



## Newsletter/Information Sheet

2024 continues to roll on and we are now finding ourselves at the business end of the year. The weather is slowly warming and the days are noticeably longer. Beach weather is just around the corner!



Here at Moana Medical Centre we are delighted to welcome back Dr Nimaya Hewage, one of our registrars from last year. Having moved to another practice, as part of her RACGP fellowship journey, she has returned to finish her training with us. She is available for appointments on Mondays and Wednesday to Friday.

Dr Remi Banuelos and Dr Shelley Robison continue on their fellowship journey with us also. Dr Remi is now in her final semester of training, and, having passed her General Practitioner exams, she will follow in February next year. Dr Shelley continues along the fellowship path also.

We also welcome our new nurse, Kayla Manser, to our team. Kayla joined us in July and is available for appointments on Monday and Wednesday. She will also fill in when either Deb or Stef are on leave.



We are continuing with Shingrix vaccinations for those that are eligible and have just been advised that the previous supply shortage has now been resolved, which will make our task a lot easier not having to juggle vaccine supply against demand.

Finally, just a reminder that we are no longer routinely providing telehealth consultations to renew prescriptions or referrals. Please make a face to face appointment with your doctor in advance or when you fill your last repeat to obtain your prescriptions.

Four men are in the hospital waiting room because their wives are having babies. A nurse approaches the first guy and says, "Congratulations! You're the father of twins." "That's odd," answers the man. "I work for the Minnesota Twins!" A nurse then yells the second man, "Congratulations! You're the father of triplets!" "That's weird," answers the second man. "I work for the 3M company!" A nurse goes up to the third man saying, "Congratulations! You're the father of quadruplets." "That's strange," he answers. "I work for the Four Seasons hotel!" The last man begins groaning and banging his head against the wall. "What's wrong?" the others ask. "I work for 7 Up!"



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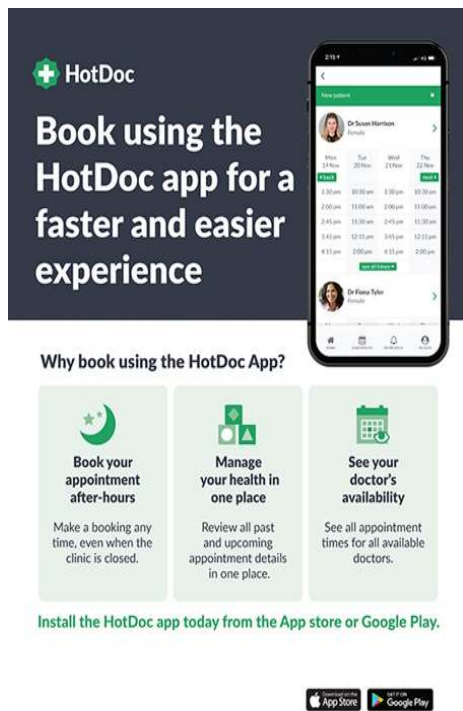
### Contact Us

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](http://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.

Download on the App Store | Get it on Google Play

A police officer attempts to stop a car for speeding and the guy gradually increases his speed until he's topping 1540 kph. 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 man asks a farmer near the field, "Sorry sir, would you mind if I crossed your field instead of going around it? You see, I have to catch the 4:30 PM train." The farmer says, "Sure, go right ahead. And if my bull sees you, you'll even catch the 4 PM one."

## 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, 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.

**Dr Nimaya Hewage** (interests include: general medicine, women's health and holistic health care) - Monday, Wednesday to Friday.

*"Nobody can go back and start a new beginning, but anyone can start today make a new ending".*

*Maria Robinson*

## 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 \$60.00 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 \$60.00 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.

**healthdirect**

medicare

**Urgent Care Clinic**

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](http://www.healthdirect.gov.au). Please do consult with your doctor wherever possible.

Alternatively, **Morphett Vale Medicare Urgent Care Clinic** is open 365 days of the year, 1 Doctors Road, Morphett Vale  
Phone **8384 7977**

Monday to Friday 8.00am—8.00pm  
Saturday/Sunday 8.00am—4.00pm

### 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 Commissioner

GPO Box 5218

SYDNEY NSW 1042

Phone: 1300 363 992

Website: [www.oaic.gov.au](http://www.oaic.gov.au)

Email: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

A man was driving and saw a truck stalled on the side of the highway that had ten penguins standing next to it. The man pulled over and asked the truck driver if he needed any help. The truck driver replied, "If I give you \$100 could you take these penguins to the zoo while I wait for RAA – that will be great!" The man agreed and the penguins hopped into the back of his car. Two hours later, the trucker was back on the road again and decided to check on the penguins. He showed up at the zoo and they weren't there! He headed back into his truck and started driving around the town, looking for any sign of the penguins, the man, or his car. While driving past a movie theatre, the truck driver spotted the guy walking out with the ten penguins. The truck driver yelled, "What are you doing? You were supposed to take them to the zoo!" The man replied, "I did and then I had some extra money, so I took them to go see a movie."

### Nursing Staff

**Debra**

**Stefanie**

**Kayla**

### Administration staff

**Naomi—Practice Manager**

**Sue—Business Manager**

**Michelle—Office Manager**

**Rebecca—Receptionist**

**Karen—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.

## One-pan teriyaki beef and rice

4 green shallots  
1 tbsp vegetable oil  
500g low fat Beef Mince  
125ml (1/2 cup) teriyaki marinade  
2 tsp cornflour  
500g packet frozen stir-fry vegetable mix  
450g packet microwave long-grain rice



1. Finely chop 2 shallots and slice the remaining into long thin strips. Place the long thin strips in a bowl of iced water to curl until needed.
2. Heat the oil in a large, deep, frying pan or wok over high heat. Add the beef. Cook, using a wooden spoon to break up any lumps, for 5 minutes. Combine the teriyaki marinade and cornflour in a small bowl until smooth. Add to the beef and stir to combine. Add the vegetables. Cover and cook, stirring occasionally, for 5 minutes or until the vegetables are heated through.
3. Warm the rice following packet directions. Add the chopped shallot and toss to combine. Drain the curled shallot. Divide the rice mixture among serving bowls and spoon over the teriyaki beef. Top with the shallot curls to serve.

### **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](http://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](mailto: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 proud and confident genius makes a bet with an idiot. The genius says, "Hey idiot, every question I ask you that you don't know the answer, you have to give me \$5. And if you ask me a question and I can't answer yours I will give you \$5,000." The idiot says, "Okay." The genius then asks, "How many continents are there in the world?" The idiot doesn't know and hands over the \$5. The idiot says, "Now me ask: what animal stands with two legs but sleeps with three?" The genius tries and searches very hard for the answer but gives up and hands over the \$5000. The genius says, "Dang it, I lost. By the way, what was the answer to your question?" The idiot hands over \$5.

So, two Irishmen are traveling to Australia. Before they leave home, one of their fathers gives them both a bit of advice: "You watch them Aussie cab drivers. They'll rob you blind. Don't you go paying them what they ask. You haggle." At the Sydney airport, the Irishmen catch a cab to their hotel. When they reach their destination, the cabbie says, "That'll be twenty dollars, lads." "Oh no you don't! My dad warned me about you. You'll only be getting fifteen dollars from me," says one of the men. "And you'll only be getting fifteen from me too," adds the other.