

Website: www.moanamedicalcentre.com.au



Newsletter/Information Sheet

Already we are three months into 2024, and it seems to be flying along. Here at Moana Medical Centre we have had a few changes with our registrars.

We were sad to see Dr Nimaya Hewage and Dr N Louis Okiwelu move onto their next general practice placement, however, in their place we are pleased to welcome **Dr Remi Banuelos** and **Dr Shelley Robison**, who both joined us on 5th February.

Dr Remi is now in her final semesters of General Practice training prior to Fellowship with the RACGP, and consults with us Monday to Friday. Together with all aspects of general medicine she is interested in furthering her skills in women's and children's medicine.



Dr Shelley consults with us on Tuesdays and Thursdays, while she continues along the RACGP fellowship path, and she also enjoys building on her skills in general medicine, women's, and paediatric medicine and has an interest in dermatology. They have both settled into our practice and we know you, our patients, will welcome them warmly.



We are fast approaching **Fluvax** season. At the time

this was written, we do not have any information from the government or the Vaccine Distribution Centre about when we will be able to start ordering our supplies. Please check in with our reception staff towards the end of March, early April, when we hope more information will be available.

Mr and Mrs Brown had two sons. One was named Mind Your Own Business and the other was named Trouble. One day the two boys decided to play hide and seek. Trouble hid while Mind Your Own Business counted to one hundred. Mind Your Own Business began looking for his brother behind garbage cans and bushes. Then he started looking in and under cars until a police man approached him and asked, "What are you doing?" "Playing a game," the boy replied. "What is your name?" the officer questioned. "Mind Your Own Business." Furious the policeman inquired, "Are you looking for trouble?!" The boy replied, "Why, yes."



Inside this issue

- Doctors & staff information..2/3
- Want to book online?.....2
- Accounts, scripts refs etc.....2
- Apts, Home Visits, A/Hours.....3
- Your privacy.....3
- Recipe: Crispiest ever potatoes with cheese and bacon crumb.....4
- Telephone advice/communication.....4
- Feedback and complaints.....4

Contact Us

1/381 Commercial Road, Moana
Telephone: 8327 1570
Office Hours:
Monday/Thursday
8.30am—5.30pm
Tuesday 8.30am—5.30pm
Wednesday 8.30am—5.00pm
Friday 8.30am—4.30pm
Saturday 9.00am—12.00pm

Want to book online?

Book your appointment with your smart phone or through our website:
www.moanamedicalcentre.com.au

HotDoc

Book using the HotDoc app for a faster and easier experience

Why book using the HotDoc App?

- Book your appointment after-hours**
Make a booking any time, even when the clinic is closed.
- Manage your health in one place**
Review all past and upcoming appointment details in one place.
- See your doctor's availability**
See all appointment times for all available doctors.

Install the HotDoc app today from the App store or Google Play.

Doctors Consulting

Dr Paul Phillips (interests include: diabetes, general medicine and pediatrics) — Monday, Tuesday, Wednesday and Friday

Dr Josephine Stachyra (interests include: women's health, antenatal, preventive health and emotional & physical wellbeing)—Tuesday, Wednesday (*fortnightly*), Thursday, Friday and Saturday mornings

Dr George Vlahos (interests include: psychiatry, geriatrics & palliative care)—Monday, Tuesday, Thursday, Friday and some Saturday mornings

Dr Remi Banuelos (interests include: all aspects of general medicine, women's health and children's health) — Monday to Friday

Dr Shelley Robison (interests include: women's health, paediatrics and dermatology) — Tuesdays and Thursdays.

Two factory workers are talking. The woman says, "I can make the boss give me the day off." The man replies, "And how would you do that?" The woman says, "Just wait and see." She then hangs upside down from the ceiling. The boss comes in and says, "What are you doing?" The woman replies, "I'm a light bulb." The boss then says, "You've been working so much that you've gone crazy. I think you need to take the day off." The man starts to follow her, and the boss says, "Where are you going?" The man says, "I'm going home, too. I can't work in the dark!"

Accounts, repeat prescriptions & referrals

Accounts and payments

Moana Medical Centre is not a bulk billing practice. Patients are expected to pay their account in full at the time of consultation. Government Pension Card holders and holders of a current Health Care Card and children 13—15 years old, will generally pay a reduced fee on the day of consultation. Children aged 12 and under will be bulk billed. Please see our website for further information regarding our fees and billing policies, or ask at reception.

