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# The Montserrat Newsletter

**JAN  
2014**

## Check your health insurance cover

Welcome to 2014. As we look forward to a busy year we once again take the opportunity to thank all of our GP's, Specialists, Nurses and Staff.

I want to make special mention of some of our wonderful staff and give them praise where it is due. 2013 was a very big year for Montserrat. We undertook accreditation under National Standards for the first time and was the first multi-site provider to achieve 'no non-conformances', which was a great effort from all of those involved. We incorporated the Sunshine Coast Haematology and Oncology Clinic and welcomed a staggering 25 new Specialists into the Montserrat family.

I also wanted my soap box moment! In the past 12 months we have seen the number of patients who are not covered for many procedures substantially increase. It seems that many funds are changing the policies of their members in ways which don't seem altogether 'above board'. Cover that says things like, 'basic' and 'my options' often covers the patient only in the event of an accident. Many patients are unaware of this.

Recently a family member of mine was asked to exclude various services on the advice of a call centre person. My family member took great exception to this conversation which sought to modify her coverage and an apology from the fund was forthcoming. It appears this call centre person felt they had the appropriate knowledge to dispense medical statistics on the likelihood of various services being required. However, it serves as a warning to all of our collective patients that they need to be vigilant in accessing the policy which meets their needs and the exclusions that might be incorporated.



We also welcome the Brisbane Haemorrhoid Clinic Doctors to Montserrat and the additional services they will offer all of our Patients.

**Warm regards**  
 Dr Peter Stephenson


**Brisbane Haemorrhoid Clinic**

Now operating out of Montserrat Day Hospitals.

Visit **[www.brisroid.com.au](http://www.brisroid.com.au)**

Our call centre is also now  
 taking enquiries on **3833 6707**

## RDMA Meeting – OX Hotel

Montserrat sponsored the AGM of the of the Redcliffe District Medical Association in August at the Ox Hotel in Margate.

Dr Sam Islam gave a presentation on fatty liver disease which included the latest statics, treatments and expected outcomes for fatty liver disease patients. Dr Islam has a special interest in this area. He consults and operates at the Indooroopilly and North Lakes sites weekly.

Dr Daniel Mehanna gave a presentation on the latest technique for haemorrhoid treatment – HALRAR. His presentation of this new technique created a lot of interest from the GP's present. The procedure greatly reduces the recovery time and discomfort for the patients and is being carried out at NLDH on a regular basis. Dr Mehanna consults and operates at North Lakes on a fortnightly basis.



## Clinical Haematology Expansion to NLDH

In October, North Lakes Day Hospital commenced limited Clinical Haematology services. Dr Sorab Shavaska is carrying out Bone Marrow Aspirations (BMA) in conjunction with QML Pathology on Tuesday mornings on a fortnightly basis.

Dr Shavaska provides services at our Sunshine Coast Haematology and Oncology Clinic and is pleased to be able to extend this new service to NLDH. There is availability for up to 6 patients on this list.

The procedure (BMA) is carried out with local anaesthetic and a mild sedation and patients are generally able to leave the facility within 1 hour, although they are required to be escorted home and are unable to drive themselves.

This service is offered to privately insured, self insured and public patients. Patients can book for this procedure on the QML booking line 5441 0200.

***Urgent referrals can be added at short notice and GP's can also contact the QML booking line to organise this.***

## Staff Care Recognised at North Lakes



This is Libby – She received these flowers from a patient for her outstanding care and compassion. Libby has such a warm personality and truly loves looking after our patients. It is a credit to her that a patient was so appreciative in her short time with us that she brought these flowers in the following day.

Our receptionist Gayle has also received some lovely gifts of chocolates and admission nurse Maree received flowers for her patient care.

Our regular patient feedback from patients is that the staff are lovely from the time they walk in the door until they leave. The staff go out of their way to ensure the patients experience is as comfortable and dignified as possible. It's a great team of people who really commit to patient care.

If you or your patient would like a tour of our North Lakes facility feel free to drop in any day of the week.

## 'Boning Up on Knees' at North Lakes



The 19th of October saw a training session held for 20 GPs at North Lakes, entitled 'Boning Up on Knees' by **Dr Gauguin Gamboa** from Old Hips & Knees. The discussion focused on easy ways to diagnose the extent of your patient's knee injuries, when to allow load bearing movement and when to refer and when not to refer. For those interested in the notes from the evening they are available on both the GP Partners website and also [www.qldhipsandknees.com.au](http://www.qldhipsandknees.com.au). North Lakes Day Hospital is now running an orthopaedic clinic every Friday.

## Preps at all Sites

Montserrat continues to believe that a good colonoscopy starts with a good prep. Our Prep Clinic times at all sites are outlined below. All of these clinics are managed by trained nursing staff with on-site specialist support.

