

Chinese Herbal Medicine of Byron Bay Newsletter

69 Bangalow Road,
Byron Bay. 2481 NSW
Australia

www.adamosborne.com.au
jodi@adamosborne.com.au



Dr Adam Osborne
MBBS (Sydney) Dip AC (Nanjing)

Phone: 02 6685 7366
A/H: 0439 857 366
Fax: 02 6685 7562

Provider # 45240ML
ABN 45 071 436 729

Practice Hours (by appointment)

Monday	9.00am - 5.00pm
Tuesday	9.00am - 5.00pm
Wednesday	9.00am - 5.00pm
Thursday	8.00am - 3.00pm
Friday	8.00am - 3.00pm

Emergency Clinic: Thursday and Friday by appointment only from 3pm >6685 7366

**After Hours/All hours Emergency phone for regular patients only presenting with a medical
EMERGENCY is 0439 857 366
Ambulance/Fire/Police CAN BE REACHED BY CALLING '000'**

APPOINTMENTS:

It is necessary to book appointments by ringing 0266 857 366 during normal business hours. Every effort will be made to accommodate your preferred time. If you need more time than our standard consult allows (15 mins) please let the front desk know at time of booking. Emergencies will always be given priority and our reception staff will attempt to contact you if there is any unforeseen delay or the doctor has been called away. If you are 'time challenged', it is always a good idea to ring the practice half an hour before your appointment time for confirmation. We will also advise you if Dr Osborne has been called to the hospital during his VMO (visiting medical officer) duties at the local hospital. If you or a family member requires an interpreter service, or special needs, we can organise this for you. Please let us know when you make the appointment. If you have a number of complex problems, in the best interests of both you and the doctor, we suggest you book a number of appointments so that each issue will be dealt with adequately.

Appointment cancellations are preferred 24 hours prior to appointment.

Due to the large amount of time spent doctor to patient during acupuncture appointments (45>mins), these cancellations will incur a non refundable \$60 fee if cancellation notice is given less than 24 hours. Repeated short notice cancellations will not be tolerated.

Our practice tracks DNA (Did Not Attend) appointments, with the 'offending' issued with a \$60 non medicare rebatable missed appointment fee. Failing to honour this fee, will result in being removed as an active patient from our client load, and this is recorded in their file. This is a regrettable action,

however, we have been forced to implement zero tolerance due to the large number of repeat non attendees. For our surgery to remain Bulk Billing, this is the only course of action remaining!

AFTER HOURS ARRANGEMENTS:

Our practice provides 24-care to our active patients only. *An active patient in our practice is one who has presented at least once within the last 18 months.* Please ring 0439 857 366 A/H to access this service. In the extraordinary situation of mobile 'out-of-range', due to our rural zoning, please ring 0411 222 208.

Byron Bay District Hospital can also be contacted on 0266856200, or present directly to Byron Hospital's Accident and Emergency, off Shirley Street. Police/fire/ambulance can be called on 000

HOME VISITS :

Home visits are available for active patients with a substantial medical condition which prevents them from attending the surgery. This service is only available within a 15km radius of this practice. These visits will occur before, during and after normal working hours. In more urgent situations, Dr Osborne will visit during his lunch hour or direct you to your local hospital. It may also be necessary to ring an ambulance, but this will all be assessed during phone contact with Dr Osborne. Home visits will be bulk billed if the patient holds a current medicare card.

If you are **an active patient of our practice and live outside our home visit zone**, reception will inform you of your closest local clinic and your closest hospital outpatient service.

Dr Osborne will also visit local area nursing homes whereby an established patient has been transferred.

TELEPHONE ACCESS:

Dr Osborne can be contacted during normal surgery hours, however, if he is with a patient, a message will be taken, and you will be advised by staff when it is likely he will return your call. An emergency call will always be transferred immediately.

If you are very unwell or distressed, we have a private room with its own entrance, which may accommodate you whilst waiting for your appointment with Dr Osborne. By telephoning prior to arrival and requesting this service, we will prepare for you.

If you are displaying signs of flu or infectious disease, please inform staff on arrival so you can be given a mask or placed in isolation.

OUR STAFF

DR ADAM OSBORNE:

Dr Adam Osborne graduated from Sydney University in 1984, working at Taylor's Square, Sydney, being on the forefront of the HIV epidemic. During this period, he became increasingly interested in Chinese Medicine and Acupuncture, feeling there were more answers to be uncovered within Eastern philosophy, taking him to Nanjing in China. After completing these studies in China, he returned to work closely with his mentor, a respected Chinese Gastroenterologist, Dr Anna Guo.

In 1991, Adam moved to Byron Bay, working for 6 years at the Fletcher Street Clinic. As Byron centre became increasingly crowded, he decided to decentralise to establish a surgery that was

more boutique style, in keeping with both our clientele and special interest expertise. So here we are in a practice we all love, with Adam being able to provide a western based general practice merging with eastern philosophies, a passion he has always pursued. Adam's interests have also shifted to include Japanese Acupuncture, travelling regularly to Japan to study with the Masters.

Just to keep variety in his repertoire, Adam also performs cosmetic anti aging procedures.

Today, Chinese Herbal Medicine of Byron Bay with Dr Adam Osborne is known through out the community as being unique and innovative. We often hear people say they feel better they walk in the door...which means half our job is done!

Dr Osborne recently retired as chairperson of the Staff Council of Byron District Hospital, however has retained full visiting (VMO) and admitting rights.

