



THEODORE MEDICAL CENTRE
ORIENTATION FOLDER MEDICAL STUDENTS



Anne and Bruce Chater along with the rest of the team from Theodore Medical wish you very warm welcome to Theodore and Theodore Medical.

During your time with us we know you will learn about and experience many interesting medical conditions as well as having the chance to meet the locals and to interact with the community.

Theodore and Theodore Medical have much to offer and we encourage you to engage enthusiastically in your work as well as taking the opportunities available to you from within the community.

Please ask if there are specific medical or community based activities you would like to experience and if possible, these may be able to be arranged.

So, let's get you orientated...

THEODORE MEDICAL

PRACTICE PHILOSOPHY

TO MEET THE INDIVIDUAL AND CHANGING NEEDS OF THE PATIENT AND COMMUNITY BY PROVIDING A COMPREHENSIVE, PROFESSIONAL AND EFFICIENT PRIMARY HEALTH CARE SERVICE

PRACTICE MOTTO

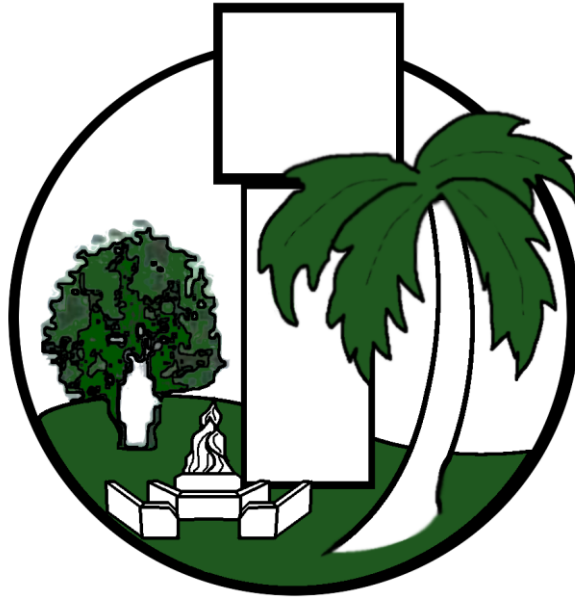
Thorough and Thoughtful

MISSION STATEMENT

Our mission is to provide the highest quality care and service to ensure the ongoing health of our patients

With respect to health care, the patient is the most important person on our premises.
They are:

- Not dependent on us
 - We are dependent on them
- They are not an interruption to our work
 - They are the purpose of it
- They are not an outsider in our business
 - They are part of it
- We are not doing them a favour by serving them
 - They are doing us a favour giving us an opportunity to do so



Where the hell is Theodore?

Healthiest Rural Town Award – AMA Qld Health

Friendliest Town Award – Tidy Towns

Community Spirit Award – James Cook University

The Town that lit their own airport – when no one else would

State and National Winners – ABC Can Do Community (\$60 000)

Theodore is located approximately 600 km north west of Brisbane and 250 km south west of Rockhampton. A small cattle, grain, timber milling and cotton town in the Dawson River Valley, Theodore was re-named from Castle Creek to Theodore after union leader, Queensland Premier and Federal Treasurer Edward (Red Ted) Theodore. The signature that sets it apart from other valley towns are the palms and tropical bushes planted in the late 1920s when the town was the service centre for the Valley Irrigation Scheme. There are fish to be caught at the Weir, which also attracts its share of water-skiers, while the Theodore Folk Museum captures more than 100 years of history in photographs, artefacts and agricultural memorabilia. Nearby Isla Gorge, with its picnic grounds off the Leichhardt Highway route to Taroom, presents sandstone shapes sculpted by wind and rain over millions of years. Lookouts on the Malakoff Range just north of Theodore present outstanding views of the Dawson Valley. To the south-east, Cracow might now be a small rural village, but in the early 1930s it teemed with miners seeking their fortunes in an area where mines the likes of Golden Plateau, Golden Mile and Dawn of Cracow produced lashings of gold. Cracow is still a working gold mine. To the north are the vast coal seams of the Dawson

Valley owned and operated by Anglo Coal. Theodore also attracts many “grey-nomads” each winter as they enjoy our mild winter climate camped at Junction Park.

The population that makes up this great community provides Theodore Medical with a diverse range of patients encompassing the basics of general practice to the need of being highly procedural to meet the needs of workplace accidents, an itinerant elderly population and the distance from tertiary hospitals.

