

The Elms Family Medical Centre

Quarterly Newsletter

Keeping you in touch with developments at our Medical Centre

www.theelms.com.au



Summer 2013/2014

We have recently updated our clinical software package (what we use for patient medical records) to a more modern program which has enhanced security and functionality. This software has full e-health compliance and is able to access the national shared Personally Controlled Electronic Health Record (PCEHR) with the consent of registered patients. The change over to the new system has been achieved with minimal disruption to services, thanks to many months of careful planning and pre-testing.

Doctor news

Joining our growing team of General Practitioners is Dr Amit Kumar, who started here in November. Amit was previously working in general practice in Seymour, Victoria, and has come to The Elms as a permanent full-time doctor. He has particular interests in men's health, children's health, chronic disease management and emergency medicine. Like all the doctors at The Elms, Amit has admitting rights to the Bacchus Marsh Hospital. In his "spare time", Amit is involved as a lecturer and trainer in emergency medicine and pharmacology to international medical graduates to help them prepare to sit the Australian Medical Council examinations, a requirement for doctors trained overseas to register in Australia.

Dr Kumar joins Drs Rob Hosking, Woody Wu, Nyree O'Connor and Anmar Naoum as permanent full-time general practitioners at The Elms, alongside Drs Manju Nadiger, Chuong Nguyen, Asha Jacob, Jessie Low and Alf O'Ordukaya.

We also now have Professor Lee Kennedy, specialist general physician and endocrinologist, as a visiting consultant. Lee specialises in managing hormone related conditions like diabetes and thyroid disease, and also has expertise as a diagnostician for complex medical cases. He is primarily based in Geelong and is a Clinical Professor of Medicine at Deakin University. A referral from your doctor is required to see Professor Kennedy. Professor Kennedy joins Mr Binh Nguyen, specialist general surgeon, as our other visiting consultant.

Receptionist news

Melinda, one of our long-serving receptionists, was recently fare-welled as she takes on a position at Melton Health. We wish her well in her new role and hope that the experience she gained whilst at The Elms stands her in good stead. In her place, we welcome Vicki Douglas, who is an experienced medical receptionist, to our front desk. The Elms has now broken its previous record by having four "Vickis" employed at the same time. We affectionately refer to our Vickis as Vicki B, Vicki D, Vicki H and Vicki R!

New Healthscope Pathology queuing system

The clinic pathology provider, Healthscope Pathology, has a newly installed system to help improve patient queuing for pathology tests. Previously, patients would give their pathology request form to our receptionists and wait to be called by the pathology collector. The new system has the patient taking a plastic card from the electronic dispenser and waiting for their number to be displayed on the wall-mounted screen. The test request form is then given directly to the pathology collector when the patient is called. Please speak with our receptionists if you have any queries about the new arrangements.

Updated patient reminder arrangements

The Elms provides a mailed reminder service free of charge to patients to ensure that important follow up tests are completed at the right time. To improve medical management, your reminder will now suggest you make an appointment for review with a doctor to organise the most appropriate tests. This change was made because the previous system of sending out forms without a review visit meant that there was no opportunity to add further relevant tests, to remove duplicated tests or to conduct any necessary physical check ups. We have adopted this modified arrangement as it is now considered best practice medically and legally.

We are also offering different support for childhood immunisations instead of mailed reminders. Due to frequent modifications to the immunisation schedule, and the complexity of having multiple immunisation providers for patients to choose from, we are finding that it is not possible to maintain an accurate childhood immunisation reminder system. This can result in incorrect reminders being mailed to patients. Instead, our nurse can offer advice about using smart phone reminder “apps” and also provide calendar reminder stickers for when your child’s next immunisation is due. Please speak with our nurse for more information.

Australia’s national shared Personally Controlled Electronic Health Record (PCEHR)

The PCEHR allows patients to have an online health summary about themselves (including medications taken, allergies, immunisations and a list of past and current medical conditions) stored at no cost in a secure system established by the Australian Government. This is particularly beneficial to patients with multiple or complex medical conditions, or those taking a large number of medications if they happen to go to hospital or see a doctor other than their own, such as when travelling.

Patients interested in registering for their own PCEHR can do so at any Medicare office, over the telephone on 1800 723 471, online or in writing. Further information about the advantages of having a PCEHR, online registration and forms for written applications can be found at www.ehealth.gov.au

We are planning to have a special registration day at The Elms soon where patients can sign up for their PCEHR at the clinic instead of going to a Medicare office. More details will be announced on our website and also our Facebook page.

Cancellation of appointments

We would like to remind patients that if they have an appointment but no longer require it, to contact reception at least 2 hours before the appointment time to cancel. This will allow the appointment to be made available to another patient in need of medical attention.

Follow us on Facebook!

This quarterly newsletter is a great way to stay in touch with developments at The Elms and we are pleased to announce that our printed newsletter will be supplemented by our revamped Facebook page. Along with the most current news and information from The Elms, there will be topics of medical interest as well as items of relevance to patients.



Patients can connect with our Facebook page by scanning the QR code on the left with their smart phone.

Alternatively, our Facebook page can be found at:
www.facebook.com/elmsfamilymedicalcentre

We would like to thank in advance everyone who visits the page and remembers to LIKE us!

“We are proud to be an Accredited General Practice”

