi ca an lo kuat mi sungah a um ding. Na feh theinak ni le tikcu cu siizung lam ih remcan tikcu can asi ahcun hnattuantu pawl in an lo thlengsak mai ding.

Na piahawk ding tikcu na pelh a sile na hrangah tuamhlawn awknak a tlai vivo ding. Na pelh ding ti na sim lo asile mi dang damlo hrangah cui tikcu an pe ngam lo ding. Curuangah na feh theilo ding ti na theih vete'n theiter lohli aw.

Theihter lo in na piahawk ding tikcu na pelh leuhleuh a sile Alenglam Midamlo zohtu pawl in na siibawi (GP) hnenah ca an dilsal ding, cumi ca an hmuh laihsan lo piahawknak tikcu an lo tuahsak nawn lo ding.

Alenglam Midamlo zohtu pawl hnenah Piahawk ka ttul nawn lo, asilole piahawk ka duhnawn lo asile ziang ka tuah ding?

Piahawk na ttul nawn lo asile siizung ah theihter aw. Na piahaw thei nawnlo ding ti thu na sim tik ah midang damlo hngak rero tu pawl kha tikcu can na pe tinak a si.

Ttul cuang mi na nei asile ziangtin na tuah ding?

Alenglam Midamlo zohtu pawl hnen ih piahawk tikcu ah ttul cuang mi neitu pawl cu bawm theih an si. Na Hna a set, na Mit in khua a hmu ttha lo asilole ttong lettu na ttul asile na piahawk hlan tikcu reinawn ah na rak sim lohli a ttul. Culawng ah na ttul mi hrang tawlrel a theih ding.

Feh le tlunnak in bawm thei maw?

Victoria khawte ih Midamlo pawl hrang

Lungkim mi Siibawi (specialist) ih mi damlo cu an inn isin siizung asilole ha tuah dingah hmun hlapi feh a ttul tu pawl bawm ding tumtahnak thawn The Victorian Patient Transport Assistance Scheme (VPTAS) cu din a si. Hi mi bawmnak co theitu ding cu, khawte ih um mi a siding ih a fehlam ah a malbik 100 kilometres asilole cuhnak ih tam fehtu ding a si ding, asilole Zarh nga sung kha zarhtinte'n a malbik 500 kilometre hrawng feh a ttul ringring tu asi dingih lungkim mi siibawi ih zoh mi a si ding.

VPTAS cun an khualtlawnnak leh umnak ding hrangah an bawm. Asinan, an cem mi zate paisa fai ih peksal silo in, siibawi an tawn theinak ding ah an feh le tlunnak, leh an umnak cu manlo ih tuahsak kha tumtah mi a sisawn. A ttultu lawng rori bawm an si theinak dingah midang organization le Department of Veteran's Affairs tivek hnen isin bawmnak cotu pawl cu VPTAS in a bawm hai lo. Ziangah tile Department of Veterans' Affairs ah an ngah thei ruangah.

Cun midamlo motor (Ambulance), damlo phurthu vanzam, emergency bawmtu motor pawl ih phurh mi damlo pawl cu VPTAS ih bawm an silo;

an sungkhat pawl in a hmun an thlen theinak ding tiang man an peksak, culawng silo in motor parking le e-tag tickets hrang khal bawm an si lo.

Khawpi sung ih um midamlo pawl hrang

Na piah awknak hrang ih Feh le tlunnak bawm na ttul a sile ziangvek ciah na ttul ti mi kha na bulpak siibawi (GP) hnen ah sim aw. Red Cross le community volunteers tivek bawmtu ding dangdang an um. Siizung lam isi ih booking tuahnak thawn siikhan fehnak hrangih ttulnak a neitu pawl hrangah feh le tlunnak bawm theinak a phunphun a um. Alenglam midamlo pawl hrang ah feh le tlunnak bawmtu le bawmna pawl cu Metropolitan Ambulance Service pawl ih website ah zoh theih a si.

www.mas.vic.gov.au/Main-home/what-We-Do/Non-Emergency-Services/Clinic-Transport-Services.html

Alenglam Midamlo pawl zoh can cu ziangtik a si?

