



WWHS

August 2020 Edition

Issue No. 4

West Wimmera Health Service

Keeping you up to date with what's happening across our Service

COMMUNITY NEWSLETTER

Things look slightly different at WWHS!

Some new attire has been seen around our community and inside WWHS there is no exception!

Our Clinicians are embracing the new look of masks, face shields and eye goggles.

We thank the community for embracing the mask wearing and hope it decreases the spread of COVID-19 throughout the State.

Please remember to not touch your face whilst wearing a mask and change your mask after 4 hours.

So remember when you leave home, grab your wallet, keys, phone, sanitiser and mask.



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www.facebook.com/westwimmerahealth

MESSAGE FROM THE CEO

COVID-19 (Coronavirus)

It was not very long ago when there was cause for some optimism that we may have been through the worst effects of the coronavirus.

While there had been only a few local cases early on, the extra work associated with planning for an outbreak, the restrictions around visiting our facilities, having a number of staff working from home, and the general ongoing uncertainty about the virus and its effects, had all meant significant extra strain on our workforce not to mention the communities we serve.

Unfortunately, the relief that was in sight has quickly faded given the many outbreaks we are currently seeing in Melbourne and other areas of Victoria. So it's back to square one with Stage 3 restrictions now in place locally plus the new requirement that everyone must wear a face mask when out and about.

Is now the time to panic? No. Whatever happens in the coming weeks and months, panicking isn't going to help. What will help is for us to keep focusing on the present, and on the health and safety of those we care for, those we work with, and ourselves. We may be in this for the long haul so the slow and steady approach is going to give us our best chance of getting through relatively unscathed.

We also should remember all that we have going for us particularly in terms of safety in our residential aged care facilities, including:

- *Our facilities are operated as public entities as opposed to being privately run (we're therefore not trying to make a profit for shareholders which means we have less reason to cut costs which can impact on quality and safety).*
- *We are required by law to employ appropriately qualified staff including Registered and Enrolled Nurses, with the right skill mix to provide high quality and safe care, which we do.*
- *We have our own specialist infection control nurse (thanks Christine Dufty) who has excellent support from the Department of Health and Human Services.*
- *We have good access to enough personal protective equipment (PPE) (gowns, masks, gloves and hand sanitiser) which is being ordered centrally, effectively by the state government and also through the federal government as needed.*
- *We maintain robust mandatory education requirements for our staff around hand hygiene and infection control as well as thorough screening processes in place for when staff come to work.*

We're also receiving excellent support from the Grampians Region's lead health service Ballarat Health Service (BHS) in all aspects of COVID-19 planning and management.

BHS recently experienced an 'outbreak' (which is what it must be called in an aged care facility regardless of the number of positive cases) when one of its aged care staff members tested positive to COVID-19.

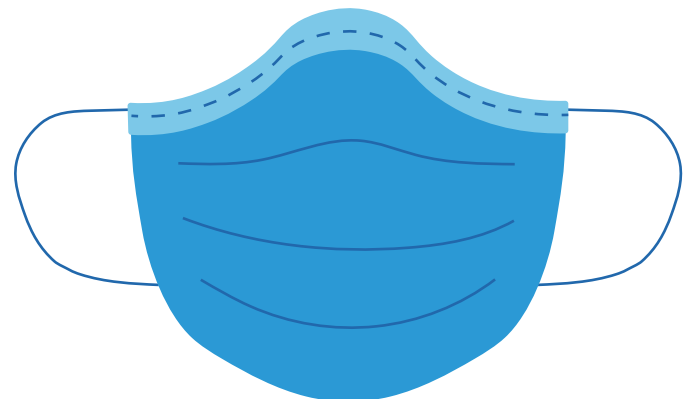
By acting quickly and following all the required procedures, BHS were able to successfully stop the virus in its tracks with no further spread to other staff or residents. This is an outstanding result which has provided invaluable learnings for the rest of the region not to mention extra confidence in our own ability to deal successfully with any such outbreak. So, let's keep focusing on the positives and as they say all the time everywhere else, we will get through this together (by staying apart etc.).

Staff Recognition

The following wording was recently put to me in support of our Rupanyup and Natimuk Chef Wendy Nitschke's nomination to be recognised for how she goes about her work and I could think of nothing that needed adding. Wendy - thank you and keep up the great work.

Wendy always has a beaming smile and takes pride in the presentation of all meals. She has a passion for good food and puts great effort and love into everything she does. Her friendly and positive attitude is infectious and is transmitted to the junior staff and others who have the pleasure of working with her.

The Residents are always commenting on the quality of her meals and her friendly interactions with them. Wendy has a love of providing care for people and has recently undertaken studies to qualify as a Personal Care Assistant. Wendy is a real asset to West Wimmera Health Service! Congratulations Wendy!



Help us help you during COVID-19

A common point of community contact with our Service is through our reception staff.

