



Hope Island & Homeworld Helensvale

Medical Centres

— where good health matters —

OUR GP TEAM FOR 2019

HOPE ISLAND MEDICAL CENTRE

Hope Island Shopping Centre,
10 Santa Barbara Road,
Hope Island Q 4212
Tel: 5510 8199
www.himc.com.au



Dr Andrew
Weissenberger



Dr Damien
Sullivan



Dr Hung
Nguyen



Dr Olga
Missiouris



Dr Padmasundari
Pulivarthi



Dr Nicola
Larwill



Dr Ma. Christina (Tina)
Lapat



Dr Linda
Perkins



Dr Nicola
Maddren



Dr Linda
Vodli



Dr Frances
Knight

Hope Island Medical Centre has been serving our community since 2006 and Homeworld Helensvale Medical Centre, since 2012.

Our dedicated team of both male and female GPs provide comprehensive and ongoing care.

Our aim is to deliver the highest quality care and service to our patients, their families and our community.

We provide all aspects of General Practice – visit our websites to see our full range of services, meet our doctors and book your appointment.

Our award winning* practices are AGPAL Accredited and RACGP accredited teaching practices.

We provide a team approach to service delivery and our patients are respected as partners in the management of their health and well being

We use innovative technologies and systems to enhance patient safety, communication and care

We are a mixed billing practice. We Bulk Bill; Pensioners, Veterans, Health Care Card Holders children aged under 16 years and many complex services such as health assessments and GP Management Plans. All other patients pay fees and we facilitate their Medicare rebates

*Hope Island Medical Centre Winner AGPAL General Practice of the Year 2012. Homeworld Helensvale Medical Centre Finalist AGPAL General Practice of the Year 2015. AAPM Qld Practice Manager of the Year 2016

HOMEWORLD HELENSVALE MEDICAL CENTRE

Homeworld Medical & Professional Centre
502 Hope Island Road,
Helensvale Q 4214
Tel: 5580 6677
www.hwhmc.com.au



Dr Catherine
Henderson



Dr Robert
Easton



Dr Leigh
Cooper



Dr Sharon
Thomas



Dr Neeliya
Kumar



Dr Simone
Wright



Dr Haley
Middler



Dr Garfield
Wright



Dr Nives (Mili)
Djendjinovic



Dr Scott
Burdon

Opening Hours:
Mon-Thurs 8am - 6pm Friday 8am - 5pm Sat 8am - 12md



Your Medical Home—Where Good Health Matters

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There is emerging evidence to indicate that the Medical Home has been effective in improving patient care, especially in the United States, but also a number of other countries including the United Kingdom, New Zealand, and Canada. This includes reductions in avoidable hospital admissions and increased access to primary care for high-need populations.

The Medical Home is based on the concepts of the family doctor, ongoing GP-led coordinated, integrated and holistic patient care; and appropriate recognition and remuneration for quality general practice. The 'patient-centred medical home' model of primary care is currently being considered by government and health bodies, who are exploring ways of formalising the link between the patient and their GP or practice. We have always supported the notion of a 'usual GP/family doctor/regular practice' as the basis for a trusting relationship between doctor and patient that fosters long-term quality care. Populations are ageing and the incidence of chronic and complex disease is rising. The goals are to keep everyone as healthy as possible through preventive services and early interventions, and to supply the needs of those older people with a high burden of chronic conditions.

We know that the health of patients is improved if they have better access to GPs. Avoidable hospital admissions can be reduced and long-term savings to health systems are possible. In broad terms, the medical home formalises the link between the patient and the GP or practice. It aims to facilitate partnerships between patients and their GP.

While ehealth records have a role to play, they are still a work in progress. Your regular general practice is where the most complete and comprehensive record is held. Your general practice team works with you to assist in the overall co-ordination of your care and so we invite you to start thinking of **Hope Island Medical Centre or Homeworld Medical Centre as your medical home.**



You don't need a new year to make changes that may improve your health but if you've made a resolution to lose weight, give up smokes, drink less, laugh more etc etc then don't forget that your GP can provide you with help, support and resources so you can achieve your goals

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The Medical Home





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Medical Centres
—where good health matters—

Welcome to **HotDoc**

We now use HotDoc for online bookings and SMS appointment reminders— book through our website or download the HotDoc app. Save our practice as your favourite. Click on the link to confirm your appointment right on your phone.

