



HIGHLANDS  
GeneralPractice



Introducing Dr Andreas Rauch



Introducing Med Student  
Megan Kelly



## Online Bookings

You can now book your appointment using the *HotDoc* app.

Please visit [highlandsgp.com.au](http://highlandsgp.com.au) to make an online booking or download the app via Google Play or the App Store. Please speak with our friendly reception team for more details. You can also visit our Facebook page (Highlands GP) for more updates.



ONLINE BOOKINGS VIA [highlandsgp.com.au](http://highlandsgp.com.au)

Suite 1, 70 Bowral Street, Bowral NSW 2576  
Tel: 02 4861 3183 | Fax: 02 4862 2920

Suite 1, 41 Willow Drive, Moss Vale NSW 2577  
Tel: 02 4862 7333 | Fax: 02 4862 7334

## SUMMER 2023

FREE TO TAKE HOME!

### Bowral Practice

#### Doctors

Dr Shahrul Abd Wahab      Dr Stuart Murray  
Dr Huda Ab Aziz            Dr Tess van Duuren  
Dr Chris Alexander  
Dr Stephen Barnett  
Dr Monique Bullbrook  
Dr Harshinie Jayamanna  
Dr Joo Kim  
Dr Penny Knowlden  
Dr Grant Lewis  
Dr Nicholas Lo  
Dr Jenny Loxton

#### Registrars

Dr Joyce Deng  
Dr Bernadet Sutanto  
Dr Sam Nashi  
Dr Christine Ng  
Dr Stephanie Wood  
Dr Andreas Rauch

#### Practice Hours

Monday to Friday: 8.00am – 6:00pm (by apt.)  
Saturday: 9.00am – 12.00pm. Sunday: Closed

### Moss Vale Practice

#### Doctors

Dr Taleitha Atkins  
Dr Stephen Barnett  
Dr Clare Haydon  
Dr Stephen Helme  
Dr Nicholas Lo  
Dr John Ward

#### Registrars

Dr Joyce Deng  
Dr Bernadet Sutanto  
Dr Sam Nashi  
Dr Christine Ng  
Dr Stephanie Wood  
Dr Andreas Rauch

#### Practice Hours

Monday to Friday: 8.30am – 5.00pm (by apt.)  
Saturday: 8.30am – 11.00am. Sunday: Closed

### Find Us Online

Website: [www.highlandsgp.com.au](http://www.highlandsgp.com.au)  
Email: [admin@highlandsgp.com.au](mailto:admin@highlandsgp.com.au)  
Facebook: HighlandsGP

### SOUTHERN HIGHLANDS GP AFTER HOURS SERVICE (SHGPAHS)

**Contact:** 4861 6433  
**Address:** 21 St Jude Street,  
Bowral

Opposite Bowral Hospital

#### Clinic Hours:

**Saturday:** 3pm - 5pm

**Sunday & Public Holidays:**  
9am - 12pm and 3pm - 5pm

A GP is always contactable at  
the phone number above.

#### FIND US ONLINE

For more information about  
the practice, services, team  
and doctors visit our website at

[www.highlandsgp.com.au](http://www.highlandsgp.com.au)

You can also follow up on  
Facebook at **Highlands GP** for  
more extensive educational  
and seasonal content.

### Practice News

We are almost at the end of 2023 and it's been a whirlwind year for Highlands GP. We've welcomed new doctors and farewelled another who has retired, we have a new Medical Student and a number of new members in our reception team. The Highlands GP baby boom has not slowed down, with another three little ones arriving and a couple of others on the way! We've also enjoyed a number of special celebrations, including staff weddings and Matildas World Cup fever!

### MyMedicare

MyMedicare is a new voluntary patient registration model introduced by the Dept of Health. It aims to formalise the relationship between patients, their general practice, general practitioner (GP) and primary care teams.

Evidence shows that seeing the same GP and healthcare team regularly leads to better health outcomes. Seeing your GP regularly and formalising the relationship you have with your GP and general practice through MyMedicare may lead to better health outcomes.

