

IONA MEDICAL CENTRE NEWSLETTER

JAN – FEB 2020

For medical attention at any time please call 46 322 331. Please note, private fees apply for consultations outside of normal hours.

OPENING HOURS
MONDAY – FRIDAY
8.30am – 5.00pm

PLEASE UPDATE YOUR DETAILS

Without your correct **mobile phone number and postal address**, we may not be able to contact you to **confirm your appointment** or to let you know about **important health reminders**.

Check with reception to ensure your mobile number, postal address and Next of Kin and or emergency contact details are up-to-date.

PLEASE NOTE: We now require a Next of Kin, as well as an emergency contact for you. If this person is the same for each, that is ok!



CHANGES TO CARE PLAN BOOKINGS

After receiving feedback about the way Care Plan review appointments are currently booked, Iona is implementing a new booking system. We are hoping that this new booking system will offer you more control and greater flexibility over your Care Plan review appointments.

As of the **3rd of February**, our practice will notify you (either by SMS, phone call or a letter) when you are due to return for your Care Plan review.

Unlike our previous booking system, this notification **will not be an offer of an appointment**.

Once you have been notified that your Care Plan review is due, you have the choice to book an appointment in the following ways:

1. **Through HotDoc** (our online booking system)
 - Look for the coloured circles when selecting your doctor (rather than your doctor's photo)
2. **By phoning reception** on 07 4632 2331

Please note: Care Plan review appointments made before patients receive an invitation to book, will be cancelled.

If you would like to book your Care Plan review appointments via HotDoc, but unsure how to do this, please ask our friendly staff in reception and we will be happy to explain the booking process.

OUR DOCTORS

Dr Clinton Dowling

Dr Daniel Rouhead

Dr James Ingram

Dr Allan Wong

Dr Megan Poppi

Dr Tony Ferris

Dr Valerie Chua

Dr Maria Haase

Dr Ria Pai

WELCOME DR PAI

Dr Ria Pai comes to Iona from Townsville, where she worked as a General Practitioner in a busy medical centre. Prior to working in Townsville, she worked in several locations across the United Kingdom, including London and Aberdeen. Dr Pai has trained in Emergency Medicine, Obstetrics and Gynaecology and has a special interest in Cosmetic Medicine. She obtained her Fellowship of RACGP in 2018. Dr Pai will commence practicing at Iona on the 3rd February.



Thank-you to everyone who completed a patient feedback survey during July- August.

From your feedback, it has been identified that you would like to know when your GP will be away from the surgery.

To help you, we now have a regular section in our newsletter, listing doctor's planned absence.

Please see below for a current list.

THANK-YOU FOR YOUR FEEDBACK

WELCOME SARAH

Iona is pleased to welcome Sarah to the reception team. Sarah will be working full time as of the 6th January.

DR DOWLING'S JOKE OF THE MONTH

What is E.T short for?

A: *He has small legs*

WORKCOVER CLAIMS

If you are seeing a doctor regarding a **work related injury**, please be aware that your account is, ***payable in full on the day of your consult.***

If you are provided with a claim number, subsequent visits may be able to be lodged for you.

DOCTORS AWAY FROM THE SURGERY

DR POPPI.

10th – 19th Jan

DR FERRIS.

28th Jan – 16th Feb

The surgery will be closed on Monday 27th January (Australia Day Public Holiday)



HOW LONG ARE YOU IN FOR?

If you have been waiting more than 30 minutes from your APPOINTMENT TIME, please let reception staff know.

What you can do to help reduce the wait time...

If you have more than 1 health matter to discuss with your doctor, please book a **LONG** consultation.

TRAVELLING ABROAD?

If you are planning to travel, please book an appointment with your GP to discuss and organise the following

ANY TRAVEL VACCINES you may need

TRAVEL DOCUMENTS such as a travel certificate to carry any medications you need to take

SCRIPTS you require while you are away, including any regular medications



Have you received an SMS to confirm your appointment?

Please **only** respond 'Yes' or 'No'.

Unfortunately, our system cannot understand any other response!

If you need to change the appointment, or have any questions about the appointment, please phone reception on 46 322 331.

Thank you for understanding ©