



Newsletter/Information Sheet

Well, winter is definitely upon us as we are very well aware with the recent extremely cold days. Fortunately, we have finally had some rain, which has been especially welcome. Here at Moana Medical Centre, we have been very busy running Fluvax clinics, and the majority of our patients who are eligible have had the vaccine. If you have not had a Fluvax and would like to do so, please speak to our friendly reception staff or your doctor. We also continue Shingrix vaccinations for persons aged 65 and over. Unfortunately there is an Australia wide shortage of the vaccine at the moment, and we are only receiving very limited supplies. Therefore, we are targeting "at risk" and older patients, and as supplies become more freely available, we will work through our patient list. Shingrix is a two dose course and consequently it may take some time before we get to you, however, rest assured you are on our list.

In other news, we are very pleased that our two registrars, Dr Remi Banuelos and Dr Shelley Robison will be continuing on with us in Semester 2. Dr Remi will be in her final semester prior to following with the Royal Australian College of General Practitioners, having recently sat her final exams. Dr Shelley will be continuing on her journey toward exams and fellowship.

Sue, our very capable Business Manager, finally returned to us after jaunting merrily overseas for six weeks. Needless to say, she was welcomed back with open arms and many sighs of relief from the administration staff.

We would like to thank all those patients who have taken the time to fill out one of our survey forms for our practice accreditation. We are required by RACGP and Medicare to undertake accreditation every three years and surveying our patients is only one small, but important, part of the process.

Finally, we would like to take this opportunity to inform our patients that we will have a fee rise from 1st July 2024. Medicare rebates will also rise on this date.

Reaching the end of a job interview, the Human Resources Officer asks a young engineer fresh out of the Adelaide Institute of Technology, "And what starting salary are you looking for?" The engineer replies, "In the region of \$125,000 a year, depending on the benefits package." The interviewer inquires, "Well, what would you say to a package of five weeks' vacation, 14 paid holidays, top private health insurance, company matching retirement fund to 50% of salary, and a company car leased every two years, say, a red Mustang?" The engineer sits up straight and says, "Wow! Are you kidding?" The interviewer replies, "Yeah, but you started it."



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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.

Late one night a burglar broke into a house and while he was sneaking around, he heard a voice say, "Jesús is watching you." He looked around and saw nothing. He kept on creeping and again heard, "Jesús is watching you." In a dark corner, he saw a cage with a parrot inside. The burglar asked the parrot, "Was it you who said Jesús is watching me?" The parrot replied, "Yes." Relieved, the burglar asked, "What is your name?" The parrot said, "Clarence." The burglar said, "That's a stupid name for a parrot. What idiot named you Clarence?" The parrot answered, "The same idiot that named the rottweiler Jesús."

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.

"Once you replace negative thoughts with positive ones, you'll start having positive results." —Willie Nelson

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

There was an elderly couple who in their old age noticed that they were getting a lot more forgetful, so they decided to go to the doctor. The doctor told them that they should start writing things down so they don't forget. They went home and the old lady told her husband to get her a bowl of ice cream. "You might want to write it down," she said. The husband said, "No, I can remember that you want a bowl of ice cream." She then told her husband she wanted a bowl of ice cream with whipped cream. "Write it down," she told him, and again he said, "No, no, I can remember: you want a bowl of ice cream with whipped cream." Then the old lady said she wants a bowl of ice cream with whipped cream and a cherry on top. "Write it down," she told her husband and again he said, "No, I got it. You want a bowl of ice cream with whipped cream and a cherry on top." So he goes to get the ice cream and spends an unusually long time in the kitchen, over 30 minutes. He comes out to his wife and hands her a plate of eggs and bacon. The old wife stares at the plate for a moment, then looks at her husband and asks, "Where's the toast?"

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.

Tuna pasta with capers, lemon and cream

- 400g pappardelle pasta
- 42g (1/4 cup) mixed seeds (such as pepitas, sunflower seeds and pine nuts)
- 1 tbsp olive oil
- 3 garlic cloves, thinly sliced
- 2 tbsp baby capers, drained
- 1 lemon, rind finely grated, juiced
- 425g can tuna in springwater, drained, broken into chunks
- 300ml light cream
- 1 tbsp fresh lemon thyme leaves
- Shredded parmesan, to serve (optional)
- Lemon wedges, to serve



1. Cook the pasta in a large saucepan of salted boiling water following packet directions until al dente. Drain and return to the pan
2. Meanwhile, heat a non-stick frying pan over medium heat. Add mixed seeds. Cook for 2-3 minutes or until lightly toasted. Remove from pan and set aside. Add oil to pan and heat over medium heat. Add garlic and capers. Cook, stirring, for 2-3 minutes. Add lemon rind and tuna, tossing gently to combine. Add cream and 2-3 tablespoons lemon juice. Simmer for 1-2 minutes. Stir in thyme leaves and season.
3. Toss sauce through drained pasta. Divide among serving bowls. Top with toasted seeds and parmesan, if using. Serve with lemon cheeks.

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

A police officer attempts to stop a car for speeding and the guy gradually increases his speed until he's topping 100 mph. The man eventually realizes he can't escape and finally pulls over. The cop approaches the car and says, "It's been a long day and my shift is almost over, so if you can give me a good excuse for your behaviour, I'll let you go." The guy thinks for a few seconds and then says, "My wife ran away with a cop about a week ago. I thought you might be that officer trying to give her back!"

A boy with a monkey on his shoulder was walking down the road when he passed a policeman who said, "Now, now young lad, I think you had better take that monkey the zoo." The next day, the boy was walking down the road with the monkey on his shoulder again, when he passed the same policeman. The policeman said, "Hey there, I thought I told you to take that monkey to the zoo!" The boy answered, "I did! Today I'm taking him to the cinema."