Our receptionists have many roles including pointing people in the right direction; clarifying information; recording patient details; taking phone calls; receipting money; generally helping out whenever they can; and sometimes some or all of these at the same time and always with a smile on their face.

With COVID-19 our receptionists at times have had to advise customers of a change of plan about restrictions relating to the services we offer and how they are offered. Where this might cause frustration we reiterate that the restrictions are only there for the protection of everyone and given the current spike in cases across Victoria this situation is likely to continue for some time yet.

In the rare cases where our people are abused for doing their job we are committed to taking immediate and direct action which may include calling the police. And of course a rare case is still one too many as we have no place for threatening behaviour in any of our workplaces, ever.

So a big thank you to our receptionists and indeed all public facing staff for your service, and your smiles, in these challenging times.

Fundraiser

We recently passed the halfway mark in our quest to raise \$70,000 to purchase a new eye measuring machine (optical biometer) which is an invaluable component of our eye surgery service.

Thank you to everyone who has contributed to date and for those who may be able to help out with a fully tax-deductible donation please visit <https://wwhsdonate.net.au/>.

Our Services

It's not uncommon for us to hear now and then that people weren't aware we provided a particular service. In response we've added a listing to this newsletter which we'll include in all future issues.

New Organisational Values

The above topics can be directly associated with our recently revamped organisational values. If our values are ever going to be of any real use to us it will be in very challenging times such as dealing with the coronavirus. And the words about Wendy touch on so many of these values which is readily apparent when you scan through them, which you can do now if you like by visiting: www.wwhs.net.au/about_us/welcome_to_our_service/vision_mission_values.

In closing, thank you again to everyone for continuing to follow the COVID-19 directions and for your support for WWHS in general and also to all WWHS employees, contractors and volunteers for their ongoing dedication and commitment, day in day out.

Take care everyone.

Ritchie Dodds
Chief Executive Officer

Meet the Board Director

Name:

Neville Yeomans

Currently located:

Melbourne

Occupation:

Professor of Medicine; Gastroenterologist

Hobbies / favourite past time:

Choir singing, watching cricket, dinner parties with friends (pre COVID-19!)

Favourite sports team / player / athlete:

Essendon Footy Club, Ash Barty, Roger Federer and Nathan Lyon

Favourite Australian icon:

At present it is Brendan Murphy, our Commonwealth Chief Medical Officer, for his calm, knowledgeable and matter-of-fact handling of his job as he tries to protect us during this pandemic. I had the pleasure of working with him when he was CEO of Austin Hospital, and he showed those same skills there.

Favourite food to eat and/or cook:

Spaghetti Bolognese

Time spent on WWHS Board:

1 Year

Why did you join the WWHS Board?

I grew up in the country and wanted to try to make a contribution to health in an area that is disadvantaged compared to the large metropolitan hospitals in which I've worked for nearly all my professional life (apart from one period of 4 months in New Guinea, and time doing research in Copenhagen and Boston).

Where do you see WWHS in 10 years?

A leader in community engagement, maximising health care in innovative ways.



Neville Yeomans,
Board Director

INTERNATIONAL YEAR OF THE Nurse & Midwife

Each month we will showcase a group of Nurses at WWHS. This month we would like to introduce our Acute Nurses.

At West Wimmera Health Service, we have five Acute Wards which are staffed by a large group of Registered and Enrolled Nurses. Our nursing staff are supported by our Allied Health team and the General Practitioners who ensure all patients are provided with the high-quality safe care WWHS is well known for.

In Nhill our Nurse Unit Manager, Trish Heinrich, can reflect on a time when she believed she would never return to the country to complete her nursing graduate year. As it turned out falling in love and the opportunity of an everchanging work day enticed her to relocate to rural Victoria. Since completing her training Trish has continued to develop her skills, including training as a Rural and Isolated Practice Registered Nurse (RIPERN) and being involved in a Statewide SEPSIS project.

Our Acute Wards all play an essential role in providing healthcare to our communities given the rural and remote locations of our services. These wards often have to be multiskilled, and have the ability to treat patients with a broader range of needs than those of metropolitan hospitals.

Unlike metropolitan hospitals with wards dedicated to pre and post-operative care, the Nhill acute ward provides this care to patients expanding the skills and knowledge required of our staff.

With support from Allied Health teams including Physiotherapists and Occupational Therapists patients can receive multi-disciplinary holistic care on the Acute Ward.

Recently the Nhill Acute Ward took on a significant number of patients who needed rehabilitation across the Wimmera region to assist Wimmera Health Care Group with the set-up of a COVID-19 ward. This was a challenging time for our staff and the patients, who are not predominantly from the Nhill area.

COVID-19 restrictions meant that patients were not able to have visitors, but we certainly did all we could to ensure they were able to keep in contact with their family. This included dedicating extra phones, assisting patients with FaceTime and receiving and sending emails. Patients also had the opportunity to watch their local Church service online. Our staff always go that extra mile to ensure patients are truly cared for which was evident during this time.



