

# PORT MELBOURNE *Medical*



**PORT MELBOURNE  
VACCINATION CLINIC**

**I HAVE  
HAYFEVER**  
*not Covid!*

*Welcoming*  
**Dr Tarannum  
Rahman**

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## **Port Melbourne Medical Magazine**

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SPRING EDITION 2021

# Welcome

Dear Patients,

Welcome to the Spring edition of our eMagazine.

Normally this time of year is celebrated with football finals and genuine excitement about the warm weather on its way. Though it feels we are in a similar boat to this time last year, the noticeable difference in 2021 is the massive campaign to vaccinate our way out of the pandemic. We are doing our best to extend the Port Melbourne Vaccination Clinic operating hours and to secure more Pfizer. Currently our focus is on administering both doses, and we will update you all when we receive advice regarding booster doses, which is expected to occur from 2022.

As you may have seen in the media, there is a significant increase in serious mental health conditions. The doctors and nurses have reported seeing an increase in stress, anxiety and depression, including in people who have never experienced mental health conditions before. We also have had our doctors pushed and yelled at and these patients are now banned from all of our medical clinics. Please treat all of our team with the respect they deserve and act in a professional and respectful manner.

There is concern in the medical world about the risk of widespread infections occurring once we open up. Whilst excited at the prospect of all of us having some freedoms back, and excited about the children returning to school, the knowledge that there will be widespread cases is concerning and something that we will need to navigate, both as a community and as a medical centre. Even when we reach 80% double vaccination rates, we will still be managing COVID-19 cases in the community, and the healthcare system will be under pressure.

We continue to follow our safety measures, as we know there is COVID-19 circulating in our community. Although the majority of cases recently have predominantly been in the Northern and Western suburbs, last week we detected 2 cases of COVID-19 in our Respiratory Clinic. This reinforces that we don't know where the virus is until it is detected, and there are often undetected cases in the community.

We will keep you informed of any updates to our procedures and we will adapt our processes to find the right balance of COVID-19 safety whilst attending to your other healthcare needs.

## **PORT MELBOURNE MEDICAL**

In positive news, we are excited to announce that we have 2 new additions to the clinical team and welcome General Practitioner Dr Tarannum Rahman, and our new Registered Nurse Marion Galo. We have included a “getting to know you” for Dr Tarannum and RN Marion in this edition of our eMagazine.

PMM is still operating 7 days a week and with high infection control protocols. This includes starting our consults on the phone – please bring your mobile phone and keep it charged/not on silent mode. You do not need to check in – this results in many people calling through to reception and the doctor being unable to reach you as you’re on the phone. You will be called at or close to your appointment time.

Whilst frustrating, it is unfortunately necessary and will continue. We hope to not have to implement further protocols but if the virus becomes widespread, further changes to how we examine you and your interactions with us may change as well. Like all businesses, medical clinics have a responsibility to provide a safe workplace for all those who work from our sites and this is taken very seriously. Right now patients shouldn’t be sitting in waiting rooms with heaters blasting and doctors/nurses admin not wearing high grade PPE at all times. We have made hundreds of changes to our processes, some obvious, like screens at reception, but others less so (like safety measures to reduce aerosol risk during CPR).

Even during a pandemic, we encourage our patients to keep their health front of mind. You can still see the doctors and nurses and attend the clinic. Sadly, the diagnoses of some preventable diseases including breast, cervix and prostate cancers have dropped as patients reduce movement and delay attending their GP. We need to be mindful that all the sacrifices we are currently making shouldn’t result in significant health consequences when our freedoms are returned.

## **PORT MELBOURNE SKIN CANCER CLINIC**

With Summer rapidly approaching, now is the time of the year many of us schedule in a skin cancer assessment/examination. Dr Jeet is performing skin checks as usual, although he has increased the level of PPE he wears. As these consults are often longer in length the additional PPE ensures the patients and Dr Jeet are kept safe and the consult occurs as closely to normal as possible.