For further information on Theodore go to: http://www.banana.qld.gov.au/docs/profiles/cp_theodore_11_06.pdf

What you can find in Theodore

- The facilities in Theodore area all fairly centrally located.
- The town is based on the north south running main road called the Boulevard which continues all the way down to Junction Park – the junction of Castle Creek and the Dawson River
- Most of the towns facilities are located on the Boulevard
 - Shops – including grocery, electrical, newsagency, clothing, gift
 - Dawson Development Association
 - Bank – The Rock located in Theodore Home and Garden Coffee shop
 - Coffee shop – Homewares and Garden
 - Cafe/restaurant - Willows
 - Post Office – also sells fruit and vegetables
 - School
 - QAS
 - Hospital
 - Service stations
 - Police
 - Churches – Anglican, Uniting, Catholic
 - Hotel
 - Bowls Club
 - Early Childhood Centre
 - Junction Park
 - Show Grounds, Touch Oval, Netball Courts
- Most roads run across the Boulevard – many named numerically eg 1st Ave, 5th Ave. Other facilities are found on these avenues and include:
 - Lutheran Church
 - Theodore Medical
 - Tennis Club
 - Fire Station
 - Museum
 - SES
 - HACC
 - Dawson Retirement Village
 - Saw Mill
 - Golf Club is located approximately 5km out of town on Woolthorpe road as you go around the sawmill

A bit of local knowledge - what the books don't tell you

Water – The town uses treated water from the Dawson River. Don't be frightened to drink this water – it's better than most. Watch out, some say once you've drunk the waters of the Dawson you'll always come back!

Garbage Collection – Every Tuesday even if it's a public holiday. Place bin on the kerb with handle facing the building.

Papers – Available from Extreme Service Station and Theodore Newsagency

Public Transport – Bus Queensland - Go to <https://www.busqld.com.au> for timetable and fare information.

Post Office – The post office is opened Monday to Friday and also sells the best fruit and vegetables; fresh in Tuesdays and Fridays.

Theodore Hotel - The Theodore Hotel is own by the community. It is a Co-operative Hotel (one of only two in Australia) with all the profits being sunk back into the community. Supporting the pub, supports the community. The meals are large – so take your appetite.

Rotary Club – meets every Tuesday night at the pub for a dinner meeting at 6.45 for 7.00pm. Rotary extends an open invitation to all medical students and locums to “just turn up” and join in. (Their meetings are more social than business. What better way to meet some of the local characters!) For more information, ring Liz Shoecraft on 49931620 or Anne Chater 49931898

Security – This is a very safe town. It would be very, very unlikely that anything untoward would happen in Theodore – not even petty theft. However, still need to be sensible. You can feel very safe walking either early in the mornings or in the evenings. Ignore the odd dog that might bark.

Bugs - Rid and Aerogard are handy to have in warmer months. Bugs, spiders and mice are part of being in the bush. Just set a trap for mice or spray with Mortein. Sand flies are savage after a fresh in the river. Rid is the best protection for these. The unit is sprayed for cockroaches so you may notice a dead one now and again.

Snakes – Occasionally snakes are spotted. They are generally just moving through. Leave them alone but keep an eye on where they go. Not in winter obviously.

Climate – Theodore has a sub tropical climate. Hot, wet (we hope) summers, dry cold winters. If coming in winter be prepared for some quite cold weather.

THEODORE MEDICAL DAILY ROUTINE

Meet at the surgery ready for ward rounds by **7.30am**. Check with doctors as these times may vary slightly each day dependent on number of patients in hospital and doctors schedules. **Please be on time.**

After rounds at the hospital, return to the surgery for a **BUSY** day.

8.30 – 9.45 am LOOP Clinic **Local Only** (4719 postcode) **One Problem** (further explanation in kit)

For medical students – initially you may just watch the doctors etc but as your placement progresses you will be asked to take clients on LOOP clinic, ensure they adhere to the above mentioned rules and make a note at the top of their progress notes that is a LOOP clinic consultation.

If patients have more than one problem, check with the doctor, but generally they are either asked to wait until end of LOOP or to re-book later on that day / when available.

