



Website: www.moanamedicalcentre.com.au



Newsletter/Information Sheet

And so another year has flown by, and we are all looking forward to a relaxing Christmas and New Year break.

Moana Medical Centre will remain open during the Christmas/New Year period, however will be operating with reduced hours and staff, and for acute problems only. If you find yourself in need of prescription repeats around this time, we urge you to make an appointment well in advance so that you do not find yourself without. Here at Moana Medical Centre it has again been a very busy year. We continued on with our Shingrix (shingles) vaccination clinics, and although the availability of vaccine became quite short at one point, we now have good supply for all patients aged over 65, and others, who qualify for the free vaccine. We again ran a number of Fluvax clinics, keeping our doctors and nurses very busy at the time. Our clinical staff have also been kept busy with ongoing care plans, aged health assessments and 45—49 year old health checks, together with the usual comprehensive clinical care that they provide to our patients.



We were pleased to welcome two new registrars, Dr Remi Banuelos and Dr Shelley Robison back in February. To our delight, Dr Nimaya Hewage chose to come back for the second half of the year. Sadly we will say goodbye to both Dr Remi and Dr Shelley early next year, however, we will again be welcoming a new registrar in February and Dr Nimaya will be staying on with us. We were also thrilled to welcome Kayla, our newest nurse, who has fitted beautifully into our team.

Finally, just a reminder that our doctors prefer you to come into the surgery for your routine care, e.g. repeat scripts, referrals etc., and are not now routinely performing telehealth calls that are requested by patients, except in exceptional circumstances.

In closing, the Moana Medical Centre team would like to take this opportunity to wish you a safe and happy Christmas and New Year, and all the best for the year ahead. We look forward to continuing to care for your health needs in 2025.



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: Turkish delight and pistachio rocky road.....	4
Telephone advice/communication.....	4
Feedback and complaints.....	4

Contact Us

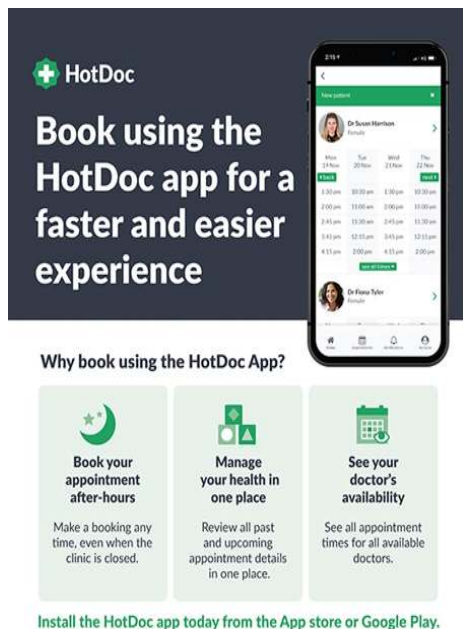
1/381 Commercial Road, Moana
Telephone: 8327 1570
Office Hours:
Monday/Thursday
8.30am—5.30pm
Tuesday 8.30am—5.30pm
Wednesday 8.30am—5.00pm
Friday 8.30am—4.30pm
Saturday 9.00am—12.00pm



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.



An elderly man goes to the doctor and says he believes his wife as a hearing problem. The doctor says to try an experiment and talk to the wife and say something when she has her back to you. If she doesn't hear you, then keep moving closer to her asking the same question. So the man goes home and his wife is at the stove cooking dinner. He stops in the doorway and asks her what they're having for dinner. She didn't say anything, so he moves closer and asks the same question. He still did not get a response, so he moves closer until he is right behind her and asks the question again. His wife turns around and says, "For the third time, I said chicken!"

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.

A positive mind is stronger than a negative thought.

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. 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

Email: enquiries@oaic.gov.au

An old man lived alone in Melbourne. He wanted to plant his annual tomato garden; but it was very difficult work as the ground was hard. His only son, Vincent, who used to help him, was in prison. The old man wrote a letter to his son and described his predicament:

Dear Vincent,

I am feeling pretty sad, because it looks like I won't be able to plant my tomato garden this year. I'm just getting too old to be digging up a garden plot. I know if you were here my troubles would be over. I know you would be happy to dig the plot for me, like in the old days. Love, Papa

A few days later he received this letter from his son:

Dear Pop, Don't dig up that garden. That's where the bodies are buried. Love, Vinnie

At 6 am the next morning, AFP agents and local police arrived and dug up the entire area without finding any bodies. They apologized to the old man and left. That same day the old man received another letter from his son.

Dear Pop, Go ahead and plant the tomatoes now. That's the best you could do under the circumstances. Love, Vinnie

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.

Turkish Delight and Pistachio Rocky Road

Ingredients

- 200g dark chocolate, chopped
- 200g milk chocolate, chopped
- 165g Turkish Delight, coarsely chopped
- 100g plain digestive biscuits, coarsely chopped (or scotch finger)
- 85g pistachios, coarsely chopped
- 50g marshmallows, coarsely chopped



Method

1. Grease and line a 16cm x 26cm slice pan with baking paper, allowing the two long sides to overhang. Place the dark and milk chocolate in a heatproof bowl over a saucepan of simmering water (make sure the bowl doesn't touch the water). Melt the chocolate, stirring occasionally, until smooth.
2. Combine the Turkish Delight, biscuit, pistachio and marshmallow in a bowl pour over the melted chocolate and stir to combine. Spoon into prepared pan. Place in the fridge for two hours or until set. Cut into pieces.

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

As a group of soldiers stood in formation at an Army Base, the Drill Sergeant said, "All right! All you idiots fall out." As the rest of the squad wandered away, one soldier remained at attention. The Drill Instructor walked over until he was eye to eye with him, and then raised a single eyebrow. The soldier smiled and said, "Sure was a lot of 'em, huh, sir?"

A scientist and a philosopher are being chased by a hungry lion. The scientist makes some quick calculations and says, "It's no good trying to outrun it. It's catching up!" The philosopher keeps a little ahead and replies, "I'm not trying to outrun the lion, I'm trying to outrun you!"