Nhill Acute Nurses participating in International Nurses Day 2020



TELEHEALTH

ZOOMING THROUGH ISOLATION

West Wimmera Health Service is adapting to the constantly changing COVID-19 circumstances. We have all faced a number of challenges this year but it has certainly made us grateful for the positives.

Technology has played a crucial role in keeping our society functional in a time of lockdowns and quarantines. Nicole Schneider, one of our Community Health Nurses, runs a Rainbow Exercise Group, which has since turned to Zoom classes.

Zoom is an online video conferencing platform, which allows individuals to meet and work together when meeting in-person isn't possible. All you need is a smart device and internet.

Bev and Cheryl Welch, participants in Nicole's Zoom class, could not speak



Bev & Cheryl Welch in their Zoom Class

highly enough of this service. They are "happy Zoom classes are being offered and that we have access to it".

"It doesn't matter how you move, as long as you are moving" - Rainbow Exercise Group.

Exercise is very important to our mental and physical health. "Zoom has been an amazing platform, during isolation, to not only keep us connected but to also maintain our fitness" Cheryl commented.

These classes are available to all community members. Bev and Cheryl would recommend others to "Give it a go! You have nothing to lose and everything to gain".

West Wimmera Health Service is using telehealth services where possible to deliver Allied Health appointments. If you would like to join our Zoom classes or make an appointment, please contact our **Allied Health reception on (03) 5391 4222.**

HEALTH AND WELLBEING DURING THE PANDEMIC AND BEYOND!

The West Wimmera Health Service Health Promotion team recently led a new regional working group, COVID Connections and Enduring Engagement ('The CCEE'), to help us pool resources and good ideas as we respond to COVID-19 and it's impact on community health and well-being.

One of the first things that the group identified was the need to better understand how people were communicating with each other, how they were receiving important information, and how the pandemic is affecting their health and well-being.

The best way to do that was to conduct a survey to investigate how COVID-19 has impacted on our communities. This was distributed widely, both on-line and in paper-based formats.

The results from the survey will guide how we, and our partner agencies, across the region plan and deliver our services in this ever-changing environment.

The survey is also helping us as we seek extra support for our region and we adapt to new ways of managing our health and well-being in 'COVID Normal'. COVID-19 has disrupted every aspect of individual and community life.

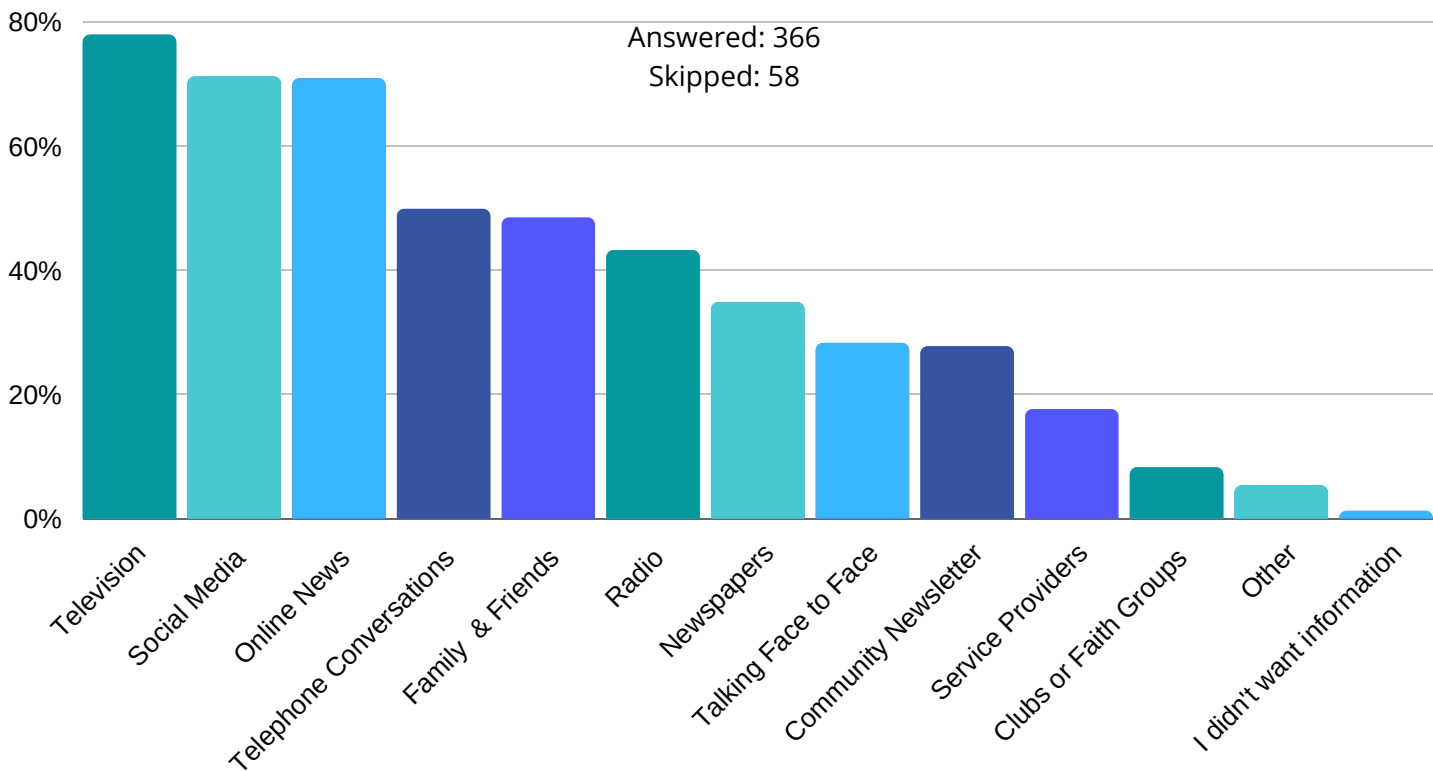
Our sincere thanks to all who have helped to distribute and collect the surveys and most importantly, to those who took the time to share their thoughts and experiences.