A tamsawn alenglam midamlo pawl zoh tikcu cu, Tlawngkai nikhat isin ninga (Monday to Friday) 8:30am isin 4:30pm asi ih zungpih can ah khar asi.

Bulpak siikhan pawl cu ni bikhiahnei le zarkhat sungih tikcu bikhiah can ah an awng.

Ka piahawk hlan ah ziang ka tuah ding?

Na piahawk hlan ah a hnuai lam ih thil hi na tuahzo tengteng an ttul:

- na piahawknak ih thilttul pawl hrangih na test mi result pawl kha na neih hrimhrim a ttul
- na sii ei mi le rawl ei theinak dingih na ei mi tivek pawl kha ngan aw.

- siibawi na suh duh mi pawl kha ngan cia aw (a hlankhante ih rak ngancia hi a ttha ringring).

Ka piahawk ni ah ziang ka tuah ding?

Na piahawk ni ah a hnuailam ih thil pawl hi na ken a ttul:

- Na piahawknak ding ca alenglam damlopawl zohtu in an lo kuat mi kha na ken a ttul
- X-ray, scans (CT or ultrasound) le na thi check mi le a dang na check mi result zate'n
- Na ei lai mi sii hmin na ngan mi pawl
- Na Medicare card, pension card (na nei a sile) le a dang concession card na neih mi (na Medicare card kha na thlen vete'n alenglam midamlo zohtu pawl hnen ah na pe ringring ding)
- Na siibawi (GP) address le phone number
- Na piahawk lai ih na ttul mi sii le ei le inn hmuahhmuah (siizung tampi cun rawl dawr asilole chet ih leitheinak dawr an nei hai asinan nangmahte rawl na ken duh le na keng thei)
- Nauhak na hruai asile na piahawk lai ih an hman ding mi cahnah, pen asilole toy tivek pawl

Motor retnak (car parking) a um maw?

Mi damlo pawl thlahnak le laknak motor retnak cu a kiangah a um ringring ttheu. A hmun le a ret man zat tivek cu mawhphurhnak neitu pawl in an lo sim thei ringring ding.

A hmun ka thlen ah ziang asi ka tuah ding?

Na thleng vete'n reception cabuai ahkhan na hmin pe aw. Hnattuantu in na thuhla le

Medicare asilole pension card a lo dil men thei. Cuhnu ah hngahnak khansung ahcun na hngahnak ding hmun cakci a lo sim ding.

Ka piahawk can cu ziang tluk a rei ding?

Aleng midamlo pawl zohtu in na piahawknak ding ca an lo kuat mi ahkhan ziang na rak keng ding timi kha theifiang ding in ralringzet le tthatei na siar a thupi nasa.

Nazi pahnih tiang hrawng reidingin na ruatcia a ttul. Mi damlo pawl zate'n piahawknak ding tikcu cu bikhiahnei ih pek mi an si ih, hnattuantu tam le mal ihzir in damlo an ko. A ttul danvek ih tikcu hmang theiding in an tuah fawn. Tikcu bikhiah pakhat ahcun midamlo pakhat hnak ih tam tla an ko men thei ziangah tile hnattuantu pakhat hnak ih tam an um ve rungah a si.

Tikcu bikhiah ah damlo pawl cu kawh an sikonan a cancan ahcun ruah lopi in a kawh taktak cu a tlaideuh thei. Hnattuantu cu siizung sungih thildang ttul mi ah kawh duat le damlo pawl hrangih siipek dan thu an relnak ruangah a tlai ve thei. Cuvekih tlai pang a um khal asile hnattuantu pawl in an lo theiher cingcing ding. Na hngak theilo pang a sile na piahawknak ding hrangah ni remcang dang an lo tuahsak sal ding. Na piahawknak ding tikcu hnakh minute 10 tuan ah thlen thei tum aw. Ziangah tile cumi sung ah ziangmaw phihttul le form tivek tla tuah thluh man ding in tikcu na nei ding. A biki na vawikhatnak asile a thupi sinsin.

