



BLACKBURN CLINIC FAMILY GENERAL PRACTICE

Video Telehealth

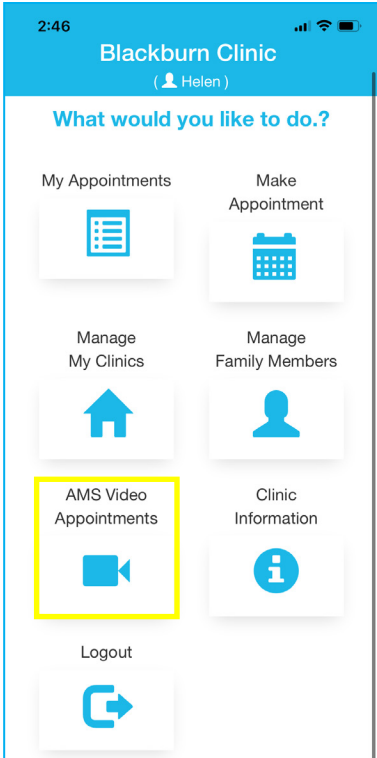
Autumn 2023

Video consults may not be suitable for every medical condition or every person, but they can be a useful service which we are pleased to now offer. Face-to-face consults remain the gold standard and there will be a range of medical problems that your GP is unable to treat via video. Physical examinations may be required for a GP to establish a diagnosis, manage certain conditions and to prevent gaps in care. We ask that patients respect their GP's decisions regarding suitability of video consults for their condition, as GPs are not obliged to offer video telehealth consults.

Patients can now book video consults online for most Blackburn Clinic GPs. Using the **AMS Connect app** on your phone or tablet is easy if you have booked your video consult online:

- You will receive an automated message 5 minutes prior to the Video Consult, containing a link to the internet method of joining the video consult (in case you don't want to use the app). Please note that if you use a computer for the internet link, it will need to have a microphone & camera attached.
- Or you can join the video consult by opening your **AMS Connect mobile app** and clicking on the **AMS Video Appointments** button. Then click 'Join Conference'. Depending on your device, you may be prompted to allow access to your camera and microphone, in which case select "OK" or "Allow".
- If the doctor has connected, the video function will start immediately. If the doctor has not yet connected, a message will ask you to Wait. When the doctor connects the video consult will commence automatically.

Continued on back page...



BLACKBURN CLINIC Suite 5

blackburnclinic.com.au

- Dr Grant CONNOLEY
- Dr Karen DU
- Dr Scott GARDINER
- Dr Megan GLENISTER
- Dr Melanie HATTOTUWA
- Dr Chris INESON
- Dr Janice KRELTSZHEIM
- Dr Robert RAMETTA
- Dr Claire ST.JOHN
- Dr Jasdeep SANDHU
- Dr Adrian TANG
- Dr Yashar ZADEH
- Dr Aaron ZHANG

BLACKBURN CLINIC CARSON SUITE Suite 8

blackburncliniccarson.com.au

- Dr Suzanne ASHDOWN
- Dr Andrew BROAD
- Dr Sean DAS
- Dr Ann DONAGHY
- Dr Alvin KONG
- Dr Peter LOVASS

BLACKBURN SPECIALIST CENTRE Suite 2

blackburnspecialistcentre.com.au

- Dr Peter ELLIOTT
- Dr Yeganeh KHAVAR
- Dr Prabakaran RATNARAJAH
- Dr Terence TING

HOURS (open 365 days of the year)

SUITE 5
 Monday to Thursday 8 am - 7 pm
 Friday 8 am - 6 pm
 Sat-Sun, Public Hols 8 am - 12 noon
New hours:
Good Fri, Xmas Day 8 am - 10 am

SUITES 2 & 8
 Mon to Fri 8 am - 5 pm
 Hours extend past 5pm some days, dependent on GP availability.
 Weekend/Pub Hols Closed

An independent association of medical practitioners.
OPEN 365 DAYS
195 Whitehorse Road, Blackburn 3130
General enquiries: 03 9875 1111
Appointments: 03 9875 1123
Book online from all three websites.

Video Telehealth *(continued from front page)*

All telehealth consults (phone and video consults) now require you to provide credit card details at the time of booking the appointment. However, normal billing practices remain in place. If your GP decides to bill your visit to Medicare then your credit card will not be charged. DVA patients will continue to be bulk-billed. Where the telehealth consult is privately billed, the payment will automatically be charged to your credit card once the GP specifies the charge. This process removes the inconvenience of you having to wait for an SMS with a payment link and then having to make an online payment.