9.45 – 1230 Consultations

1230 – 1400 Lunch and Hospital (if there are any outpatients)

1400 – 1700/close Consultations

Loop Clinic

General Rules for Loop Clinic

- Loop Clinic is strictly for 5 mins, one problem only, for locals only (4719 postcode)
- Patients requiring more than 5 mins must be put back in the waiting room and seen at the end of loop or where possible another appointment time arranged.
- If the patient presents with more than one problem, the Doctor needs to advise the patient to re-book for another appointment (unless emergency)
- Emergencies have priority over loop clinic patients
- Patients must present for LOOP before 9.20am

Expectations re consultations and attendance:

- No personal calls or looking at messages on mobiles during consultations. Accessing an app is acceptable if for the consultation.
- Engage in consultations and ask doctors/nurses questions.
- Engage with the patients
- Take a break and have a coffee break rather than drinking coffee in consultation. (Bruce the exception)
- Used coffee cups to be placed in dishwasher and not left in rooms or on sink/table
- Notify doctors and staff when you will be at the surgery or not at the surgery
- Apply for leave ahead of time through the correct university channels
- Demonstrate courtesy/respect to patients and Theodore Medical staff
- Keep a record of your sessions with doctors. Practice Manager requires them as does university.
- Enjoy your time in Theodore.

The A to Z of Theodore Medical

Access to surgery including after hours – You will have a key to the surgery. Code for security is 0612 off and conversely 0612 on, when leaving premises

Accommodation – 4 Hamilton Street, next to Bruce and Anne Chater's house (6 Hamilton St) and opposite two registrar's houses (3 and 5 Hamilton St). Owned by Anne and Bruce Chater, this building was the medical centre prior to the December 2010 flood. Now redesigned and revamped it has the following:

- Fully equipped, self contained two bedroom unit including washing machine/drier.
- Bedroom 1 has a queen size bed and no desk. Desk is located in lounge.
- Bedroom 2 has a double bed and a desk.
- Wireless internet - password on desk in unit. Limited download so no movies/games.
- Swimming pool – so bring your beach towel
- TV – digital (not Austar)

Please let Anne know if anything is broken or not working. **Please check everything is turned off prior to leaving the unit for the day/evening.**

Allied Health Professionals – Avail yourself to the opportunity of sitting in with one of the Allied Health professions that frequently visit the surgery. This is an opportunity to see how health care needs to be a co-ordinated team effort.

Attendance – Monday to Friday ward rounds and private practice unless otherwise discussed and approved by Bruce. For interesting after hours medical presentations, doctors will contact you on your mobile phones with an offer to join in.

Attire - You are professionals. Please dress as such. Males – Tailored shorts, long trousers or good jeans, collared shirts and closed in shoes – sports shoes in good repair acceptable. Ties – can get in the way. Long sleeves may need rolling up for procedures in order to scrub. Females – sensible footwear, skirts, blouses, dress, good jeans.

Birthdays – If you celebrate a birthday while you are here, please let us know, so we can organise a cake and some candles.

Community – Join in and have fun. Different times of the year have different events eg Theodore Show in May, River Festival last weekend in September. Theodore Draft early September.

Computers – *PLEASE log into computers by the computer identification – not as student.* Student is the log in only for the computer in the student room as the computer in that room has been named student. Another eg - if you are in the nurses room and you wish to log on to the computer in that room, the log in would be nurse – as that is the name given to that computer. Each computer is named and tagged – see top right hand side of screen for tagged name. At the end of day, please ensure all programs are closed (particularly PracSoft and Medical Director) and you are logged out of your computer. Please switch off monitor.

Equipment – There is a set of basic equipment in each room. Please leave all equipment in set rooms.

Facebook Page - Theodore Medical has a FB and we welcome suggestions for posts. Please talk to Anne re any posts you may like to put up.

Fire – In case of fire, please exit away from fire and assembly on front lawn of Chater's house. An evacuation plan is included at the end of this kit.

Gymnasium – see Anne for key – The Boulevard next to hair dresser.

HACC/QAS/Community Link - As with the allied health professionals, please take the time (particularly if Bruce is away) to visit and spend time with:

- **Home and Community Care – 49931805**
- **Theodore Council on the Ageing – 49931099**
- **Queensland Ambulance Service – Sela**
- **Theodore Community Link – Kris Markey 49931025**

Interns – Theodore Medical has an intern attached to the Practice rotating from Rockhampton Base every ten weeks.

Lights/Air conditioners – Please ensure all lights and air conditioners are turned off when leaving your room for the day.

