



The Elms Quarterly

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



www.theelms.com.au

Winter 2012

The Elms Family Medical Centre is expanding! We have been successful in our application for a grant through the National Rural and Remote Health Infrastructure Program which, along with our own funding, will allow us to grow into the vacant shop next door (the former Contours gym, and prior to that, the toy shop). This exciting development will allow us to offer more services to the community of Bacchus Marsh. As this will involve major renovations, we ask for your understanding when there are disruptions during the construction. The Elms would like to acknowledge that this project was made possible through funding by the Australian Government.

We recently celebrated the 18th Anniversary of The Elms Family Medical Centre over dinner at Stone Bar & Grill in Melton. It was a lovely relaxed evening, allowing everyone to catch up socially without the pressures of work.

Doctor News

We are pleased to announce Dr Rakhi Basu will be joining us in August to start her GP specialist training. She has been working at the Bacchus Marsh Hospital and Melton Health providing obstetric care for the last four years and has decided to become a GP. She will be able to combine her obstetrics with general practice, but her main focus for the next two years will be the completion of her GP training. Rakhi already lives in Bacchus Marsh and has a long term commitment here.

Receptionist News

We would like you to welcome Fiona Hanneyssee, who has joined our reception staff and is proving to be another valuable member of The Elms team.

As we are in the process of updating our records to ensure that patient contact details are correct, our reception staff may ask you to confirm information such as addresses and phone numbers. This is important in case of an emergency, for follow up of results and for the sending of reminders.

Psychologists

Phil Blackwood has recently decided to discontinue his practice at The Elms so we are currently looking for a new member to join our other psychologists, Louise Hayes and Meredith Rayner. Louise will be travelling to the USA soon to present at an international conference, and when she returns on 7th August, will be accepting new patients again. She has also recently launched her new book titled "Get out of your mind and into your life for teens", available through Amazon.com and other retailers.

New General Surgeon at The Elms

Mr Binh Nguyen is an Australian-trained general surgeon who is soon to commence operating at Bacchus Marsh Hospital. He will initially be consulting at The Elms one half-day per month. You will need a referral from your GP to see him, and appointments can be made through our reception staff. He will have his own medical record system (independent of ours) and his own billing arrangements. We are pleased to add yet another type of service at our medical centre. Bacchus Marsh Hospital has also appointed a number of other general surgeons and a plastic surgeon to operate there. Please speak with your doctor about possible local referrals.

Podiatrist at The Elms

Just a reminder that podiatrist, Gerard Zammit, is now working at The Elms on Tuesdays. Please speak with our reception staff about how to make appointments and his billing methods.

No cash rebates from Medicare offices

Medicare will no longer be providing cash rebates for claims from their offices. You will now receive your Medicare rebates as a cheque or as a direct electronic payment into your bank account. Electronic payments are much quicker (within days, compared to weeks for cheques). To receive direct electronic payment into your account you need to register your banking details with Medicare. Once you have done this we can lodge your claim electronically and save you a trip to the Medicare office in Melton. For more information please speak with our reception staff.

Telehealth (Video-Consulting) at The Elms

Recently, we successfully trialled some video consultations involving our patients and GPs, located at The Elms, with a specialist located in Melbourne. All involved were very impressed with the technology in action. We are looking at expanding this option, with the service supported through Medicare, to improve convenience to patients who may be able to avoid having to travel to a specialist, or be able to have some preliminary tests and treatments performed by their GP before an actual visit to a specialist. Your doctor may advise arranging a video-consultation, and this would usually mean attending at The Elms for this specific appointment when your GP (or our nurse) and the specialist are both available. Only a very limited number of specialists are connected to this system currently, but we are hopeful it will expand in the future.

Personally Controlled Electronic Health Record (PCEHR)

This is a new system that is gradually being introduced by the Federal Government from 1st July 2012. The concept is that in the near future (perhaps in the next 6-12 months) you have the option to authorise us to upload a summary of your medical conditions, medications, allergies and immunisations to your PCEHR. This securely stored on-line information is then available for you to view, and with your permission, to share with health care professionals involved in your treatment. You can add and edit your own information, and you can also change your permission to access at any time. We will continue to maintain your complete and detailed medical records independently here, which can only be accessed by your doctor at The Elms. The PCEHR could be very useful for people with complex medical conditions, or those taking a large number of medications, especially when attending another clinic or an emergency department. If you would like to obtain a PCEHR, you can apply at any Medicare office or by phoning 1800 723 471. You can find out more information at www.ehealth.gov.au

Electronic contact with your doctor

Have you tried Ozdocsonline? This is the company that provides our secure communication link if you would like to contact your doctor directly using the internet (for prescriptions, referrals and non-urgent written advice). A growing number of patients are using this facility, taking advantage of the flexibility and convenience it offers. A small fee is charged for each use of the service but registration is free. Please discuss with your doctor about whether this service is suitable for you, and speak with our reception staff for information about how to register.

We use Ozdocsonline for doctor-patient communication because “normal” e-mail does not have security features to safeguard confidentiality. More information can be found at www.ozdocsonline.com.au



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