Where you are eligible for a Medicare rebate, we will submit this to Medicare for you, like we do for most face-to-face consults.

Have you downloaded the AMS Connect mobile app?

Blackburn Clinic has adopted new technology platforms to increase flexibility of care delivery (offering our patients more appointment choices when booking online and introducing **video consults**), easier payment of telehealth consults, and better ways for us to communicate and assist you in times of high demand. With new technology comes new options, as well as new limitations and teething problems. These changes have been made to improve our ability to meet the changing needs of healthcare now and in the future.

You can continue to book online via our website, but we encourage you to use the AMS Connect app for greater flexibility.

Download the **AMS Connect** mobile app using these QR codes:



You can use the **AMS Connect** app to:

- **Make Appointments** and cancel appointments for yourself:
 - ⇒ Select from a variety of appointment types,
 - ⇒ Then choose 'Make an appointment with a particular doctor' or 'Make an appointment with 1st available doctor'
- Check which doctor you last saw
- **Manage Family Members** so you can make appointments for them
- Use **My Appointments** to check the date and time of an existing appointment
- Use **AMS Video Appointments** for video consults
- Check **Clinic Information** for our opening hours and contact details.

Here's a tip: if you open the app and see a blank white screen, try closing and reopening the app, or you may need to Power Off your device and restart it in order to refresh the connection.

We hope you enjoy using our new booking platform!

WHEN WE ARE CLOSED

Phone the clinic after hours on 9875 1111 and your call will automatically be transferred to the Blackburn Clinic After Hours Service (up to 11:00pm Mon-Fri, staffed by the Principal Doctors of Blackburn Clinic) and to our Home Doctor Service (Ph 13 74 25) at all other times. There is a fee for the Blackburn Clinic After Hours Service, details available to all callers. Box Hill, Maroondah and Knox Private Hospitals all have emergency departments.

APPOINTMENTS

Appointments should be made to see the doctor of your choice. Urgent problems are always seen quickly – please notify the receptionist. Book online at: www.blackburnclinic.com.au

BILLING POLICY

We are a private billing clinic. Fees are payable at the time of consultation and full payment on the day will attract a discount. Fees are subject to regular review. Current fees and changes to fees are displayed in the waiting room and our website. Veterans Affairs gold card holders will be bulk-billed. If you have difficulty paying our fees at any time, please discuss this with your doctor.

DIABETES EDUCATOR

Our Credentialed Diabetes Educator provides education, review of blood glucose meters / insulin delivery devices, diabetes complications screening and self management advice. Ask your doctor for a referral.

SKIN CANCER CHECKS

Most patients should have a skin cancer check once per year. Please ask your doctor for a specific appointment for this, and to send you a reminder when your next SKIN CHECK is due

IRON INFUSIONS

We can treat iron deficiency anaemia on-site, where medically appropriate, at considerable savings compared to the traditional day-surgery model. Please see your doctor for advice.

HOME VISITS

On weekdays we do home visits for our patients in the local area if necessary. Where possible we ask that you ring before 10:00am to arrange this. Sometimes demand for this service will exceed our ability to respond and a locum visit may need to be arranged. Fees will apply for all home visits.

MELBOURNE PATHOLOGY

Blackburn Clinic patients are able to access Melbourne Pathology services within Blackburn Clinic, from 8.00am - 1.00pm, Mon - Fri. Please take a number at reception in Blackburn Clinic (Suite 5) and wait in the reception waiting area to be called.

Recipe

Roasted Stuffed Sweet Potatoes

Serves:	Preparation time:	Cooking time:
4	5 mins	1 hour

Dress up simple roasted sweet potatoes with a rich tomato bean stew.

Ingredients

- 4 medium sweet potatoes
- 1 x 400g tin diced tomato
- 1 x 400g tin cannellini beans, drained
- 1 red onion, diced
- 1 head broccoli, chopped
- 2 tbsp grated Parmesan, optional
- 1 1/2 tbsp olive oil
- salt & pepper

Instructions

1. Preheat the oven to 200°C. Line an oven tray with baking paper.
2. Place sweet potatoes on prepared tray and prick all over with a fork. Drizzle with 1 tsp olive oil and use your hands to evenly coat the potatoes. Sprinkle with a pinch of salt.
3. Bake sweet potatoes approximately 1 hour, or until golden on the outside and very soft on the inside. Prepare tomato topping while potatoes roast.
4. Place a large saucepan over medium heat, add onion and remaining olive oil. Cook onions 3 – 4 minutes until starting to soften. Add tomatoes, beans and broccoli to pan. Reduce heat and gently simmer 10-15 minutes until thickened. Season with salt and pepper.
5. To serve, place sweet potatoes onto plates and split lengthwise. Spoon over tomato stew, and sprinkle with Parmesan if using.