Manners – Common courtesies such as please and thank you, excuse me - never go astray. Also introduce yourself to patients and explain who you are and how you are going to be part of the healthcare.

Medical Student Computer Folders – On M: or short cut to New Docs, there is a specific folder called Medical Students. Please create your own folder within this folder to save your work, if so needed.

Morning/Afternoon Teas – Theodore Medical provide tea/coffee/milk. There are biscuits and some morning tea items. Please be mindful not to eat the surgery out of house and home. Feel free to bring along a cake etc to contribute to the morning tea scene. Please clean up after yourselves. There is a dishwasher – so no excuses.

Museum – If interested ask Natalie Dunk Andrews

Needle Stick Injuries – Should you incur a needle stick injury or other invasive injury, notify the nursing staff and doctors immediately. We have a set protocol which must be followed.

Nurses – As a medical student, you need to be aware that these staff members have much to offer in the way of medical procedures such as venepunctures, venesections, X-ray etc. Please have respect for their skill and refrain from having a *holier than thou* attitude because you are medical students and they are nurses. They will supervise you at certain times and at such times they have the authority to direct a situation. Theodore Medical works as a team with. The nurses have put together a pack to help you remember how to do the procedures you will be expected to do as part of your time at Theodore Medical.

Aboriginal Health Worker – Danielle Beezley.

Registered Nurses: Alix Hedington, Natalie Dunk Andrews (Diabetes Educator/Chronic Disease)

Enrolled Nurse: Leah Hewitt

AIN: Samantha Moore.

Health Improvement – Team Leader Natalie Dunk Andrews. Hailey Keene – receptionist/AIN for Health Improvements.

Parking – please Park in 27 Ninth Ave in the centre parking at the western end of the street away from the service station in the marked lines. Please leave the convenient parking for patients.

D:\Dropbox\Public\A Surgery\Medical Students\Orientation\2019 Med Student Orientation\Medical Student Orientation 20190601.doc

Operations Manager – Anne Chater is the owner/operations manager. Feel free to ask Anne for help or direction in most non medical aspects of the practice.

Practice Manager – Natalie Dunk Andrews is the Assistant Practice Manager. Natalie will be at the surgery every day in her role as the Health Improvement Team leader. Please feel free to ask Natalie to assist you as well.

Reception Staff – The reception staff have an incredibly busy time organising patients with the flow of the surgery day largely dependent on their organisational, juggling skills. Appreciate that there is much more to their jobs than making appointments and taking the money. Please take time to observe and ask questions of the reception staff, as there is more to general practice than diagnosing and treating. Reception Staff – Marg Hedington (senior medical receptionist) and Hailey Keene – second receptionist when not in Health Improvements.

Registrars - Dr Elizabeth Clarkson and Dr Salome Villiger

Resources – see M: or shortcut to New Docs. As you will see there are many folders full of information. The folder called Surgery Manuals has quite detailed information re the surgery and protocols. There are also many books in the student room that may be used.

Staff Meetings - Once a month / every 6wks there is a staff meeting (normally Wednesdays) so the surgery is shut after LOOP on that morning until 2pm when appointments open again. You are welcome to be part of these meeting as they are a good insight into the inner workings of a general practice.

Student Rooms – Consulting rooms 1,2,3, 5 are used by Dr Brimblecombe, Pickham, Chater and Love respectively. Students may use free rooms and staff room.

Teaching – Each doctor will take one student for the morning and then swap for the afternoon session. Thursday afternoons is a teaching session with the registrar.

Telephones – There is no land line in the student house. Mobile phones generally work well in Theodore however service providers other than Telstra may have poor reception. Use of surgery phones for personal use is to be avoided particularly in working hours. Please ask Anne or Bruce if you need to use a surgery landline.

Television – The student unit has a TV but has limited reception. VAST set top box is installed and has good reception. If there is a particular program you wish to watch please ask Anne and Bruce re the possibility of watching program at their house.

Theodore Medical Centre is located on the hospital grounds – 27 Ninth Ave, Theodore. Please park away from service station access.

Trivia – Every Tuesday night at the Hotel – Please join in – we need your help. Buy dinner 7.00pm


Visibility – In small rural communities, the locals will be interested in you and who you are. Please know they are genuinely interested and not just being “sticky beaks”. However, indiscretions are bound to get back via the grape vine!

