



## OCTOBER-NOVEMBER 2024 EDITION

FREE TO TAKE HOME!

### BULK BILLING MEDICAL CENTRE

Please do not contact the practice via email in an emergency or to obtain any medical / clinical advice

#### ● DOCTORS & THEIR INTERESTS

**Dr Betty Patapis** MBBS, FRACGP  
Women & Children's Health

**Dr Robert Vial**  
MBBS, BMedSc, FRACGP, FACNEM  
General and Nutritional Medicine

**Dr Fung Cheung** MBBS, FRACGP  
Minor Surgery

**Dr Christel Romano** MBBS  
Women and Children's Health

**Dr Paul Klemes** MBBS, FRACGP  
General Medicine

**Dr John Cooper** MBBS  
General Medicine

**Dr Lakshmi Kadaba** MBBS  
General Medicine

**Dr Ravi Jayalath** MBBS, FRACGP, SCHP  
Paediatrics

**Dr Azadeh Sahebian**  
MD FRACGP

**Dr David Mark** MBBS

#### ● ALLIED HEALTH PROFESSIONALS AUDIOLOGIST

**Neeti Chadha** ..... Audiologist  
Available for appointment Monday to Saturday. Please call **9998 3400** for appointments.

#### PHYSIOTHERAPISTS

**Ying Li (Leon)** Tuesdays, Thursdays and Fridays

**Wei Liu (Vivian)** Mondays and Wednesdays

#### ● SURGERY HOURS

Monday to Friday ..... 7am – 9pm  
Saturday ..... 7am – 8pm  
Sunday ..... 8am – 6pm  
Public Holidays ..... 8am – 6pm

#### ● PHARMACY 9998 1900

Monday to Friday ..... 7.30am – 9pm  
Saturday ..... 8am – 8pm  
Sunday ..... 8am – 6pm

#### ● APPOINTMENTS

**Privately billed appointments** are available 9am - 5pm Monday to Friday with all Doctors. Please enquire at Reception or phone the Centre.

**Booking a long appointment.** If you want an insurance medical, review of a complex health problem or a procedure etc., please book a longer appointment.

#### ● AFTER HOURS & EMERGENCY

SYDNEY MEDICAL SERVICE **8724 6300** or **1300 466 347**

Bulk billed home visits are available. Patients can call from 4pm weekdays, Saturday from 10am and all day Sunday & public holidays.

In case of a medical emergency dial **000** and ask for an ambulance.

#### ● OTHER SERVICES OFFERED

- Pathology
- Dentist (Private Billed)
- Menopause Counselling
- Skin Cancer Checks
- Family Planning
- Vaccinations
- Medicals
- Iron Infusions
- Minor Surgery
- STD checks

#### ● BILLING ARRANGEMENTS

The Centre bulk bills all patients who present with a Medicare Card. Private appointments are available. Fees are displayed at reception. Workers Compensation, ancillary services and overseas are charged AMA rates. Fees vary according to the complexity of the service or if a procedure is performed.

Payments can be made by **cash, cheque, Visa, Mastercard and EFTPOS.**

#### ● SPECIAL PRACTICE NOTES

**Patient Feedback.** We welcome your comments or suggestions. Please feel free to talk to your GP or the Practice Manager regarding any issues. If you prefer, you can contact the Health Care Complaints Commission, LOCKED BAG 18, Strawberry Hills 2012.

**Test Results.** Results are reviewed by the doctors and acted on in a timely manner, with your health in mind. We will contact you if necessary.

**Communication.** A doctor is available during normal surgery hours for emergency advice. Our staff are experienced in deciding the appropriate response to any phone request.

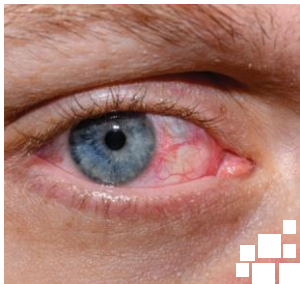
**Patient Privacy.** This practice protects your personal health information to ensure it is only available to authorised staff members for the intended purposes and to comply with the Privacy Act. To obtain a copy of our Privacy Statement or your medical records, please ask.



