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The Montserrat Newsletter

Welcome to our February 2012 Newsletter

Welcome to 2012. After a challenging 2011 for most Queenslanders, we hope you and your families had a well-deserved break.

2012 is shaping up as an exciting year for Montserrat. We will be able to announce at least one more Gastroenterologist joining the practice, the North Lakes Day Hospital opening, the rollout of upgraded software and call centre infrastructure.

Dr Mark Norrie – City Consulting Sessions

With the completion of our Albert St consulting suites we can now advise that Dr Norrie will provide consulting services every Thursday afternoon commencing in February. Dr Norrie continues to provide consulting services at Indooroopilly, Emerald and Longreach. Booking can be made by calling (07) 3833 6701.

Warm regards, *Dr Peter Stephenson*



DVA Patient Information Free Appointments

Our DVA agreement now provides FREE prep appointments for all DVA cardholders. Referrals are welcome by faxing 3833 6740



Call Centre Improvements

We listened to your feedback in 2011 about long call waiting queues and difficulties getting through to us. So in December we rolled out our new phone system, which enables faster call pick-up, call prioritization, clarity and monitoring.

If you or your patients are having any problems getting through to us please call Dale on 3833 6709.

Electronic Referrals

We are pleased to advise that e-referral templates are now available on our website at:

<http://www.montserrat.com.au/gp-referral-form.html>

Simple to use download instructions are also included. If you require any assistance please contact Ben Korst via the GP Hotline on 3833 6788.



Dr Barton Clarke (Urodynamics)

With the closure of our Astor Terrace clinic Dr Clarke has moved his Tuesday procedure list to our Indooroopilly clinic. Dr Clarke's rooms can be contacted on ph: (07) 3831 5844

Our People



Name: Dale Hitchcock

Patient Booking & Call Centre Manager

After many years of experience at Joondalup Hospital in Perth and 5 years in Telstra's call centre, Dale's experience fits perfectly since joining Montserrat in 2009. Dale not only assists our patients, but also manages our doctor's busy schedule and our medical typing staff. When not on the phones, Dale loves a weekend drive in her MX5 with the top down.



Name: Della Ridge

Customer Care Consultant

Recently returning to work after giving birth to her first child in August last year, Della has been a cornerstone employee since joining Montserrat in 2006.

Della's nursing background has also proved an excellent fit for the patients with pre-op concerns or questions. Della's new edition sees most of her free time being a mum.



Name: Pru Eddy

Customer Care Consultant

Recently completing her psychology degree and with experience on the Life Line Helpline, Pru has been a huge asset to Montserrat since joining in 2011.

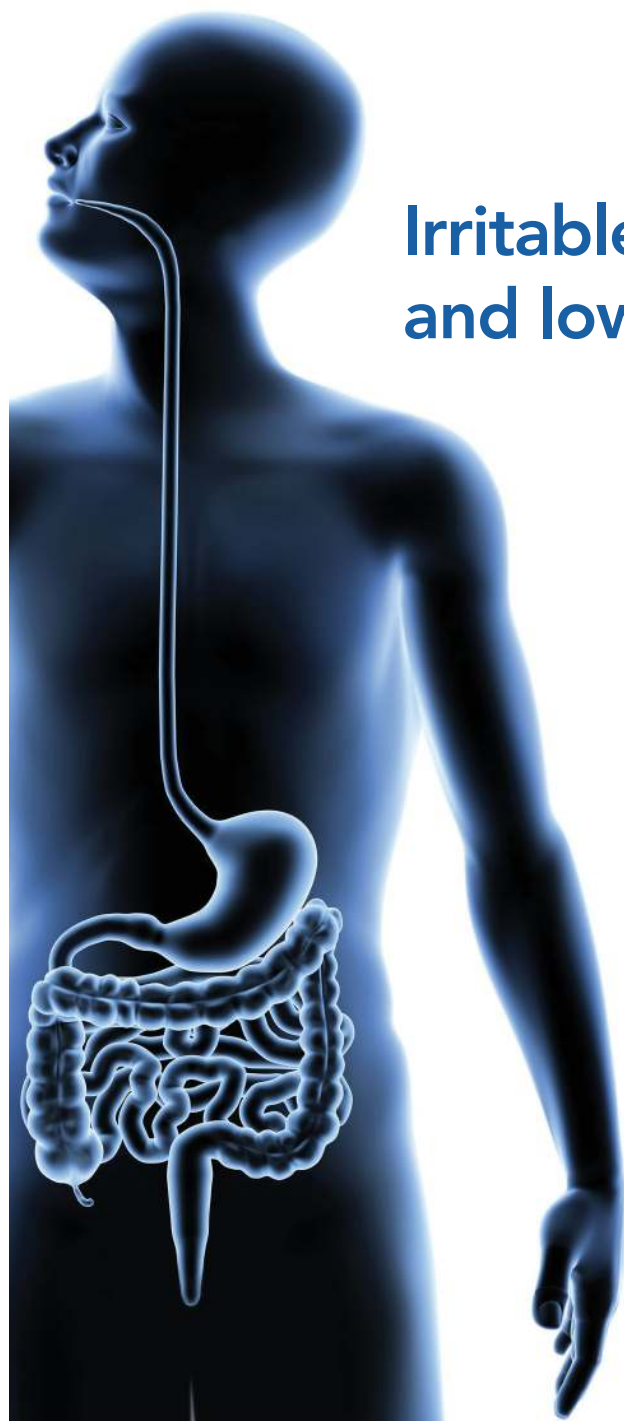
Pru's natural ability to work with patients has seen her excel in her new role and we can see big things in her future.