Walking – see trail maps M:\Medical Students\Orientation Kit\Walks and Drives

Now for some paper work!

Please complete read and sign the following:

Policy	Completed	Comments
Poster informing patients of your placement X 2 M:\Medical Students\Notice to Patients re Students\date folder. Please be sensitive to the fact that not all patients may wish a third person in a consultation. Patients must be asked if they are happy for you to be present		Place a poster in each waiting room
Theodore Medical Policies	Give to Anne by end of Week 1. Leave on my desk or give to me before starting	
Unit Cleaning	Give to Anne	To be done at end of stay
Return all keys	Give to Anne	Before leaving Theodore
Feed Back Sheet	Give to Anne	Only if you want to and when ready

Cleaning Checklist UQ Student Flat 4 Hamilton Street, Theodore On departure, please		Date Comments
Kitchen		
<ul style="list-style-type: none"> Remove food from fridge/wipe out fridge 		
<ul style="list-style-type: none"> Check food stuffs left in cupboard 		
<ul style="list-style-type: none"> Wipe out microwave 		
<ul style="list-style-type: none"> Wipe over hot plates 		
<ul style="list-style-type: none"> Check oven and clean 		
<ul style="list-style-type: none"> Wipe kitchen benches, splashbacks and sink 		
<ul style="list-style-type: none"> Sweep and mop floor 		
<ul style="list-style-type: none"> Wash tea towels or leave with sheets to be washed 		
<ul style="list-style-type: none"> Empty rubbish bin/wipe out rubbish bin 		
<ul style="list-style-type: none"> Wipe over dining table 		
<ul style="list-style-type: none"> Empty dishwasher and clean filter 		
Bathroom/Laundry		
<ul style="list-style-type: none"> Clean hand basin 		
<ul style="list-style-type: none"> Clean shower 		
<ul style="list-style-type: none"> Sweep and mop floor 		
<ul style="list-style-type: none"> Check washing machine and clean filter 		
<ul style="list-style-type: none"> Clean filter in clothes drier 		
Toilet		
<ul style="list-style-type: none"> Clean toilet bowl 		
<ul style="list-style-type: none"> Wipe over seat 		
<ul style="list-style-type: none"> Sweep and mop floor 		
<ul style="list-style-type: none"> Leave a roll of toilet paper 		
Bedrooms/Lounge		
<ul style="list-style-type: none"> Remove rubbish 		
<ul style="list-style-type: none"> Remove linen 		
<ul style="list-style-type: none"> Replace shifted furniture 		
<ul style="list-style-type: none"> Take off sheets 		
<ul style="list-style-type: none"> Vacuum carpets 		
General		
<ul style="list-style-type: none"> Check all lights/air cons are turned off 		
<ul style="list-style-type: none"> Report faults/breakages to Anne Chater 		
<ul style="list-style-type: none"> Return keys to Anne or leave at unit/surgery 		
<ul style="list-style-type: none"> Please give this sheet to Anne Chater 		

Signature/s on leaving

Please leave the house ready for your colleagues to feel welcome.

MEDICAL PRACTICE IN THEODORE AND AT THEODORE MEDICAL

Theodore Medical services a local population of approximately 1 300 residents. This is made up of approximately 500 people who live in the township and another 800 in the district. The district covers a radius of approximately 50 km from Theodore. The only other town in the local district is Cracow which is 50 km south of Theodore and is the site of Cracow Gold mine. Many of the workers from Cracow Gold are rostered on and fly in/fly out. The miners seen at Theodore Medical from Cracow Gold tend to be work related injuries.

Further to this, are the patients who access Theodore Medical from other surrounding districts – Taroom, Moura, Baralaba and Biloela. As matter of interest there are doctors located in these towns. These patients access Theodore Medical for a number of personal and medical reasons. They are often patients who have come to Theodore Medical for obstetric services and second opinions.

Medical Practice

The medical practice in Theodore consists of two intermeshed parts.

1. Medical Superintendent of Theodore Hospital
2. Right of Private Practice

And hence the title: Medical Superintendent with Right of Private Practice or **MSRPP**

Background to MSRPP – In getting doctors to the bush, Q'ld Health offers doctors a paid QH position to be the medical superintendent in smaller rural towns and then say “It’s up to the doctor to make up the rest of an income by running a general practice.”