Online bookings our patients can trust.

Patient data is fully secure, private and never shared with 3rd parties.

HotDoc does not engage in 3rd party advertising of any kind.

HotDoc does not promote practice switching - stay with your regular GP practice for safety and the continuity of your care

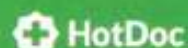
How To Book Online



Visit your clinic website and follow the prompts, or download the HotDoc app on your mobile device.



We contact you because your doctor wants you to make an appointment when you are due for tests or services. You are on the clinical reminder list. This will now happen via HotDoc SMS too. Click on the link, verify your details, get your clinical reminder and book your appointment.



*Book an
appointment
24/7 at home or
on the run*



We really want you to try it.

But you can opt out

Talk to our receptionists about the options

Coming soon - HotDoc will help us to contact you when your doctor wants you to make an appointment because they have received a result or correspondence they need to discuss with you.

Three Simple Steps

- 1 Receive SMS
- 2 Verify your details
- 3 Book appointment



Our clinic is now using Mobile Reminders to securely notify you when you need to book an appointment

Recalls and Reminders

This practice uses a "Recall and Reminder" system to provide preventative care for our patients.

This will assist in ensuring that important health checks are not forgotten and are performed on time. You will be reminded when it is time to visit your Doctor for a check up or as a follow-up to health risks that have previously been found. The reminder system will include checks to help in the prevention or early detection of certain conditions such as diabetes, high blood pressure, high cholesterol and forms of cancer – particularly cervical and prostate cancer. Immunisation reminders will also be sent.

We use information from your health record to tell us the check-ups for which you are due and when you should visit your Doctor to discuss the tests that are needed. The privacy laws require that we obtain your consent to send you these reminders. Your doctor will discuss with you the checks that may be necessary and will make a note on your record if you consent to be included in the recall and reminder system.

By allowing us to send you these reminders, via letter, phone call or sms, you will help us to detect serious conditions early and to monitor known conditions. This can significantly improve the long-term outcome for you. There are also Government Registers, which may send you reminders such as Australian Immunisation Register, the Bowel Screening Register and the Cervical Screening Register.

When you have had a pathology or radiology test, your doctor will tell you how you can get the results – e.g. by phone or by a visit to the doctor a few days after the test. Patients need to also remember their responsibilities in the health partnership. Please undertake the tests, checks and procedures that have been identified as being due for you.

If the doctor marks your test results or correspondence as needing to be discussed, then this means that the doctor wants to see you. Please help us ensure you are receiving comprehensive care by keeping these important follow up appointments with your regular GP.

It is helpful to know why you are seeing the doctor

Our practice operates on a 15-minute appointment system. We try to avoid delays. Please understand that there may be occasions when emergencies need to be seen or a longer consultation holds us up. It is helpful for time allocations if you can advise the reception staff of the reason for your visit eg having several problems to discuss with the doctor, an annual check up, procedures such as cervical screening, drivers licence renewals, dressings, injections and completion of forms or documents. Our staff will advise when a delay is likely. If you feel you may require a longer appointment time please let our staff know when making your appointment. We welcome and encourage patients to ring the surgery half an hour before their appointment to check if there is a delay.

Close the Gap

Hope Island and Homeworld Helensvale Medical Centres are proud to be participating in the Close the Gap Program and can offer patients all aspects of the PIP Indigenous Health Program including Wellness Checks. For more information, please speak to our practice nurses

Aboriginal and Torres Strait Islander people experience a burden of disease two-and-a-half times that of other Australians. A large part of the burden of disease is due to chronic diseases such as cardiovascular disease, diabetes, cancer, chronic respiratory disease and chronic kidney disease. This can be reduced by earlier identification, and management of risk factors.