We have EFTPOS facilities available and at the time of payment, using our EFTPOS machine, we are able to send your claim to Medicare in real time and the rebate will be deposited into your savings or cheque account whilst you are at the counter. Consultations for the purposes of completing third party forms (e.g. travel/insurance) are not Medicare rebatable and will attract a fee + GST to be paid by patients, regardless of concession card status. We would usually give you an estimation of cost, but this is normally time based. A list of our fees is displayed at reception or you can discuss with our staff.

Repeat scripts

Generally you will be required to make an appointment with your doctor to obtain a repeat prescription. Doctors have a duty of care towards their patients and even though you may have been taking the medication regularly, your doctor needs to ascertain that nothing has changed with your health prior to re-prescribing your medication. There may be certain circumstances where your doctor will be happy to write a script without seeing you. In this case, you will usually be charged a \$40.00 administration fee.

Repeat referrals

Normally, you will need to make an appointment with your doctor to obtain a repeat referral to your specialist. At times, depending upon the circumstances, it may be possible or necessary for your doctor to write the referral without seeing you. In these cases, you will be charged a \$40.00 administration fee.

Recalls/reminders

Our practice actively promotes preventive health and the doctors often send out reminders/recalls to their patients. We do this either with a letter, SMS or more often a message via HotDoc which contains a link to access your reminder on your smartphone. Recalls are generated for: cervical screening, care plans, aged health assessments, etc. You have the option to "opt out" of this system by informing your doctor.

Results

Normally your doctor will discuss any investigations (pathology, radiology) with you at a consultation, however, there may be occasions where these can appropriately be discussed with you via telephone. If you need to see the doctor for your results we would normally book you an appointment whilst you are in the surgery or alternatively telephone you to arrange an appointment upon your doctor's request.

Appointments

These can always be made by phoning the surgery— 8327 1570 and discussing with our friendly reception team. There are a number of pre-booking appointments available daily. We also have “on the day appointments” that are held for each day to cater for emergencies and patients who may become acutely ill and are unable to wait until the next pre-booking appointment is available. We also have our on-line booking service either through our website or by using the app on your smartphone; appointments through this platform are available for booking up to four weeks in advance for each doctor and we encourage you to utilise this. Our staff endeavour at all times to make an appointment for you in the best possible time frame.

Some reasons for visit may require a longer time frame, e.g. medicals, health assessments, cervical screening, drivers licence assessments. Staff will usually allow extra time when making these appointments. There may be a higher fee for these appointment types.

Home Visits

Where possible, it is preferable for you to come to the surgery, however, there may be times that you are unable to do so. Home visits are performed at the discretion of the doctor and depend upon the circumstances at the time and your distance from the surgery.

After hours

We have an arrangement with the after hours locum service. Please call **137 425** to book a locum. This service operates between 6.00pm and 8.00am on weekdays and from 1.00pm on Saturdays to 8.00am on Mondays. You can also call this number on public holidays.



If you need health advice and your doctor is not available— you can call **1800 022 222** 24 hours or visit the website—www.healthdirect.gov.au. Please do consult with your doctor wherever possible.

Your privacy

We adhere to the National Privacy Principles and view your confidentiality and privacy very seriously; doctors and staff are regularly updated with changes to privacy laws. A copy of our privacy statement is available at reception should you wish to read—please ask staff to obtain your copy.

You may wonder why we continue to ask your date of birth and other identifiers e.g. address/phone number. We need to ascertain that we are talking to the right person so that sensitive information is not unknowingly divulged. We will not disclose personal information about you to third parties, unless we have your written permission to do so.

Should you feel we have breached your privacy or you have any concerns, please do not hesitate to raise this with your doctor or our practice manager—you may wish to write a letter. We will endeavor to respond to all complaints in a timely manner; all feedback is taken seriously.

You may wish to take your complaint to a third party in which case you can write to:

Office of the Australian Information Commission

GPO Box 5218

SYDNEY NSW 1042

Phone: 1300 363 992

Website: www.oaic.gov.au

Email: enquiries@oaic.gov.au

A man visited his doctor, and the doctor checked him over before commenting, “It looks like you get a fair bit of exercise.” The man replied, “Oh yeah, in fact, just the other day I walked 10 kilometres over rugged terrain as I climbed over rocks and trees. I also waded along the edges of a lake, pushing my way through tall thistles, and even slid down sandy slopes while getting sand in my eyes.” The doctor was quite impressed. “Well, you are certainly a dedicated outdoor enthusiast.” The man replied, “Not really doctor. I’m just a really bad golfer!”

