

**Ho, Ho, Ho - Merry Xmas to all our valued patients.
Best wishes from all the staff here at Ocean Wave Medical
& Ocean Wave Wellness Centre. We wish you all a
Wonderful 2020 filled with good health and happiness.**



**Ocean Wave Medical will be open everyday, except for
public holidays.**

**Saturday 21st December 8.30am to 4.30pm
Sunday 22nd December 8.30am to 1.00pm
Monday 23rd December 7.30am to 6.30pm
Tuesday 24th December 7.30am to 5.00pm
WEDNESDAY 25TH & THURSDAY 26TH CLOSED
Friday 27th December 7.30am to 6.30pm
Saturday 28th December 8.30am to 4.30pm
Sunday 29th December 8.30am to 1.00pm
Monday 30th December 7.30am to 6.30pm
Tuesday 31st December 7.30am to 5.00pm
WEDNESDAY 1ST JANUARY CLOSED
SUNDAY 26TH JANUARY CLOSED
MONDAY 27TH JANUARY CLOSED**

WELCOMING DR SHAD CHOWDHURY

Dr Shadman Chowdhury joins us from late January, 2020. Dr Chowdhury completed his Bachelors Degree of Medicine and Surgery at James Cook University in 2016, then completed internship at Royal Darwin Hospital in the NT in 2017 before moving to the Sunshine Coast in 2018 where he completed a further 2 years with the Sunshine Coast Hospital and Health Service. Dr Chowdhury joins Ocean Wave Medical to complete his Fellowship of the Royal Australian College of General Practitioners (FRACGP) as a specialist in general practice.



Dr Chowdhury was born in the UK and grew up in Darwin for most of his life where he had plenty of experience with Indigenous health. His parents were born in Bangladesh so has a very cultural background. His hobbies include playing cricket, soccer and most importantly relaxing with friends and family and fiancée in his spare time.

His special interests include: Palliative Care, Dermatology and Paediatrics. Having completed a Primary Certificate of General Dermatology and further studies in Child Health program in 2020. Dr Chowdhury is accepting new patients 5 days a week.

Medicare changes to bulk billing 2020

Medicare is a government funded health insurance subsidy scheme, it is not a bulk billing scheme. Ocean Wave Medical presently choose to bulk bill Aged Pensioners, Children under 15 years, in addition Health Care Card holders from their second visit.

By bulk billing a Medical practice that chooses to accept the scheduled Medicare rebate as full payment for their services, known as 'bulk billing'. However, these rebates often do not cover the full cost of delivering a high-quality health service.

The Government's indexation of Medicare rebates has not kept pace with CPI (cost of living), which is placing unsustainable pressure on General Practice. As of 1st January 2020 more changes will occur to Medicare rebates for bulk billing, meaning Medicare will pay less to your Doctor to bulk bill you. These changes will mean that Medicare rebates will be equivalent to 2010 levels.

A number of fully private fees will be introduced in January 2020 namely for Iron Infusions, Venesections, Implanon, Mirena's, and procedures and wound care etc. Reception will have a full list of these private fees.

You may have noticed many medical centres on the Sunshine Coast are currently changing or will be changing as of 1.1.2020 from fully bulk billing to mixed or private billing to be able to sustain the ongoing costs.

Here at Ocean Wave Medical we are endeavouring to be able to keep offering bulk billing to eligible patients and will continue to review this and advise our patients if any changes will be introduced in the future.

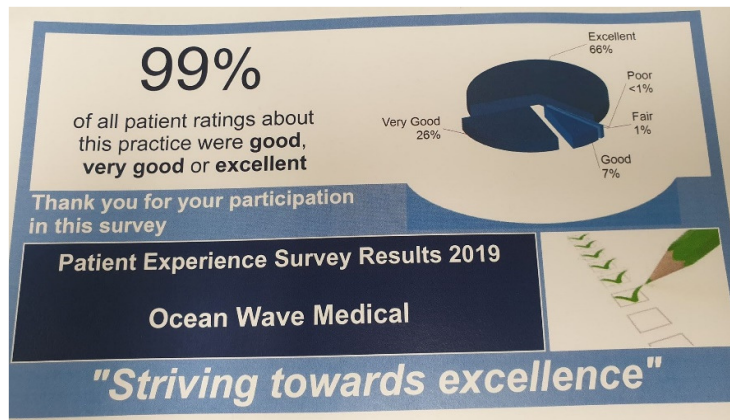
What is a Care Plan, and who is eligible

