ABORIGINAL MEDICAL SERVICE CO-OPERATIVE LTD

Quarterly Newsletter July–September 2020

Redfern

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Contact us

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COMMUNITY UPDATE

The AMS, Redfern, like a lot of other organisations, are experiencing many challenges and many changes to the way we do business during the COVID-19 Pandemic as such we were saddened by some staff members that have recently resigned. As social distancing becomes part of the norm, we look forward to recommencing some of our clinics. Such as the Diabetic Educator Clinic, Exercise Physiology Clinic, via telehealth, ENT Clinic although has reduced appointment list and has stipulations on attendance. The Dental Clinic are back! However, have reduced services due to COVID-19, which has meant they are restricted to the types of treatment permitted to perform. Once a date and time is confirmed, we would like to show off the Dental's new look via a soft launch to our patients in the coming weeks. Watch our social media space for more information.

The AMS service delivery has changed over the term of the COVID-19 Pandemic as you will notice that we have reduced appointments per clinics, we are encouraging all patients, were possible to call us for a telehealth appointment and if you are attending in person than we have reduced support people attending the consultation with our GPs and clinical staff. Our intention is to keep both patients and staff safe by adhering to the social distancing guidelines.

We are excited to announce that we are developing the Nurse Navigator role who will support our patients' pre and post-operative. The AMS are mindful of the many needs and gaps in services with patients moving from Hospitals back into the community and assisting those people who are readmissions. Most, referrals to the nurse navigator are from our doctors, discharge teams and the Districts' Aboriginal Chronic Care Teams. This position will look at many issues surrounding readmissions such as early discharge and discharge against medical advice, medications, doctor support, allied health referral, health literacy and social support needs. If you are scheduled for a hospital procedure and you would like to know more information about it please see one of our GPs for a referral.

COVID-19 has determined many changes throughout the AMS operations such as the Men's Health Program, finally after several months has recommenced and have had an overwhelming uptake. Our community days have been drastically reduced due to social distancing, although we have held two low key events, National Aboriginal and Torres Strait Islander Children's Day and RU OK Day were all the staff were encouraged to wear something yellow. Also a special thank you to Cecil Jay Phillips who filmed and edited a clip that supported the RU OK Day messaging for the AMS, Redfern. In addition, transport have adopted processes that will ensure both patients and staff are safe.

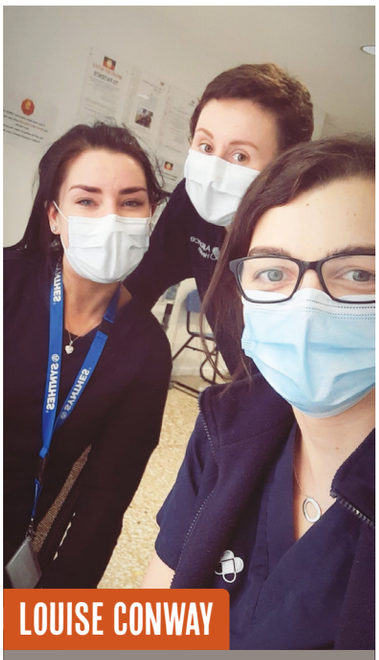
The AMS, Redfern Telehealth Services have been extended to March 2021 and all patients are encouraged to utilize this service as it will not only reduce patients attending the Clinic but will also reduce the risk of social distancing. This method may not suit everyone however if you are a first time caller, please let us know and we can walk you through the process.

To all staff that have recently left the organisation, thank you for your services and good luck in your future endeavour/s.

Keep safe,

LaVerne Bellear
Chief Executive Officer

THANK YOU!



LOUISE CONWAY
ALLIANCE NURSING AGENCY

We are sorry to see you go! Louise Conway, Alliance Nursing Agency, from our patients and staff we were sad to hear you were leaving, as we will miss your happy greeting as you take our temperature every day. Your perseverance and demeanor showed true professionalism working on the frontline of the AMS. Safe travels back to your homeland, Ireland.

Louise has worked in many areas across the AMS such as the Cardiac Clinic, Health promotion, Drug and Alcohol, main, medical clinic and the COVID-19 triage nurse hence becoming a familiar face amongst the team. As you will recall as part of the AMS Preparedness Plan for COVID-19, included the triage process that involved Louise asking the question of “how do you feel today and have you visited any of the hotspots?” Louise had little complaints although the weather was unkind on some days; she managed to maintain her smile as usual.

Previously, Louise worked with the Aboriginal Community, Royal Darwin Hospital, Northern Territory. Louise reflects on her experiences at AMS Redfern were getting to know about Aboriginal culture, learning about history, and listening to many yarns from our patients. Louise gained a greater understanding and appreciation for Aboriginal Community Controlled Health Services especially Aboriginal Health Promotion Activities held at AMS, Redfern.

On behalf of the AMS, Redfern Team, Thank you!

MEN’S HEALTH PROGRAM

AMS, Redfern Men’s Health Training Program has recommenced however, we are adhering to our Social Distancing policies. The program commenced on 4 August and has been overwhelming for the group to commence exercising again especially after being isolated for so long. The sessions held on Tuesday and Thursday mornings at NCIE, Redfern. You must be a registered patient and have had an adult health check prior to commencing the Program. The Program encourages all age groups over 18 years in which we provide a safe and culturally appropriate space for all who participate.

