

MOSTYN STREET CLINIC

NEWSLETTER

Thunderstorm Asthma Season October to December



As spring approaches, it is important to be aware of thunderstorm asthma season, which typically occurs in Victoria between 1 October and 31 December. During certain thunderstorms, high levels of pollen can be broken into tiny particles and carried through the air. When inhaled, these particles can trigger sudden breathing difficulties — particularly in people with asthma or hay fever. Even people who have only experienced hay fever in the past can be affected.

If you have asthma or hay fever, there are simple steps you can take to prepare. Make sure your asthma action plan is up to date, you know how to use your medications, and you have access to your reliever medication. On days when high pollen levels and thunderstorms are forecast, stay indoors where possible and keep windows and doors closed. Be alert for symptoms such as shortness of breath, wheezing, chest tightness or persistent coughing. If symptoms occur, follow your asthma action plan and seek medical attention promptly if they are severe or do not improve.

Being prepared and staying informed can help you reduce your risk and respond quickly during thunderstorm asthma season.

Patient Care Focus – Cardiovascular (Heart) Disease

At Mostyn Street Clinic we are working to improve our care of patients with, or at risk of, heart disease. Part of this focus means you may be sent an invitation to participate in a health assessment to identify and manage any risk factors.

These appointments are slightly different depending on your age group, but typically include a discussion about lifestyle behaviours and health concerns, review of relevant blood tests (particularly cholesterol and diabetes blood tests), recording of blood pressure and other health metrics, and a brief physical assessment by the doctor.

If you have not had a health assessment in the last 12 months, and would like to proactively review your heart health, please speak with your doctor, nurse or the reception team and we can book you in for a free healthy heart check and ensure you have the required up to date bloods completed.

Reception Reminder – Enduring Assignment of Benefits

When you check in for your next appointment, and are registered for MyMedicare at the clinic, our reception team will ask you to complete a Medicare Enduring Assignment of Benefit (AoB) Form.

This is currently a once-only form that provides our practice with your consent to bulk bill eligible services. Once completed, your consent will apply to your future attendances at our practice, rather than requiring you to provide consent at each appointment.

While some services at our clinic may still incur a fee, such as certain procedures and vaccinations, the majority of our services are currently bulk billed.



If you have any questions about the form, or what it means for you, our friendly reception team will be happy to assist.

STAFF UPDATE

Our reception team is changing. After three years with Mostyn Street Clinic, Brigette will be leaving us to pursue a new workplace opportunity.

We thank Brigette for her hard work, dedication and care for our patients, and wish her all the very best for the future.

We're excited to welcome Amy and Sian to our reception team. Please join us in making them feel welcome!

Safety Focus – Bathroom Buzzer

Our team prides themselves on having patient safety as top priority. This is why we have recently installed a patient alert bell next to the toilet in the internal patient bathroom.

If pressed, this will alert both reception and our treatment room staff that you are requiring assistance and we can then act accordingly.

Please ensure you are familiar with its location in the event that you may need to use it.

HotDoc – Routine Requests

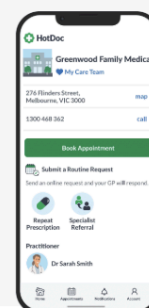
Routine Requests is an online service powered through the HotDoc app/website that allows you to request routine healthcare services from your doctor online.

For a small fee, you can submit requests such as repeat prescriptions, repeat referrals and routine medical certificates any time, day or night, without needing to call the practice.

Your request is sent securely to your doctor for review and approval, helping make the process easier and more convenient for everyone.

Your GP, a tap away.

Request repeat scripts and referrals online using your HotDoc app.



✓ Skip the trip

Request from home, work or on the go — no appointment or waiting room.

✓ Quick turnaround

Your GP reviews your request and gets back to you when it's ready.*

✓ Your trusted doctor

Care from your preferred GP, even when they're fully booked.

*Subject to your GP's approval.

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