Time for a Full Skin Check

The weather is hot and we're seeing more of our skin. Do you think that mole on your shoulder is a little bigger than the last time you wore that dress? Is your wife nagging again about that dark one on your back? Well now is the time to book your annual skin check. Absolutely everyone should have an annual scan of their skin, to look for changes and to reduce the risk of skin cancer.

Unfortunately patients are often very busy and routine skin checks are sometimes overlooked. They are specifically recommended for many patients;

- Those with family history or personal history of melanoma
- People with multiple moles
- Fair skinned people who burn easily.
- People with significant sun damage to their skin, or past history of severe sunburn.
- People who have had skin cancers of any sort
- Everyone over 50 years
- People on immunosuppressant medication

If you fit into any of these groups, or would just like peace of mind knowing that your skin has been checked, please talk to your doctor, practice nurse or friendly reception team. We have several doctors very experienced and highly trained in skin cancer medicine, together with the latest dermoscopy technologies to support them. Dermoscopy is the examination of moles with a skin surface microscope to detect early changes and potential malignancy.

MoleMate™ is a non-invasive, rapid, and painless melanoma screening device that has been specifically designed for General Practitioners and skin specialists. By assisting and accelerating the diagnostic process, MoleMate™ enables your doctor to quickly scan, record and make a decision about your moles and lesions. Does it require a referral to a specialist? Will we excise or biopsy it here or will your doctor assure you immediately, that your lesion is not suspicious?

Mole Mate™ comprises a hand-held scanner and software that uses skin imaging technology that scans and visualises haemoglobin, melanin, dermal melanin and collagen up to 2mm under the skin. Your doctor records the features and photos of the lesions and these can be displayed on the screen in the consulting room. The scoring system aids in the detection of many types of suspicious lesions at the early stages, before they become apparent to the naked eye. MoleMate™ also provides a magnified dermatoscopic view.

Fees: Consultations for skin check are billed in the same manner as other consultations. If you are usually bulk billed—you will be bulk billed. If you are normally charged, normal fees will apply and your rebate claimed instantly through Medicare Easyclaim. Procedures eg biopsies and excisions are bulk billed for pensioners and health care card holders and children aged under 16 years. Fee paying patients are charged the Medicare Schedule fee for which a rebate of 85% will be received from Medicare—the gap will usually be between \$30 and \$80 depending on what histology confirms the lesion to be.

You can have the latest in skin cancer technology at Hope Island and Homeworld Helensvale Medical Centres. Book your full skin check consultation at reception today.

The sooner a skin cancer is identified and treated, the less likely it is to have spread. Getting someone to help check your whole body, including your back, can save your life. Get into a routine for checking your skin for new spots and changes to existing freckles and moles.

We cannot afford to forget sun protection and skin checks—it's never too late to prevent further damage.

This summer remember

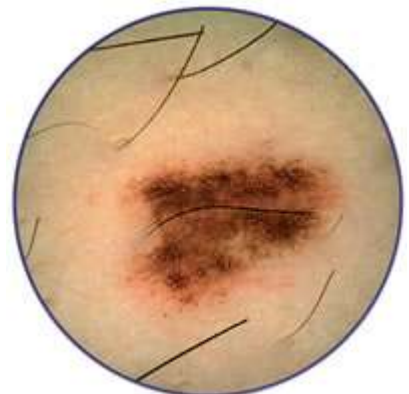
SLIP—on a shirt

SLOP—on sunscreen of at least SPF 30

SLAP—on a hat

SEEK—shade

SLIDE—on sunglasses to protect your eyes



Why do staff keep asking WHO YOU ARE?

It is very important that we ensure **you are the right person** and that you receive the right care, treatment and results.

It is vital that **your safety and confidentiality is maintained** (eg when you receive test results).

DO NOT BE WORRIED IF FROM TIME TO TIME STAFF ASK FOR YOUR:

- > name
- > date of birth
- > address
- > medical record number
- > reason of visit (if necessary).



STAFF MIGHT ASK WHEN YOU ARE:

- > making and/or attending an appointment
- > entering the hospital/health care setting
- > receiving medication or treatment
- > having a procedure (eg X-ray, blood test)
- > being visited in your home
- > at medical staff shift change (handover).

