



Telehealth



Connecting teenagers



Colds & flu



How to manage stress

YOUR NEXT APPOINTMENT:

#### • PRACTICE DOCTORS

**Dr Steve Jarvis**

MBBS, FRACGP, DipObs, BSc

**Dr Shahrooz Roohi**

MBBS (Hons) FRACGP

**Dr Russell Bock**

MBBS, FRACGP, DipObs

**Dr Galal Tadros**

MBBS, AMC

**Dr James Setiawan**

MBBS, FRACGP

**Dr Christina Bien**

MBBS (Hons), DCH, SH&FPA, FRACGP

**Dr Mari Bardell**

MB, CHB, FRACGP, PallMedDip

#### • REGISTRAR DOCTORS

**Dr Pippa Byrd**

#### • PRACTICE MANAGER

Jacqui Markou

#### • PRACTICE NURSES

Sarah, Jenny,  
Sonia, Joanne,  
Anna & Rebekah

#### • CARE PLAN/HEALTH ASSESSMENT NURSES

Jaci & Nicole

#### • RECEPTION STAFF

Joyce, Denise,  
Rosemary, Fay,  
Pauline, Angie & Maddy

#### • SURGERY HOURS

Monday ..... 7am – 6pm  
Tuesday..... 7am – 8pm  
Wednesday..... 7am – 7pm  
Thursday..... 7am – 6pm  
Friday..... 7am – 5pm  
Saturday ..... 8am – 3pm  
Public Holidays ..... 8am – 1pm

#### • AFTER HOURS & EMERGENCY

After hours Locum Service - Home Visit  
**9321 9133**  
Health Direct  
**1800 022 222**  
Joondalup Hospital Emergency  
**9400 9400**

Appointments can be made online, visit our website: [www.whitfordsmedical.com.au](http://www.whitfordsmedical.com.au)

#### • OTHER SERVICES

- 24 Hr blood pressure monitoring
- Travel vaccines & advice
- Chronic disease management
- Health Assessments for over 75s
- Health Assessments for 45- 49 y/o
- Anti-wrinkle injections/treatment
- Skin Cancer Check/Mole Scan
- Travel vaccines including Yellow fever
- Medicals
- Audiometry
- Diving medicals
- Family Planning
- ECG
- Minor surgery
- Wedge resections
- Implanon insertion & removal

Our aim is to give our patients the highest possible quality of care, by ensuring excellence in all aspects of our practice. We endeavour to provide patients with the best and most current treatments, methods, materials and equipment within our resource capabilities to ensure that the patients receive the high quality of service they have come to expect.

#### • ALLIED HEALTH PROFESSIONALS

Allied Health appointments available at reception:

- Podiatrist
- Diabetes Educator
- Consultant Dietitian
- Psychologist

#### • BILLING ARRANGEMENTS

We are a bulk billing practice Monday to Friday. Medicare Card required.

Saturday is Private Billing. Payment is required on the day of consultation.

#### • APPOINTMENTS

**Consultation is by appointment.** Urgent cases are seen on the day.

**Home Visits.** If unable to attend our surgery, one of receptionist can arrange for a locum Doctor to visit you at home. (See after hours for phone number.)

**Long Appointments.** If booking for a medical or for a more complex problem or Pap smear, please inform reception.

**Non-Cancellation Fee.** If you fail to attend appointments a fee of **\$38.50** will apply. To avoid receiving a fee, adequate notice is required.

#### • SPECIAL PRACTICE NOTES

**Molescan/Skin checks.** Full skin cancer mole checks are available by appointment to ensure a qualified Molescan doctor is available. An appointment specifically is necessary for this service.

**Contacting Doctors.** Should you wish to speak to a Doctor, please be aware the he/she is likely to be consulting. A message can be left and your Doctor or staff member will return your call with a reply.

**Reminder system.** Because our practice is committed to preventive care, we may send you an occasional reminder regarding health services appropriate to your care. If you wish to opt out of this, please let us know.



▶ Please see the Rear Cover for more practice information.

#### ENJOY THIS FREE NEWSLETTER

Please remember that decisions about medical care should be made in consultation with your health care provider so discuss with your doctor before acting on any of the information.

