

Copyright statement

All rights reserved: these materials are copyright. Apart from any use permitted under the Copyright Act, no part may be reproduced or copied in any form or by any means without prior permission of The University of Melbourne. For permission, contact the University Copyright Office (unimelb.edu.au/copyright/)

The University of Melbourne believes that all information, both written and oral, given in the course of or in connection with its activities (whether by the University of Melbourne itself or its employees or agents) is accurate and reliable.

The University of Melbourne is bound by and committed to supporting the principles contained in the Information Privacy Act 2000 and the Health Records Act 2001 in its treatment of personal and health information. All information has been identified in relation to personal, health and sensitive information and all relevant consents have been obtained to protect the privacy of individuals (see Privacy policy at policy.unimelb.edu.au/MPF1104)

The University of Melbourne reserves the right to make improvements and/or changes in the format and/or content of these materials.

Links to web sites have been provided which, at the time of publishing these materials, were correct. However the University of Melbourne takes no responsibility for the accuracy of those sites. Users consult other links at their own risk.



CORE PRESENTATIONS

Core presentations

This guide contains core presentations, tasks and resources that you should become familiar with during your general practice rotation. As generalists, General Practitioners require a good working knowledge of typical presentations, prevention and management across specialties and across the lifespan. Examples are presented in the following tables, with alignment with other rotations in the MD program indicated; it should be noted that these lists are not exhaustive. They should also assist your revision and learning for your future clinical terms. The tables of women's health, paediatrics, aged care and mental health presentations within general practice are designed to direct your learning whether or not you have completed these MD year 3 terms.

Please also refer to the resources listed in Textbooks, equipment and resources section of this guidebook for other helpful resources, including Melbourne Healthpathways.

Ambulatory Care, Medicine and Surgery

Table 1: Core presentations for Ambulatory Care, Medicine and Surgery

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Health promotion Preventive health activities and screening activities Immunisations	'I've come for a checkup.' 'I need a medical for work.' 'I've come for my flu shot'	Practice doing 45–49 year old assessments and develop some recommendations in consultation with your supervisor. Explain common screening programs to patients relevant to each age and sex. Practice the 5As as per the SNAP guide. Ensure immunisations are up-to-date for all patients and learn how to enter them correctly in medical software	RACGP Red Book: Guidelines for preventive activities in general practice https://www.racgp.org.au/your-practice/guidelines/redbook/ RACGP smoking, nutrition, alcohol and physical activity guide https://www.racgp.org.au/your-practice/guidelines/snap/ Immunise Australia Program (includes Australian Immunisation Handbook) http://www.immunise.health.gov.au/

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Cardiovascular disease Hypertension Lipid disorders Atrial fibrillation CVD check-up Valvular heart disease/prescribing anticoagulants Chest pain, interpretation of ECGs Stroke	<p>‘My Dad had a heart attack at age 50 and I am worried the same will happen to me’</p> <p>‘I had a blood pressure check at work and the nurse said it was very high and I should see the doctor.’</p> <p>‘I am not due to see my cardiologist for 6 months, but I think I should see him earlier, as I am getting very short of breath’</p> <p>‘I have been getting a tight feeling in my chest when I walk’</p> <p>‘I woke up in the night with my heart pounding’</p>	<p>Calculate total cardiovascular risk and explain the results to the patient.</p> <p>Educate patients on lifestyle changes in optimal management of hypertension and list the classes of anti-hypertensive medications and common side effects.</p> <p>Review lipid results (under supervision) and counsel a patient about elevated lipids (non-pharmacological and pharmacological management).</p> <p>Assess a patient with known heart failure who is experiencing increasing symptoms, review their medications and consider medication side effects and interactions.</p> <p>Take a history from a patient presenting with palpitations.</p> <p>Calculate CHADS2 or CHA2DS2-VASc risk and counsel a patient who is starting warfarin.</p> <p>Perform and interpret ECGs in the clinic.</p> <p>Take a history of how a CVA or TIA has impacted on the patient’s life and review tertiary prevention in consultation with the hospital discharge summary.</p>	<p>Heart Foundation. Information for health professionals (includes guidelines on hypertension, heart failure and acute coronary syndrome) https://www.heartfoundation.org.au/</p> <p>Australian absolute cardiovascular risk calculator https://www.heartfoundation.org.au/images/uploads/publications/Absolute-CVD-Risk-Full-Guidelines.pdf</p> <p>NPS MedicineWise https://www.nps.org.au/</p> <p>Stroke Foundation clinical guidelines: https://informme.org.au/Guidelines/Clinical-Guidelines-for-Stroke-Management-2017</p>

