



NOCH

NEWSLETTER

MAY 2019

CONTINENCE SUPPORT

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ALL ABOARD SKATE WORKSHOPS

FLU CLINIC REMINDER

Winter Woollies Drive

Each year we support over 200 individuals and families across the region who are at risk of, or are currently experiencing homelessness. For these 200 individuals and families, there are over 500 dependent children.



With Winter just around the corner and the cold weather starting to appear, we will again be running our Winter Woollies Drive from 13th to 24th May 2019.

Winter can be an increasingly difficult time for our homeless community with the weather being one more thing they have to contend with. We ask everyone to have a dig around in their closets and find any items they no longer want or need.

Anyone can support the Winter Woollies Clothing Drive by donating warm clothing such as coats, jackets, scarves, hats and gloves as well as any blankets or doonas. All items collected will be provided to the St Vincent De Paul Society for distribution to vulnerable members of the local community who are in need. We had an incredible response to the drive last year, It was wonderful to see so many people donating goods to help out other locals.

Donations must be of good quality, clean and undamaged and can be dropped off to our Offices in Kerang, Cohuna, Pyramid Hill and Quambatook and at the Boort Resource & Information Centre.



We are a registered NDIS provider

Our NDIS registered services include

- Occupational Therapy
- Community Nursing Care
- Podiatry
- Dietitian
- Speech Pathology
- Physiotherapy
- Support Coordination
- Early Childhood Supports
- Group Programs

To be eligible for the NDIS, you need to

- Have a permanent disability that makes every day things really hard;
- Be under 65 years of age; and
- Be an Australian citizen or hold a permanent visa or a Protected Special Category visa.

After Hours Medical Advice

A four-panel graphic with a dark blue background. Panel 1: Text 'Need urgent medical advice after hours?' above a green sign that says 'MEDICAL CLINIC CLOSED'. Panel 2: Text 'Don't drive to hospital' above a red octagonal 'STOP' sign. Panel 3: Text 'It's faster to phone' above an illustration of a hand holding a smartphone with a red cross icon and a speech bubble saying 'HOW CAN I HELP?'. Panel 4: Text 'For free health advice' above the number '1800 022 222' and the website 'healthdirect.gov.au'. Below this is the 'phn MURRAY' logo, 'An Australian Government Initiative', and 'In an emergency dial 000'.

Need urgent medical advice after hours?

Don't drive to hospital

It's faster to phone

For free health advice
1800 022 222
healthdirect.gov.au

phn MURRAY
An Australian Government Initiative
In an emergency dial 000

If you need medical assistance after hours, you should call your local general practice clinic to see what after hours options are available. If they're not open, you can call the healthdirect GP advice and support line on 1800 022 222, which is available to people who live outside major cities from:

6pm - 7.30am Monday to Friday
Midday on Saturday
All day Sunday and on public holidays.

In case of an emergency, always dial 000



NDCH

Northern District Community Health

Continence Support

- Incontinence is when a person losses urine or contents from the bowel without meaning to.
- It happens to 1 in every 20 Australians.
- It can be treated, improved and managed.

Continence clinics run every Tuesday.

We visit Boort, Cohuna, Kerang, Pyramid Hill, Quambatook and surrounds. We can also do home visits.

Cost: \$10 for concession

\$20 for no concession



To book or for more information phone NDCH on (03) 5451 0200

Continence Foundation of Australia



www.continence.org.au



@AusContinence

We Acknowledge

ABORIGINAL & TORRES STRAIT ISLANDERS

NDCH acknowledges that our work occurs on the country of the Traditional Owners of the area, the people of Barapa Barapa, Wemba Wemba, Yorta Yorta and DjaDja Wurrung and acknowledge their ancestors who have been custodians of this land for thousands of years.

We acknowledge and pay our respects to their Elders, past and present and, through them, to all Aboriginal and Torres Strait Islander people.



LGBTIQ+

NDCH proudly supports the LGBTIQ communities.



@ndchvic

FIND US ON SOCIAL MEDIA



If you want to stay up to date on our latest news, events and social happenings find us on social media.

FLU Clinic

A reminder that our Medical Clinic will be running vaccination clinics every Wednesday afternoon during May.

Please ring 5452 1366 to make a booking.

Flu shots are \$20. Free flu shots will be available again this year for eligible people.

Who is eligible for free Influenza Vaccine?

- All children aged six months to less than five years - Victorian government funded
- All Aboriginal and Torres Strait Islander people aged from six months
- All adults aged 65 years and over
- All people aged 6 months and under who have certain medical conditions which increase the risk of influenza disease complications; for example, severe asthma, lung or heart disease, low immunity or diabetes
- Pregnant women (during any stage of pregnancy).

Have you changed your Information?

If you have moved, got a new phone number or if any of your personal information has changed and you haven't told us yet, please let our reception staff know so that we can update your records.

Charity Register

As we are a not-for-profit organisation a majority of our income is raised through funding, fundraising and donations.

Demand for our services has continued to increase and Government funding does not fully cover the costs of providing all services. We need the support of the community we serve to achieve our goal of supporting our community to achieve better health outcomes.

If you would like to make a tax deductible donation to NDCH, please have a chat with one of our staff or visit our website at www.ndch.org.au/donations.

Recent Donations have been recieved with thanks from:

- Personal Donations \$1,120
- Melbourne Cup Day Charity Luncheon \$1,100
- Lisa Curry Women's Health Night \$500
- NDCH Workplace Giving Fund \$1,460



All Aboard for Skate Workshops

Last month we supported the 'All Aboard Skate Sessions' run by Ownlife. We had over 50 young people learn new skills, make new friends and get some great exercise over the two days.