You may be eligible for a Care Plan/GPMP if you have a chronic (or terminal) medical condition. A Chronic medical condition is one that has been (or is likely to be) present for six months or longer, for example, asthma, cancer, heart disease, diabetes, arthritis and stroke. However, these items are designed for patients who require a structured approach and to enable GPs to plan and coordinate the care of patients with complex conditions requiring ongoing care from a multidisciplinary care team. Your GP will determine whether a plan is appropriate for you. If you have complex care needs and require treatment from two or more other health care providers, your GP may suggest TCA as well. If a GPMP and TCA are prepared by your GP, you may be eligible for Medicare rebates for certain allied health services, up to 5 per calendar year.

There are 2 types of plans that can be prepared by your usual General Practitioner, a GPMP and a TCA. Medicare defines 'usual' as, means the GP, or a GP working in the medical practice, who has provided the majority of care to the patient over the previous 12 months and/or will be providing the majority of GP services to the patient over the next 12 months.

2019 SURVEY RESULTS

Recently we asked our patient's to participate in our Accreditation Survey conducted by CFEP. This was a confidential survey where a number of questions and feedback were asked, then sealed into an envelope and sent to CFEP who analysed the results.



Some of your Feedback was:

- Excellent care, understanding – the best I've ever experienced.
- This is the best GP practice I have ever used and coming from a different state and working in this industry it is far better than any others. As a pensioner I have peace of mind that I have an excellent GP Practice.
- I felt the staff and doctors at this clinic were wonderful. I was treated with friendly and helpful advice and was made to feel at ease with the whole experience.
- Very happy overall. Always clean. Staff always friendly.
- Staff could be more receptive of patients that are not well or stressed about being at the doctors.
- Been seeing this practice for about 14 years. Have found all staff to always be professional and lovely. Never really had any issues with making appointments. Sometimes my preferred Doctor is booked out, but that's ok as it happens and other doctors have access to files for any of my concerns for with myself or my children.
- More Magazines!
- I have always been happy with this practice. I have not needed to access any of the coordinating services. I would be confident that my needs would be met if I did require extra assistance.
- Stop increasing consultation fees.
- Ability to obtain a car park is sometimes difficult. Apart from that, excellent facility and service.
- It was great to be able to make an appointment on the day! Keep doing what you're doing! Great Service.
- Stop increasing your consultation fees
- Our appointment was slightly behind time, although sometimes unavoidable, it can be frustrating or off putting.
- Excellent service, good location and waiting areas.
- I found it hard to get an emergency appointment on the day even though I phoned at 7.30am. it seems people go online early and get appointments which I did not realise. This is difficult if you can't get in for 1 or more weeks. Could you release some appointments online and others for phone in. Having said that, the staff all were great and got me in on the day once I explained what happened.

Management and staff have reviewed the full survey results and are please to see that our Practice has continually improved over the last 3 surveys conducted.

From your feedback we are aiming to:

- Provide more appointments on the day. To do this more appointment times will be blocked till the day.
- Car parking, since beginning of 2019 extra car parking has been provided adjacent at Ocean Wave Wellness Centre with staff parking offsite as well which frees up more spaces for our patients.
- More Doctors – with additional consult rooms added in 2019 we are endeavouring to have more Doctors join our team.

We welcome feedback from our patients and use your feedback to improve the services we offer. A feedback form is available at reception anytime you wish to offer your thoughts.

WELCOMING **Eternal Youth Australia** **To Ocean Wave Wellness Centre**

Award Winning Clinic Comes Caloundra

It doesn't take long for some businesses to reach great heights, and recently, one new local business has been recognised for its speedy success in the recent 2019 Moreton Bay Region Business Excellence & Innovation Awards.