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Respiratory disease Asthma COPD Lung cancer / smoking	‘I need to go back on my orange puffer’ ‘I am here for some antibiotics as my breathing is worse’ ‘Help..I am having trouble breathing’...	Observe the practice nurse performing spirometry and interpret the results. Explain use of inhalers, spacers and check patient’s technique. Perform PEFr. Employ motivational interviewing techniques for a patient who smokes and discuss non-pharmacological and pharmacological methods of quitting. Outline emergency management of an acute asthma attack. Complete a GP management plan with a patient with asthma Complete/review Asthma Cycle of Care and asthma action plans Outline management of acute exacerbation of COPD. Review COPD medications Prepare a GP management plan.	National Asthma Council Australia https://www.nationalasthma.org.au/ Australian asthma handbook http://www.astmahandbook.org.au/ RACGP Clinical guidelines: Supporting smoking cessation https://www.racgp.org.au/your-practice/guidelines/smoking-cessation/ Lung Foundation Australia http://lungfoundation.com.au/health-professionals/general-practice/ Motivational interviewing techniques https://www.racgp.org.au/afp/2012/september/motivational-interviewing-techniques/
ENT Acute sinusitis URTI Tonsillitis Hoarsenes	‘I have got a really sore ear / throat / pain behind my eyes’ ‘I can’t speak up in the classroom because I am having a real problem with this scratchy throat’ ‘I really need antibiotics’	Discuss the indications for antibiotic treatment in acute sinusitis and viral URTI with patients Demonstrate correct nasal spray technique	The Royal Victorian Eye and Ear Hospital. Clinical resources https://www.eyear.org.au/page/Health_Professionals/Clinical_Resources/ eTherapeutic Guidelines, available in MD Connect™ The Royal Children’s Hospital-How to use a nasal spray https://www.rch.org.au/genmed/clinical_resources/Asthma-_using_a_nasal_spray/

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Chronic kidney disease Screening recommendations Diagnostic criteria and classification system for CKD Diagnosis Management Complications	‘My Dad has to go onto dialysis for his kidneys. Should I have a check-up for this?’	Identify risk factors and screen patients for CKD. Write chronic disease management plans for patients with CKD and add recalls to the practice software for medium and long term management.	Kidney Health Australia. Chronic kidney disease management handbook in General Practice. Available from: https://kidney.org.au/health-professionals/prevent/chronic-kidney-disease-management-handbook
Diabetes mellitus Screening Diagnosis Treatment Prevention of complications Emergencies	‘My brother has recently been diagnosed with diabetes and I am wondering if I should be checked too?’ ‘I can’t clear up this skin infection despite having two courses of antibiotics’ ‘I am due for a new care plan so I can go back to see the podiatrist for my diabetes check’	Practise calculating AUSDRISK Counsel a patient with newly diagnosed type 2 diabetes. Refer a patient to an allied health professional as part of a care plan and team care arrangement Complete a diabetes annual cycle of care. Measure blood glucose levels Test urine for glucose and ketones	RACGP. General practice management of type 2 diabetes https://www.racgp.org.au/your-practice/guidelines/diabetes/ Diabetes Australia https://www.diabetesaustralia.com.au/for-health-professionals
Gastroenterology GORD Irritable bowel syndrome Coeliac disease Fatty liver/ abnormal LFTs	‘Can I have another script?’ ‘My tummy symptoms are playing up again, and it is really worrying me.’ ‘The naturopath told me to cut out gluten and I am feeling heaps better. Do I need a test for coeliac disease?’	Give lifestyle advice to a patient diagnosed with irritable bowel syndrome. Give lifestyle advice to a patient with GORD. Know red flags and indications for gastroscopy. Interpret and explain coeliac screening tests to a patient. Review and interpret LFTs. Give lifestyle advice to a patient who has a liver US confirming fatty liver.	GESA. Irritable bowel syndrome http://www.gesa.org.au/resources/patients/irritable-bowel-syndrome/ AFP. Coeliac disease: where are we in 2014? https://www.racgp.org.au/afp/2014/october/coeliac-disease-where-are-we-in-2014/ Coeliac Australia. Resources https://www.coeliac.org.au/resources/ AFP. Fatty liver disease https://www.racgp.org.au/afp/2013/july/fatty-liver-disease/

