

IONA MEDICAL CENTRE NEWSLETTER

March – April 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**

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

Latest Flu Vaccine News!

For the latest news on the arrival of flu vaccines please phone the surgery on 4632 2331 and listen to the prompts. By selecting **option '2'** you will be able to hear the latest information.

You can also visit our Facebook page for up-to-date information

It is unlikely that we will receive any vaccines before Easter.



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.

Why do we keep asking for your...

 Full Name	 Birth Date
 Gender	 Address

Patient identification ensures we deliver the correct treatment, care, and results specific to... **you!**





THANK-YOU FOR YOUR FEEDBACK

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.

DOCTORS AWAY FROM THE SURGERY

DR POPPI.
April 13th – 19th

DR DOWLING.
March 16th – 22nd

DR HAASE.
April 24th – May 4th

The surgery will be closed Thurs 26th March (Show Holiday), Fri 10th & Mon 13th April (Easter). For urgent medical attention, please present to Emergency. If you need to speak to our Doctor on Call please phone 07 4632 2331.

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.

DR DOWLING'S JOKE OF THE MONTH

What is the difference between an arrow and a banana?

Time flies like an arrow.

Fruit flies like a banana.



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

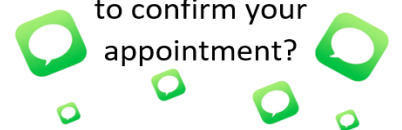
ANY TRAVEL VACCINES you may need

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 ©