

# Health at Dulwich Newsletter

## October to December 2019

### NEW SERVICES



### Online Booking System

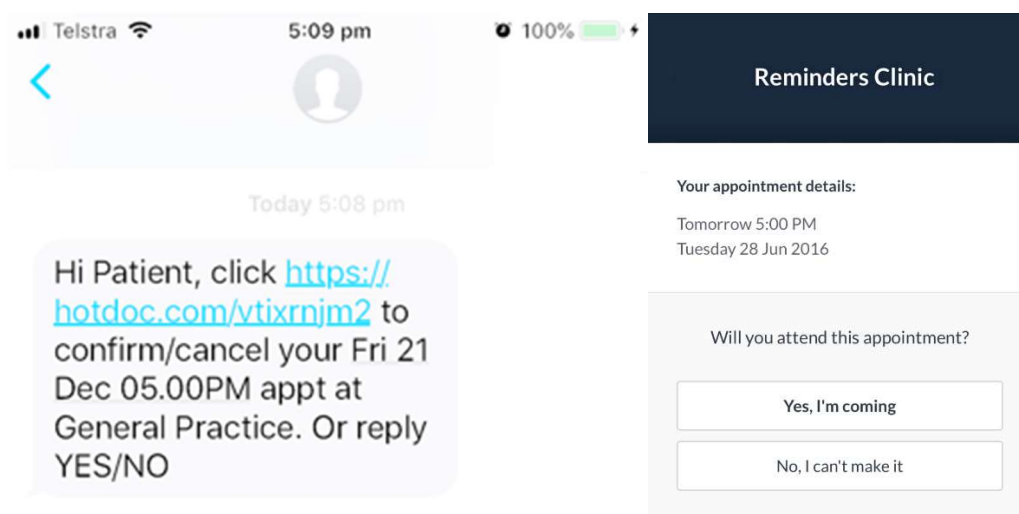
We are now using HotDoc for Online Booking. HotDoc is a secure Online Booking system and is used widely by many medical practices. HotDoc provides you with 24/7 convenience, and we encourage you to book online. You can book, cancel and reschedule your appointments using HotDoc.

You can either download the HotDoc App, or simply book appointments through our website [www.healthatdulwich.com.au](http://www.healthatdulwich.com.au).

### Appointment Reminders

You will now receive an SMS message to your mobile phone 24 hours before your scheduled appointment. This service provides you with an opportunity to confirm, cancel or reschedule your appointment. This process is secure, efficient, and straightforward. Please follow the steps below:

1. Read the message and **click the link** (<https://hotdoc.com/###>)
2. This will open your appointment details. You can **Confirm** or **Cancel** your appointment attendance.

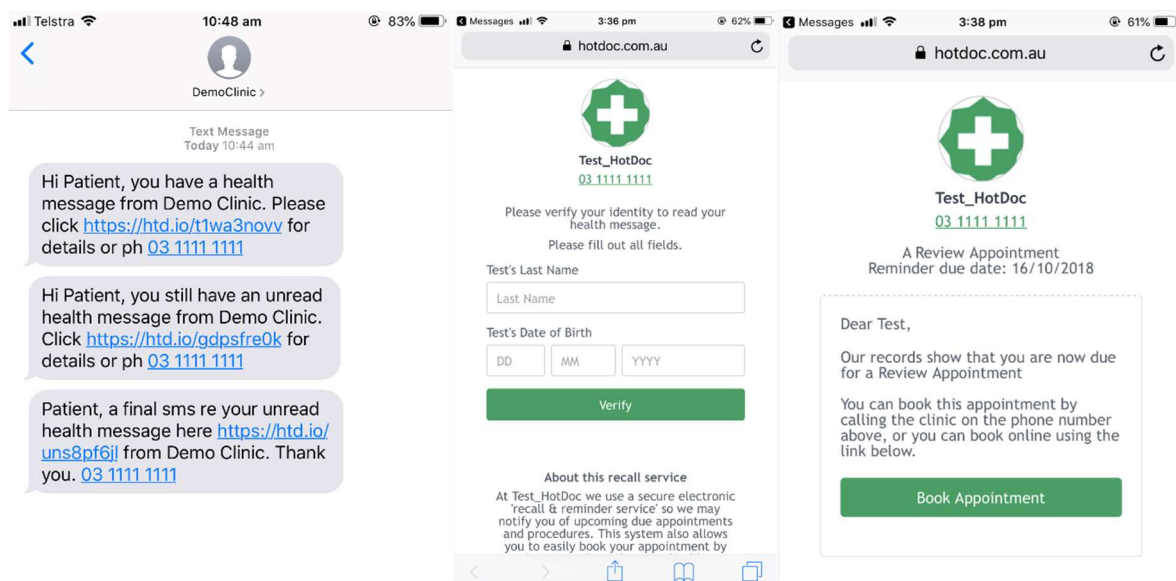


3. If you prefer not to click the link, simply reply **ONLY** with **YES** or **NO**. Please **DO NOT** reply with any other message.