Registration can be done online via your Medicare Online Account, or ask our reception team for a registration form.

## General Practice Services

The professional and friendly doctors and staff at Highlands General Practice provide a comprehensive range of general practice services for our patients across all stages and phases of their lives. In addition to providing acute care services we also focus on preventative care and chronic disease management.

Our range of services includes:

- Women's Health
- Men's Health
- Antenatal Shared Care
- Lactation Support
- Paediatrics
- Milestone Checks
- Adolescent Health
- Mental Health
- Sexual and Reproductive Health
- Occupational Health
- Chronic Disease Management
- Skin Clinics
- Travel Health
- Immunisation Schedules
- Aged Care Management
- Aviation Medical Assessments

## Telehealth Appointments

Highlands GP offers Telehealth appointments for all routine services including:

- Prescriptions
- Referrals
- Care Plan Reviews
- Mental Health Appointments

We encourage patients to make Telehealth bookings if they have difficulty getting to the practice or are unable to leave their home. Please do not delay your health or seeking medical attention because you are unable to physically see a doctor. Please be advised that all Telehealth appointments may incur a consultation fee, at your doctor's discretion.

## SATURDAY MORNINGS

Patients are seen in order of arrival and Telehealth appointments attended to at the end of the session.

We ask that these mornings be reserved for problems that cannot be attended to at other times during the week. Australian Clinical Labs is also open during these times in Bowral  
**Bowral Street: 9am - 12pm**

## Introducing Our New Registrar

### Dr Andreas Rauch

Dr Andreas Rauch was born in Germany and obtained his medical degree there in 2004.

After working in Germany and Switzerland Andreas followed his wife to Australia where he has worked mainly in Emergency Departments and pre-hospital services for the

past 16 years. Dr Rauch is now training to obtain his qualification as a GP with ACRRM to be able to better serve his patients in a holistic way. In his spare time Andreas enjoys spending time with family and walking his Labrador.



### SPECIAL INTERESTS:

Men's Health Emergency care, Cardiac care



### SKIN CANCER CHECKS

With the warmer weather, *Summer* is a timely reminder of the importance of having regular *skin checks*.

Skin Cancer Checks are an important preventative health care tool and regular skin checks are recommended for our patients. There are certain risk factors to consider that may increase the prevalence of skin cancer such as:

- Very fair skin that burns easily and/or a large number of moles on your body
- A family history of skin cancer
- Previous solarium use
- Outdoor work, sporting and/or recreational activities
- Previous skin cancer.



## Telehealth Consults

If you are unable to attend the surgery due to illness, disability or accessibility, in most cases our doctors are happy to conduct a consultation over the phone.

The doctor does the same prework, and follow up, as a face-to-face visit and can generally provide any required documents electronically.



## Referrals and Repeat Prescriptions

Referrals and repeat prescriptions require time and careful thought to prepare. Medical histories, allergies, and past treatments must be reviewed. For these reasons a consultation is required. The provision of an Authority prescription always requires a consultation.



## Quality Control

Your safety during visits is important to us. Consequently, we follow strict infection control guidelines as recommended by the National Health and Medical Research Council.

All items used during your visit are either fully disposable or are sterilized by autoclave under steam pressure.

Our practice is accredited every three years to ensure our facilities and policies and procedures are of the highest standard.

## Management of your Personal Health Information



The provision of quality health care requires a doctor patient relationship of trust and confidentiality. Consistent with our commitment to quality care this practice has developed a policy to protect patient privacy in compliance with privacy legislation.

Further information on our policy is available. Talk to your doctor or ask reception for a copy of our privacy policy.

## Informed Decisions

Highlands GP understands the importance of providing you with as much information as possible, (e.g. the purpose, importance, benefits, risks and possible costs associated with proposed investigations, referrals or treatments) to ensure that you can make informed decisions about your health.

Highlands GP also acknowledges the right of patients to refuse any treatment, advice or procedure.