Dr Adele Love – Adele came to Theodore as a registrar in 1994, obtained her DRANZCOG, married a local grazier, Graham Anderson, has two children Laura and Scott and lives approximately 30 km out of town on a cattle property. Adele works Thursday mornings and may be contacted in case of emergency of second opinion. 49931196

Rural Registrars

Theodore Medical has two rural registrar attached to the practice –training with GPT – General Practice Training

Interns

Theodore Medical is part of the Rural Doctor’s Training Innovation Fund where we take first year interns for 10 weeks in general practice.

Medical Students

Two UQ medical students are attached to Theodore Medical for six week terms. There are two students at any time at the practice. Other medical students from other universities, programs and countries often attend the practice for shorter periods of time.

Hospital

The hospital responsibilities include:

- Five outpatient sessions per week from 1.00 to 2.00pm (only if outpatients are registered by 1.00)
- A daily inpatient hospital round
- On call at all times for emergencies –ie outpatient or inpatients whose condition requires medical attention before the next public outpatient session (MOP 18/30/20)
- Emergencies
- All administration work involved in running a hospital from a medical superintendent's perspective

Private Practice or Theodore Medical

- Theodore Medical is owned and operated by Bruce and Anne Chater. (Unlike many other rural towns where Queensland Health owns the private practice,)
- The surgery was built in 1985 and has been extended twice since to meet the growing needs of the town and practice.
- It is also a highly procedural practice in meeting the medical needs of an agriculturally/industry based district.
- It offers a large list of services including obstetrics, anaesthetics, surgery, minor procedures as well as all the run of the mill general practice consultations.
- Private inpatients are also part of the private practice.
- A dispensary is located in Theodore Medical as there is no pharmacy in Theodore. This is provided as a service to our patients.
- There are a few rules attached to the dispensary
 - All scripts must be checked by GP before leaving the premises

After hours

- Patients ring the hospital for triage
- Hospital either triages or rings through to the doctor to seek further advice or to arrange for patient to see doctor
- For non urgent conditions the patient is given the choice of seeing a doctor at the next out patients clinic or at the surgery at a mutual time
- For urgent conditions the patient is given the choice of seeing the doctor at the surgery or the hospital

Other Duties –

- Commonwealth Medical Officer CMO
- Aviation Medical Examiner AME
- Local Medical Officer LMO (Veterans Affairs)
- Government Medical Officer GMO (State issues eg Police work)

Appointment Times

Surgery open hours: Monday, Tuesday, Thursday, Friday 8.15 am – 5.15 pm

- 8.15 am to 9.30am – Loop Clinic
- 9.30 am to 12.30 pm ~ standard appointments at fifteen minute intervals unless more complex consultation, procedure or medical
- Last consult for the morning session is booked at 12.15pm
- 1.00 pm Outpatients at Theodore Hospital (if any)
- 1.00 pm to 2.00 pm Lunch or catch up hour
- 2.00 pm to 5.00 pm ~ standard appointments at fifteen minute intervals unless more complex consultation, procedure or medical
- Last appointment for the day is booked at 5.00 pm

Wednesday

- LOOP
- 8.30 am to 12.30 pm – standard appointment at fifteen minute intervals unless more complex consultation, procedure or medical
- Last appointment for the day is booked at 12.15pm
- Staff meetings when scheduled will start about 10.00 – you may like to sit on, but not compulsory
- 1.00 pm Outpatients at Theodore Hospital (if any)
- No afternoon appointments are made on Wednesday as this is teaching time for interns, registrar and medical students

The practice does provide 24 hour cover. After hours patients will always be seen by the doctor on call.

Referrals

Pathology

- Sullivan and Nicholaides Pathology (SNP) is the standard private pathology provider.
- SNP provide equipment, consumables, support and courier service with results downloaded several times in a 24 hours period

Diagnostic Imaging

- Depending on where the patient would prefer to travel, depends on the service provider used. Most times however, it is CQMI in Rockhampton.

Specialist Referrals

- Medical Director has a detailed list of specialists doctors from Theodore Medical refer to regularly
- Medical Directory of Australia is also on desk tops to access other specialists you may prefer to use
- An AMA handbook is also available as a resource for specialist referral

Feed Back Sheet

Time in Theodore and at Theodore Medical

Topic	Comments
Orientation Folder – was there enough information, too much information, information not there that should be there.	
Community -	
The Practice – facilities, staff	
Educational Opportunities, Teaching, Protocols	
General	