Skateboarding coaches, Julian Mansfield and James Cole, and headspace Swan Hill did a fantastic job and made the event a success.

Our Youth Health Promotion Worker, Matt Allan also managed to score some great merchandise from Element Australia which was given away during the event!

Funding was provided through FreeZa, a Victorian Government initiative.

You can watch a great video about the event at <https://youtu.be/mTt3HA1G7Cw>



Patient Information

34 FITZROY STREET
KERANG VIC 3579

(03) 5452 1366

DOCTORS

Dr John Shokry
Dr Megan Belot
Dr Kashif Surahio
Dr Ashraf Takla

NURSE PRACTITIONER

Mrs Yvonne Fabry

NURSES

Jenny Brereton RN (Team Leader)
Beth Dickson RN
Shannon Laursen RN
Deidre Lehmann EN
Cheryl Sarre EN
Lana Wishart EN
Michelle Whitelaw EN
Rosi Bear RN

ADMIN STAFF

Meryl Metcalfe (Coordinator)
Nicole Betson
Jeanette Schmidt
Nick Keely
Aliesha O'Neill
Ros Campbell



PRIVACY

This practice is committed to maintaining the confidentiality of your personal health information. Your medical record is a confidential document. It is the policy of this practice to maintain the security of personal health information at all times and to ensure that this information is only available to authorised members of staff.

PRESCRIPTIONS

All patients must be seen for repeat prescriptions. No phone or over the counter prescriptions will be taken. You may need a blood pressure check, blood sugar, or pathology which is ordered by your doctor. This ensures better health care for you and your family.

FEES

All accounts are required to be paid on the day of visit. The standard fee is \$75. Fees vary according to time/or services provided. Your claim will be sent to Medicare electronically who will pay your rebate direct to your nominated bank account. We are not a bulk billing clinic.

AGE & DISABILITY PENSION CARD HOLDERS

Pension card holders will be charged an out of pocket fee of \$30 payable on the day for three visits each calendar year.

HEALTHCARE CARD HOLDERS

Healthcare card holders will be asked for a \$30 Gap Payment each visit instead of the \$75 pay on the day fee.



Online appointments can be made by visiting:
www.hotdoc.com.au/medical-centres

PHONE CALLS

If you need to speak to a Doctor during business hours, your call will be returned at the Doctor's earliest convenience. Please be prepared to leave your contact details with the Medical Reception. If you have an abnormal test result you will be contacted by the Doctor or clinic staff.

COMPLAINTS

We welcome your suggestions, complaints and compliments. Complaints should be addressed to the CEO of Northern District Community Health or contact the

Health Complaints Commissioner

on 1300 582 113

or at

Level 26, 570 Bourke Street, MELBOURNE VIC 3001.

HOURS AND APPOINTMENTS

Monday to Friday: 8.45am - 5.30pm

Consultations are by appointment only

Double appointment times can be made by request. Please let the staff know if there are any specific needs. We would appreciate early cancellations where possible to allow us to contact other patients we may have on a waiting list.

OUT OF HOURS EMERGENCIES

In the event of a medical emergency please ring 000. For urgent after hours care, please attend or call Kerang District Health on (03) 5450 9200.

If you are seen by one of our Clinic Doctors at Hospital, please be aware that a \$50 co-payment will be charged.

Clinic Services

- GP Consultations
- Health Assessments
- Nurse Practitioner Consultations
- ABI (Ankle-Brachial Index Test)
- Medicals
- Immunisations
- Travel Vaccines
- GP Management Plans
- GP Mental Health Plans
- Specialist Referrals
- Ear Wash
- Skin Lesion Biopsy & Excision
- Cryotherapy
- Diathermy
- Spirometry (Lung Function Test)
- 24 Hour BP Monitoring
- 24 Hour Heart Monitoring
- ECG (electrocardiogram)
- Cardiologist (Visiting Specialist)
- Psychologist (Visiting Specialist)
- Geriatrician (Visiting Specialist)
- Hearing Aid Specialists

**Procedures do incur a practice fee.
Please contact our Medical
Receptionists for appointments
and further information on
(03) 5452 1366.**



Contact Us

KERANG

Community Health
24 Fitzroy Street
Monday to Friday 8.30am to
5.00pm
Phone: 03 5451 0200
Fax: 03 5452 2486
Email: info@ndch.org.au
SMS: 0428 575 597

Medical Clinic

34 Fitzroy Street
Monday to Friday 8.45am to
5.30pm
Phone: 03 5452 1366
Fax: 03 5450 3232
Email: clinic@ndch.org.au

COHUNA

25 King Edward Street
Monday to Friday 9.00am to
4.00pm
Closed 12 Noon to 1.00pm
Phone: 03 5451 0250

PYRAMID HILL

12 Victoria Street
Monday to Friday 9.00am to
10.00am
(other times by appointment)
Phone: 03 5455 7065

BOORT

119-121 Godfrey Street
Open by appointment only
Phone: 03 5451 0260

QUAMBATOOK

33 Mildred Street
Tuesday and Friday
9.00am to 10.00am
(other times by appointment)
Phone: 03 5457 1300

We also have Shared
Professional Spaces in
Koondrook, Charlton, Sea Lake,
Donald and Wycheproof.



NDCH

Thanks For Reading

www.ndch.org.au

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*Although funding for this nursing and allied health service has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.



*together we are creating a
healthy workplace*

achievement
program