Connecting with teens



Colds & flu



Dry Eye



How to manage stress

Your next appointment:

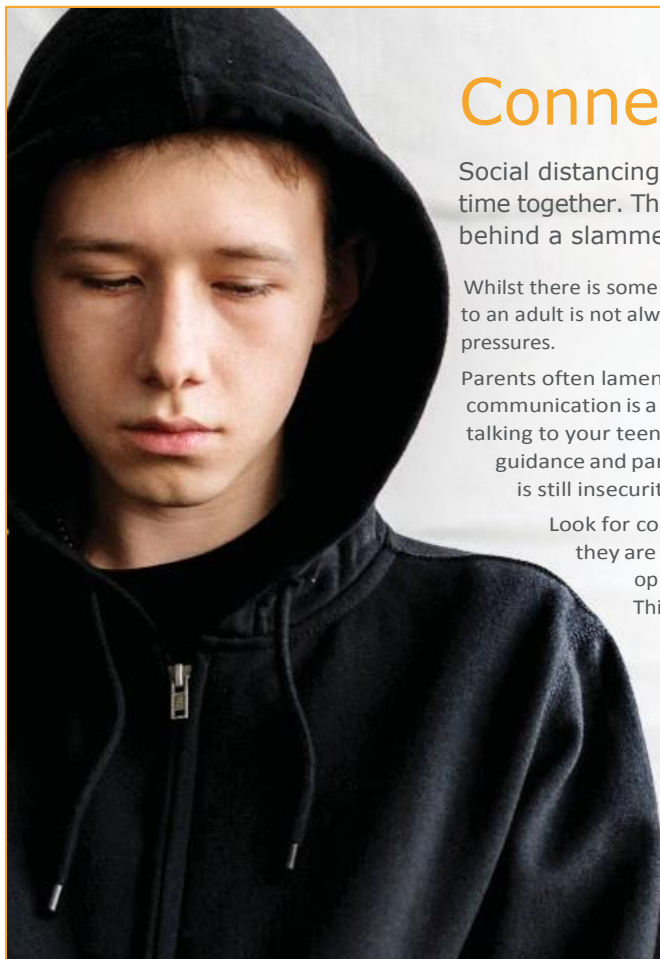
#### ENJOY THIS FREE NEWSLETTER

Please remember that decisions about medical care should be made in consultation with your health care provider so discuss with your doctor before acting on any of the information.

[www.healthnews.net.au](http://www.healthnews.net.au)

Follow us on Instagram  
[@healthnewsgp](https://www.instagram.com/healthnewsgp)

★ Please see the Rear Cover for more practice information.



## Connecting with your teenager

Social distancing has meant parents and teens are being forced to spend more time together. The stereotype of the teenager is either a monosyllabic boy or a girl behind a slammed-shut bedroom door.

Whilst there is some validity to this, it is far from the whole story. The transition from being a child to an adult is not always easy. In this era of social media and smartphones, there are additional pressures.

Parents often lament that their teenagers do not listen, and they may be right. However, communication is a two-way street. This means listening is as important (possibly more so) than talking to your teens. We know that teenagers (despite what they may say) are still wanting guidance and parental support. Whilst publicly, they may claim to know it all, deep down, there is still insecurity.

Look for common interests. Talk about topics that they raise. Be prepared to talk when they are ready to open up about a situation (even if you are doing something else). Be opportunistic. When driving to school or other places, you have a captive audience. This can be a good time to talk. Aim to sit down for dinner with your teen at least a few times a week. Talking around the dinner table can be revealing. No matter how many times the answer is nothing much, ask each day how was school or what happened in their day.

Communication is the key to connecting. Ask your own parents how they coped with you. Talk to your doctor about any concerns you have about your teenager, and remember, adolescence is a time of physical, mental, emotional, and social change.

## How to prevent the spread of colds & flu

Despite passing the worst of the season, winter cold and flu viruses have not disappeared. In fact, the 2024 season peaked later than that of 2023 according to new data from the National Notifiable Disease Surveillance System (NNDSS), which noted a peak in June & July as opposed to May in 2023.

There is much we can do to reduce the spread of this disease, and whilst we should not let this rule our lives, we should always remain mindful. Viruses are spread by airborne droplets. Covering your mouth when you cough makes a big difference, as does sneezing into a hanky or tissue. Wash your hands. Sanitiser is not essential. Soap and water are fine.