NCIE has incorporated a COVID-19 plan that ensures that all participants are safe whilst exercising and are supportive of living healthier lives. If you are interested in joining this program, please contact the Public Health Team for more information.

PUBLIC HEALTH EVENTS

SNAICC Day

The AMS, Redfern celebrated National Aboriginal and Torres Strait Islander Children's Day on 4 August 2020. The theme for this year was 'We are the elders of tomorrow, hear our voice', which means that listening to our children now is important for our future. Each child that visited the service on the day received a gift bag that contained art supplies, toys, and health information.

Food Hamper program

A special thanks to Harris Farm Markets and the City of Sydney for extending their fresh fruit and vegetable program until the end of September. The extension will allow the AMS Redfern to continue to provide fresh food hamper to our patients that reinforce our slogan "fresh is best". The program will end on 25 September, and will keep you updated on any future developments.

RU OK Day

This year's theme was 'There's more to say after you are ok' which is about keeping the conversation going if you ask someone and they say no. The AMS Redfern, RU OK Day held in the courtyard, which saw our friendly public health team, hand out over 30 bags containing information on tips to keep the conversations going. In addition, we included these tips with the fruit and vegetable boxes that are delivered weekly to some of our patients.

Other activities included:

1. During our men's health group training session at NCIE, was another great way to spread the message of RU OK amongst the group. After the training session, participants had a yarn about why it is important to keep the conversations going and what we need to do, to keep one another safe.
2. The public health team created a health promotional video with the help of one of our young community members who is aspiring to be a future director in film. Cecil Jay Phillips filmed and edited the clip. The clip has a reach of 4,700 people and was viewed by over 1,700 people and shared 39 times on our Facebook page. The video has spread the message throughout our community especially to those ones who may be doing it tough.

https://www.facebook.com/530867323619284/posts/3506062759433044/?vh=e&extid=vdsx8ECZdtWDbGxP&d=n

TRANSPORT

The Transport Team would like to thank all our patients for understanding and accepting the many changes we have had to endure during the COVID-19 Pandemic. The AMS, Redfern are mindful with keeping you and our staff safe hence we have introduced safety processes such as all patients transported must wear a mask and use hand sanitizer. In addition, patients must travel in the back seat and adjacent to the driver along with all transported patients are screened via a telephone call prior to the scheduled pick up.

October is Breast Cancer Awareness Month

Get your Free Breast Screen!

We have the 3rd highest number of Aboriginal and Torres Strait Islander Women screening in NSW!

Let's become number 1 and save our Sisters & Aunties!

If you are female

If you are over 40 years of age

If you haven't had a mammogram in the last 2 years

Ask your GP or Call Taylor on 02 9319 5823 to arrange your free screening appointment this October

It's free, it takes 20 minutes and it could save your life!

NSW GOVERNMENT | BreastScreen NSW

Redfern

ABORIGINAL MEDICAL SERVICE REDFERN PRESENTS

5 REASONS YOU SHOULD GET SCREENED FOR BOWEL CANCER

EARLY DETECTION

When detected early, 9 out of 10 cases can be treated successfully

RISK INCREASES WITH AGE

You will be invited to do a test around your 50th birthday

IT'S QUICK AND EASY

People who have done the test say it is quick, clean and easier than they thought.

WHY

The test looks for invisible traces of blood in your poo, which could be a sign of cancer or pre-cancerous growth

CAN SAVE YOUR LIFE

Please make sure all your details are up to date

For more information please call the **AMS** on **02 9319 5823**

TELEHEALTH SERVICE

The uptake of the Telehealth Services was introduced at the AMS during the early stages of the COVID-19 Pandemic to reduce face-to-face contact between patient and staff. Reducing patient flow-through at the AMS would support our social distancing policies and keeping everyone 1.5m apart. Although some restrictions have been eased, the AMS are obligated to maintain the social distancing policy as a precaution until there is a remedy for COVID-19.

We understand that not all consultations will be suited to a telehealth service however, as a guide for routine check-ups and non-intrusive injury, patients are encouraged to call and make a telehealth appointment for example but not exhaustive to:

- Repeat prescriptions for medicines
- Pathology and imaging requests
- Completion of forms including housing, Centrelink, WorkCover etc. – please note at times you may be asked to come when a physical examination is necessary.
- Health Assessments ('715')
- Mental health consultations including mental health plans
- Routine chronic disease check-ups including GP management plans
- Any concern about exposure to COVID-19

To receive a telehealth service you must be a registered patient of the AMS and have had at least one face-to-face consultation with our GPs, for more information contact the AMS on (02) 9319 5823.

DENTAL SERVICES & CLINIC REFURBISHMENT

Since early January 2020, the Dental Services relocated to Sydney Dental Hospital whilst the Dental Unit refurbishment was completed. The Clinic has now returned to Redfern however are restrictive to the types of treatment that are currently provided due to COVID-19 Pandemic. The new build will accommodate the Dental Association Standards and support our Accreditation. The team are reviewing and updating all the oral health brochures and procedures.

Caine Buchannan is our Denture technician, if you are a registered patient, have had a 715, and have not had a denture review for at least 5 years, or you have discomfort please give us a call. In addition, those patients that have chronic conditions and require an oral health assessment should make an appointment; this could help your condition.

Unfortunately we have had a few resignations during COVID-19 Pandemic however, will keep you informed of any new recruitments. For appointments or queries, please call the AMS on telephone number (02)9319 5823.

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