<i>Ambulatory Care, Medicine and Surgery</i>			
Core topic	Typical presentations	Tasks to perform or learning objectives	Resources
Thyroid disease Hypothyroidism Hyperthyroidism	‘I am feeling really tired’ ‘I have been losing weight lately’	Examine patients presenting with a neck lump. Interpret thyroid function tests. Counsel a patient who is going on thyroxine/ carbimazole.	Australian Prescriber. Thyroid function tests https://www.nps.org.au/australian-prescriber/articles/thyroid-function-tests
Dermatology Malignant neoplasms of skin Skin manifestations of systemic disease Contact dermatitis Acne Eczema Psoriasis	‘I have this new red spot next to my nose’ ‘I can’t go to work, as my hands are terrible since I started this job at the florist.’ ‘I’m fed up of my spotty cheeks and back’	Practice describing skin rashes and lesions, develop a differential diagnosis and consider management approaches. Perform dermoscopy.	DermNet NZ https://www.dermnetnz.org/ MD Connect™. MD2 Foundation term lecture: ‘Introduction to Dermatology’, and performing a skin examination (clinical examinations guide) https://mdconnect.medicine.unimelb.edu.au/ eTherapeutic Guidelines, available from library link in MD Connect™
Men’s health Erectile dysfunction Benign prostatic hyperplasia Prostate cancer screening	‘Can I have a script for Viagra?’ ‘I am up all night needing to pee’ ‘My wife has been hassling me to get a prostate test.’	Take a history from a patient who is presenting with erectile dysfunction taking into account total cardiovascular risk, and counsel a patient starting on phosphodiesterase inhibitors. Counsel a patient seeking a PSA test according to RACGP guidelines. Complete an international prostate symptom score assessment	Andrology Australia. Health professionals pages https://andrologyaustralia.org/health-professionals/ RACGP. Prostate cancer screening: Patient information sheet. https://www.racgp.org.au/your-practice/guidelines/prostate-cancer/ RACGP. Red book Guidelines for preventive activities in general practice 9th edition. https://www.racgp.org.au/your-practice/guidelines/redbook/9-early-detection-of-cancers/91-prostate-cancer/ Calculator: International Prostatism Symptom Score (IPSS) https://www.uptodate.com/contents/calculator-international-prostatism-symptom-score-ipss

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Headache Tension headache Migraine Red flags for headaches Bacterial and viral meningitis Head injury	'I am getting headaches every day now.'	Practise taking headache history including asking about red flags. Ask a patient to prepare and then review a headache diary. Assess differential diagnosis for headache including migraine, cluster headache and tension headache and perform a focused neurological examination for headache.	NPS Medicinewise. Headache https://www.nps.org.au/medical-info/consumer-info/headaches-and-how-to-treat-them
Bones and joints Back pain Osteoarthritis Rheumatoid arthritis Polymyalgia rheumatica Osteoporosis	'My back has been terrible after I did a big day of gardening.' 'My hands have really stiffened up and I am worried I am getting the same arthritis my mother had.' 'I had a terrible fall and broke my hip. The surgery went well but the doctor said I should get my bones checked.'	Interview and examine patients with back pain enquiring about red flags. For each patient presenting with back pain, determine likely underlying cause and determine whether imaging is indicated or not. For patients with back pain, prepare a team care plan including team members details - who, why, how to access, cost. Enquire about level of functioning in rheumatoid arthritis and about extra-articular manifestations of the disease. Enquire about functioning and pain management; refer to support organisations. Osteoarthritis – inquire about day-to-day functioning, management strategies and the role of physiotherapy and other physical therapies. Determine need for DEXA scan according to a person's fracture risk; interpret DEXA results (under supervision) and discuss lifestyle advice and pharmacological treatments to reduce fracture risk.	RACGP. Clinical guidelines for musculoskeletal diseases. https://www.racgp.org.au/your-practice/guidelines/musculoskeletal/ Arthritis Australia https://arthritisaustralia.com.au/ Osteoporosis Australia. Healthcare professionals https://www.osteoporosis.org.au/healthcare-professionals RACGP. Osteoporosis prevention, diagnosis and management in postmenopausal women and men over 50 years of age https://www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/view-all-racgp-guidelines/osteoporosis Diagnostic imaging pathways http://www.imagingpathways.health.wa.gov.au/