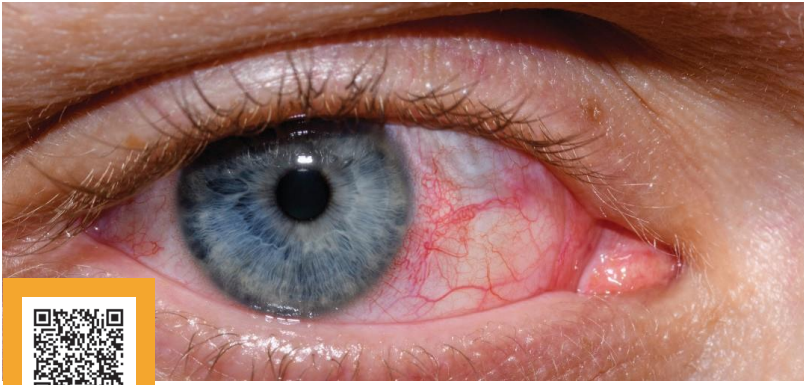
Typically, people try to soldier on with a virus on board, but times have changed. Those not working at home need to stay home when unwell. This helps you get better quicker and, more importantly, makes it less likely you will pass it on to others. Air-conditioned offices make our work life more comfortable but are a great ally to viruses wanting to spread, so stay home when you are sick!

Regular exercise has been shown to strengthen the immune system, but it is wise to cease or at least reduce exercise while unwell. Eating a healthy diet with adequate fruits and vegetables and getting enough sleep also helps. Managing stress (e.g. meditation, guided relaxation herbal teas) has been shown to benefit immunity as does having adequate vitamin D levels.

Going forward, the importance of preventing the spread, including staying away from others when not well, will hopefully stay with us. And, of course, speak with your GP about your recommended vaccination plan.



More info »



More info »

## Dry Eye

The eyes need constant lubrication, which is provided by the tear glands.

Eyes become dry for two main reasons. Firstly, tears can evaporate too quickly. This can be on planes, in air conditioning, in dry air, or in smoky conditions. It is temporary and improved by using lubricant drops and removing yourself (where possible) from the situation. Secondly, it can be due to reduced tear production. This can be with advancing age, various medical conditions (e.g. diabetes, lupus Sjogren's syndrome scleroderma), certain medications (e.g. antihistamines, antidepressants, blood pressure tablets), and tear gland damage through trauma.

Other risk factors include being female, using contact lenses, and having low vitamin A levels. Symptoms are a burning, itching, stinging, or dry feeling in the eye. The eyes may become red and sensitive to light. Blurry vision can follow.

Diagnosis is based mainly on symptoms and a thorough eye examination. Blood tests would be done to rule out underlying conditions. You may be referred to an ophthalmologist. Complications include eye infections and damage to the eye surface. Fortunately, these can be largely avoided.

Treatment depends on the cause. In most cases, eye drops are recommended to keep the eyes moist. These may be used multiple times a day. Avoiding situations where dryness would be aggravated is important (where practical). Try to stay inside on windy days or when there is smoke in the air, and wear sunglasses when outside. Take breaks when using screens for long periods of time, and position your screen below eye level so you tend to look downwards. This can reduce evaporation.



More info »

## Oral Thrush

Thrush, caused by the fungus *Candida albicans*, can affect different parts of the body, most commonly the genitals and the mouth and throat. Oral thrush typically causes white plaques in the mouth and throat, which may be surrounded by redness. It is not painful.

Risk factors include having diabetes, being on steroids (including asthma sprays containing steroids) and having dentures. It is also more common after chemotherapy or radiotherapy and sometimes after courses of antibiotics. Interestingly, it is estimated that the fungus may sit dormant (not causing any symptoms) in 75% of the world's population.

Treatment is with antifungal drops or lozenges. Rinsing the mouth with salty water can be helpful in some cases. For those with asthma, gargling with salty water after inhalers can help prevent oral thrush.

Many mouthwashes kill off the good bacteria in the mouth, enabling thrush to grow. Beware of excessive use of these.

