

MOSTYN STREET CLINIC

WORKING TOGETHER TO CARE FOR YOU

September 2020

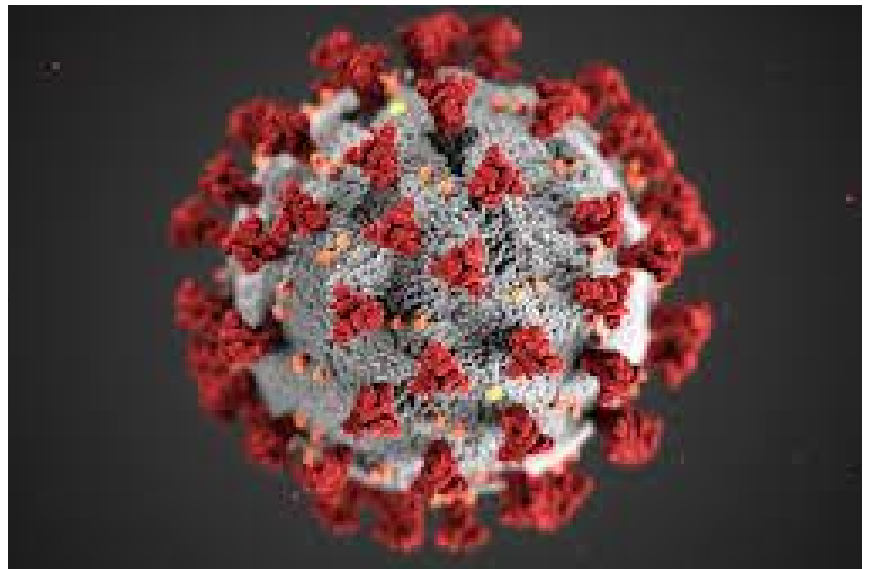
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COVID-19 HAVE YOUR SAY

It's been six months since we dramatically changed the operations of our clinic, the way we care for our patients and the way we interact with each other. It's been a challenging time to say the least but we hope that you as our patient continue to feel supported and cared for. To that end we would like to know what you think. We will be sending out surveys via email to gauge your thoughts and feelings about how well we've been performing and managing under these new circumstances. Your feedback is always valued.

WELCOME TO OUR NEW PRACTICE NURSE



We are delighted to welcome our new Practice Nurse/Clinical Lead Mikaela. She brings with her many years of experience as a Movement Disorder Clinical Nurse Consultant, Urgent Care Nurse, Emergency Nurse, Research Assistant and Nurse Educator.

Mikaela lives locally with her husband and two daughters and is taking the opportunity to support her community during these challenging times.

WELCOME TO OUR NEW MEDICAL STUDENT

"Hey I'm Jeevan and I'm currently in my fourth year of medical school at Monash University. I'm a Kiwi but I'm loving my time studying in Australia. Castlemaine feels really similar to where I was born in NZ so I've felt right at home since arriving here. I'm really looking forward to meeting you all and I'm always more than happy to have a chat so please say hello if you see me wandering around!"



TEMPORARY FAREWELL



Dr Raheel Alam leaves us for the next four months to have her second baby boy! We wish her and her family all the best in health and happiness and look forward to her return in December.

KEEPING YOU SAFE

We are doing as much as possible to continue to care for you and to keep you safe. Most of our consults are now conducted via video or phone but for those that still need to come into the clinic, please know that we are applying strict infection, prevention and control measures to ensure your safety.

TAKING CARE OF YOUR MENTAL HEALTH

Feelings of anxiety and concern are normal responses to an unprecedented event such as the coronavirus (COVID-19) pandemic. Remember that you are not alone. To look after your mental wellbeing during this time, here's some things you can do:

- Keep good routines, including a healthy diet, exercise and sleep.
- Stay connected with your loved ones. Talk to them about your worries and concerns on the phone or through online technology.
- Be prepared by making sure you have enough food, supplies and medication on hand. Ask for help getting these items where possible.
- Avoid or reduce your use of alcohol and tobacco.
- If you feel stressed by news updates, limit your access to once or twice a day. Use trusted and credible sources, rather than social media. If you can't access the internet, get a friend or family member to read to you or show you the most up-to-date trusted information.
- For those already managing mental health issues, continue to take any prescribed medication and continue with your treatment plan. Seek professional support early if you're having difficulties.
- Finally, it's easy to lose your sense of meaning and purpose during this time. Try to find a new purpose and new goals that you can focus on, even if it's something as simple as knowing that your sacrifice is part of keeping everyone safe.

Staying positive

While it is a time of uncertainty and our lives have changed in a short period of time, it's important to remember that we can do many things to feel better. Remember that these changes and your effort is helping to slow the spread of coronavirus (COVID-19).

Resources

If you need help from an interpreter for any of the phone numbers below, call TIS National on 131 450 and ask to be connected.

Mental Health in Multicultural Australia provides resources, services and information in many languages: www.mhima.org.au/

Beyond Blue offers practical advice and resources at beyondblue.org.au. The Beyond Blue Support Service offers short term counselling and referrals by phone and webchat on 1300 22 4636.

Lifeline offers resources and advice, as well as crisis support and suicide prevention. You can phone 13 11 14 (24 hours/7 days), text 0477 13 11 14 (6pm – midnight AEDT, 7 nights) or chat online: www.lifeline.org.au/crisischat (7pm - midnight, 7 nights).

The Department of Health and Human Services (DHHS) offers practical advice and updated health information for all Victorians on coronavirus (COVID-19) including some translated information: www.coronavirus.vic.gov.au/translations

You can also call the Coronavirus hotline on 1800 675 398 (24 hours a day, 7 days a week).