

Riverstone Family Medical Practice

January, 2023 - Update



Repeat Prescriptions

If you need a repeat script, it is now possible to request one without booking an appointment by clicking on the Online Appointment link on our website, then clicking the Repeat Scripts button.

Please note, the following points apply to all script requests:

- You must have previously been prescribed this medication by your GP and are due for renewal
- Requests must be to your regular GP
- Provision of the repeat script is entirely at the discretion of your GP
- If your request is declined, you are advised to make an appointment
- Medications deemed addictive such as opiates and benzodiazepines are not provided through this service
- The fee for all script requests is \$30
- You need to provide credit card details with your request which will only be charged once the script is approved

Repeat Referrals

If you need a repeat referral, you may request one through our online booking link. Once your GP has reviewed your request, you will be advised within 2-3 business days. If the referral is declined, you will need to book an appointment with your GP online or call the practice directly on (02) 9627 0600.

Please note, the following points apply to all repeat referral requests:

- Online repeat referrals are only suitable for referrals that have previously been provided to you
- Are within the last 12 months and are due for renewal
- Referrals CANNOT be backdated
- For urgent referrals, do not send a request - book an appointment online or call the practice on (02)9627 0600
- The cost of a referral request is \$30.
- You need to provide credit card details with your request which will only be charged once the referral request is approved

Dr Melody Ling Chiou ***General Practitioner***

From now on Dr Melody will be working four days each week on Mondays, Tuesdays, Thursdays and Fridays.



Why do you need a GP that is yours?

At **Riverstone Family Medical Practice** we know the value of building strong patient/doctor relationships that continue over time. Research has clearly shown that having a regular GP results in better health outcomes.

It is important that everyone has one GP who knows them well and who they see for their regular care. This GP will be recorded on the file as Your GP. If you need care and your GP is not available, you can see another GP here who has access to your notes and will, with your permission, inform your GP of any significant health issues that have occurred.

This continuity of care means that you are less likely to suffer an adverse event or have something missed because all of your health information is stored in the same place. If you go to a different medical practice they will not have access to all your records and may not share important health information.

We understand that sometimes it's not possible for you to attend here such as when you are away but you can ask for a copy of the notes to be sent to your GP or uploaded to your My Health Record. There is a letter that your GP can provide if you need this.

Change of GP Registrars

Our **GP Registrars** are registered doctors who are doing specialist training in General Practice. Our current registrars **Dr Hillary McArthur** and **Dr Lachlan Vom** are completing their 6-months term with us at the beginning of February and will be moving to different practices to continue their training. We have really enjoyed having **Drs Hillary** and **Lachlan** with us and wish them all the best for their future careers.

Welcome



We welcome our new GP Registrars - **Dr Alison Ting**, **Dr Hannah Galvin** and **Dr Cheuk Lam**. (Yes, we will now have 3 Dr Lams!) We believe it is essential to be involved in the specialist training of GP Registrars as they will be the GPs of the future.

Apology

We recently sent out an SMS to all our patients advising **Dr Melody Ling Chiou** will in future be adding Thursday sessions to her schedule.

This message was intended for Dr Melody's patients only but was inadvertently sent to everybody.

We do apologise for this error and request, unless you are one of **Dr Melody's** patients, you ignore the SMS and continue to see your regular doctor.

Doctor's returning from leave

Please note these GPs will be returning to work as follows:

- Dr Anne Trang - available from 9 February
- Dr Larry Lam - available from 6 February

When life brings
big winds of change
that almost blow you over...
close your eyes,
hang on tight,
and **BELIEVE.**



Practice Hours: Monday to Friday 8am to 6pm, Saturdays 8am to 1pm
For After Hours Care we recommend the national Home Doctor Service for home visits,
contact on 13 74 25 (13 SICK)