[www.healthnews.net.au](http://www.healthnews.net.au)





## Telehealth

The term telehealth has generally not been used outside medical circles. It applies to use of technology (video or phone) to deliver medical services.

In response to the Covid-19 situation the federal government has, for the first time, allowed Medicare funding to support consultations with your doctor that are not in person. Consultations can be done through video conference or telephone. Currently this is set to continue till September 30. It may be extended.

The Chief Medical Officer has highlighted that ongoing medical conditions have not disappeared and need ongoing attention. High blood pressure, diabetes, depression and a host of other medical conditions continue to need treatment and monitoring.

New health concerns also need to be dealt with.

Telehealth consultations can be booked in a similar way to regular appointments. Ask your practice staff about their procedures. If needed prescriptions can be picked up or sent directly to a nominated chemist. Referrals can also be collected or sent directly.

There are limitations as to what can be done when a patient is not in the same room as the doctor. For example, one cannot listen to the lungs. One of the requirements of a telehealth consultation is that you understand that it may be necessary to follow up with a clinic visit.

Surgeries are right on top of social distancing and hygiene requirements so the risk in attending remains low.

This is a new world for everyone so there may be some glitches or teething problems. Be understanding of this.

The most critical point is do not ignore your general health at this time.

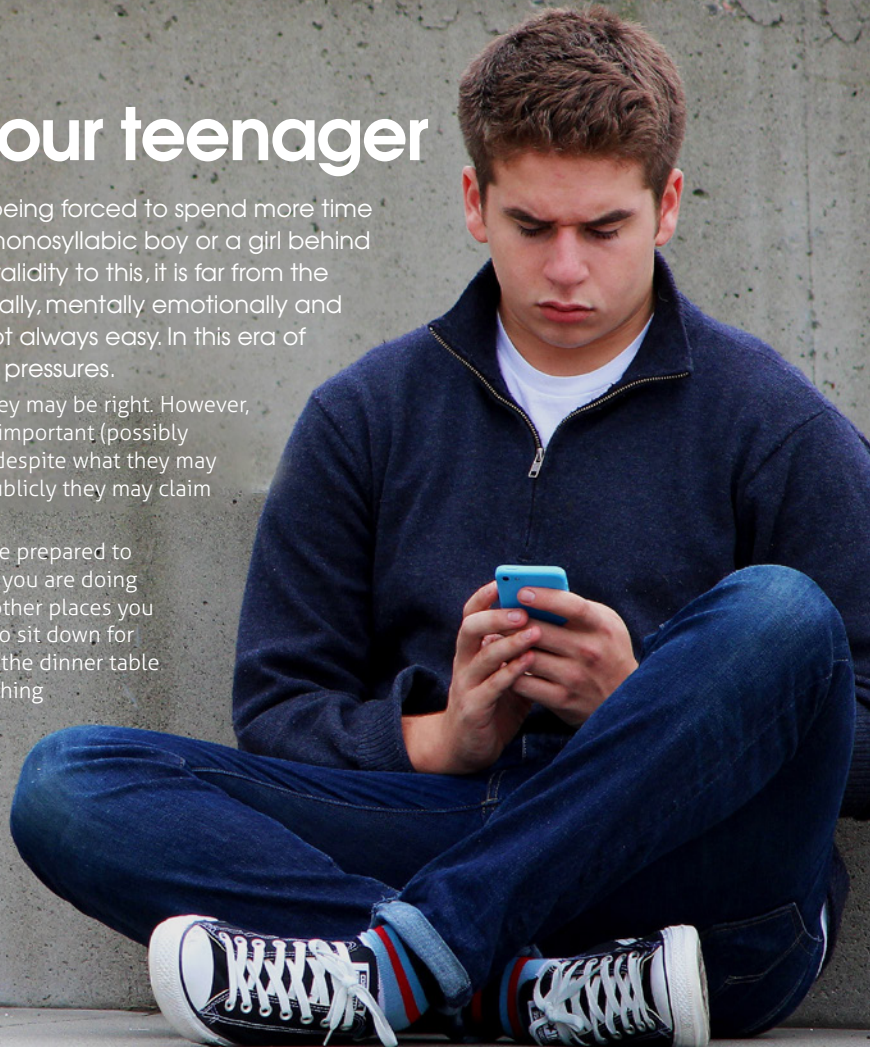
## Connecting with your teenager

Social distancing has meant parents and teens are being forced to spend more time together. The stereotype of the teenager is either a monosyllabic boy or a girl behind a slammed shut bedroom door. Whilst there is some validity to this, it is far from the whole story. Adolescence is a time of change, physically, mentally emotionally and socially. The transition from being a child to adult is not always easy. In this era of social media and smart phones, there are additional pressures.