Port Melbourne Medical Welcomes

# Dr Tarannum Rahman

BiomedSc(Hons), MBBS, FRACGP





**Dr Tarannum Rahman recently joined Port Melbourne Medical and will be gradually increasing her consulting hours. Dr Tarannum is married to a local doctor and recently commenced consulting from our rooms.**

**Hi Tarannum, welcome to Port Melbourne Medical. Where did you grow up and complete your schooling/medical degree?**

I grew up in Canberra until early high school when my family moved to Melbourne. I spent a few years in Melbourne before my Dad got a job with the United Nations prompting us to move to Vienna, Austria where I completed my high school education. After school I decided to come back home and commence a Bachelor in Biomedical Science at the University of Melbourne. I went on to do an Honours year after which I got into Medicine at Monash University at their Gippsland Rural Campus.

**Most doctors and GP's travel early in their careers. Did you have to move and how was the experience?**

I completed my internship and early resident years at Monash Health. Then after meeting my partner, I moved up to sunny Newcastle in New South Wales. I started my GP training there and had the privilege of training in multiple regional and rural centres in New South Wales. I found this such a fantastic opportunity to enhance my general practice skills and to also allow me to experience working in varied GP settings.

**What was it that Port Melbourne Medical offered that attracted you to consult from our rooms?**

The collaborative team atmosphere at Port Melbourne Medical is what drew me to the practice. It is important for a workplace to cultivate and promote an environment that values and supports every staff member. I have seen this at PMM, and consequently I can see that this ethos enables everyone at PMM to work in unison to provide the best service to their patients.



## Whilst still finding your feet, how have you settled in and what is it about the practice/team that stands out to you?

I have found the team to be incredibly kind, welcoming and inclusive. We have all had to adapt to these unprecedented times due to the current pandemic, particularly in the medical world. The practice's considered approach to keeping both staff and patients safe through this period is exemplary.

### What is it about General Practice that attracted you to this speciality?

I chose General Practice as a specialty because I knew it would afford me the unique opportunity to provide a comprehensive and holistic approach to patient care. It is an incredible privilege to be a GP, to form bonds and grow relationships with your patients, getting to know them and their families. So far, I found this experience incredibly rewarding and feel so grateful to play this role in the community.

### Like most career GP's you have some fields of special interest. What are your areas of interest?

I have an interest in most aspects of GP, but I have had considerable experience with children's health, women's health including pregnancy care and mental health.

### The insertion and removal of implanons is a service you provide. Can you please explain what this involves?

The initial consultation involves a discussion around what an Implanon is, how it works, the side effects and risks, as well as the insertion and removal procedure.

In my preliminary discussion, I like to provide information about other forms of contraception too, so patients can see the risks and benefits with all forms of contraception and determine what is best suited to them. If they are then ready to go ahead with the insertion process, we book them in for a second appointment to have the device inserted. I like to follow up with patients one month after insertion to ensure everything is going well. The removal process is simple and does not take very long. It is also an opportunity to discuss other forms of contraception if the patient is looking for an alternative to the Implanon.





## What's your best tip to our patients on handling Melbourne's lockdowns?

Take each day as it comes. It can feel overwhelming, particularly when there doesn't seem to be an end in sight. I find trying to focus on the day ahead of you helps rather than thinking too far ahead. I have personally found that making some time every day just for myself, no matter how small that time might be, has really helped me to find moments of joy and calm in what has otherwise been an incredibly difficult time for us all.

### I know you like yoga. What is it about yoga that draws you to it?

I find it allows me to slow down and unwind, especially after a long busy day at work. The added benefit is that it is also a great strength, balance and flexibility exercise!



### What does your ideal weekend consist of?

Prior to the Covid pandemic, my ideal weekend would consist of catching up with my friends for a bite to eat in one of the many lovely pockets of Melbourne. This has changed a bit given the current pandemic situation. I am grateful for the warmer weather coming through and being able to get out for some nice long walks in my local area with my family.

**Dr Tarannum is available to provide care to patients at Port Melbourne Medical on:**

**FRIDAYS  
starting  
10th of September**

**and building up her consulting hours over the coming weeks and months.**

 [Make a Booking](#)





# Covid-19 Vaccinations

## Port Melbourne Vaccination Clinic

Many of you have received one or both doses from the Port Melbourne Vaccination Clinic and we are proud to report that at the time of publication we have administered in excess of 22,000 doses and are continually expanding hours/days as more Pfizer is received. We have received so much positive feedback about how well this clinic runs, and how the process is very smooth. We know you will all agree that our Vaccination Clinic Manager Ella, her team and the nurses/doctors have gone above and beyond, and we would like to thank them for their dedication.