Nutrition

PER SERVE: Energy 2100kJ (500Cal), Protein 18g, Fat 8g (Saturated 1.0g), Carbohydrate 77g (Sugars 21.7g), Fibre 5g, Sodium 396mg, Potassium 1745mg, Calcium 210mg, Iron 4.8mg.

© Recipe and image kindly provided by Sanitarium Health & Wellbeing Company.

Confused about Carbs?

With so much conflicting information about carbs and the rising popularity of low-carb diets, you may be confused about how and where carbs should fit into your eating plan. Here is a quick overview of the role of carb-containing foods and which foods to consider including and avoiding.

Carbohydrate is found in the foods we eat in the form of starches and sugars – both added sugars and the naturally occurring sugars in fruit and dairy foods.

Carbohydrate is an important fuel source for the body. When you eat carbs, either in the form of starches or sugars, they break down to glucose, which is absorbed into your bloodstream. Insulin then takes glucose from the bloodstream into your muscles and cells to use for energy. For this reason, many people find that cutting out carbs can lead to poor energy levels and fatigue, and can make exercise difficult.



Many carbohydrate containing foods also provide important health benefits. These include fruits, vegetables, wholegrains and legumes.

Low-carb diets are often promoted for weight loss and managing blood glucose levels. However, studies show that while low-carb diets often lead to more rapid initial weight loss and reductions in blood glucose levels (in the first 6-12 months), in the longer term they don't appear to be any better than low-fat, or other types of energy-restricted diets. They can also be pretty hard for most people to stick to. And unless you can continue your new way of eating for the long term, it's unlikely that any benefits will be sustained.

There are certainly some carbs that are best avoided for health and weight management. These include nutrient-poor, highly processed carb foods containing refined grains and added sugars. However, cutting out nutrient-dense carbohydrate foods such as wholegrains, fruit, vegetables and



legumes is unnecessary for weight or blood glucose management, can lead to nutrient deficiencies and may increase the risk of other chronic diseases. In fact, research has shown that eating more of certain carbohydrate-rich foods including wholegrains, legumes, fruit and vegetables is associated with a reduced risk of many chronic diseases, including cardiovascular disease, type 2 diabetes and some types of cancer.

So, rather than cutting out carbs, it is better to be choosy about which carbs you eat.

The best carb choices are those that are minimally processed, high in fibre and nutrient-dense, such as:

- fresh fruits and vegetables (although non-starchy vegetables have very little carbs)
- legumes including lentils, chickpeas and dried or canned beans
- wholegrains such as rolled or steel-cut oats, barley, quinoa, cracked wheat (burghul), buckwheat and brown rice
- dense wholegrain breads
- wholemeal or wholegrain pasta or noodles
- unsweetened dairy foods like milk and natural yoghurt



The carb foods that are best to avoid or limit are nutrient-poor foods containing refined grains and added sugars, including:

- Snack foods such as biscuits, cakes, lollies, chocolate and chips
- Sweetened dairy foods, including flavoured milks, flavoured yoghurt and ice-cream
- Refined grains including white bread, puffed and flaked breakfast cereals and white rice
- Sugar-containing drinks including soft drinks, cordials and energy drinks
- Fruit juices
- Added sugars including table sugar, glucose, honey, maple syrup, rice syrup and agave nectar



Coffee — friend or foe?

If you are one of the many Australians who enjoys a daily coffee (or a few) you may wonder about the impact of this on your health. The good news is that for most adults, regular moderate coffee consumption has several health benefits that appear to outweigh any potential risks.

Two review papers published in 2016 and 2017 combined the findings of hundreds of studies looking at the impact of coffee drinking on multiple health outcomes. Both concluded that moderate coffee consumption (around 3-4 cups per day) is more likely to benefit your health than cause harm.

Drinking coffee has been associated with a lower risk of:

- Type 2 diabetes
- Cardiovascular disease
- Cardiovascular mortality
- Cancer
- Neurological conditions, including Parkinson's disease and cognitive decline



Coeliac Disease

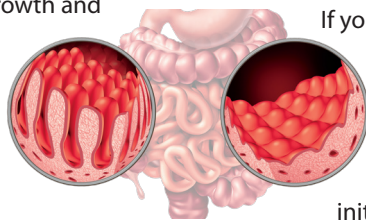
Coeliac disease is a condition where eating gluten causes an immune reaction in the small intestine, damaging the intestinal wall and reducing its ability to absorb nutrients from food. According to the Coeliac Society, around 1 in 70 Australians have coeliac disease, but 4 out of 5 remain undiagnosed.