Parents often lament that their teenagers do not listen, and they may be right. However, communication is a two-way street. This means listening is as important (possibly more so) than talking to your teens. We know that teenagers (despite what they may say) are still wanting guidance and parental support. Whilst publicly they may claim to know it all, deep down there is still insecurity.

Look for common interests. Talk about topics that they raise. Be prepared to talk when they are ready to open up about a situation (even if you are doing something else). Be opportunistic. When driving to school or other places you have a captive audience. This can be a good time to talk. Aim to sit down for dinner with your teen at least a few times a week. Talk around the dinner table can be revealing. No matter how many times the answer is nothing much, ask each day how was school or what happened in your day?

Communication is the key to connecting. Ask your own parents how they coped with you. Talk to your doctor about any concerns you have about your teenager.





# Dry Eye

The eyes need constant lubrication which is provided by the tear glands.

Eyes become dry for two main reasons. Firstly, tears can evaporate too quickly. This can be on planes, in air conditioning, in dry air or smoky conditions. It is temporary and improved by use of lubricant drops and removing yourself (where possible) from the situation. Secondly it can be due to reduced tear production. This can be with advancing age, various medical conditions (e.g. diabetes, lupus Sjogren's syndrome scleroderma), certain medications (e.g. antihistamines, antidepressants, blood pressure tablets), and tear gland damage through trauma.

Other risk factors include being female, use of contact lenses and having low vitamin A levels. Symptoms are a burning itching stinging or dry feeling in the eye. The eyes may become red and sensitive to light. Blurry vision can follow.


Diagnosis is largely on symptoms and a thorough eye examination. Blood tests would be done to rule out underlying conditions. You may be referred to an ophthalmologist.



Complications include eye infections and damage to the eye surface. Fortunately, these can be largely avoided.

Treatment depends on cause. In most cases you will be recommended eye drops to keep the eyes moist. These may be used multiple times a day. Avoiding situations where

dryness would be aggravated is important (where practical). Try to stay inside on windy days or when there is smoke in the air and wear sunglasses when outside. Take breaks when using screens for long periods of time and position your screen below eye level so you tend to look downwards. This can reduce evaporation.

 <https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/dry-eye>



## Prevent the spread of colds & flu

Despite Covid19, "normal winter cold and flu viruses have not disappeared.

There are various theories around why they are usually more prevalent in winter, but nobody really knows. There is much we can do to reduce the spread. Viruses are spread by airborne droplets. Covering your mouth when you cough makes a big difference as does sneezing into a hanky or tissue. Wash your hands. Sanitiser is not essential. Soap and water are fine.

Typically, people try to soldier on with a virus on board. Covid19 has changed that. Those not working at home need to stay home when unwell. This not only helps you get better quicker, but more importantly it makes it less likely you will pass it on to others. Air-conditioned offices make our work life more comfortable but are a great ally to viruses wanting to spread so stay home when sick!

There are no force fields but many ways you can make it less likely you will catch a virus. Regular exercise has been shown to strengthen the immune system, but it is wise to cease or at least reduce exercise while unwell. Eating a healthy diet with adequate fruits and vegetables and getting enough sleep also helps. Managing stress (e.g. meditation guided relaxation herbal teas) has been shown to benefit immunity as does having adequate vitamin D levels.

Going forward the importance of preventing spread, including staying away from others when not well will hopefully stay with us.




## Oral Thrush

Caused by the fungus *Candida albicans*, thrush can affect different parts of the body, most commonly the genitals and the mouth and throat.

