

MOSTYN STREET CLINIC

# NEWSLETTER

*medicare*

## Bulk Billing Practice



### Bulk Billing – Trial

Here at Mostyn Street Clinic, we are committed to making healthcare as accessible as possible, which is why most appointments at our practice will now be bulk billed for all Medicare eligible patients. This includes standard consultations, health assessments and care plans.

Some services will not be covered and may still incur a private fee, including procedures, some vaccinations and non-Medicare services such as Workcover and employment medicals.

We are making this change on a trial basis, to see if it is sustainable for our clinic and our community. If you're unsure whether you are eligible for bulk billing, just ask — we're here to help.

### Health Assessments

Did you know you may be eligible for an annual or one-off health assessment?

This is a visit with one of our practice nurses and your regular doctor to thoroughly look at your health and risk factors for injury and disease. The populations that can access these are; anyone over 75 years old, Aboriginal/Torres Strait Islander patients, patients with an intellectual disability, patients aged 40-49 with an increased risk of diabetes, people experiencing perimenopause or menopause and anyone over 30 with risk factors for heart disease.

These are a great opportunity to connect with your healthcare providers and work towards prevention and management of chronic conditions. If you are interested, please speak to our lovely reception team, or one of our friendly nurses can assist you.

## Policy Update – Late appointment cancellations



We understand that unforeseen situations can arise and you may not be able to attend your scheduled appointment as planned. If you need to cancel an appointment, we kindly ask that you provide us with minimum 3 hours' notice to ensure another patient can be seen. We will happily reschedule your appointment as appropriate.

Not providing the required notice, or failing to attend an appointment, will result in an 'fail to attend' account of \$75.00. This will need to be paid before you can schedule any further appointments (except for medical emergency situations).

We appreciate your understanding and cooperation with this.

## Policy reminder – Zero tolerance



Mostyn Street Clinic is committed to providing a safe and respectful environment for our staff and patients.

We kindly request that all patients treat our staff with respect. Abusive behavior, including shouting, swearing, or threats, will not be tolerated. In such instances, we may need to end the appointment or ask you to leave the premises, which could affect your ability to book future appointments.



Heat stress, or heat stroke, can result in injury or death in our upcoming summer period. Consider if you might be at risk, as well as checking in on your friends and family.

Risk factors can include; living alone or with vulnerable people, being socially isolated, being affected by cognitive impairment or certain medications—such as allergy medicines (antihistamines), blood pressure, heart medications (betablockers), fluid tablets (diuretics) and antidepressant/anti-psychotic medications. Additionally, if you engage with alcohol or substance use, have mobility issues or have no access to air conditioning/cooling.

Ensure you have adequate access to fluids (not alcohol or tea and coffee) and are dressed appropriately for the heat. If you experience any of the following symptoms: nausea, dizziness, weakness, irritability, thirst, heavy sweating, elevated body temperature, decreased urine output; please contact your doctor or attend your nearest UCC or VVED.

By being aware of these risk factors and symptoms you are helping to keep both yourself and your community safe.

- Stay hydrated
- Identify cooling centres close by - such as libraries and shopping areas
- Recognise the signs of heat exhaustion and use fans/AC and close curtains to keep your house cool
- Check in on loved ones

### **Mostyn Street Clinic**

11 Mostyn Street

Castlemaine, Vic 3450

ph: 03 5472 1255

email: [admin@mostynstreetclinic.com.au](mailto:admin@mostynstreetclinic.com.au)





The festive season can be a time of excess; food, spending, social commitments etc. It is a good idea when planning and engaging in these activities to think about the ABC of self-care. Awareness, Balance and Connection.

**Awareness:** Being mindful of your commitments, and ensuring you give yourself enough time to rest and recuperate.

**Balance:** Finding the balance between fun, “treats” or tiring activities, and other activities that make us feel good such as walking, quiet time or being in nature.

**Connection:** Sharing meaningful connections with people who bring you joy is key to the holiday spirit and is an added benefit to your overall health and wellbeing.

