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NEWSLETTER

Dr Arthur Obi

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CLINIC STAFF

Nursing: Anulika (Joy), Augusta

Reception/Admin: Teash, Emma, Jane, Susan & Barb

PRACTICE HOURS

Patrick Street Family Practice's phones are answered from 8:30am until close Monday - Friday.

Our doors are open:

Monday: 8:00am – 6:00pm

Tuesday: 8:00am – 6:00pm

Wednesday: 8:00am – 6:00pm

Thursdays: 8:00am – 9:00pm

Friday: 8:00am – 6:00pm

AFTER HOURS CARE

For after hours care please call the GP Helpline on **1800 022 222**. In case of an emergency dial **000** and ask for an ambulance.

VISITING SPECIALISTS & SERVICES

Dr Hemant Chaudhary

Cardiologist

Dr Chris Hengel

Cardiologist

Dr Rodney Reddy

Cardiologist

Kristie Austin

Clinical Psychologist

Grampians Podiatry

Australian Hearing

Flying Doctors Telehealth

Addiction, Cardiology, Endocrinology, Geriatrics, Paediatrics, Pain, Psychiatry, Respiratory & Wellbeing

Continence Nurse

INTERPRETER SERVICES

Please notify reception prior to your appointment if you require any interpreter services.

Spring 2020



❖ APPOINTMENTS

All consultations are by appointment only. Appointments can be made by calling the practice on (03) 5358 7555.

Please let reception know if you require a longer appointment. If more than one family member needs to see the doctor, please ensure an appointment is made for each person.

Please advise reception if you are unable to attend an appointment so the reserved time can be allocated to another patient.

Missed Appointment Policy Patients who fail to attend an appointment or provide sufficient notice to cancel their appointment may incur a fee of \$50. This fee is not claimable through Medicare and needs to be paid before any further appointments.

❖ BILLING

We are a private practice and payment is required on the day by cash, cheque or eftpos. We can claim your rebate immediately from Medicare using Easyclaim onto your cheque or savings card. Bulk billing is available for children 16 years and under, patients aged 65 years and over, concession card holders, and Diabetics.

❖ CONTACT DETAILS

It is important to let us know at each appointment if any of your contact details have changed.

❖ REPEAT PRESCRIPTIONS

Script requests are provided at the discretion of the doctor for a fee of \$15 (or \$10 for Concession Card Holders).

❖ REFERRALS

New referrals require the patient to be seen by the doctor. Referrals are current for 12 months, please check with your specialist if your referral is current as they *cannot be back-dated*.

❖ COMMUNICATION

To allow each patient the best consultation possible, our doctors prefer not to be interrupted by phone calls. Our practice staff are happy to take a message and pass this along to the doctor. Emails are only to be used for correspondence of a non-sensitive nature and are checked daily.

➤ **Practice information continued on last page...**



Quarantine at home – coping tips

Quarantining yourself at home means staying at home and avoiding contact with others if you have developed, or been exposed to, an infectious disease, until the infectious period of the illness is over, or until you know that you have not contracted an illness to which you have been exposed. Quarantine helps to slow the spread of infection across a population.

These coping tips are listed as a guide only. More disease-specific details will be provided by your doctor.

You may be asked to stay at home until at least seven days after the onset of symptoms or after you were first exposed to someone with the disease. Your doctor will tell you exactly when your quarantine can safely end.

Have a home quarantine plan in place

You will find it easier to cope with quarantine if you are prepared for its possibility. Practical suggestions for every Australian household include:

- Anticipate at least seven to 10 days in isolation at home.
- Try to have a two-week supply of non-perishable food items in the pantry. Stock long-life alternatives to perishable food items, such as powdered and UHT milk, tinned fruit and frozen vegetables.
- Have a supply of disposable tissues, antibacterial wipes and latex gloves.
- Check that your first aid kit includes a thermometer and paracetamol (to reduce fever).
- Make sure you have enough of any prescription and non-prescription medication you need to last a couple of weeks.
- Talk with friends and relatives who don't live with you about supporting each other if one household has to be quarantined. For example, agree to drop groceries or other supplies at the front door.