Stay tuned for more news from the WWHS Health Promotion Team and our many CCEE partners!



A FEW THINGS WE HAVE LEARNT

15. What are the main ways you have received information during this period (you can choose more than one)?

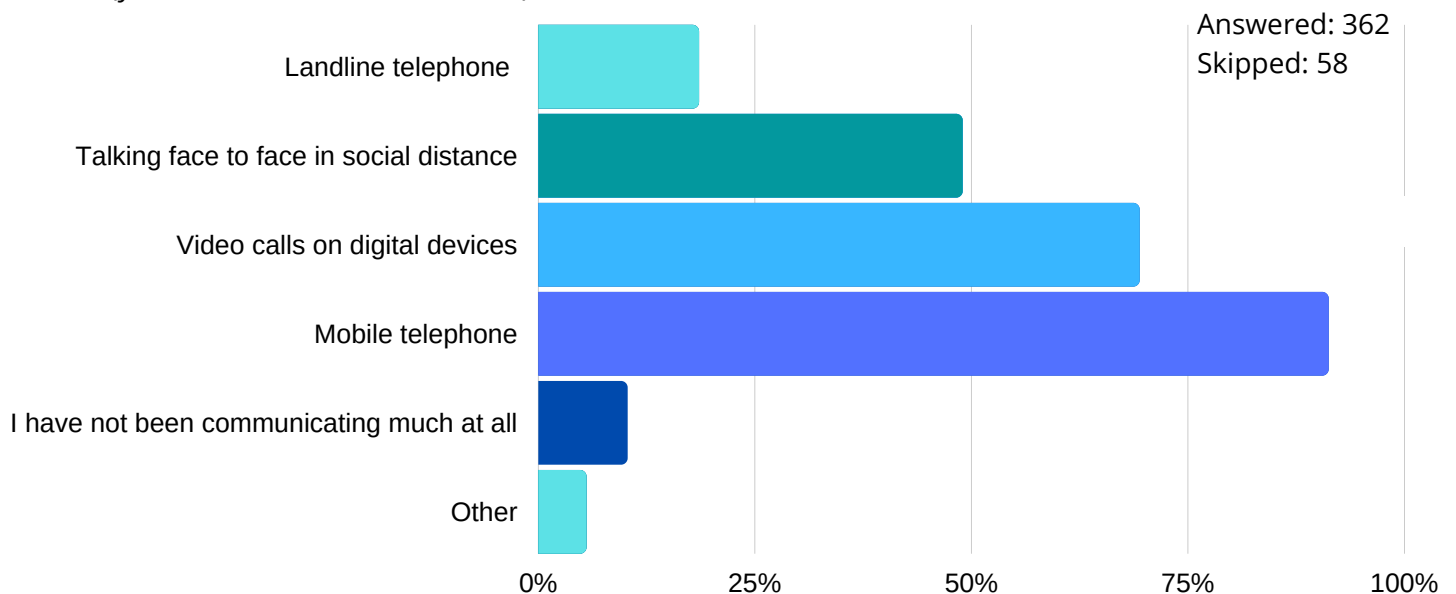


Across the Wimmera and Southern Mallee, nearly a quarter of our survey respondents reported changes to the people living in their household due COVID-19 isolation.

WHAT YOU SAID...



14. What are the main ways you have been communicating with others (other than paid work) during this period of isolation (you can choose more than one) ?



