

# healthfocus

## clinical psychology services

Newsletter  
Winter 2017

Armadaale: Shop 6, 7 Albany Hwy Mt Richon 6112 Ph: 9399 1911 Riverton: U1, 2 Madeira Rd Parkwood 6147 Ph: 6369 1191  
Postal: PO Box 339 Armadale WA 6992 Fax: (08) 9399 5669 (Armadale) (08) 6153 1091 (Riverton)



## Healthfocus is expanding!

Hello everyone,

It is with great excitement that we announce that Healthfocus commenced services in Riverton on 18<sup>th</sup> April 2017.

The Riverton Clinic, serving customers in Riverton, Willetton, Parkwood and surrounding areas, is located at Unit 1, 2 Madeira Road, Parkwood 6147 across the road from Stockland Riverton Shopping Centre, at the corner of Willeri Drive.

During the past few weeks, we have been visiting Doctors and Practice Managers in Medical Centres and Clinics in and around the area to introduce ourselves and distribute information about our clinical psychologists, services and interests.

You may have already met, or soon be contacted by Clinic Principal Dr Yong Lee, or Riverton Marketing / Administration Managers, Sarah and Ushta.

### *Inside This Issue*

Healthfocus announces expansion to Riverton	1
Templates for GP Practice Management Systems	1
Understanding Procrastination	2
Riverton Clinic Facilities	4
Introducing Sarah and Ushta	5
Updated contact details	6

There are updated contact details included at the back of this newsletter that include our website, new email addresses, and telephone and fax numbers for both Armadale and Riverton.

Dr Yong Lee and Dr Zdenka Bartova have regular sessions at Riverton.

In this edition of our newsletter, Dr Lee has written a short information piece about Procrastination.

We look forward to meeting you soon and remember that it is still services as usual from our Armadale clinic.

-- the Healthfocus team

## Referral Templates for GP Practice Management Software

With the federal government's "slow thaw" on Medicare rebates after several years "frozen", we know that GP Clinics are continually seeking improvements to efficiency, especially because of the ongoing rises in costs of operating a business here in WA.

Computer Practice Management Systems (PMS) are common and often leveraged for improved efficiencies, including patient records, invoicing and sending/receiving of information to service providers, including pathology and specialists.

Healthfocus has prepared "ready-made" referral form templates for 3 common GP PMSs: Medical Director, Best Practice, ZedMed.

These templates are in *RTF format* and contain the special "field codes" that PMSs use to automatically fill in information from the GP provider and patient's records, making the referral process faster and easier.

We can provide the templates by email or on USB "sticks", and they are downloadable from our website from the GP Info page. Your Practice Manager or IT/PMS support team will be able to load these templates into your PMS.

Please give us feedback and let us know if you need assistance in using the templates.

## Procrastination – Do it!

by Dr Yong Lee

In this busy world of ours, various stressors can accumulate, sometimes making the “to do list” feel unmanageable. Procrastination begins as a short-term avoidance behaviour that temporarily relieves stress and anxiety, but when this avoidance extends beyond a short period of time, can be detrimental in the longer term.

Persistent procrastination can lead to feelings of guilt and increased stress associated with increasingly bigger, tougher and more complex tasks that have accrued and been left uncompleted.

Procrastinating has been described as an emotional strategy for managing stress (Wang, 2015), that temporarily delays an unpleasant or difficult experience by “putting off” doing a task.

We have all postponed daily chores like school homework, taking out garbage, folding clothes, cleaning, or completing tax returns, and put them in the “too hard basket” for later.

But delaying becomes a problem when one bag or one pile of laundry becomes a “mountain” and we have still not completed the task.

Procrastination can become a part of a cycle because the avoided or delayed tasks become bigger, more difficult, more urgent, but at the



-- Stop avoiding and start doing!

