

The Practice of Dr Natasha Ayles

MBBS (Hons) FRACGP

My name is Dr Natasha Ayles. I have a special interest in Aged and Residential Care and have visited Aged Care facilities for over 20 years as part of my career in General Practice. Below is information about my practice and the services I provide.

Consent

To enable me to provide ongoing care, and to request previous medical history, please complete and return the consent forms provided by my nurse, to my office directly - either by post or email as soon as possible. I will then arrange to get a copy of the medical records from your previous GP clinic/s.

Visits

I work exclusively with several Aged Care facilities in the Mornington Peninsula region; therefore, all my patients are aged care residents. I endeavour to visit each facility weekly and aim to see each of my residents during these visits. If you wish to ensure you are seen by me, please advise nursing staff at the facility so they can place your name on the Doctors' list to alert me to your request at my next visit. I can provide telehealth consultations via phone or video call for urgent matters. These can be arranged via nursing staff at the facility after they have completed all appropriate assessments. For afterhours care, I use a locum service which nursing staff can arrange.

Payment

All visits, CMAs, CCPs, RMMRs, vaccinations etc are bulkbilled via Medicare or DVA. This is completed at my office. To aid this process, it would be appreciated if you could email or call my office to advise of any new card numbers including healthcare/concession card numbers.

Pathology

Pathology requests will be provided by me, and my nurse will arrange for the pathologist to do a home visit at the facility.

Medications

I complete an individual medication chart for each of my residents.

I will provide the prescriptions for these medications directly to the pharmacy associated to the facility or your pharmacy of choice, who will then deliver the medications to the facility.

The facility staff will contact the pharmacy when more stock of non-packed or as required (PRN) medication/creams etc are needed. Annually, I will request a residential management medication review (RMMR) by the facility's Consult Pharmacist who will do a thorough review of the medications against your diagnoses and medical needs. A report is then provided to me with feedback and/or suggestions to make sure medication use is optimised and appropriate.

Radiology

Referrals for Ultrasounds/MRIs/CTs etc-will be sent to the NOK to arrange the appointment. If you require assistance with booking Radiology, please ask nursing staff at the facility. Once appointments have been made, please advise my office of where and when the appointment is. This allows us to easily follow up results in the instance when they are not electronically sent to us.

Enhanced Primary Care Referrals (EPCs)

EPCs allow for 5 sessions to external Allied Health providers. By default, I issue these 5 sessions to the facility's visiting Podiatrist. Should you wish to use some or all of these sessions for Physiotherapy, your own Podiatrist or another Allied Health Provider, please let us know.

Assessments

Comprehensive Medical Assessments (CMA) are completed yearly and Contribution to Care Plans (CCP) are completed every 6 months. These are provided to the facility to assist with funding and care planning for each patient. If you want a copy of these documents, please feel free to contact our office.

Referrals

If you require new referrals to any Specialists etc, please ask nursing staff to alert us or contact my office and advise us of who you would like to be referred to and why.

If there will be any costs involved to see a specialist etc, we will always inform you of this and what alternative options may be available. Please make sure you notify the specialist that I am your new GP and ensure for every appointment, you take the referral and a copy of your medication chart (which nursing staff can print off for you).

Advanced Care Planning (ACP)

Advance care planning is a process of planning for future health and personal care whereby a person's values; beliefs and preferences are identified so they can guide decision-making at a future time when the person is unable to communicate their decisions.

Forms for ACPs can be accessed online or from the facility. As your GP, it is important that I know your wishes around the level of treatment (full/invasive, conservative, symptom based/comfort) and in what, if any, circumstances you would want hospital transfer to occur. These decisions often change as a person's functional and/or cognitive abilities decline and/or as disease progresses.

If you wish to have a care consultation meeting regarding appropriate planning and/or interventions, please ask the nursing staff to request this meeting with me. This can include you (the resident), myself, nursing staff and appropriate decision makers/ family members.

Privacy

We value and take all necessary steps to maintain your privacy at all times. We will only ever disclose any of your information with your consent – e.g., for an external referral etc. We ask on our consent form that you acknowledge the risk associated with information you request to be sent via email. You can access a full copy of our privacy policy by contacting our office.

Vaccinations

If you have signed the relevant sections on the consent form, I will provide the following vaccinations (after obtaining immunisation history) – Influenza (yearly); Shingles and Pneumococcal vaccinations (as per the Australian Immunisation Schedule).

We do not provide COVID vaccinations; these will be arranged via the facility.

Power of Attorney (POA)/Medical Treatment Decision Maker (MTDM)

POA are legal documents that are drawn up by a Lawyers when the person still has decision making capacity.

MTDM need to be signed by people that meet witnessing requirements. These documents only come into effect if you lose the capacity to make decisions for yourself.

More information can be found online, or you can ask at the facility.

If you have either of these documents, we would appreciate being able to have a copy to hold on file.

Feedback

If you have any feedback or are unhappy with our service, please let us know via phone or email. Alternatively, feedback can be given via the facility or the Aged Care Complaints Commissioner. You can request our complaints process from the office.

Contact

If you have any concerns regarding your health (or that of your relative), please notify the care staff at the facility in the first instance.

We can be contacted via the facility or the contact methods below:

Email: | office@fernbank.net.au

Fax: | 03 8080 1614