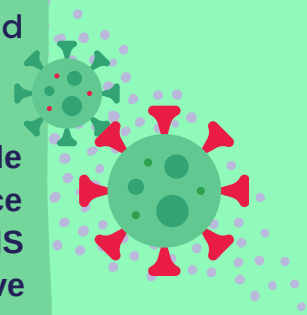
We asked people to identify the greatest impacts on community life. This word cloud shows the range of concerns:



STAGE 3 RESTRICTIONS

WWHS Acute services are still operating for emergency and urgent care cases. Patients seeking urgent care are encouraged to phone ahead so staff can prepare for their presentation and conduct a COVID-19 screening questionnaire. '000' should always be dialled in emergency situations.

Allied Health and Community Health Centres will provide telehealth appointments where possible and face to face appointments will be for high priority cases only. NDIS and Home Care Package clients will continue to have essential services provided.



COVID-19 COMMON SYMPTOMS:

- Fever
- Chills
- Cough
- Sore throat
- Shortness of breath
- Runny nose
- Loss of sense of smell or taste

Some people become infected but don't develop any symptoms.

WHAT TO DO:

If you have any COVID-19 symptoms – stay home, don't go in to work and don't visit friends and family.

Get tested and stay at home until you get the result. The nearest testing facility is located at Wimmera Health Care Group, Horsham.

WHCG's COVID-19 assessment Clinic is drive-through. No booking needed. Just drive in. Open every day 9am – 5pm.

GP SUPPORT:

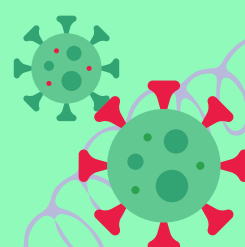
GP Clinics are the best place to obtain blood collection, management of wound dressings and other non-urgent medical treatment.

We are supported by a full contingent of highly qualified Medical Practitioners throughout our communities.

NEED COVID-19 SUPPORT:

This is an anxious and uncertain time for everyone and support is vital and available. For more information about managing stress and support options, call the Coronavirus Mental Wellbeing Support Services on 1800 512 348.

For more information about COVID-19, the best place to get accurate detail remains the Victorian Government at <https://www.vic.gov.au/coronavirus>.





Do you have FREEDOM on your phone and email to talk and message who you choose to?

Do your partner's words ENCOURAGE and SUPPORT you?

Does your partner TRUST and RESPECT you?

Does your partner INCLUDE your family and friends?

Is your partner KIND and GENTLE?

Do you make your OWN DECISIONS regarding your money?

Do you feel LOVED by your partner?

If someone you love and trust is not treating you with dignity and respect,

WWHS is here to help you

Family violence includes a range of behaviours that are physically or sexually abusive; emotionally or psychologically abusive; **threatening or coercive**, or which in any other way **control** or **dominate** a family member and cause them to **FEAR** for their safety or wellbeing, or that of another person.

This definition also includes behaviours that cause a child to witness or hear or otherwise be exposed to the effects of family violence.

Who is family?

There are all kinds of family relationships extending beyond intimate partners, parents, siblings, and blood relatives. It includes extended families - older relatives, younger cousins, and same-sex partners. It also includes relationships such as a caregiver or a house-mate.

For Aboriginal, Torres Strait Islander and many culturally and linguistically diverse populations, family extends to relationships within kinship networks and communities.

Family Violence is a **gendered issue** with victims predominantly women and children. Males can also be victims, particularly as children and in their older years.

Family Violence is a serious **health issue** with many victims presenting for care from the physical and psychological effects. Hospitals are a safe space and can provide assistance before family violence gets to a crisis where police and other authorities are involved.

POLICE – 000 : For immediate danger

SAFE STEPS – 1800 015 188 : Victoria's 24/7 family violence response for women & children

GRAMPIANS COMMUNITY HEALTH – 5358 74 : The Wimmera's family violence crisis service

MENS REFERRAL SERVICE – 1300 766 491 : Counselling, information & referral for men

1800RESPECT – 1800 737 732 : 24/7 National sexual assault & family violence service

INTOUCH – 1800 755 988 : Specialist family violence service for migrant & refugee women