## Our clinic now offers telephone consults

(so you can stay at home)

Book via  HotDoc



## REMINDERS SYSTEM

Our practice is committed to preventive care. We may issue you with a reminder notice or phone call from time to time if we notice you are overdue for a visit. In some instances we may contact you to offer preventive health services appropriate to your care. If you do not wish to be part of this system please let your doctor know.

## PATIENT FEEDBACK

We welcome the views of patients as to how our services might be improved. In the interests of improving patient care, surveys of patients' opinions are conducted from time to time.

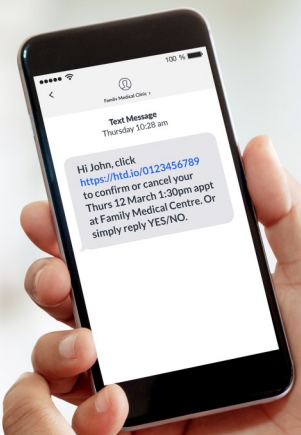
Should you have any feedback, please let us know. A feedback box is located at reception. Patients can also provide feedback by phoning or the practice or via email to [admin@highlandsgp.com.au](mailto:admin@highlandsgp.com.au)

If you have any serious concerns, please discuss these with your doctor or our practice manager in the first instance, or if necessary you can contact:

Health Care Complaints Commission  
Level 13, 323 Castlereagh Street, Sydney NSW 2000  
Locked Bag 18, Strawberry Hills NSW 2012

## We now send appointment reminders by SMS

 HotDoc



## BILLING ARRANGEMENTS

Please be advised that Highlands GP is a privately billing practice and all billings are at the discretion of your doctor, including Telehealth appointments.

Only children under 12 are routinely bulk billed. If you are experiencing genuine financial hardship, please discuss this with your doctor during your consultation. Cash, cheque, or card are all accepted.

A schedule of fees can be found at Reception. Patients in genuine financial hardship should talk to their doctor, as no patient in need will be turned away.

Card, cash and cheque are all accepted forms of payment at the Bowral and Moss Vale practices.

## SPECIAL PRACTICE NOTES

### Background Details

We encourage patients to share details of their cultural background as this information can be important for patient care. This can be provided on our new patient form or provided to your doctor when you visit.

### Patient Feedback

We encourage patients to provide feedback as it is a valuable tool to help us to identify how we can improve our services. Feedback can be provided via email, phone or the suggestion box. We also conduct patient surveys from time to time and as part of our accreditation program.

### Follow Up

We use a computerised reminder system for follow up of many medical conditions and providing results. This allows us to provide information to you in a timely and efficient manner. Please see Reception to sign up.

### Telephoning your doctor

GPs in the practice may be contacted during normal practice hours. If the GP is with a patient, a message will be taken and the reception staff will advise you when it is likely that they GP will return your call. Your call will always be put through to our clinical staff in an emergency.

### Teaching Clinics

We are helping to educate future GPs. Some of our doctors run teaching clinics during the week. During a scheduled teaching clinic you may be offered an appointment with a student or a registrar. This appointment will be overseen by the supervising GP.

## EXERCISE—A WALK IN THE PARK

Spring has sprung and it is time to emerge from winter hibernation and get walking. Walking is an exercise people of all levels of fitness can do and it makes you feel good!

### BEGINNER

To start off your walking routine, try walking briskly for about 10 minutes a day for the first few weeks and build up to 20 minutes per day. Gradually increase the length of time you walk and aim to be able to walk for 30 minutes, five-seven times a week.

### INTERMEDIATE

If you already have a good level of fitness but haven't exercised in a while, start with a few weeks of the beginner routine then gradually build up to 30-45 minutes four-five days a week. Increase the speed you walk at and even progress into a gentle jog for short bursts, if you can.

### ADVANCED

For those who are in good shape, try power walking combined with running and include some hand weights. Add in stairs and steeper hills and try walking in the bush on differing terrain to bring some diversity to your exercise routine.

If you have pre-existing conditions we suggest you speak to your regular GP before embarking on any new regimes.



Visit [highlandsgp.com.au](http://highlandsgp.com.au) for more information.