Eternal Youth Australia, based in the Specialist Medical Centre in North Lakes and operating at Ocean Wave Wellness Centre in Caloundra, took out the top honour of Successful Start-Up Award, at the glittering gala event held at Eatons Hill Hotel.

"We were genuinely shocked - but obviously elated - when they announced Eternal Youth as winners!" said Kelly, one of the founders of the non-surgical rejuvenation clinic.

"Leisa and I had a dream, and are passionate about helping people to turn back time without surgery, so planned to deliver the most cutting edge non-surgical treatments available in the country right here in South East Queensland." she continued.

In August 2018, Eternal Youth Australia opened the doors to a ground-breaking non-surgical anti-ageing clinic located in North Lakes. Between both the owners, Kelly and Leisa, they have decades of experience in operating businesses and treating people on their anti-ageing journey.

Eternal Youth Australia prides itself in providing the latest rejuvenation treatments, utilising cutting edge techniques, and technology which is second to none, in order to turn back time for its hundreds of very satisfied clients.

The innovative approach of the Eternal Youth team saw them be the first to launch globally renowned HIFU non-surgical face-lift into the Brisbane market. They then took this one step further, by being the only clinic in the country to offer a HIFU guarantee to their clients.

The success of Eternal Youth in their first year of business was acknowledged by them winning the Best Business of the Year at the Face + Body Awards 2019, and now having taken out the most Successful State-Up Award, the sky is the limit for this dynamic duo.

Eternal Youth's philosophy is to help everyone to achieve being the best version of themselves, without having to undergo surgery. And, the evidence is all pointing towards them excelling in their chosen industry.

If you'd like to find out more about Kelly and Leisa's Eternal Youth clinic, visit www.eternalyouthaustralia.com.au

CONTACT them for an appointment today – 34480408

SKIN CANCER CHECK TIME HERE AT OCEAN WAVE BOOK NOW!



Book now for your annual SKIN CANCER CHECK with your regular doctor

**Accepting NEW PATIENTS
For SKIN CANCER CHECKS**

\$115.00 with a Medicare rebate of \$72.80
(unless an aged pensioner over the age of 65)

EARLY DETECTION OF SKIN CANCER

➤ It's important to be familiar with

your skin and what is normal, so you can detect any abnormal changes.

- If you notice anything unusual such as any changes in the shape, colour or size of a spot, or the sudden appearance of a new spot, it is important to visit your GP as soon as possible.



SUMMER PROTECTION TIPS

COVER UP: To protect yourself from the aging effects of the sun, you want to cover your head, your body, and your eyes as much as possible.

HATS: Hats are necessary in the sun. This might be the single best thing you can do to protect the sensitive skin of your face and neck—the same skin that is often exposed to the sun. Wide Brim Hats are best.

SUNGLASSES: Your eyes are sensitive to UV rays, and UVA and UVB rays both damage your eyes just like they damage your skin. To avoid cataracts and diminished vision, wear sunglasses that have 100% UVA and UVB protection. The tighter they fit and the more they wrap around the sides of your eyes (and don't let in light above or below them), the better.

SUNSCREEN: Use sunscreen with at least an SPF of 15 and broad UVA and UVB protection. The problem is, many sunscreen lotions also contain toxic chemicals and don't protect very well against UVA rays. Use a sunscreen with zinc oxide and titanium dioxide (that haven't been micronized) and no other active ingredients. It's tough to find, but these ingredients will provide decent UV coverage without many of the toxicities of other sunscreen chemicals.

WATER: Be sure to drink plenty of water and stay Hydrated

NEW YEARS RESOLUTIONS



What is a New Year's Resolution?

"a firm decision made on New Year's Eve or New Year's Day to do or refrain from doing something over the course of the coming year"

NEW YEAR – NEW YEAR – WE CAN HELP

Book in for a full check up, some health assessments are fully funded by Medicare

40-49 year old – eligible for a health assessment to check diabetes risk

45-49 year old – eligible for a health assessment to assess chronic disease

Over 75's – eligible for a yearly health assessment

ABTSI patients – all ages eligible for a yearly health assessment

Diabetics – eligible for annual diabetic cycle of care

Give Up 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. Are you looking for an effective way to quit smoking for good? Talk to your GP today for a plan to help you quit.