We do carry both Pfizer and AstraZeneca COVID-19 vaccines, and will not be administering the Moderna vaccine. With the expanded eligibility criteria for Pfizer, now open to 12-39 year olds as well, the demand for Pfizer is high. We are constantly increasing our capacity and trying to shorten wait times for first doses.

## OVER 60

There are some people who are over 60 who may now be eligible for Pfizer. This can only be given with proof of eligibility – you must bring a doctors letter, evidence of your medication/blood test results, etc.



In addition, those over 60 who fit the following criteria will also be eligible for Pfizer:

- all health care workers (i.e. eligible under Phase 1A and 1B)
- all hotel quarantine and border workers
- household contacts (age 16 and over) of hotel quarantine workers
- Residential aged and disability care workers and residents.

People who have already received a first dose of the Covid-19 vaccine will only receive a second dose of the same vaccine.

## IN THE MEDIA

The clinic is now running 6 days a week with Sundays recently opened. You may have seen an article published in the Herald Sun on 27th August, in which we were unfairly reported on regarding our VCE student vaccination initiative. We took a proactive approach to vaccinating our local schools, when no other plan for these students existed, and are delighted to report that the majority of VCE students from:

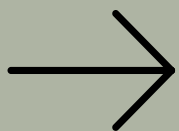
- Albert Park College;
- St Michael's Grammar; and
- Mac.Robertson Girls' High School

have all received their first Pfizer dose and will be returning on progressive Sundays to receive their second just in time for their important exams. The students and teachers at these schools had a seamless vaccination process and some even ended up on the National Nine News.



# PLEASE REMEMBER THE FOLLOWING REGARDING YOUR VACCINE

- If you obtain an earlier vaccine elsewhere please cancel the appointment at the Port Melbourne Vaccination Clinic to free up the valuable spot for someone else
- Wear a T-shirt – shirts/blouses are not appropriate
- Bring your photo ID (school photo ID is sufficient for students)
- Patient eligibility criteria is set by the Federal Government, and is completely outside our control. Whilst we appreciate that some people may prefer to switch vaccine brands for their second dose, or prefer one brand over the other, we can only vaccinate individuals with the vaccine brand they are eligible for
- If you have questions regarding the vaccine, you can discuss the merits and safety concerns with your GP, who will be familiar with your medical history
- The HotDoc booking platform is set up to allocate you the correct booking type depending on your age, workplace or underlying health issues. You will need to bring photo ID that includes your date of birth, and we will not be able to give those who are over 59 the under 60's Covid-19 vaccine (with the exceptions outlined above)
- Finally, please don't bombard our reception with special requests as the bookings are done online on a first in first served basis. We have requested additional vaccines and hope to be able to open up increased appointments in the near future



**MAKE A COVID VACCINATION BOOKING**





NEW NURSE

# MARION GALO

## EDUCATION

- Bachelor of Science in Nursing – Mountain View College (Philippines, 2010)
- Bachelor of Nursing – La Trobe University Melbourne (2017)
- Diploma of Leadership and Management – Windsor College (Melbourne, 2019)

## NURSING CAREER

Marion has over 10 years of nursing experience in both hospital and community (primary health) settings in the Philippines. Marion is passionate about helping people and had volunteered to different medical and surgical missions when she was in the Philippines. Marion moved to Australia in 2017 and has been a practice nurse since 2018. Marion can also fluently speak Tagalog, Cebuano and Hiligaynon.

## SPECIAL INTERESTS

- General Nursing
- Wound Care

## SPARE TIME

- Volunteering (Medical Missions)
- Singing
- Playing musical instruments – piano, guitar
- Cooking
- Hiking
- Volleyball

# I have hay fever...


*everyone thinks I have Covid!*

Springtime is difficult for hayfever sufferers at the best of times, let alone when there is the additional stigma of blowing your nose or coughing. The truth is, it is very hard to tell what is hayfever and what is COVID-19 as many of the symptoms overlap.