The symptoms of coeliac disease vary widely and while some people have all or many of these symptoms, others may only have a few or none at all.

Typical symptoms include:

- digestive symptoms including wind, bloating, stomach pain or cramps, nausea, vomiting, diarrhoea and constipation
- fatigue, weakness and lethargy
- deficiencies in certain nutrients, including iron, vitamin B12 and vitamin D
- weight loss
- poor weight gain, delayed growth and delayed puberty in children
- recurrent mouth ulcers
- bone and joint pains
- easy bruising of the skin
- unexplained infertility and recurrent miscarriage

It is more common in individuals with a family history of coeliac disease and those with other autoimmune conditions, such as type



1 diabetes and autoimmune thyroid disease. Coeliac disease is treated with a lifelong strict gluten-free diet. Gluten is the protein found in grain foods, including wheat, rye, barley and oats. So a strict gluten-free diet means cutting out all products made from these grains, which include most breads, cereals, biscuits, crackers, pasta and noodles and a range of processed foods which may contain small amounts of gluten.

When someone with coeliac disease removes gluten from their diet, the intestinal wall can heal so that nutrients can be absorbed, and symptoms will improve. If not diagnosed and treated, coeliac disease can affect a child's growth and development and in adults it can lead to long-term health problems including osteoporosis, infertility, miscarriage, tooth decay and an increased risk of cancers of the digestive system. Taking all steps to avoid gluten is therefore important for anyone with the condition.

If you have symptoms of coeliac disease it's important to see your doctor to be tested. Don't start a gluten-free diet before you see your doctor, as this makes the tests used to diagnose coeliac unreliable. The initial screening test (a blood test) requires you to have been eating gluten regularly for at least 6 weeks prior to the test.

For more information visit: www.coeliac.org.au

Dr. LoL:)



"I'll do some tests rather than give you a guess."

COMPETITION



Win a copy of *Gluten-free Mediterranean: Your favourite Mediterranean dishes reimagined, from pillowy breads and hearty mains to syrupy sweets* courtesy of *Pan Macmillan*.

Helen Tzouganatos, host of SBS Food's Loving Gluten Free, shows you just how simple it is to cook delicious gluten-free versions of Mediterranean classics, with clever ingredient swaps that not even Yiayia or Tayta will notice. From the fluffiest focaccia and crispiest loukoumades to the easiest seafood paella and most decadent chocolate roulade, you won't believe these family favourites are gluten free.

To enter visit us online at win.yourhealth.net.au

Competition opens 1st March 2023. The winning entry will be selected on 1st June 2023 and notified by email.

foe?

- Liver conditions including non-alcoholic fatty liver disease, liver fibrosis, liver cirrhosis and liver cancer
- Gallstones
- Dying from all causes

The health benefits of coffee have been attributed to many of the different bioactive compounds found in coffee, including caffeine, the polyphenol (beneficial plant compound) chlorogenic acid and the diterpenes, cafestil and kahweol. There is some evidence that these compounds may have antioxidant, anti-inflammatory or anti-cancer effects that could explain the association seen in research between coffee drinking and health outcomes. However, most studies investigating coffee drinking and health are observational, so further research, including randomised control trials, is needed.

It's also not all good news. Coffee drinking during pregnancy has been associated with low birth weight, preterm birth in the first and second trimester, and pregnancy loss. For this reason, Food Standards Australia & New



Zealand (FSANZ) recommend that pregnant women limit their caffeine consumption to no more than 200 mg/day from all sources, including coffee.

While more research is needed, some studies also suggest an association between coffee consumption and bone health, including fracture risk, particularly in women.

Some people also experience negative symptoms when they drink coffee, particularly in large amounts. This can include feeling agitated or anxious, increased heart rate, difficulty sleeping, and heartburn. Caffeine is also addictive, so some people may experience withdrawal symptoms when cutting down on their coffee intake, including headaches, tiredness, irritability and difficulties concentrating. So if you are a big coffee drinker and plan to cut down, it is best to do this gradually.

However, if you are not pregnant and don't experience any negative effects from drinking coffee, there appears to be no reason not to enjoy a daily coffee, or three.