There are many different ways to kick the habit

- Going cold Turkey
 - Cutting Down
 - Nicotine Replacement Therapy (Patches, Gum, sprays etc)
 - Prescription Medications- See your GP
 - Support Services such as QUIT LINE 13 78 48 or the MyQuitBuddy APP
 - Alternative Methods such as Hypnotherapy or Acupuncture
- See your GP to discuss which method is right for you.

REDUCE ALCOHOL CONSUMPTION

With the festive season approaching, it is difficult to avoid the parties and the consumption of alcohol that comes with it. Here are some basic guidelines to keep your health in check when it comes to consuming drinks

Standard drink: a drink that contains approximately 10g of alcohol

*You should drink no more than 2 standard drinks on any given day. The more **alcohol** you drink, the greater your risk of injury or disease over the course of your life. If you drink less than 2 standard drinks per day.*



No safe level of drinking - While there is no safe level of drinking, the National Health and Medical Research Council (NHMRC) has developed some guidelines to help us understand the impact of drinking on our health, wellbeing and safety.

Harm: the undesirable impacts of drinking alcohol.

Immediate and short-term harms related to drinking alcohol may include hangovers, headaches, nausea, shakiness, vomiting, memory loss, falls and injury, assaults, car accidents, unplanned pregnancy and accidental death.

Long-term harms associated with regular drinking include cancer, cirrhosis of the liver, brain damage, memory loss and sexual dysfunction.

Other potential harms can include damage to relationships, problems at work or school, and legal and financial difficulties.

BOOK IN WITH OUR DIETITIAN TO HELP KICK START YOUR HEALTH EATING FOR 2020



RECIPE OF THE MONTH

Raspberry & Coconut Bliss Balls (makes approx. 30)

- 1 cup frozen berries
- 6 fresh dates (seeds removed)
(10 dates if using dried dates*)
- 1½ cup desiccated coconut
- 1 cup nuts and seeds (e.g. cashews, almonds, sunflower seeds, pepitas)
- 1 tsp vanilla extract
- Extra coconut for rolling
- * if using dried dates, soak in water for 10mins or longer to rehydrate

Method:

1. Add all ingredients to food processor and blend until combined and smooth.
2. Using a teaspoon size of mixture, roll into a ball and coat in coconut. An alternative to rolling, press into a lined slice tray and cut into 30 pieces
3. Store bliss balls in fridge for 1 week, or can be frozen

Variations – vary the flavour by using other frozen fruit e.g. mango

**Recipe is Gluten Free*

NUTRITION INFO	Per Serve
Protein	1gm
Fat	4gm
Carbohydrate	1.4gm
Sodium	1mg
Energy Kj	216kj
Cal	52 Ca



Jody Pollard – Total
Nutrition Dietician
Phone: 0402 225 732
Email: jody@totalnd.com.au



We can help with Medical Nutrition Advice, Dietitian Consultation, Meal Plans and Diet Nutrition Analysis. Call for an appointment today ☺

Accredited Practising Dietitians (APDs) are the experts in food and nutrition, and the only allied health professionals recognised by Medicare to provide medical nutrition therapy. APDs translate scientific nutrition information into personalised, practical dietary advice. They can advise your patients on the specific nutritional management of many health conditions and assess their dietary pattern against age appropriate recommendations. Nutrition intervention can considerably improve patient outcomes and should be reviewed by an APD periodically to ensure your patients' needs are met.

Offering Dietetics here at Ocean Wave Medical or home visit available upon request.



Embody Physiotherapy & Embody Movement Expanding at Ocean Wave Wellness Centre

We are excited to announce new services at Embody Movement.

From January 2020, we will be offering Exercise Rehabilitation (including Clinical Pilates) in Suite 6 at Ocean Wave Wellness Centre.

This is in addition to our current Physiotherapy services in Suite 3 at Ocean Wave Wellness Centre.

Our services in Suite 6 will include:

- Exercise physiology
- Clinical Pilates private sessions and small group sessions
- Seniors Strength and Fitness classes
- Exercise through cancer classes and much more.