	IND	GAY	NLDH	IPSWICH
Monday	✓	✓		
Tuesday	✓	✓	✓	
Wednesday	✓		✓	✓
Thursday	✓	✓	✓	
Friday	✓	✓		

## Brisbane Haemorrhoid Clinic

The introduction of the Brisbane Haemorrhoid Clinic at Montserrat facilities has been a huge relief for some long time sufferers. We recently had a patient fly from Mackay seeking assistance. This clinic is now open at Gaythorne, North Lakes and consulting services at Indooroopilly.

We will shortly be sending out standardised referral pads to GPs to assist streamlining this process. We would welcome your feedback and should you wish to know more about the clinic and possible surgical options co-ordinate a visit from one of our Clinic Managers. More information can be found at [www.brisroid.com.au](http://www.brisroid.com.au) or by Googling 'Haemorrhoids Brisbane'. Our call centre is also now taking enquiries on 3833 6707.



## Sunshine Coast University Prize

In front of family, friends and other students, Kim McCullough, Nurse Manager, representing the Sunshine Coast Haematology & Oncology Clinic presented Ms Breanna March, with the award for the highest achieving student in Palliative, Rehabilitation and Continuing Care course at the University in 2014.

The award was established by the Sunshine Coast Haematology & Oncology Clinic in 2011 as a way to encourage and recognise the efforts of future nurses in the field. The prize helps the recipient of the award to reduce work hours to concentrate on their studies or as a small contribution towards other learning materials.

visit: [www.schoc.com](http://www.schoc.com)





## Updated Open Access Specialists Timetable

	Mon	Tues	Wed	Thurs	Fri	Sat
Dr Cliona Maguire	GAY	GAY/CITY	GAY	GAY		Service Rotates between Doctors at Indooroopilly
Dr Derwin Williams	IPS	IND	IND / IPS	IND	IND / IPS	
Dr Mark Norrie		IND		IND / CITY	IND«	
Dr Sam Islam	IND		IND	NLDH		
Dr Rebecca Ryan	IND	GAY				
Dr Hugh McGregor		NLDH				
Dr Daniel Mehanna			NLDH			
Dr Terrance Tan	IND	GAY				
Dr Naeem Khan	NLDH					
Dr Antony Pan					IND / NLDH	

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

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

## Northlakes Specialist Contacts

**Dr Agus Brotodihardjo** 07 5498 9077  
Gastroenterology

**Dr Sam Islam** 07 3833 6701  
Gastroenterology

**Dr Naeem Khan** 07 3833 6765  
General Surgery

**Dr Roderick Borrowdale** 07 3883 7100  
General Surgery

**Dr Boris Strezakov** 07 3833 6765  
General Surgery/Endoscopy

**Dr Daniel Mehanna**  
General Surgery 07 3833 6755  
Endoscopy 07 3833 6701

**Dr Hugh McGregor**  
General Surgery 07 3283 4200  
Endoscopy 07 3833 6701

**Dr Martin D'Arcy Evans** 07 3353 6965  
Gynaecology

**Dr Mahilal Ratrapala** 07 5495 9546  
Gynaecology

**Dr Moemen Morris** 07 3833 6765  
Gynaecology

**Dr Archra Saraswat** 1300 853 546  
Gynaecology

**Dr Lata Sharma** 07 3833 6765  
Gynaecology

**Dr Terence Alexander** 07 3832 3232  
Oral & Maxillofacial Surgery

**Dr Mohammad Mansour** 07 3832 3232  
Oral & Maxillofacial Surgery

**Dr Andrew Smith** 07 3385 0900  
Ophthalmology

**Dr Kate Slaughter** 07 3385 0900  
Ophthalmology

**Dr Stuart Reader** 07 3385 0900  
Ophthalmology

**Dr Gaugin Gamboa** 07 3832 1652  
Orthopaedics

**Dr Greg Farmer** 07 3883 2244  
Orthopaedics

**Dr Jason Kwon** 07 3833 6701  
Pain Management

**Dr Ben Martin** 07 3834 6283  
Urology

**Dr Joe Schoeman** 07 3831 9049  
Urology

**Dr Wallace Foster** 07 3832 4160  
Vascular Surgery

**Dr Matthew Valentine** 07 3833 6766  
Vasectomy



**Brisbane City** L1, 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 | Phone: (07) 3833 6755 | Fax: (07) 3491 3614

**Sunshine Coast** 32 Second Avenue, Maroochydore QLD 4558 | Phone: (07) 5479 0000 | Fax: (07) 5479 5050  
(Sunshine Coast Haematology and Oncology Clinic)

\*Also serving Ipswich, Longreach & Emerald since 1997



**10 Day Patient Promise - COLONOSCOPY PATIENTS**  
Call the GP Hotline on 3833 6788 or visit [www.montserrat.com.au](http://www.montserrat.com.au)