

### **Aged Care Assessment Team (ACAT) Assessments**

Reminding the community if you are over 65 years of age and require extra assistance in the home, call the social worker at NIHRACS to discuss the type of assistance you may need. If basic assistance is required like fortnightly cleaning of bathrooms and floors and / or social support meaning transport to the supermarket and a medical appointment once a fortnight, an accredited home care service provider can provide that service without the need for an ACAT assessment. If the older person requires extra assistance they may be eligible for a Home Care Package. To receive a Home Care Package they must be assessed by an ACAT assessor. **Importantly the older person does not need to register with the My Aged Care system (MAC) if they reside on Norfolk Island.** The older person needs to make an appointment with their GP who will refer to the ACAT assessment service at NIHRACS. The ACAT assessor is unable to complete the referral document. Once the referral is received the ACAT assessor will contact the older person to arrange a home assessment. An assessment in the home environment is necessary to provide the assessor with comprehensive information so the correct level of care is applied for.

The social worker has an office at NIHRACS and can be contacted on 22091 or mobile 50593.

### **NIHRACS welcomes new staff members**

The dental clinic welcomes Melinda Rowbottom to the position of Dental Assistant. Melinda provided the following information about herself...

"I am a qualified Dental Assistant and qualified Phlebotomist (Pathology Collection) I have worked in Melbourne, Hobart, Perth and also Abu Dhabi now I can add Norfolk Island to the list.

Looking forward to working within the community and supporting NIHRACS staff and of course the Dental Team, also being a tourist on the weekends is high priority on my list, exploring the History and Beauty of the Island.

I enjoy yoga, travel, keeping fit/healthy and watching period/vintage movies.

Most interesting Book/s I have read Power of Now and New Earth by Eckhart Tolle."



The Health and Wellbeing team welcomes Maria Massey as part-time Health and Wellbeing Administration Officer. Maria moved to Norfolk when she was 13 years of age and finished her schooling at NICS. Maria has worked in a variety of different roles including running her own business with her husband, Brad, office administration roles in the gas detection industry, publishing and travel. Maria and Brad have a son Harley who is nearly 14 years old. Maria is looking forward to working with Karen and the Norfolk community in health and wellbeing.



Dar Randa welcomes Freya Wiseman-Kelly into the position of Recreation Lifestyle Officer. Freya will be assisting our Residents with activities that suit their interests.



### **Are you interested in helping guide health promotion activities on Norfolk?**

We are looking for members of the Norfolk Island Community to join the Norfolk Island Health and Wellbeing Advisory Sub-Committee. This group has been running for over 2 years and is a sub-committee of the Norfolk Island Community and Clinical Consultative Committee. NIHRACS would like to thank Dale Howe and Natasha Arnold for their contribution to the sub-committee over the past 2 years. The group meets for 1 hour every second month. The sub-committee provides support and advice on the implementation of the Norfolk Island Community Health Promotion Plan and guidance on future health promotion plans. If you are interested, please contact Karen Innes-Walker, Health and Wellbeing Coordinator (email: Karen.walker@hospital.gov.nf or phone: 22687) for more information, by Friday 29 January.

### **Protocol for Patients and Visitors entering NIHRACS**

- All patients and visitors must be screened at the NIHRACS's entrance as per the current screening protocol. This may be at the front door plus also the dental clinic or allied health entrances (eg Physio, Social Work, Psychology)
- Please note that all those who have arrived from mainland Australia in the last 14 days will not be permitted to visit residents of the aged care facility nor patients in the acute ward unless permission has been given by the Nurse Unit Manager
- Please remember the staff who do the entrance screening are following the procedures for the safety of our patients, visitors and staff and rudeness is not acceptable
- All visitors coming into the Aged Care Facility must have received the current 2020 Flu Vaccine
- Flu vaccination is not compulsory in the Acute ward, but visitors are limited to immediate family members only, for example husband, wife, sons & daughters
- All visitors to the hospital must sign in at the Nurses Station and list a contact phone number
- Hand hygiene before and after visiting must be carried out
- Only 2 visitors at a time
- Visits by family, friends or carer to be held in the resident or patient's room
- For our Residents in the Aged Care Facility, please stay in touch remotely with your loved ones, if unable to visit. Phone calls utilising technology (eg Messenger) letters or cards will certainly brighten their day.

Thank you for your understanding during these difficult /uncertain times.

Phyllis Evans. Nurse Unit Manager

### **General Practice Clinic Update**

Due to the current restrictions due to the risk of COVID-19 the main entry to NIHRACS is currently locked however the General Practice clinic is still open for business for all your health care needs and our emergency department is still operating. To decrease the risk of COVID-19 our processes have changed and Medicare is providing funding for telephone consultations where our Doctors can provide their services without you having to present to NIHRACS. It is a legislative requirement that GPs and Other

Medical Practitioners (OMPs) working in general practice can only perform a telehealth or telephone service where they have an established clinical relationship with the patient. There are limited exemptions to this requirement. If the assessing Doctor decides you need further medical intervention they will inform you on what to do next. To book appointments please phone our reception on 24134. Please continue to help us to reduce the risks of coronavirus on our small community by taking advantage of our telehealth services.

