

The Elms Family Medical Centre

Quarterly Newsletter

Keeping you in touch with developments at our Medical Centre

www.theelms.com.au



Autumn 2019

Now that the official opt-out date has passed for the widespread activation of the My Health Record, this secure electronic repository of personal health information will hopefully see greater adoption and use by all medical providers, including the hospitals. We are already seeing the benefits, such as being able to access discharge summaries from patient hospital stays, whereas in the past the information could take many weeks to be received. Over time, other useful information will be added, such as pathology test results and radiology reports. Individual patients have full access to, and retain control over, their My Health Record.

Doctor news

We recently said farewell to Dr Davina Mareels who completed her general practice placement with us. Davina successfully passed her final examinations and graduated as a Fellow of the Royal Australian College of General Practitioners. Davina has also recently married and will be taking a year off work to travel. We wish Davina the absolute best and, along with her many patients, will miss her very much.

The position vacated by Davina has been ably filled by Dr Gorgee Dyer and Dr Rita McMorrow. Gorgee is a graduate of Melbourne University and comes to The Elms after having completed a twelve-month placement at Woodend. She will be working part-time, sharing the position with Rita. Rita graduated in medicine from University College Cork, in Ireland, and has previously worked in Bendigo for her year-long general practice rotation. Rita also holds an academic attachment at Melbourne University, performing research into chronic disease management. The Elms welcomes Gorgee and Rita to our team of doctors and we know they will make a valuable contribution to the care of our patients.

During the month of March, patients of Drs Rob Hosking and Woody Wu will receive a voluntary pre-consultation questionnaire via SMS. This trial program, called BetterConsult, is to see whether consultation effectiveness is improved by having patients describe their symptoms prior to their appointment.

Medical student news

The Elms is again hosting medical students from Deakin University but, unlike in previous years, they will be in their final year of study. We will have several different students throughout the year, each staying for a five-week block. Our first student for 2019 is Ms Hillary de Valle. Along with private study time, Hillary will be sitting in with our doctors, nurses and allied health providers. We appreciate the generosity of our patients and thank them for giving visiting students the opportunity to learn in a real-life medical environment.

New psychologist starting

Joining our current psychologist, Mr Melas Khole, is Ms Helena Rudic who will be consulting at The Elms every Tuesday. Helena is a general psychologist who works with adolescents, and both male and female adults. She has experience in the public and private sectors, and treats the full spectrum of mental health conditions, as well as providing couples counselling.

Appointments to see Helena can be made by phoning 0425-240-021.

New dietitian starting

Our dietitian, Marie Huynh, is currently on maternity leave, so consulting in her place is Mr Michael Sacco. Michael is an Accredited Practising Dietitian and he provides advice about nutrition and healthy eating. He has a particular interest in weight management and diabetes care. Michael works at The Elms every second Wednesday afternoon, and appointments to see him can be made by calling (03) 9217-6421.

Long appointments now available through online booking

Since the launch of our online booking system last year, an increasing number of patients are using it to make appointments with their doctor. Online booking is available any time of the day or night, and shows open appointments up to two weeks in advance. A recent update now allows the booking of double time slots, giving patients longer to cover complex issues or more than one problem. Online booking can be completed via the clinic website, www.theelms.com.au, by using our free mobile device application on both Apple and Android devices, or via the clinic Facebook page.

SMS reminders for appointments

Patients who have supplied a valid mobile number and consented to be contacted by the clinic for notifications will receive an SMS reminder prior to upcoming appointments. Our receptionists would appreciate if you can confirm receipt of these SMS reminders and reply with a simple 'Y' for yes if attending. If not attending, you should ring to cancel or change the appointment. This helps free up pre-booked appointments that are no longer required, giving others, who are unwell, the opportunity to be seen.

Non-attendance to appointments

We understand that life can become unpredictable and patients sometimes don't show up for an appointment at short notice. Our receptionists will normally try to call patients who have not presented in case something is wrong, and also to enquire about the possible need to re-book for another time. Occasionally, however, the non-attendance to appointments occurs repeatedly, which is disappointing for both the clinic and other patients who miss out when their doctor is fully booked. We encourage you to cancel your appointment if it is no longer required. The Elms has a policy for repeated non-attendance which can culminate in a fee, and restriction of future appointment availability unless paid.

Ozdocsonline

An 'oldie but a goody' is our completely online consulting portal, Ozdocsonline. Dr Rob Hosking and Dr Woody Wu are available for online consulting through this fee-for-service site. Ozdocsonline provides a secure electronic means of directly communicating with your doctor. Patient registration is free, and this service allows you to request prescription renewals, as well as answers to your personal medical queries. However, sometimes it is not possible to adequately assess medical circumstances remotely, in which case you will be advised to make an appointment for a face-to-face consultation. Patients interested in participating should speak with their doctor about the registration process.

Changes to car parking behind the clinic

Patients may have noticed that the parking spots behind The Elms are being chained off from about 10pm at night until 10am the following day. Shopping centre management has introduced this policy because most of the parking was being occupied by all-day parkers, reducing the availability of car spots for customers. A flow-on benefit for our patients is that it will hopefully be easier to find parking closer to the clinic during the busier hours of the day.

“We are proud to be an Accredited General Practice”