## How to manage stress

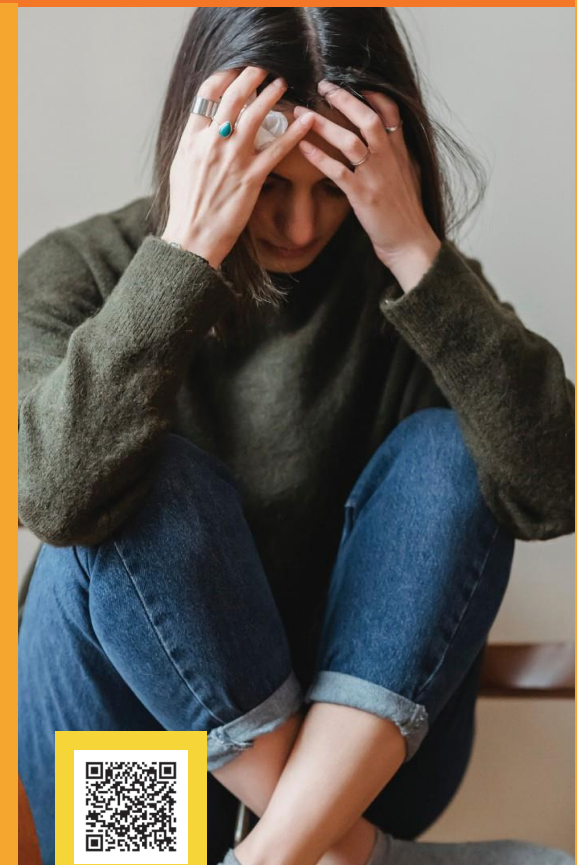
Stress is claimed to be the scourge of the 21st century. Economic pressure has added to this for a lot of society, as does the days of social media.

Even in normal circumstances, it doesn't seem to matter who you talk to; everyone feels stressed at some stage. Relationships, money, and work are usually shown as the big three in polling. Our body reacts to stress today like it did in caveman days. It goes into fight or flight mode with the release of hormones like adrenalin and cortisol, which were very helpful when the threat had a physical solution and would be over soon (for better or worse). It is not so helpful with the type of stressors we face today.

However, there is much we can do to manage stress. Regular exercise is a great stress beater. It can be as simple as going for a walk. Listening to calming music, doing slow, deep breathing or guided meditations can be helpful too. There are many apps designed to help people deal with stress, and many are free. Drinking herbal tea helps some people, as does keeping a journal or writing things down. Drink mainly water and do not drink alcohol to excess. Try to minimise sugar in your diet. Taking a short break, if possible, may help.

Ultimately, dealing with the source of the stress is paramount. Remember, you don't always have to do this alone. For many, chatting with your GP or a counsellor (which can be done online or via phone) can be beneficial, as can talking with trusted friends or family. Others may see solutions that you don't.

Stress can lead to mental health problems, so see your GP if you have any concerns.



More info »

# Health News

## APPOINTMENTS AND WALK INS

The practice policy is that although appointments are encouraged, no appointment is necessary and patients are seen on the order of arrival unless urgent. Appointment length will vary and all patients are encouraged to indicate when booking an appointment, if an extended appointment is required.

## RECALLS

This practice provides recalls and reminders for immunisation, pathology etc. We also offer for you to be enrolled in recall and research programs, as well as National, State or Territory reminder systems/registers.

**If you do not wish to participate please inform your doctor.**

## INTERPRETER SERVICES

The Practice encourages patients to inform reception staff if an interpreter is required. Preferably 24 hours before a booked appointment. Also for hearing and speech impaired patients.

Please inform reception when making an appointment if you require an interpreter.

## REFERRALS

All referrals to specialists when transmitted electronically are forwarded in a secure and encrypted format.

Patients are also handed a copy of their referral.

Our referral documents to other healthcare providers contain sufficient information to facilitate optimal patient care.

### **INFORMED PATIENT DECISIONS**

Our practice gives patients sufficient information about the purpose importance benefits, risks and possible costs associated with proposed investigations, referrals or treatments, to enable patients to make informed decisions about their health.

#### **COST OF PRIVATE CONSULT**

Standard Consult - \$85.00  
*Medicare Rebate* - \$42.85  
Long Consult - \$120.00  
*Medicare Rebate* - \$82.90  
Extended Consult - \$150.00  
*Medicare Rebate* - \$122.15

#### **AFTER HOURS PRIVATE CONSULT**

Standard Consult - \$100.00  
*Medicare Rebate* - \$55.80  
Long Consult - \$130.00  
*Medicare Rebate* - \$95.70

These consultations are claimable from Medicare

### **HOME VISITS**

Home visits available for patients of the practice weekdays between 8am and 4pm please contact reception for further information.