PRACTICE MANAGER: JODI OSBORNE

We are continually inspired to improve our services, space and encourage feedback. Our team here is exceptional, providing a professional, yet warm and caring atmosphere. Professionally, after completing a Certificate in Practice Management then commencing the Diploma, I am enjoying the constant challenge of balancing *family*, (we have 7 demanding children, and 4 grandchildren), *work*-hundreds of patients and ultimately enjoy time out with my understanding husband, in this beautiful Byron Bay. I love working in a warm friendly environment, allowing both staff and patients to relax and feel at home, and ultimately 'feel better the moment they walk in our door'.

REGISTERED NURSE: BEC WHITESIDE

I began my nursing career in 1994 when I worked as a Personal Care Attendant in a nursing home in Melbourne for 5 years. Whilst studying for my degree in Nursing I worked as a receptionist/nurse in a medical centre. I qualified as a Registered Nurse in 2001. I completed my initial training at University and a Graduate Year at the Royal Melbourne Hospital. I specialized in Oncology and Palliative Care.

I moved to the Northern Rivers in 2003 and continued to work in the Oncology field but also gained experience in Emergency, Intensive Care and Recovery Nursing. I have always had an interest in continuity of care of patients and working with them in management of their health conditions. Gaining this job here as Practice Nurse in 2013, has allowed me to focus on individual care of diseases and Mental Health issues. I am finding this job very rewarding as I am gaining more knowledge of disease with the EPC plans and am able to work more closely with individuals to achieve their optimum health.

FRONT DESK ADMINISTRATION: JO AITKEN

I have lived in Byron Bay for 40 years, after relocating from Melbourne. My working life started in Finance and after raising my two boys (now 30+32 years), I moved into Medical Reception work.

I have worked with Dr Osborne for the last 13 years; in total 22 years working for local GP's in the Byron Shire.

I enjoy the public interactions and in this particular position, my role includes many and varied duties including knowledge and preparation of TCHM and more recently, an interest and knowledge of skin and cosmetic preparations.

I enjoy my role within the surgery and pride myself on an approachable and open nature with an interest in and empathy for the patients I encounter on a daily basis.

SERVICES AVAILABLE

- | | | |
|-----------------------------|------------------------|-------------------|
| ⌘ home visits | ⌘ check ups | ⌘ family planning |
| ⌘ dermapen | ⌘ pregnancy tests | ⌘ counselling |
| ⌘ blood pressure checks | ⌘ vaccination | ⌘ minor surgery |
| ⌘ liquid nitrogen therapy | ⌘ nutritional advice | ⌘ skin checks |
| ⌘ industrial medical advice | ⌘ sports medicine | ⌘ venerology |
| ⌘ cosmetic anti-aging | ⌘ Hep C management | ⌘ HIV prescribing |
| ⌘ japanese acupuncture | ⌘ EPC, MHP and reviews | |

FEES AND BILLING:

All new patients and those not holding a current Medicare Card, will be charged at the time of consultation, payable by cash, cheque, EFTPOS, Mastercard or Visa. The fee structure is displayed in the reception area. If there is a problem paying, please discuss this with either the doctor or the reception staff. Subsequent visits will be bulk billed to all CURRENT Medicare Card holders on production of that card. All acupuncture consults are billed at \$163.50 with Medicare rebating \$103.50 to current Medicare Card holders (meaning you will only have to pay \$60 gap fee per session).

GETTING TEST AND PROCEDURE RESULTS

At time of consult, you will be advised when to expect pathology/radiology etc results. You are encouraged to make a follow up appointment at this time. Results will only be given via the phone at the doctor's discretion and ONLY when there are *no abnormal results*. Under no circumstances will we respond to email requests for appointments, pathology information or requests. Please ring reception for any queries.

REMINDER SYSTEMS:

As you can probably see, our practice is committed to preventative care. We may issue you with a reminder notice from time to time offering you preventative health services appropriate to your care. If you do not wish to be part of this system, please let us know at reception, or inform Dr Osborne.

Your medical record is a confidential document. It is the policy of this practice to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of our staff.

ARCHIVING OF PATIENT FILES:

Our practice established in Byron Bay in the early 90's, and consequently our patient quota is constantly full and our 'books' are closed. This means that we are unable to take on new patients into the clinic. By archiving patients that haven't been to our practice within the last 18 months, we remove them from our active patient database allowing a slow dribble of new patients into the surgery. If you have been archived, you are known as an 'inactive' patient and you will not be able to return to the surgery as a patient. If you are unhappy with that decision and feel there are extraordinary circumstances, please put your thoughts to paper addressing it to the practice manager. You will receive a response within 14 days

YOUR RIGHTS:

If you have a problem we would like to hear about it. Please feel free to talk to Dr Osborne or reception staff. You may prefer to write to us or use our suggestion box (located in the bookshelves). We take your concerns, suggestions and complaints seriously. However, if you wish to take the matter further and feel that you need to discuss the matter outside of the surgery, there are several options available including The Medical Registration Board, AMA or

Health Care Complaints Commission, Locked Bag 18, Strawberry Hills, NSW 2012

Telephone: 02 9219 7444

Regional Freecall Number: 1800 043 159

MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION:

PRIVACY POLICY:

Management of your personal health information and your medical records are confidential documents. It is the policy of this surgery to maintain security of personal health information at all times and to ensure that this information is only available to authorised members of staff. All 'Chinese Herbal Medicine' and 'Dr Adam Osborne' staff members have signed individual confidentiality agreements. We abide by the ten National Privacy Principles available at <http://www.privacy.gov.au/health/index.html>

SMOKING is NOT permitted within our Surgery.

If you choose to smoke outside the premise, we ask you to be sensitive to our environment, and dispose of butts in a container we will supply to you.

Please respect our practice - being especially mindful to those who may not be feeling very well

We are committed to our duty of care to our patients by remaining

Bulk Billing for Medicare recipients

Thanks from Dr Adam Osborne and the HAPPY Staff at

Chinese Herbal Medicine of Byron Bay