WWHS Social Work department – 5391 4267 : Local counselling and support



WWHS

PHOTOGRAPHY COMPETITION

THANK YOU TO EVERYONE THAT
ENTERED OUR PHOTOGRAPHY
COMPETITION TO RAISE FUNDS
FOR OUR FUNDRAISING CAMPAIGN



ISpyInISO – Annie Austin



2020 Vision – Annie Austin

OPEN WINNERS

As Far As The Eye Can See
Beverly Pohlner



Rose Tinted Glasses
Renaée Bethune



Under 12

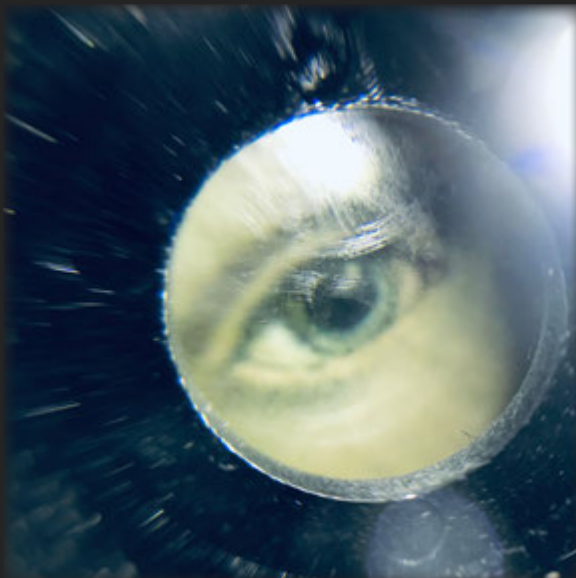
Rose Tinted Glasses – Kaden T



2020 Vision – Saskia Albrecht



ISpy In ISO – Louis Oliver



As Far As The Eye Can See
Shilah Hiscock



Birds Eye View
Louis Oliver





**WEST WIMMERA
HEALTH SERVICE
NEEDS YOUR HELP!**



SEE HOW WE CAN HELP YOU SEE

We are more than halfway to our goal!

Thanks to your generosity we have raised a total of \$44,558 towards our new eye measuring machine!

A very big **THANK YOU** to everyone who has supported our fundraiser by donating or entering or photography competition. In order to achieve our goal, we still need to raise \$25,442 and we wanted to let everyone know there is still time to donate!

A big thank you to Dr Malcolm Anderson who was our esteemed judge for the photography competition. Dr Anderson was a GP for over 37 years at Nhill, and after he relocated to Buninyong he has continued to provide anaesthetic services for our eye surgery. Another key member of the team!

SUPPORT US TO SUPPORT YOU!

Visit www.wwhsdonate.net.au to learn more or get in touch by calling (03) 5391 4222.

All donations are 100% tax deductible

WELCOME SUZANNE PEEL!



Welcome to Suzanne Peel, Maternal and Child Health Nurse (MCHN) who is covering Mandy Stephan while she is on leave.

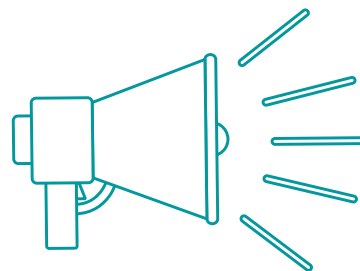
Suzanne will be working across the Hindmarsh Shire.

The following arrangements remain in place due to COVID19:

- Face to Face appointments are limited to essential visits and **by appointment only**.
- People will be screened prior to face to face appointments (temperature check and some COVID-19 screening questions).
- **Strictly no drop-ins** to the MCHN Centres.
- Phone and telehealth will be used wherever possible.

Please contact Suzanne on 0429 911 287 if you need to talk to the MCHN and/or make either a phone, telehealth or face to face appointment.

SERVICES UPDATE



GP MANAGEMENT PLAN NOTICE

In the past three months we have had an influx of GP Management Plan referrals to Allied Health.

If you have completed this plan with your doctor in the past 3-6 months, and have not been contacted, please call the Allied Health Reception to book a telehealth or phone consult on (03) 5391 4267.

HANDY TIPS FOR ARTHRITIS



If you, or someone you know, are experiencing severe arthritis of the hands, our Occupational Therapists are here to help.

The Occupational Therapy Department at West Wimmera Health Service can assist you to understand what arthritis is, what you can do to maintain movement and function, and help you discover what aids are available to make daily living tasks easier.

Expressions of interest are now open for participation in the 'Handy Tips for Arthritis' group. **Contact the Allied Health Reception in Nhill today on (03) 5391 4267.**



SHINING A LIGHT ON DEMENTIA

What is Dementia?

Dementia is an umbrella term for a collection of symptoms caused by a number of diseases that affect the brain.

How does it happen?

It happens when the nerve cells in the brain stop being able to transfer chemical messages to our body, so the nerve cells start to die off causing changes and damage to the brain tissue.

What is the cause?

The most common cause (or type) of dementia is Alzheimer's disease, however, there are numerous other causes including:

- Vascular dementia
- Dementia with lewy body
- Frontotemporal dementia
- Pick's disease
- Alcohol-related dementia
- Huntington's disease.

Who is affected?

Dementia is most common (but not limited to) people over the age of 65 years, although it is not a normal part of ageing.

What does it cost?

It is estimated that dementia cost Australia more than \$15 billion in 2018.

Australian Statistics

Dementia is the second leading cause of death of Australians, accounting for 13,729 deaths in 2017. It is the greatest cause of disability in people over 65.

52% of all residents in residential Aged Care facilities have dementia.

There is an estimated 459,000 Australians living with dementia right now, with an estimated 250 people diagnosed every day.