E-Referrals are catching on!

Over the past 3 months we have seen a 300% increase in the number of referrals received electronically. There is some work involved in setting up templates but the improved information flow is worth the effort. Referrals received electronically have more accurate patient information as they are doctor generated, increase the speed of bookings, eliminate lost referrals and help in completing the GP => specialist loop. Templates can work or be modified to work with most practice software (ie. Medical Director, PractiX, Best Practice & more).

For further information, please see our website at www.montserrat.com.au





INDUSTRY SPECIAL REPORT

Irritable Bowel Syndrome and low FODMAPs diet.



DR CLIONA MAGUIRE (Gastroenterologist)
MB, BCh, BHO, MRCPI, FRACP

Functional gut disorders such as irritable bowel syndrome are extremely common, can be difficult to manage and are often associated with food intolerances. Now researchers at Monash University in Victoria have developed a low FODMAPs diet which has been shown to reduce symptoms in 75% of patients.⁽¹⁾

The diet restricts Fermentable Oligo, Di and Monosaccharides And Polyols and as the diet is quite complex, referral to a trained dietician is usually recommended.

Foods which should be avoided on a FODMAPS diet include those containing fructans (wheat, onions, garlic), fructose (apples, pears, stonefruit and juices), lactose (milk, yoghurt, soft cheeses), galactans (legumes) and polyols (artificial sweeteners and confectionary).

Not all patients are intolerant of fructose and/or lactose and a detailed dietary history, measurement of disaccharidases or breath testing can help determine which patients may include these foods in their diet.

Although the FODMAPS diet is an effective tool in the management of irritable bowel syndrome, many patients will still require other treatments such as fibre supplements, probiotics, laxatives, antispasmodics or low dose tricyclic antidepressants.

1. Gibson PRo J Gastroenterol Hepatol 2011 April 26.

Mr Jacob Wylie - Clinical Manager

Clinical Nurse Manager at Montserrat Indooroopilly, Jacob is a QUT graduated working within the peri-operative and Gastroenterology area since 2002. As well as a practicing nursing (Theatre and Gastroenterology) in a variety of healthcare settings, Jacob worked in London for eight years within the Perioperative and Gastroenterology units at Guy's & St Thomas' and University College London Hospital as well as other London Hospitals.

Jacob joined the Montserrat group in October 2011 and has taken on the role as Clinical Nurse Manager at the Indooroopilly site.

We are pleased to have Jacob on board and with his fresh approach to nursing and up to date clinical skills we can see a bright future for both Jacob and the Indooroopilly clinic.

Jacob can be contacted on 3833 6775

North Lakes Update

Due for completion in February we be open to patients in March. We can now see services at the facility extending to IVF, Gynaecology, ENT, Gastroenterology, Oral and Maxillofacial and Orthopaedic Surgery.

Dr Gauquin Gamboa has recently advised that he will be commencing consulting and surgical services as part of the QLD Hips and Knees practice at North Lakes. Enquiries to Dr Gamboa can be made by calling (07) 3832 1652.



A sneak preview
inside...

Updated Gastroenterologist Timetables

	Mon	Tues	Wed	Thurs	Fri	Sat
Dr Macguire	GAY	GAY	GAY	GAY		Service Rotates between Doctors
Dr Williams		IND	IND / IPS	IND	IND / IPS	
Dr Norrie		IND / CITY		IND / CITY	IND«	
Dr Bhat	IND #				IND««	
Dr Islam	IND		IND	GAY/NLDH	IND««	

« Unless in Emerald or Longreach «« Rotates each week # Full day list usually available

* Please note that whilst we offer an Open Access Service all our Gastroenterologists are available for consultations.

Gastrolab at Montserrat

Montserrat is pleased to announce that we have partnered with Gastrolab for the exclusive use of their services for Hydrogen / Methane Breath Testing in our clinics. Gastrolab is owned and operated by Gastroenterologists and offer's Australia's largest service for breath testing for Malabsorption of Lactose, Fructose, Sucrose and Sorbitol and testing for small bowel bacterial overgrowth. Referrals can be made separately to Gastrolab and all enquiries can be made by calling 1300 624 771.



Brisbane City

Level 1, Suite 9, 245 Albert St,
Brisbane Qld 4000

Phone: (07) 3833 6701

Fax: (07) 3833 6740

Indooroopilly

12 Riverview Tce
Indooroopilly Qld 4068

Phone: (07) 3878 7222

Fax: (07) 3833 6740

Gaythorne

383-391 Samford Rd
Gaythorne Qld 4051

Phone: (07) 3550 3550

Fax: (07) 3833 6740

North Lakes

7 Endeavour Boulevard,
North Lakes Qld 4509

Opening March 2012

Phone: (07) 3833 6701

Fax: (07) 3833 6740

*Also serving Ipswich, Longreach & Emerald since 1997