*“Procrastination always gives you something to look forward to.” ~Joan Konner*

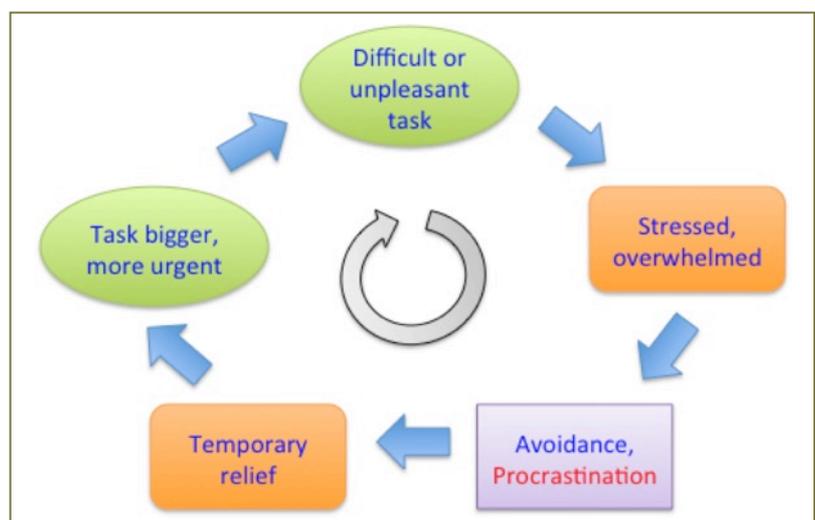
*“Procrastination is like a credit card; it’s a lot fun until you get the bill.” ~Christopher Parker*

same time, more unpleasant, leading to increased stress. This makes it increasingly difficult to start the task.

So the most important step is the first step. I like to use the motto of an international sporting goods company about “just doing it”. Once a task is started, momentum to finish it is much easier to sustain. The idea is to start small and build from there.

Here, I have compiled a short list of tips for overcoming procrastination...

*“We have all postponed daily chores...”*



-- The cycle of procrastination

## Beating Procrastination

Tips for overcoming the feelings that maintain procrastination:

1. Recall a time that you completed the task successfully, for example, *"I lodged my tax return on time last year. Yes, it was difficult, but I did it."* – this gets the thinking and mindset right.
2. Get help, *get a buddy*, perhaps someone who needs to do the same thing. It's often easier together.
3. *Focus. Focus. Focus.* Remove distractions, e.g. put the smartphone away.
4. *Set goals NOW.* Start small, even just 5 or 15 minutes. Achieving smaller goals first builds momentum for bigger things, and establishes a "can do" attitude. *Just doing something is the most important step.*
5. Be specific and break down the big task into several *smaller, achievable parts*. Start with the easier parts and work through the list as the momentum builds.
6. *Schedule it* (alone or with someone)
  - a. Like attending a dentist appointment, once we have made the appointment, it is easier to keep—especially if there is someone else involved.
7. Try and try again. Even if only a small part of the task is done each time and it seems difficult.
8. Reward yourself! Once the task is done, do something enjoyable. This establishes positive reinforcement for overcoming unpleasant or difficult tasks.
9. Keep doing it until it is a healthy habit.



-- Do it... Now!

Reference: Wang, S. (2015). To stop procrastinating, start by understanding the emotions involved. *Wall Street Journal*.  
<https://www.wsj.com/articles/to-stop-procrastinating-start-by-understanding-whats-really-going-on-1441043167>

## Introducing our Riverton Clinic

For readers who have visited our Armadale clinic in Pioneer Village (the bank in the original theme park many years ago), you will appreciate that we knew that we could not faithfully transfer the rustic theme of the clinic interior and village surrounds to another location.

So for the Riverton clinic, we have opted for a simple but contemporary theme that carries over some of the lime/emerald colours from Armadale and our website.

The new clinic has been configured with two consulting rooms, one that can be set up for group therapy, a private staff/records room, and internal kitchen and restroom facilities.

Reception is bright and open, with a “kids corner” to keep the little ones’ attentions engaged.



-- Sarah and Ushta manning reception

Parking onsite is free and readily available, and our customers also have the convenience of all of the facilities at Stockland Riverton across the road. A 3 minute walk from our front door will take you to the post office at the shopping centre (see map on last page of this newsletter).