Often family members and friends become the carers of people with dementia which can cause physical, emotional and financial stress.

It is estimated that there are 1.6 million people currently helping to care for someone with dementia.

What are the symptoms?

Dementia can cause different symptoms and affect people differently depending on the part of the brain that's affected by the damage.

Symptoms can include:

Cognitive Impairment:

- memory loss
- confusion
- lack of concentration
- disorientation
- language disturbances
- learning capacity
- judgement
- disorganised thinking
- comprehension
- time perception

Behavioural Manifestations:

- personality changes
- behavioural changes
- mood changes
- anxiety
- sleep disturbance
- delusions
- hallucinations
- physical aggression
- depression

Functional Limitations:

- lack of self-care
- disturbances in activities of daily living
- balance and gait
- motor skills
- visuo-spatial difficulties
- disinhibited social behaviour

The degree of symptoms vary for each individual but the progression of dementia in a person can be described in stages of early, middle and late.

HOW WWHS CAN HELP!

Risk Factors:

- cardiovascular issues
- stroke
- heart disease
- lack of physical exercise
- poor diet
- mental rut
- social isolation
- stress
- hearing loss
- sleep problems
- high blood sugar
- high cholesterol
- obesity
- high blood pressure
- smoking, diabetes
- heart disease
- age
- genetics
- family history

Preventative Measures:

- regular physical exercise
- maintaining a healthy
- balanced diet
- healthy sleep
- engaging in mentally stimulating activities
- maintaining social connections
- looking after your mental health
- protecting your head to avoid injury
- effective treatment of any vascular health conditions and vision or hearing difficulties.

Help for carers:

Caring for a family member is a rewarding role, but it doesn't come without its challenges. We are here to help make life a little bit easier by ensuring those who care for a loved one, have the opportunity to take care of themselves.

Here are a few ways we can assist:

- In-home Respite for Carers – through the Commonwealth Home Support Program, we can arrange for someone to spend time with your loved one so that you can have time for yourself. This can take place at home for a few hours, overnight or even a weekend or we can take your loved one out and about for a while. We also run social activities and group outings that your loved one can take part in.
- Residential Respite Care – your loved one can come and stay with us for periods of time in our Residential Care Facilities so that you can take a break, go on a holiday or attend events.

Help for care recipients:

- Home Care Packages – we can provide your loved one with help around the home including services such as cleaning, personal care, shopping, transport, gardening and help with their medication.
- Residential Aged Care (eg. Lockwood Hostel) – when living at home becomes a challenge or unsafe, we have a number of Residential Aged Care facilities. These facilities can provide accommodation and care to support your loved one's needs and dementia symptoms, including our dementia specific "Lockwood Hostel" in Natimuk. Our priority is to provide a warm welcome and a safe, caring, home like environment, giving residents as much choice and freedom as possible for them to feel comfortable in their new home.

Contact us for a chat:

- For assistance in the home (Carer Respite and Home Care Packages) – phone Julie Worsley on 03 5391 4371 or email Julie at julie.worsley@wwhs.net.au.
- For Residential Respite or permanent care – phone Kayleen Kingwill on 03 5391 4226 or email Kayleen at kayleen.kingwill@wwhs.net.au.



Cynthia enjoying a potter in the garden.



Graham, Jean, Alma, Valda and Frank. They are all having fun celebrating Christmas in July.



Margaret and Jacqui with our soon to be hatched chickens.



Marg playing connect 4.



Happy Birthday Alison.



Happy Birthday Marlene.



Stan and Joy's wedding anniversary.



Celebrations in our facilities!



Dulcie celebrates her 96th Birthday.



PJ day at Iona.



Betty enjoying a bit of scrap booking.



Residents playing Bingo in the Nursing Home.



Kaniva residents enjoying some scrap booking



Charlie and Noal enjoyed trying to guess the jelly flavours during our sensory testing.



Set up of 'Our Family Tree'
-Seasonal Decorations
-Residents hand prints.



Enjoying the fire! Burning some of the bricks Ron made.

If anyone in the community has 3 and 4 ply baby wool they want to get rid of, can they please take it to Cambrellas for the Nhill Day Centre.



CHOOSING TO BE A PRIVATE PATIENT *at* WEST WIMMERA HEALTH SERVICE

Before your admission to West Wimmera Health Service you will be asked if you have private health insurance. If you have private health insurance, you can choose to be admitted as either a private patient or a public patient.

Your Choice Makes a Difference

Using your private health insurance helps us to continue to maintain our facilities, invest in new equipment and provide more services for our community. Your choice to be a private patient benefits you and your community - it makes a real difference to the future of our Health Service.

Some Common Questions

What if my private health insurance has an excess fee or a co-payment?

West Wimmera Health Service will waive all of the fees and excesses that you have on your policy, regardless of the cost. There may be some exclusions to other out of pocket expenses.

If I am admitted as a public patient, can I change to private?

