

8-22 Patrick Street  
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# NEWSLETTER

## Dr Arthur Obi

MBBS, MRCOG (UK), MRCGP (UK),  
FRACGP

## Dr Thayanithee Saravanamuthu

MBBS

## Dr Deana Ashton

MBBS, FRACGP, FACRRM, DRANZOG

## CLINIC STAFF

**Nursing:** Anulika (Joy), Augusta &  
Ebony

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

## 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

### Contenance Nurse

## INTERPRETER SERVICES

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

Spring 2021



## ❖ 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...**



# Preparing for your COVID-19 Vaccination

Having a safe and effective COVID-19 vaccine is one way we can protect our community against coronavirus.

COVID-19 vaccines help to prevent serious illness and death from COVID-19, and they are free for everyone in Australia.

Patrick Street Family Practice is pleased to advise that we are an approved vaccination provider for COVID-19 vaccines. We are happy to help provide COVID-19 immunisation for our local area and wider community.

## Vaccine rollout

COVID-19 vaccines are being rolled out to people in phases, with those most at risk receiving their vaccinations first.

To find out if you are eligible to receive the vaccine now, visit <https://covid-vaccine.healthdirect.gov.au/eligibility> and complete the COVID-19 Vaccine Eligibility Checker.

You can then make a booking to receive your vaccine.

## Booking your appointment

COVID-19 vaccinations are voluntary and free.

When it is your turn to get vaccinated, you can call us on **5358 7555** to book your appointments to get your first and second doses of the vaccine.

You can also come in to the practice.

Make sure you book an appointment for your first **and** second doses. Please give us a call if you need to confirm what the timing should be between the appointments.

## Preparing for your vaccination

Before your vaccination appointment, you should make sure your details are up to date with Medicare.

If you don't have your account set up, you can:

- [enrol in Medicare](#), if you're not already enrolled.
- [set up your Medicare online account](#) if you're enrolled in Medicare, but don't have Medicare linked to myGov.
- [get an Individual Health Identifier \(IHI\)](#), if you're not eligible for Medicare.

You can also read this patient factsheet developed by the Australian Government Department of Health: <https://www.health.gov.au/resources/publications/covid-19-vaccination-preparing-for-covid-19-vaccination>

Please do not come to your vaccination appointment:

- if you are feeling unwell with fever, cough, runny nose or other symptoms that could be from COVID-19
- if you are waiting for COVID-19 test results, or have tested positive for COVID-19
- if you are a close contact of someone with COVID-19, or
- if you are in quarantine.

If you have had another vaccine, for example the influenza vaccination, in the 14 days before your COVID-19 vaccine appointment, please let us know as we may need to reschedule your appointment.

To keep you and our community safe, before and after vaccination, it is important that you continue to:

- Stay 1.5 metres away from other people and avoid handshakes and contact with people outside your household.
- Stay home if you feel unwell and get tested for COVID-19. You must stay at home until your results come back.
- Wash your hands regularly with soap and water or use hand sanitiser.
- Always cough or sneeze into your arm or a tissue and put the tissue in the bin straight away.
- Download the COVIDSafe app to help health officials let you know if you have been in contact with someone who has COVID-19.

To learn more about COVID-19 vaccines, visit [health.gov.au](https://www.health.gov.au)

**Post-vaccination concerns?**



**Call [1800 020 080](tel:1800020080) if you have any concerns about symptoms after your vaccine.**

**COVID-19 VACCINATION**  
Safe. Effective. Free.

**Need a certificate to prove you've had the COVID jab?**

If you don't have access to MyGov to get a copy of your vaccine certificate you can call the Australian Immunisation Register on **1800 653 809**.

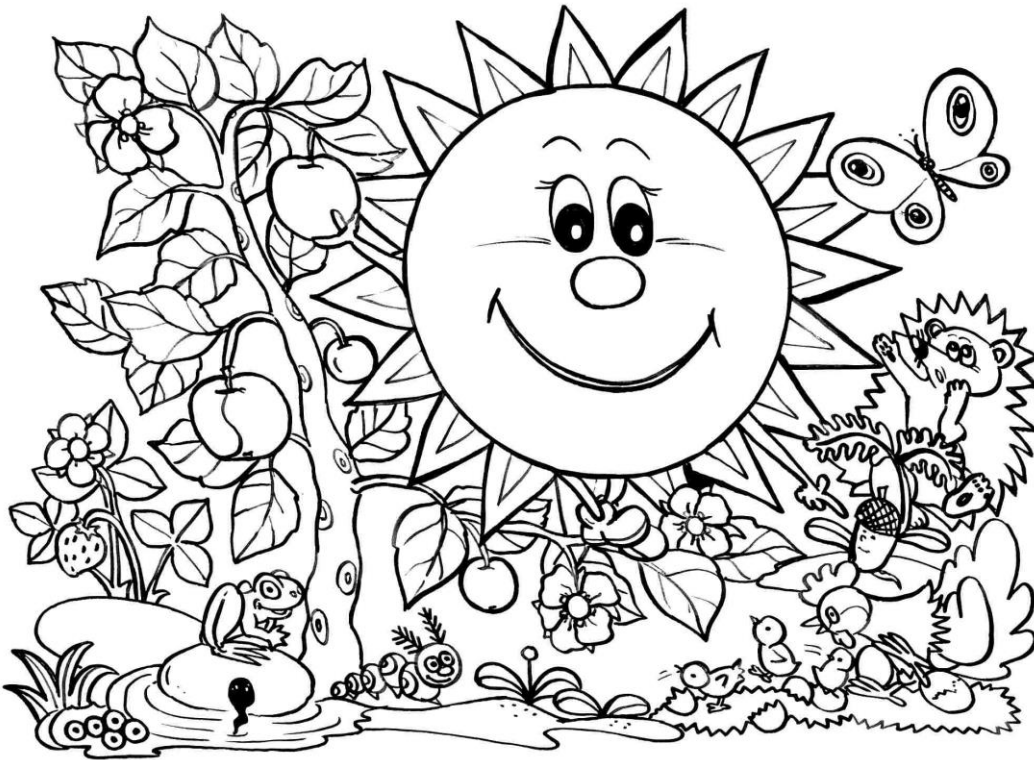
They will mail you out a hardcopy which will take up to 14 days.



Go to [www.servicesaustralia.gov.au](https://www.servicesaustralia.gov.au) to find out more.



## For the Kids:



## Patient Notices:

### FACE MASKS



**Masks must still be worn when entering the practice, please remember to bring one to all appointments.**

### 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