Family quarantine at home

If a family member has an infection and everyone in the household is quarantined, suggestions include:

- All family members should stay home. Do not allow any visitors.
- Only one adult should look after the sick person. It is best if the carer is not pregnant because a pregnant woman is at increased risk of complications from many infections.

- Try to keep the sick person away from other members of the household. For example, they should stay in their bedroom with the door closed, and they should not share a bedroom. If the sick person needs to share a common area with other people, they should try to stay one metre or more from other people to reduce the spread of illness, and wear a facemask.
- Arrange for the sick person to have exclusive use of one bathroom (if your house has more than one bathroom).
- Keep the sick person's items separate from everyone else's. For example, don't share towels or eating utensils, or store toothbrushes in the same holder.
- Use disinfectant to clean items touched by the sick person, such as bedside tables and bathroom surfaces.
- Keep an eye on the sick person for any signs that they are getting worse, for example, breathing problems, confusion or chest pain. In that case, seek medical attention.
- Use facemasks to reduce the risk of infection.
- Make sure the sick person gets plenty of rest, drinks plenty of water and maintains a healthy diet.

Using facemasks in quarantine

Facemasks are available from pharmacies and hardware stores. Be guided by your doctor, but general tips for their use include:

- Wear a P2 or N95 facemask when helping the sick person with a nebuliser or inhaler.
- Check that the mask has been well fitted and a good seal has been achieved. The mask should be sealed over the bridge of the nose and mouth, and there should be no gaps between the mask and face.
- Make sure the sick person wears a facemask when they are out of their bedroom.
- Throw away disposable facemasks after one use. (Reusable facemasks can be washed in hot water and tumble-dried.)
- Wash your hands thoroughly with soap and water immediately after taking off a facemask and before touching anything else.

Keeping spirits up in quarantine at home

Being under quarantine can be frightening, particularly for young children. Suggestions include:

- Find out everything you can about the infection from reliable sources.
- Talk to the other members of the family about the infection. Understanding the illness will reduce anxiety.
- Reassure young children using age-appropriate language.
- Keep up a normal daily routine as much as possible.
- Maintain a positive attitude.
- Think about how you've coped with difficult situations in the past and reassure yourself that you will cope with this situation too. Remember that quarantine won't last for long.
- Keep in touch with family members and friends via telephone, email or social media.
- Exercise regularly. Options could include exercise DVDs, dancing, floor exercises, yoga, walking around the backyard or using home exercise equipment, such as a stationary bicycle, if you have it. Exercise is a proven treatment for stress and depression.

Reducing boredom while in quarantine at home

Being confined to home for an extended period of time can cause boredom, stress and conflict. Suggestions include:

- Arrange with your boss to work from home, if possible.
- Ask your child's school to supply assignments, work sheets and homework by post or email.
- Take everyone's needs into account as much as possible when you plan activities. Remember, you don't have to spend every moment of quarantine together. Make sure everyone gets the opportunity to spend some time alone.
- Plan 'time out' from each other. You could split the family into teams that occupy different areas of the house – for example, Dad with one child in the garage and Mum with the other child in the lounge room – then swap the following day.
- Don't rely too heavily on the television and technology. Treat quarantine as an opportunity to do some of those things you never usually have time for, such as board games, craft, drawing and reading.
- Accept that conflict and arguments may occur. Try to resolve issues quickly. Distraction may work with young children.

Where to get help

- Your doctor – it may be best to ring first during an outbreak of an infectious disease
- NURSE-ON-CALL Tel. 1300 60 60 24 – for expert health information and advice (24 hours, 7 days)

Things to remember

- Your doctor can tell you exactly when your quarantine can safely end.
- Quarantine helps to slow the spread of infection across a population.
- Have a home quarantine plan in place.
- Keep up a normal daily routine as much as possible and maintain a positive attitude.
- Treat quarantine as an opportunity to do some of those things you never usually have time for.

This information has been provided by the
Better Health Channel at www.betterhealth.vic.gov.au

How does wearing a mask help reduce my risk of COVID-19?