Tlawngta pawl in in zoh ve ding maw?

Damlo pawl cu siizung thawi a pehpar aw mi, siibawi thiamsang thawn tlawngta, asilole zirlaitu

nurse tivek in an zoh ve thei. Vantlang Siizung (public hospital) pawl cu zirnak siizung khal an si thotho. Damlo pawl zohnak thaw in tlawngta pawl ih theihnak cu tam sinsin ding ah tumtah mi a si. Asinan, damlo na sivek in tlawngta pawl ih zoh cu na duhlo a sile ka duhlo ti na sim thei.

Na siibawi in cuvek tlawngta pawl cu a lo introduce ding, siibawi lo midang ih zoh na duh lo asi ahcun na siibawi hnen ah na theiher hrimhrim a ttul. Cu mi na sim ruangah a lo kilkhawi dan zianghman danglamnak a um lo ding.

Ka piahawk lai ah thu ka sut thei ding maw?

An lo zoh lai ah na duh mi thu kha na siibawi, nurse, asilole midang a telve mi pohpoh kha ziangtik lai khal ah thu na sut thei. An lo sim mi na theifianglo a sile zangfahte'n in simfiang sal uh ti ah sim aw.

Medical certificate ziangtin ka ngah thei ding?

Na ttul asile na piahawk lai ah siibawi hnen ahcun medical certificate na dil thei.

Alenglam damlo zohtu pawl ih in tuamhlawmnak ah lungkim lonak ka nei asile ziangtin ka tuah ding?

An lo tuamhlawmnak thu ah asilole siizung sung hmun khatkhat ih an tuah dan na duh lo mi a um asile na ruahnak kha na sim thei ringring. Asinan compliment asilole complaint form kha na hman a ttul ding.

Victorian ih vantlang siizung (public hospitals) pohpoh in damlo pawl betu ding palai

(representative) an nei vivo hai. Lungkim lonak asilole sii an lo pek dan pawl tivek thu thaw'n pehpar aw in simfel duh mi na nei asi ahcun damlo hrangih palai kha na biak ding mi bik a si. Cui palai cun na ruahhar mi pawl tlun ahcun thil tthabik a lo hawlpi ding ih a ttul a sile a ttul danvek in a hliakhlai vivo ding.

Midamlo pawl ih mawhphurhnak le rights nei mi pawl a ngial a ngan ih na thei duh a sile Victorian Public Hospital Patient Charter Website ah zoh aw:

www.health.vic.gov.au/patientcharter/patient

A lenglam Midamlo pawl hrang tuamhlawmnak pawl tla cu an mah an website cio isin theihthei a si. An website list pawl cu a hnuai ih website ah hmuh theih an si:

www.health.vic.gov.au/hospitals/index

Alenglam Midamlo kilkhawin ah tthansohnak neih vivo thei nak ding le ti dan tthattha hman vivo theinak ding ruahsannak nei phah in, the Department of Human Services le Victorian public health services cu kutkai aw in an ttuantlang. Hnatuantu pawl le damlo pawl lak isin an hmuh leh tawn mi pawl cu sut le hliakhlai sinsin in Alenglam midam lo zohtu le kilkhawitu pawl ih hnattuannak a hlawhtlin sinsin nak ding cu kan hmuitin mi a si.

Thusuh tambik mi (FAQ) pawl lehsal nak isi in midamlo pawl, thilttha in simtu le siibawi (GP) pawl tlun ih thilttha sawnsawn a thlen theinak ding kan beisei fawn. Kan thusuhmi pawl lehsalnak tla cu Deapartment of Human Services le siizung, siikhan le damlo pawl ih palai pawl thawn reltlannak neih ih tawlrel a si.

January 2008