

# Riverstone Family Medical Practice

April, 2023 - Easter Update



## Easter Bunnies

*In ancient times, rabbits were believed to be symbols of abundant new life. It reminds us of spring and new life and has caught the imagination of our modern generation. In modern custom, mothers tell their children that Easter Bunny will deliver decorated eggs to them if they behave well.*

***We wish you and your families a very Happy Easter!***

## Holiday Closure Dates

During the Easter holiday break, the practice will be closed from **7 April through to 10 April**.

If you require medical assistance during this time, please call the **National Home Doctor Service on 13 74 25 (13 SICK)**. If you have a medical emergency, please call 000.

We will also be closed on **Anzac Day, 25 April**.



## Influenza Vaccinations

**Flu season** is fast approaching and your best protection from the flu is vaccination. As the vaccine is most effective for 3 months following administration, we recommend you have the vaccine late April through to early June. This will give you maximum protection during the peak influenza period of late winter and early spring.

We will be commencing **influenza vaccination clinics** after Easter. For people who do not qualify for free vaccination the cost will be \$17. See this link: [the Australian Government Department of Health](https://www.health.gov.au) to check eligibility for free vaccination.

Please also ensure that you have your winter booster of the **COVID-19 vaccination**. These vaccinations can be administered at the same time.

**COVID-19 vaccination remains free for everyone.**



## Medical Students & GP Registrars

**Riverstone Family Medical Practice** is committed to training the health professionals of the future. We have **medical students** and **GP Registrars** in our Practice. GP registrars are fully trained doctors who are specialising in general practice. As part of that training our registrars may sit in with another doctor or may have another doctor sitting in with them.

At times you may be asked if another doctor or medical student can be in the consultation with you and your doctor. **This decision is entirely up to you** and if you do not feel comfortable with another person in the consultation, then please say no to the request. This will not affect your care in any way as your privacy is of utmost importance. If you are comfortable with another doctor or a medical student being present in your consult they will be bound by the same privacy rules as your doctor.

If you have any questions please feel free to ask.

## Patient Check-in Kiosk

You are now able to check in, update your details, make payments and book your future appointments from the **Kiosk available at reception**. Complete your check-in or check-out process in just a minute or two.

Now that we are back to some normality with lots of face to face consults in the practice, you may find our reception staff busy serving patients or answering the phone. Rather than wait, you are welcome to use the **Kiosk** on your right hand side when facing the reception desk.

We will have staff standing by to assist our patients using the **Kiosk** for the first time.



## Phone System Upgrade

As noted by the comments received in our recent survey, many of you have experienced problems with our phone system. We appreciate the feedback and are pleased to announce there will be a **major upgrade of our system** which is planned for the long weekend in April.

We realise how frustrating it can be when your calls drop out or remain unanswered but we believe, with this upcoming upgrade, these problems should be eliminated. **Thank you for your patience.**



## Doctor's Leave

The following doctors will be on leave over the next month:

- Dr Melody Chiou - 25 Apr to 28 Apr
- Dr Ayesha Choudhury - 14 Apr
- Dr Melissa Joseph - 1 Apr to 23 Apr
- Dr Rumi Liyanagemage - 13 Apr to 24 Apr
- Dr Hanaa Wanis - 3 Apr to 30 Apr
- Dr Michelle Crockett - 11 Apr to 14 Apr



**YOU CAN TRUST YOUR DOG TO GUARD YOUR HOUSE BUT NEVER TRUST YOUR DOG TO GUARD YOUR SANDWICH.**



**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)

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