My doctor took one look at my gut and refused to believe that I work out. So I listed the exercises I do every day: jump to conclusions, climb the walls, drag my heels, push my luck, make mountains out of molehills, bend over backward, run around in circles, put my foot in my mouth, go over the edge, and beat around the bush.

Nursing Staff

Debra

Stefanie

Administration staff

Naomi—Practice Manager

Sue—Business Manager

Michelle—Office Manager

Rebecca—Receptionist

Karen—Receptionist

Gabe—Receptionist

Telephone advice/return calls

Generally your doctor will require an appointment to discuss medical issues, including results. There may be rare occasions where your doctor may choose to talk to you on the phone; this is at the doctor's discretion and would often be at the end of the day. Should you call wishing to speak to your doctor our friendly reception staff will endeavour to assist you with your request.

Electronic communication

Moana Medical Centre does not communicate electronically, e.g. via email, with patients regarding clinical care. We do not consider this to be a secure method of communication. We encourage you to telephone to discuss your needs.

Management of your personal record

Your medical records are private and confidential, and only available to authorised members of staff. Moana Medical Centre adheres to the RACGP code of conduct for the management of health information in General Practice.

You may at times wish to discuss aspects of your medical record held with us. If you wish to do so, please make an appointment with your doctor. As this is not medical care, there would be an out of pocket cost for this.

Crispiest-ever smashed potatoes with cheese and bacon crumb

1kg baby red royal potatoes
2 1/2 tbsp extra virgin olive oil
200g packet real bacon pieces,
finely chopped
2/3 cup pizza cheese
2 tbsp panko breadcrumbs
1/2 cup sour cream
1tbsp finely chopped fresh chives
Baby French kale or spinach leaves,
to serve



1. Preheat oven to 200C/180C fan-forced. Combine potatoes and 2 tablespoons oil in a large baking dish. Season with salt and pepper. Bake for 40 minutes or until just tender.
2. Meanwhile, heat remaining oil in a medium frying pan over medium heat. Cook bacon for 4 to 5 minutes or until lightly golden. Drain on paper towel.
3. Using a fork or potato masher, squash potatoes until lightly crushed. Top with cheese and breadcrumbs. Bake for 15 minutes or until potatoes are crisp and cheese has melted. Top with sour cream, bacon and chives. Serve with kale leaves.

SMS Messages

Our practice has capability to send SMS text messages and we may do so from time to time. These may take the form of alerts to commencement of vaccination clinics (Flu and others), or health promotions and other practice information. Should you not wish to be involved, please let reception know.

Feedback and Complaints

Moana Medical Centre is proud of the high standard of service that we provide to individuals and families in our community.

We value your feedback and have created a patient feedback form for you to complete if there is any issue that you would like to inform us of; similarly, we also value and welcome positive feedback. We view feedback as an important tool which assists us in providing better service to our patients.

A copy of our "Feedback form" is available at reception, or you can find a link to print at home on our website: www.moanamedicalcentre.com.au in the patient information tab.

We have a complaints resolution process and prefer to be alerted at the earliest possible opportunity so that we can address your concerns directly. If at any time you feel unhappy with any aspect of your care, please let our Practice Manager or doctor know, and we will endeavour to deal with your concerns to the satisfaction of all in an acceptable timeframe. Alternatively, should you feel it necessary, you can contact the Health and Community Services Complaints Commissioner: Phone (08) 8226 8666 or email info@hcscc.sa.gov.au.

Mail Address

PO Box 199

Rundle Mall SA 5000

Street Address (by appointment only)

Level 4, East Wing

50 Grenfell Street

Adelaide SA 5000

Just as she was celebrating her 80th birthday, a woman received a jury-duty notice. She called the clerk's office to remind them that she was exempt because of her age.

"You need to come in and fill out the exemption forms," the clerk said.

"But I filled them out last year," she replied. "You have to fill them out every year."

"Why? Do you think I'm getting younger?"

A lawyer dies and goes to Heaven. "There must be some mistake," the lawyer argues. "I'm too young to die. I'm only 55." "Fifty-five?" says Saint Peter. "No, according to our calculations, you're 82." "How'd you get that?" the lawyer asks. Answers St. Peter, "We added up your time sheets."