Yes, simply ask to speak with a member of our Medical Records team who will answer all of your questions and change you from a public patient to a private patient.

What are the other benefits of using my private health insurance?

As a private patient you have no out of pocket expenses on most services, your health fund gap is waived by our hospital, you will receive a welcome pack including a voucher to Oliver's Kiosk, you are given a daily newspaper, free wi-fi access and the choice of a private patient menu.

Who fills out the private health insurance paperwork?

Our Medical Records team will complete your health insurance paperwork and meet with you to sign a form before it is lodged on your behalf.

If you have any questions about this information or being a private patient, please call (03) 5391 4222

AGED CARE SERVICES

- Aged care facilities
- Commonwealth Home Support
- Home Care Packages

CONTACT

To make an appointment or arrange access to our services please contact our friendly receptionist on (03) 5391 4222 .

COMMUNITY SERVICES

- Asthma Education
- Cancer Resource Nurse
- Cancer Support Group
- Cardiac Rehabilitation
- Centrelink
- Community Health
- Continence Education
- Diabetes Education
- Dietetics
- District Nursing
- Endocrinology telehealth clinics
- Falls and balance groups
- Gentle exercise groups
- Health Promotion
- Healthy Lifestyle groups
- Initial Needs Coordination
- Interpreting services (Karen)
- Maternal and Child Health
- Occupational Therapy
- Physiotherapy
- Podiatry
- Quit smoking education
- Refugee Health Nurse
- Social Work
- Social Support Groups
- Speech Pathology
- Well Women's Health Clinic

CLINICAL SERVICES

- Acute hospital care
- Audiology
- General Surgery*
- Geriatrician
- Immunisations
- Infection control
- Medical imaging (CT scanning, X-ray, ultrasound, dental orthopantomogram)
- Ophthalmic surgery
- Optometry
- Oral surgery
- Orthopaedic surgery*
- Palliative care
- Pathology
- Urgent care

DENTAL SERVICES

- General dentistry
- Mobile clinic
- Oral health education and promotion
- Oral health and hygiene therapy
- Oral surgery

COMMUNITY PROGRAMS

- Community and Women's Health Program (C&WH)
- GP Management Care Plan
- Domiciliary Care
- Home and Community Care (HACC)
- Hospital in the Home (HITH)
- National Disability Insurance Scheme (NDIS)
- Post-Acute Care (PAC)
- Chronic Conditions Models of Care
- Transport Accident Commission (TAC)
- Work Cover

Quiz Questions!

- Which sign of the Zodiac is represented by the scales?
- What colour is Pac-Man?
- What is the capital city of South Africa?
- What are the five colours of the Olympic rings?
- Which southern Italian city is usually credited as the birthplace of pizza?
- What is the currency of Vietnam?
- What language is spoken in Brazil?
- How many notes are there in a musical scale?
- How many Pirates of the Caribbean films have been released?
- What is the capital city of New Zealand?

8			9	3				2
		9					4	
7		2	1			9	6	
2							9	
	6						7	
	7				6			5
	2	7			8	4		6
	3					5		
5				6	2			8

8	1	7	2	9	3	4	6	5
6	2	5	1	7	4	8	3	9
9	3	4	8	6	5	7	2	1
5	8	3	6	4	2	1	7	9
1	7	2	9	5	8	3	6	4
4	6	9	3	1	7	5	8	2
3	9	6	4	8	1	5	2	7
7	4	8	5	2	6	9	1	3
2	5	1	7	9	3	6	4	8

Solution

Fun Facts

Did you know? You see things upside down, it is your brain which turns the image the right way up.

Did you know? It is impossible to sneeze with your eyes open.

Quiz Answers

- Libra
- Yellow
- Cape Town
- Blue, yellow, black, green and red
- Naples
- Vietnamese Dong
- Portuguese
- Seven
- Five
- Wellington

TEST YOUR BRAIN



WWHS Wordsearch

G P G K L E T S O H L I L Y O
 B B F T F X I D E I L L A E Y
 E C M P X J R Y L Z S D T Z T
 T F H O S P I T A L J F N S I
 U B P H A R M A C Y T R E T L
 C K Z W A S G C I P K L D Y I
 A M B C X J C G G F H J S W B
 Y G O L O I D A R D Q K V S A
 F V W E R A C C U G I Z S R S
 Z V L S R P W N S N P I Q N I
 D Q W Q A P S M F I D O A Q D
 X N T H E A T R E S Y A C L Z
 S Z J A Y C N E G R E M E G I
 H T L A E H T X B U N D I S W
 K W P W G Y G Z B N J C C E C

ACUTE
 ALLIED
 CARE
 DENTAL
 DISABILITY
 EMERGENCY
 HEALTH
 HOSPITAL
 HOSTEL
 NDIS
 NURSING
 PHARMACY
 RADIOLOGY
 SURGICAL
 THEATRE