Please note the clinic is closed for lunch from 12.30 – 1.30pm.

Please call 22091 for appointments only during opening hours.

If you require medical assistance outside business hours please phone the hospital on 22091. In cases of emergency please dial 000.

### **GP Staffing Update**

The following locum GP's will be joining our team:

Dr Samuel Jones 19<sup>th</sup> October – 30<sup>th</sup> June

Dr Matt Eckersly 7<sup>th</sup> December – 30<sup>th</sup> January

Dr Rae Madison 4<sup>th</sup> January – 30<sup>th</sup> January

### **Upcoming Clinic/Specialist Appointments**

Please note that all specialist appointments will require a referral letter from your GP prior to booking an appointment.

Dr Allan Kerrigan (Paediatrician) 18<sup>th</sup> - 24<sup>th</sup> January

Smoking Cessation Clinic Every Tuesday afternoon (no referral required)

Nutrition and Dietetics Clinic Every Thursday afternoon

Prof Gonski (Geriatrician) Every Friday afternoon

### **How long should you book your appointment for?**

Most appointments with your GP only require 15 minutes. If you have multiple issues or you think they are complex and will require extensive discussion, please let our receptionist know that you would like a **long appointment**. This will ensure you have the time needed with your GP and will assist us in managing the GPs time and patient flow.

### **Updating Your Details**

When you next visit the GP Clinic you will be asked to update your details. This is to maintain accurate information on your medical record and therefore assist with your consultation. Please arrive for your appointment 5 minutes prior to your appointment to allow time to complete. We thank you for your assistance in this important task.

### **Test Results and Referrals**

Test results can be obtained in a booked consultation. Referrals to specialists must be made during a consultation.

### **Walk-ins**

The GP Clinic operates on an appointment basis. Walk-ins are accepted, however there may be an unavoidable wait as priority is given to patients who have a booked appointment with their Doctor. All patients should present to reception with their current Medicare Card. At times you may experience a waiting period due to doctors tending to urgent or complex medical issues. We apologise for any inconvenience.

### **Skin Check Clinic**

As part of a complete early detection strategy, we recommend that you see your GP once a year, or more often if you are at a higher risk of skin cancer, for a full-body, professional skin exam. To make a booking please mention 'skin check' when making the appointment – phone 22091.

### **Women's Wellness Clinic**

The Women's Wellness program continues. Interested women of all ages are encouraged to book an appointment (lasting forty minutes) with Dr Jenny Sexton on Tuesday or Thursday. Please mention 'Women's Wellness' when making the appointment – phone 22091.

### **Child Health Clinic**

Child Health Clinic will now be run from the GP Clinic every Thursday, 8:30am to 4pm by Janine. This clinic is for 0 – 5 year olds and includes: Developmental Assessment, Baby Growth Checks, Emotional and Social Development, Breastfeeding Support, Settling/Sleep Support and Introducing solids.

### **Smoking Cessation Clinic**

It's hard to stop, but with help and support, you can quit smoking.

Quitting smoking can be one of the most difficult, yet rewarding, things a person can do. Most smokers say they would like to quit, and may have tried at least once. Some are successful the first time, but others try a number of times before they finally give up for good.

It might take time, it can be hard as your body has become dependent on nicotine, but many people have succeeded in giving up smoking. Become one of them by making a quit plan

The clinic will provide a proven approach to assisting people who wish to either quit smoking or cut down. Every cigarette not smoked is doing good for smokers' health. The clinic uses a multidisciplinary approach to match individual needs.

To make a booking for the smoking cessation clinic call the GP Clinic on 22091.

### **Skin check Clinic**

As part of a complete early detection strategy, we recommend that you see your GP once a year, or more often if you are at a higher risk of skin cancer, for a full-body, professional skin exam. To make a booking for the skin check clinic call the GP Clinic on 22091.

### **Heart Health Check**

Do you know what your risk of having a heart attack or stroke is? Having a regular Heart Health Check with your GP will help you better understand your risk of a heart attack or stroke.

Most importantly, your GP and nurse can support you to lower this risk. A Heart Health Check is a 20-minute check-up with your GP to assess your risk of having a heart attack or stroke.

Anyone 45 years and over or 30 years and over for Aboriginal and Torres Strait Islander peoples should have a regular Heart Health Check with their doctor.

To make a booking for a heart health check please call the GP Clinic on 22091.

**All patient information is treated as confidential**