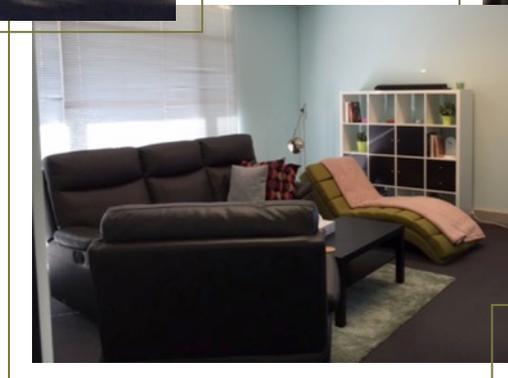
The professional centre where we are located also is home to chiropractic, dental, hearing, and pathology collection services.



-- Riverton clinic entrance



-- Consulting room (West)



-- Consulting room (North)



-- Kids Corner

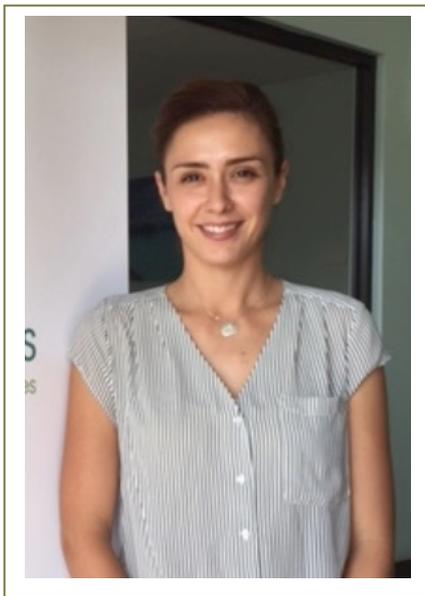
## Introducing Sarah and Ushta

*Sarah Preedy* and *Ushta Achard* joined the Healthfocus team in March 2017 in the lead-up to our Riverton clinic's opening day in April.

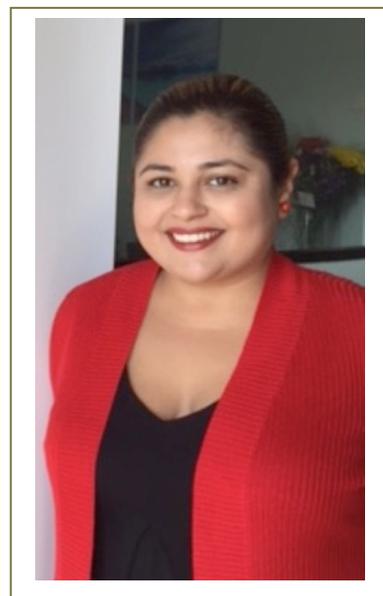
Sarah and Ushta are sharing the roles of Marketing and Administration Managers at Riverton after undergoing training with Jane and Rachel, their counterparts, in Armadale during March.

They have definitely “hit the ground running” and have been busy getting in contact with local GP clinics and arranging for Yong and themselves to make introductory visits.

You may see Jane and Rachel at the Riverton clinic, or Sarah and Ushta at the Armadale clinic from time to time when we are doing “cross-training”, overflow marketing and administration activities, or covering each other's leave.



-- Sarah Preedy



-- Ushta Achard

# healthfocus

clinical psychology services

## Armadale:

Shop 6 Pioneer Village Complex  
7 Albany Highway

Mount Richon WA 6112

**Ph:** (08) 9399 1911

**Fax:** (08) 9399 5669

**email:** [armadale@healthfocuspsychology.com.au](mailto:armadale@healthfocuspsychology.com.au)

## Riverton:

Unit 1, 2 Madeira Road

Parkwood WA 6147

**Ph:** (08) 6369 1191

**Fax:** (08) 6153 1091

**email:** [riverton@healthfocuspsychology.com.au](mailto:riverton@healthfocuspsychology.com.au)

**Postal:** PO Box 339 Armadale WA 6992

---

*We're on the Web!*

*Visit us at:*

**[www.healthfocuspsychology.com.au](http://www.healthfocuspsychology.com.au)**

---