#### **Communication Policy**

Our practice's primary reason for communicating electronically to patients is to issue appointment reminders and we verify the correct contact details of the patient at the time of the appointment being made.

**Currently our practice does NOT** allow patients an opportunity to obtain advice or information related to their care by electronic means. All email communication is only via the practice manager. Our practice will not initiate electronic communication (other than SMS appointment reminders) with patients. Any electronic communication received from patients to the practice manager, is also used as a method to verify the contact details we have recorded on file are correct and up-to-date.

## PHYSIOTHERAPISTS

**Ying Li (Leon)** is a graduate of the University of Sydney, with a deep dedication to his profession in the realm of musculoskeletal conditions, acute and chronic sports injuries, spinal disorders, and post-operative rehabilitation.

Drawing on a wealth of experience and his astute analytical mindset, he consistently delivers outstanding results.

What truly sets Leon apart is his commitment to providing individualised care that prioritises each patient's unique needs and goals. His diverse treatment repertoire includes the art of 'hands-on' manual therapy, precise active release techniques, targeted trigger point therapy, skillful dry needling, and customised exercise plans. In addition to his expertise in physiotherapy, Leon is a seasoned remedial massage practitioner and a registered Traditional Chinese Medicine (TCM) practitioner, specialising in herbal medicine and acupuncture. With Leon, you can trust that you're in the hands of a seasoned, passionate, and caring provider.

**Wei Liu (Vivian)**, a seasoned Musculoskeletal Physiotherapist, brings nearly a decade of experience from varied clinical environments in Sydney, Beijing, and Guangzhou. Specializing in lower back and neck pain, sports injuries, post-operative rehabilitation, and women's health—including pregnancy-related concerns—and work-related injuries. Proficient in dry needling, PIM technique, Mulligan Concept, and myofascial release.

### Complete Hearing Care

Can help people improve the quality of their lives in Mona Vale and surrounding areas. We provide excellent service to our patients by diagnosing your hearing problem providing you with the best solution for your lifestyle. Conveniently located within Gateway Medical Centre, Complete Hearing Care are here to assist with all your hearing concerns. Please contact us on: **9999 6314**. Complete Hearing Care are proud to be one of the very few selected Authorised Lyric Providers in NSW to offer Lyric- the world's first 100% invisible extended wear hearing device. Visit [www.phonak.com/lyric](http://www.phonak.com/lyric) for more information.  
**Neeti Chadha** Audiologist



## STIR FRY PORK AND SNAKE BEANS

### Ingredients

- 2 tbsp canola oil
- 1 garlic clove, crushed
- 500 gm snake beans, cut into 5-6cm pieces
- Thai Basil (to taste)
- 2 tbsp soy sauce (or to taste)
- Sesame oil to taste
- 500 gm coarsely minced pork (marinated with the below)
  - 1¼ tbsp caster sugar
  - 1 tsp Shaoxing wine
  - 1 tbsp coarsely ground white pepper
  - 1¼ tbsp oyster sauce
  - 1¼ tbsp soy sauce

### Method

1. For marinated pork, combine ingredients in a glass or ceramic bowl and marinate in refrigerator (half a day or up to 1 day).
2. Heat a wok over high heat and add oil, then add garlic and stir-fry until light golden (2-3 seconds), then add marinated pork, stirring to break up pork and prevent it from catching on the wok
3. Once pork is cooked and juices have evaporated (4-5 minutes) add snake beans and stir-fry until tender, reducing the heat to medium if they start to burn.
4. Add the Thai Basil and season with soy sauce, one or two drops of sesame oil, and salt to taste and continue to stir-fry until beans are soft but still hold their shape

*Note - for some extra authentic flavour, try adding a few drops of liquid smoke.*

## WORD SEARCH

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TEARS  
TEENAGER  
NEWS  
SEASON  
HERBAL  
EYES  
ITCHING  
COLD  
PARENTS  
STRESS  
HEALTH  
FUNGUS  
PRESSURE  
BASIL  
EXERCISE  
TALKING  
THRUSH