According to [allergy.org.au](http://allergy.org.au), as many as 18% of Australians will experience hayfever at some point.

To avoid having repeated swabs due to your runny nose, please speak to your doctor who will be able to discuss management options with you. This may include testing to identify what is causing your allergic reaction (the "allergen"), and you may be able to undergo a desensitisation course. Your GP will also discuss treatment, which may be nasal sprays (some prescription only), eye drops or antihistamine regimes.





If you have a history of asthma, even mild or as a child, having good control of your hayfever is vital, as Springtime hayfever means you may be at risk of thunderstorm asthma. Good control of your hayfever and asthma significantly reduce this risk.

The good news is that wearing a mask is likely to reduce the amount of pollen or other allergen that comes into contact with your nose.

The other good news is that getting control of your hayfever means that the other effects of hayfever may lessen. These include headaches, disturbed sleep, recurrent sinus infections and “brain fog”.

To help outline the differences and overlaps view the South Australian Government's *COVID or HAY FEVER* Venn diagram [HERE](#)

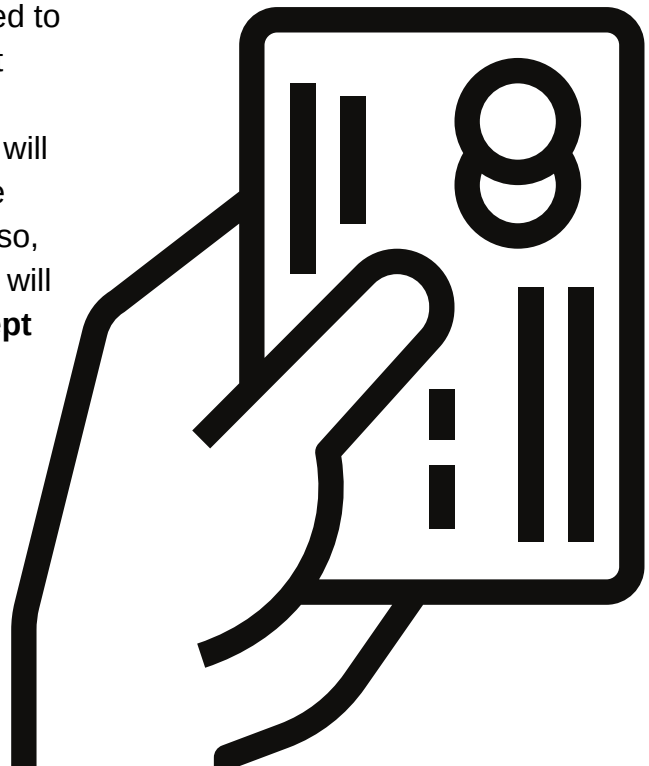
If you do have any symptoms of COVID, or symptoms of both, the first thing to do is to get a COVID-19 test, and then book in to speak to your GP to take it from there.

# consult fees.

**We have unfortunately had an increase in patients not paying their consult fees.** If you don't pay your fee, there is zero income from that consultation. The costs of running a medical centre are extremely high, and these fees need to be paid in a timely manner. There is no charge to attend the Vaccination Clinic, and no charge to attend the Respiratory Clinic. However, in order to continue to provide high quality service and not create a fast throughput clinic, we require a fee to be paid at Port Melbourne Medical.

## **CREDIT CARD ON BOOKING**

When booking online, you will now be asked to enter your credit card details to secure that appointment. If during the course of the consultation you are bulk billed, no charge will be applied. If you call and book, you will be asked to provide your credit card details also, and again, if you are bulk billed, no charge will be applied. **Credit card details are not kept beyond your appointment time.**





## OUTSTANDING ACCOUNTS

If you have an outstanding account, you will soon be receiving an SMS, which will advise you of your outstanding account, with the date of the consultation and the doctor you saw. Once you have paid your invoice, your Medicare rebate will be processed and should be in your Medicare nominated account, typically within 1-3 days.

Please pay your account via the online platform, as our reception staff are extremely busy taking calls about local exposure sites and testing, and vaccine questions, on top of their usual busy workload.

You will receive an SMS that looks like this:



Once you click on the link, you will come to the following page to pay.

We thank you for your cooperation.

