



The Elms Quarterly

*Keeping you in touch
with developments at our Medical Centre*



www.theelms.com.au

Spring 2012

The Elms will be undergoing a major redevelopment as announced in our previous newsletter, with construction soon to commence as we expand into the empty shop space next door. Many will remember the adjacent space being the former Contours gym, and a toy shop before that. We are very excited about the prospect of being able to offer more doctors and other related health care services in a larger and more functional environment. Please bear with us as we experience the inevitable noise and inconvenience of building works.

We are also about to change to new computer software which will greatly enhance record keeping, ease of use and compatibility. During the actual software conversion (which takes several days due to the large volume of data involved), there is a likelihood of a temporary disruption to our usual opening hours. Being a new system, doctors and staff will also need some time to become familiar with its use, but we know it will be worth the effort. Many patients will have already experienced the new SMS reminder system, which is one of the many expected improvements.

Doctor News

We recently had two of our doctors leave unexpectedly (Dr Chris Maclay and Dr Bien Le) and as a result we have been struggling to service the needs of our established patients. We are pleased to announce that we have been able to recruit two new doctors to work here, Dr Chuong Nguyen and Dr Bharat Kaushik. Dr Chuong Nguyen was educated and trained in Australia, and he has extensive experience in intensive care and emergency medicine, as well as many years of providing after-hours locum GP services in Melbourne. Dr Bharat Kaushik was originally from India and received his medical training in Russia. His previous work has been in general practice in the western suburbs of Melbourne. Both have been attracted to Bacchus Marsh due to the benefits of practicing in a more country environment as they work toward attaining their GP specialist qualification.

Dr Rakhi Basu has settled in at The Elms extremely well and is enjoying the transition from being an obstetric doctor at the Bacchus Marsh Hospital/Melton Health to completing post-graduate general practice training with us. As a bonus, she also lives in Bacchus Marsh and has a long-term commitment here.

Staying on at The Elms are Dr Nyree O'Connor, Dr Manju Nadiger and Dr Jessie Low, along with Dr Rob Hosking and Dr Woody Wu.

Receptionist News

As well as the recent addition of Fiona Hanneysee to our reception team, we welcome Rosemary Docherty who has just started training as a medical receptionist with us. Shortly, Cassie Johnson will be leaving us as she has been accepted into the Victoria Police Academy. Cassie has been a very valuable member of our team over the last three years, and we congratulate her on her achievement and wish her well in her future career.

Psychologist News

We are pleased to announce that psychologist, Laura Younis, has commenced practice at The Elms in the afternoon on Wednesdays and Fridays. She completed her Doctorate in psychology studying adolescent chronic fatigue syndrome, and has interests in general psychology as well as the mental health effects of chronic illness. Louise Hayes and Meredith Rayner, two other psychologists who have been consulting at The Elms for several years, continue their practice here. Please ask at reception or speak with your doctor about how to make appointments to see a psychologist.

General Surgeon at The Elms

Mr Binh Nguyen, general surgeon (not to be confused with GP Dr Chuong Nguyen!), has recently started consulting on a monthly basis at The Elms and has been performing operations at The Bacchus Marsh Hospital. Having a visiting surgeon in the clinic, as well as having surgery performed locally, is proving to be a popular arrangement for our patients. Mr Nguyen has his own medical record system independent of ours as well as his own billing arrangements. Please speak with your doctor who can refer you to see Mr Nguyen for surgical conditions.

Diabetes education and other Nurse Services

Our clinic nurse, Judy Higgs, has completed a Graduate Certificate in Diabetes Education and is available to our patients with diabetes for support and information about their condition. Please speak with your doctor or reception about booking in to see Judy. Our nurses can also perform other procedures, such as immunisations, wound care and dressings, suture removal, ear wax syringing and lung function testing (spirometry). Your doctor can advise you whether any of these services are suitable for you.

Smart Phones as a Health Tool

Many patients have found novel ways to use their smart phones to assist in their consultations, including taking photos of rashes, injuries or reactions that may be transient or difficult to describe to their doctor. Likewise, video and audio recordings of coughs, wheezes, seizures or behaviours can be played back to aid diagnosis. There are also numerous applications or “Apps” that can be downloaded onto smart phones for medical use, such as menstrual and pregnancy calendars, blood pressure and blood glucose level diaries, and medication lists with dosing reminders. The Australian National Prescribing Service (NPS) Medicines App is one example that allows you to list all your medications and set alarms to remind you of when a dose is due.

Many of these “Apps” are free or cost a nominal amount, although quality varies. Owners of the iPhone can access these through the Apple App Store, and Android phone owners can download similar “Apps” from the Google Play Store (formerly known as the Android Market).

Documents requested and not collected

We receive many requests by telephone from patients for various documents to be completed. Some of these are usually done for free (such as medical certificates of attendance), and some may attract a fee (such as repeat prescriptions). However, many of these documents are generated by the doctor but never get collected. We will keep such documents on file for one month before they are destroyed. A repeat request for any destroyed document will incur a fee to reproduce.



We request that patients please turn off their mobile phones during consultations, and refrain from using while at the reception desk. Thank you.