Wearing a face covering helps keep you and others safe. Face coverings help stop droplets spreading when someone speaks, laughs, coughs, or sneezes, including someone who has coronavirus (COVID-19) but feels well.



How do I wear a mask correctly?

Before and after you put on your cloth mask, wash your hands for at least 20 seconds with soap and water or use a hand sanitiser containing more than 60% alcohol.

Avoid touching your face at all times.

Keep a paper bag or zip-lock bag with you to keep fresh face coverings clean if you carry them with you.

Cloth mask

A cloth mask should cover your nose and mouth. It should fit securely on your face with either ear loops or mask strings tied into a bow at the back of your head.

After taking your mask off, store it in a plastic bag until you can wash it.

Surgical mask (single use)

You can only use a surgical mask once. Before putting it on, check for tears. If undamaged, position the coloured side of the mask outward.

Mask fastening

Ear loop mask

Hold the mask by both ear loops and place one over each ear.

Tie mask

Hold the mask by the upper strings. Tie the upper strings together near the crown of your head. Tie the lower strings near the nape of your neck.

Patient Notices:

REUSABLE FACE MASKS FOR VULNERABLE PATIENTS

Speak to practice staff if you suffer from chronic illness and believe you are eligible to receive the reusable masks provided by DHHS.

Coronavirus Disease (COVID-19)

What is coronavirus disease?

Coronaviruses are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle Eastern Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).

This coronavirus disease is a new strain that has not been previously identified in humans.

Symptoms

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may get very sick very quickly. People with coronavirus may experience symptoms such as:

- fever
- respiratory symptoms
 - coughing
 - sore throat
 - shortness of breath

Other symptoms can include runny nose, headache, muscle or joint pains, nausea, diarrhoea, vomiting, loss of sense of smell, altered sense of taste, loss of appetite and fatigue.

If you have any of these symptoms, please call ahead before coming to the clinic.

How do I protect myself and my family?

The best way to protect yourself and your family is to pay attention to good hand and respiratory hygiene, practice physical distancing and wearing a face mask when in public.

Cover your mouth and nose when coughing and sneezing with a tissue, or cough into your elbow, dispose of the tissue into a bin and then wash your hands afterwards. Wash your hands regularly, after using the toilet and before eating.

Where can I find out more information?

For Victorian updates, go to:

[dhhs.vic.gov.au/coronavirus](https://www.dhhs.vic.gov.au/coronavirus)

For national updates:

[health.gov.au/news/latest-information-about-novel-coronavirus](https://www.health.gov.au/news/latest-information-about-novel-coronavirus)

For international updates:

[who.int/westernpacific/emergencies/novel-coronavirus](https://www.who.int/westernpacific/emergencies/novel-coronavirus)

WHO resources:

[who.int/health-topics/coronavirus](https://www.who.int/health-topics/coronavirus)

If you begin to feel unwell - develop a fever or shortness of breath, a cough or respiratory illness - call the dedicated hotline on **1800 675 398**. Please keep Triple Zero (000) for emergencies only.

SERVICES:

- Men's Health
- Women's Health
- Children's Health (including Childhood Immunisations)
- Family Planning
- Antenatal Care
- Chronic Disease Management
- Travel Health (including Yellow Fever Vaccinations)
- Minor Surgeries (Suturing, Ingrown Toenails, Sunspots, Removal of Moles, etc.)
- Health Assessments
- Mental Health
- Q Fever Testing and Immunisation
- Pre-Employment Medical Assessments

RESULTS:

If you wish to discuss any results, an appointment needs to be made with your doctor. If you have any results requiring immediate action, you will be contacted to make a follow-up appointment with your doctor.

PRIVACY:

Patrick Street Family Practice respects your privacy. Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. A copy of our Privacy Policy is available upon request.

COMMENTS/FEEDBACK:

We value all comments and feedback, and will take all suggestions seriously. We will take all feedback under advisement as part of our continuous quality improvements. For minor feedback/suggestions that we may be able to deal with immediately, please contact us in person at the practice or phone us on (03) 5358 7555. For matters requiring more consideration, please put your feedback in writing and place it in the Suggestions Box at Reception