## Recalls/Clinical Reminders

Health at Dulwich will also be sending SMS messages to remind you that you are due for a range of health services which may include Cervical Screening, Health Assessments, Care Plans, Blood Pressure, Cholesterol or Immunisation. Please follow the steps below when you receive a Clinical Reminder Message:

1. Read the message and **click the blue link**.
2. You will then be taken to a secure verification page. To ensure HotDoc is delivering the message to the right person, you will need to complete an identity check by entering your surname and date of birth.
3. Once you correctly enter your details, the reason for your health message will be revealed, along with information on how to book.



Our receptionists will be updating your mobile phone number details to facilitate the above services.

## ELECTRONIC COMMUNICATION & EMAIL POLICY

In order to ensure confidentiality and your privacy, we do not answer clinical questions by email. For confidentiality reasons and to comply with the RACGP Accreditation Standards, Health at Dulwich does not accept any electronic correspondence (eg. email) from patients, relatives, friends of patients, medical providers or insurance companies requesting medical advice/information. If medical advice/information is required, please call us on 08 7221 2588 to make an appointment. If it is a medical emergency, dial 000.

## ADDITIONAL HEALTHCARE SERVICES

Health at Dulwich now provide the following additional healthcare services:

**Skin Cancer Check** – have your skin checked before summer by **Dr Nick Then**.

**Iron Infusion Treatment** – **Dr Nick Then** provides this service. Please ring to make an appointment to discuss if this service is appropriate for you.

**Weight Management** – Dr Crina Solomon and Dr Ruth Baigent have a special interest and most up to date knowledge in weight management. We will have a metabolic scale available to us in November. Please make an appointment with our nurse to fully utilise this service.

**Health Management Plan and Health Assessment** – our practice nurse, **Ann-Louise** assists and compliments our team of dedicated doctors in providing you with the best care to manage your health conditions.

## DR NICK THEN

We are very excited to announce that **Dr Nick Then** has joined our practice. This is great news for many of our patients as **Dr Then** brings many years of experience and he has special interests in Men's Health, Skin Cancer Checks and Minor Surgical Procedures.

Our friendly reception staff will be able to advise you of the days he is consulting.

## ANN-LOUISE – PRACTICE NURSE

Our Practice Nurse, **Ann-Louise** is highly experienced and will assist our doctors by providing the following services:

- childhood immunisations
- chronic disease management
- health assessments
- wound care
- ECG and spirometry procedures
- Other nursing care and services

## WHAT IS A GP MANAGEMENT (GPMP)?

A GP Management Plan is a written health plan developed by your GP and practice nurse in consultation with you. This health plan contains information on what you need to manage your chronic or complex health condition. For more information please request a patient brochure from our receptionists.

## **WHAT IS A TEAM CARE ARRANGEMENT (TCA)?**

If your GP determines you would benefit from other healthcare providers (eg. physiotherapist, dietitian, podiatrist or exercise physiologist) being involved in your care, a TCA will be completed. With your consent, your GP or practice nurse will ask the relevant healthcare providers to be part of your care plan.

Persons with a GPMP and a TCA are eligible for 5 visits per calendar year to see allied health professionals.

Your GPMP or TCA are bulk billed by your GPs so there is no out of pocket cost involved. However, some allied health providers will require you to pay on top of the Medicare Rebate for their services. You will need to speak to your allied health providers about any charges.

## **GPMP and TCA REVIEW?**

Once a health plan is in place, it should be regularly reviewed and updated by your GP. This is an important part of the care cycle, where you, your GP and practice nurse check whether your goals are being met and agree on any changes you may have. This is done every 6 months. There is no out of pocket charge for this service.

## **WHAT IS A SENIOR HEALTH ASSESSMENT?**

If you are aged 75 years or over, you are eligible for a senior health assessment. This is a comprehensive assessment of your health and your physical, psychological and social function. It helps to assist in the early identification of any care needs. For more information please speak to your doctors or our practice nurse or request a patient brochure from our receptionists.

## **WHAT IS A 45 – 49 YEAR OLD HEALTH CHECK?**

This health check is for a patient who, in the clinical judgement of the GP and based on identification of a specific risk factor, is at risk of developing a chronic disease. A health check at this stage of life can assist patients to make the necessary lifestyle changes to prevent or delay the onset of chronic disease. When you are offered this health check, your GP will provide you with lifestyle modification program. For more information please speak to your doctors or our practice nurse or request a patient brochure from our receptionists.

## **FEEDBACK**

If you have any thoughts on how Health at Dulwich can improve the services and care we provide, please feel free to complete one of our feedback forms, or let one of our receptionists know so that we can continue to improve.

## **The Team at Health at Dulwich**

**Oct/Nov/Dec 2019**