With this additional space, will be expanding our Women's Health Physiotherapy into [Embody Movement Women's Health Hub](#) – allowing us to offer specific management and care of women through Pregnancy, Post-Partum and Menopause (and everything in between).

To Book or find out more information phone: 53379853

To find out more visit: www.embodymovement.com.au

BIG RENOVATIONS AT CHEMPRO CALOUNDRA



The holiday season is fast approaching and we would like to take this opportunity to thank you all for your valued support throughout 2019!

You may have noticed some construction works happening at Caloundra Chempro Chemist and Aldi. Aldi is expanding and Chempro is getting a brand-new shop! This will be a massive improvement as you will be able to access the shared car park from both Caloundra Road and Baldwin street. We aim to be in our new shop by June, allowing the final works to the carpark to be completed. Thank you for your patience during this time. We are looking forward to sharing our new store with you!

During this time, we are still open 7 days a week with free parking available.
We also offer free local delivery on Tuesday and Thursday (except Boxing Day).
Patients of Ocean Wave Medical can leave their scripts at Reception for collection by Chempro.

Our opening hours are Mon-Fri 8am-7pm
Saturday 8:30am-5pm and Sunday 9am-4pm.
We are open 9am – 4pm on the public holidays and only closed Christmas Day.

Come in for dedicated professional health care and pharmaceutical expertise. Our pharmacists are currently providing in-store medication checks, asthma management and blood pressure checks. If there is anything we can assist you with, please call us on (07) 5492 7163.

Wishing you a safe and healthy holiday season from Shaan, Karen and the Team at Caloundra Chempro Chemist



Vision of renovations at Aldi with all new Caloundra Chempro Chemist

MIXED BILLING FEE POLICY

Ocean Wave Medical is a mixed billing practice.

We offer bulk billing to aged pensioners and children 15 years and under Monday to Saturday. Health Care Card Holders are eligible for bulk billing Monday to Saturday from 2nd visit. Sunday is Private Billing only.

LONG CONSULT: \$115.00 Medicare rebate applies (initial appointment all new patients)

STANDARD CONSULT: \$78.00 Medicare rebate applies

SATURDAY PM & SUNDAY: Long or Initial consult \$136.00 Standard \$100.00 Medicare rebate applies.

PHONE: 5491 9044

BOOK ONLINE: 24/7 at www.oceanwavemedical.com.au

When Closed call:

EMERGENCY 000

Home Doctor Service: 13 74 25

Caloundra Minor Injuries Clinic at Caloundra Hospital: 5436 8933

Sunshine Coast University Hospital at Birtinya: 5202 0000

SERVICES OFFERED AT OCEAN WAVE MEDICAL**CORNELIA BAM (PSYCHOLOGIST)**

Appointments with Cornelia are available Monday to Thursday. Ph 5491 9044 to book

QML PATHOLOGY

Open Monday to Friday 8:00am – 12:00pm, then 1:00pm – 4:30pm. Saturdays 9:00am – 12:00pm

CUSTOM DENTURE CLINIC

Monday to Friday Ph 5491 9044 to book. www.customedentureclinic.com

DUSK TILL DAWN SLEEP CENTRE

Monday to Friday Ph 5455 6622 to book. www.dusktilldawnsleep.com.au

IMPACT AUDIOLOGY – DENDRA COLE

Saturdays by appointment Ph 3289 5563 to book. www.impacthearing.com.au

DIETITIAN – JODY POLLARD

Ph 0402 225 732 to book, accepting care plans. www.totalnutritiondietitian.com.au

DIABETIC EDUCATOR – JESSIE GEORGE

Ph 0451246070

OCEAN WAVE WELLNESS CENTRE – 27 MAYES AVE

PHYSIOTHERAPIST Embody Movement Physio & Embody Movement is open Monday to Friday, to book phone 53379853. www.embodymovement.com.au

PODIATRIST David Morgan Podiatry is open Tuesday to Thursday Ph 1300 288 365 to book

ETERNAL YOUTH AUSTRALIA – Book on 34480408
www.eternalyouthaustralia.com.au

