



ASSIST NEWS

Winter 2009 Edition

FREE ASSISTance ... 24/7

In response to the busy lives of patients and the uptake of modern technologies, ASSIST Psychological & Counselling Services has introduced an initiative to support patients around the clock.

Titled 24/7 ASSISTance the technology offers all ASSIST patients 24 hour support.

The concept centres on a secure section of the new ASSIST website where resources are housed and available whenever a patient is in need.

"Patients need support and direction every minute of their day, not just when they see us," said ASSIST Principal Psychologist Kylie Sawley.

ASSIST Managing Director, Daniel Hobbs, believes the initiative is also a great way of maximising patient outcomes through Medicare and Private Health rebates.

"Patients are only entitled to a certain number of rebated sessions with Psychologists in a calendar year, so this initiative enables them to space out their visits and still receive quality care and ongoing support," he said.

"It also acts as a quick reference tool during the day, so trusted support is only a click away."

"I use most of the very same resources in sessions, so this not only facilitates continuity of care for patients but also enables them to see it in action before they have a go themselves," Ms Sawley said.

The service is available now for all ASSIST patients and can be accessed straight from the homepage at www.assistyourself.com.au.



New look aims to inspire

Following positive growth and consultation with patients and referrers, ASSIST Psychological & Counselling Services has developed a fresh new look.

Director and Principal Psychologist, Kylie Sawley, reveals great effort went into ensuring the new image reflects the needs of the community and incorporates patient feedback.

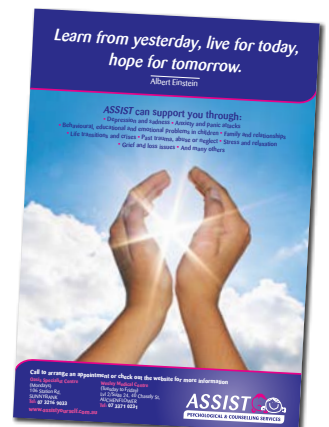
"We spoke to our patients and referrers and even conducted surveys to secure their views and opinions," she said.

"The new look focuses on hope and the inspiration, motivation and empowerment of patients as they struggle through life's many challenges."

This comes at a time when the practice is experiencing great support. ASSIST has been operating a clinic at the Oasis Specialist Centre, Sunnybank, since 2006. However, opportunities and collaborations (see Wesley story) have presented themselves and in early June 2009 a second clinic was opened at the Wesley Medical Centre, Auchenflower.

"We were receiving referrals and patients from the western suburbs of Brisbane as well as across southern areas, so when we were approached to collaborate with practitioners at the Wesley we jumped at the chance," Ms Sawley said.

"I think it's great we can provide services on both sides of the river. It's great for people having troubles to know we are where they are," she said.





News In Mind your mind - your news

ASSIST has created an online news service dedicated to mental health.

Free and delivered to your inbox, *News In Mind* aims to inform and educate patients, physicians and the wider community on all things mental health.

ASSIST Managing Director, Daniel Hobbs, a trained journalist, is excited by the opportunities the service brings.

"There are company newsletters and there are news services. ASSIST does a company newsletter as well, but *News In Mind* is a service based on the principles of news production not salesmanship," he said.

"Our aim is to ensure relevance and value to readers. To educate, inform and maybe even entertain them with stories on all things mental health."

ASSIST Principal Psychologist, Kylie Sawley, is also enthusiastic about the initiative and says it will go a long way to improving patient outcomes for one main reason.

"Education. An educated patient is an engaged patient," she said.

"Notwithstanding the fact that an informed community would make things easier for mental health patients, a person with poor mental health or tough life circumstances will only improve if they are educated and motivated to do so."

News In Mind will circulate monthly as of late August 2009 with the aim of growing the service and its frequency in the future.

Visit www.assistyourself.com.au now and subscribe for your free *News In Mind*.

ASSIST launches Wesley collaboration

ASSIST Psychological & Counselling Services has launched a second clinic in collaboration with Dr Christian Rowan at the Wesley Medical Centre.

The arrangement came about following an approach by Dr Rowan to investigate a holistic, or team orientated, service based at the Wesley with support for patients and referrers from across Brisbane.



"I specialise in pain management and addiction medicine, and after working with ASSIST on a few cases I could see a wonderful opportunity for synergy," Dr Rowan said.

"Good mental health is critical to good overall health and well being and ASSIST has a history of not just dealing with conditions, but caring for people. I'm excited by the opportunities our team will create for our patients," he said.

ASSIST Principal Psychologist, Kylie Sawley, believes holistic care is the best treatment approach for many patients and her collaboration with Dr Rowan is yet further proof of that.

"People present to our service with a variety of issues and problems, but the best and most sustainable way to care for that person is to focus on what they need in their lives, not just the problem they show up with," she said.

"Working with an experienced and dynamic physician like Christian, and hopefully more like him in the future, enables ASSIST to offer a unique service and ensures better outcomes for patients."

Keep an eye on www.assistyourself.com.au for updates and further information on our Wesley clinic.



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Fee: \$130.00 per/hour
Medicare and Private Health Cover available.