Oral thrush will typically cause white plaques in the mouth and throat. There may be surrounding redness. They are not painful. Risk factors include having diabetes, being on steroids (including asthma sprays containing steroid) and having dentures. It is also more common after chemotherapy or radiotherapy and sometimes after courses of antibiotics. Interestingly it is estimated that the fungus may sit dormant (not causing any symptoms) in 75% of the world's population.

Treatment is with antifungal drops or lozenges. Rinsing the mouth with salty water can be helpful in some cases. For those who have asthma, gargling with salty water after using inhalers can help prevent oral thrush.

Many mouthwashes kill off the good bacteria in the mouth enabling thrush to grow. Beware of excessive use of these.

 [https://www.medicalnewstoday.com/articles/178864#risk\\_factor\\_oral\\_thrush](https://www.medicalnewstoday.com/articles/178864#risk_factor_oral_thrush)



## How to manage stress

Stress is claimed to be the scourge of the 21st century. Covid 19 has added to this as has the economic impacts we are seeing. Even in normal circumstances it doesn't seem to matter who you talk to; everyone feels stressed at some stage.


Relationships, money and work are usually shown in polling to be the big three. Our body reacts to stress today like it did in caveman days. It goes into fight or flight mode with the release hormones like adrenalin and cortisol which were very helpful when the threat had a physical solution and would be over soon (for better or worse). It is not so helpful with the type of stressors we face today.

However, there is much we can do to manage stress. Regular exercise is a great stress beater. It can be as simple as going for a walk. Listening to calming music, doing slow deep breathing or guided meditations can be helpful to. There are many apps which are designed to help

people deal with stress and many are free. Drinking herbal tea helps some people as does keeping a journal or writing things down. Drink mainly water and do not drink alcohol to excess. Try to minimise sugar in your diet. Taking a short break, if possible, may help.

Ultimately dealing with the source of the stress is paramount. Remember you don't always have to do this alone. For many chatting with your GP or a counsellor (which can be done online or via phone) can be beneficial, as can talking with trusted friends or family. Others may see solutions that you don't.

Stress can lead to mental health problems so see your GP if you have any concerns.

 <https://www.beyondblue.org.au/get-support/staying-well/reducing-stress>

## WORD SEARCH

Z I L B D C O F L F U E G Q U  
F R T G N C Q H C S V P A K L  
H U O R A L T H R U S H R T U  
Z T H U W I V I K V F D Z J D  
Z A Z R P H P Z B W T Z S M U  
L H O H M Q E S T T O X U C A  
S E O A E Y M T Q H S J A U L  
L A F D K Z H R G H U R F R T  
J L A D H G U E U C G Q I B E  
V T O I W C C S O X O Z W A E  
D H K N B H C S B S V O R F N  
C N D R Y E Y E S I D K V T A  
M E K H U C I V L F G F W S G  
Y W V Z T E L E H E A L T H E  
P S T V F M K M L Z J U K C R

ORALTHRUSH  
TELEHEALTH  
HEALTHNEWS  
DRIEYES  
TEENAGER  
STRESS  
FLU

## Whitfords Avenue Medical Centre

### • SPECIAL PRACTICE NOTES

**Test results.** Please ensure you make a follow-up appointment with your doctor, as results are not given over the phone.

**Despite our best intentions,** we sometimes run late! This is because someone has needed unexpected urgent attention. Thank you for your consideration.

**Medical record confidentiality.** This practice protects your personal health information to ensure it is only available to authorised staff members for the intended purposes and to comply with the Privacy Act. **A copy of our practice privacy policy can be located at reception.**

**Your comments on our medical services are always welcome.** We strive to improve for your benefit. Please direct any queries or complaints to the practice Manager. Feedback forms are available at reception, or email: [jmarkouloop@iinet.net.au](mailto:jmarkouloop@iinet.net.au). Unresolved issues can be addressed to Health & Disability Services Complaints Office: [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au) Ph: 6551 7600

**Molescan/Skin checks.** Full skin cancer mole checks are available by appointment to ensure a qualified Molescan doctor is available. An appointment specifically is necessary for this service.

**Implanon insertion.** Can be done in our minor theatre room after assessment by a family doctor at this practice.

**Cosmetic treatment.** Cosmetic treatment is available at the Whitfords Avenue Medical Group. For more information about the service available please visit our Whitford's Cosmetic Medicine website.