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Ophthalmology Approach to the red eye Foreign body in the eye Chalazion and other eyelid problems	‘I woke up today with this red, painful eye’ ‘I was hammering in the workshop and think I got something in my eye’ ‘I have this painful bump on my eyelid’	Practise examination of the eye Create a differential diagnosis and suggested management for each diagnosis listed.	The Royal Victorian Eye and Ear Hospital. Clinical resources https://www.eyear.org.au/page/Health_Professionals/Clinical_Resources/ (read the Golden Eye Rules)
Travel medicine General travel advice Immunisations Fever in a returned traveller Malaria prophylaxis	‘I am going on a round-the-world trip. Do I need any shots?’	Counsel a patient who is going overseas providing general travel advice and specific advice on recommended vaccines Identify malaria prophylaxis according to up to date recommendations and explain how it must be taken. Take a history from returned traveller who is unwell.	Centers for Disease Control and Prevention. Traveller’s Health https://wwwnc.cdc.gov/travel Australian Government. Smart traveller website https://smartraveller.gov.au/
Other medical emergencies/ injuries Anaphylaxis Epistaxis Acute limb injury with possible fracture Acute wound	‘Help me quickly; my child has collapsed in the café across the road’ ‘My daughter has fallen off the monkey bars at school.’	Outline initial management of a patient with suspected anaphylaxis. Practice interpreting X-rays and compare with official radiology result Apply a plaster to a closed non deformed fracture Provide plaster care advice Apply a broad arm sling and a collar and cuff sling Counsel a patient about wound management (including tetanus and antibiotic) and apply a dressing	Australian Prescriber. The doctor’s bag. App available. https://www.nps.org.au/australian-prescriber/articles/the-doctors-bag MD Connect™. MD2 PCP2 Ambulatory Care /ED student guide MD Connect™ Library software. Medical Imaging. https://mdconnect.medicine.unimelb.edu.au/ Therapeutic guidelines. Ulcer and wound management. https://mdconnect.medicine.unimelb.edu.au/ ASCIA guidelines – acute management of anaphylaxis https://allergy.org.au/hp/papers/acute-management-of-anaphylaxis-guidelines/

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Multi-system presentations	<p>'I'm tired all the time'</p> <p>'I'm losing weight'</p> <p>'I'm having difficulty sleeping'</p> <p>'My (relative) is acting out of sorts'</p>	<p>List differential diagnosis for each presentation</p> <p>Consider which 'red flag' conditions should be excluded</p> <p>Justify which investigations may be ordered</p> <p>Consider appropriate management strategies for each diagnosis</p>	<p>Fatigue – a rational approach to investigation</p> <p>https://www.racgp.org.au/afp/2014/july/fatigue/</p>
<p>Surgery</p> <p>Breast disease</p> <p>Symptomatic breast disease</p> <p>Breast cancer screening</p>	<p>'I found a breast lump when I was in the shower'</p> <p>'My mum's sister has just died of breast cancer. Should I have any tests?'</p>	<p>Practise breast examination under direct supervision.</p> <p>Describe lumps; identify characteristics of benign and malignant lumps</p> <p>Give advice to patients about breast self-examination</p>	<p>Cancer Council National GP Portal http://gp.cancer.org.au/</p> <p>Breast screen Victoria. https://www.breastscreen.org.au/</p> <p>RACGP. Red book guidelines for preventive activities in general practice. https://www.racgp.org.au/your-practice/guidelines/redbook/9-early-detection-of-cancers/93-breast-cancer/</p> <p>Cancer Council optimal care pathways for breast cancer http://www.cancerpathways.org.au/optimal-care-pathways/breast-cancer#Cancer-Investigations</p>
<p>Lumps and bumps</p> <p>Sebaceous cyst/ abscesses</p> <p>Lipoma</p> <p>Haemorrhoids</p>	<p>'I have this lump on my back that is getting bigger and really hurting'</p> <p>'I have these funny lumps on my arm'</p> <p>'I think I have piles'</p>	<p>Describe lumps using descriptive terminology and create a differential diagnosis</p> <p>Practice suturing</p> <p>Outline different treatment options for haemorrhoids</p>	<p>MD Connect™. Clinical examinations guide</p> <p>MD Connect™ Library. Skin atlas. https://mdconnect.medicine.unimelb.edu.au/</p>

<i>Ambulatory Care, Medicine and Surgery</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Upper abdominal pain GORD Hiatus hernia Peptic ulcer disease Gastritis Pancreatitis Gallbladder disease Obstructive jaundice	'I am getting really bad heartburn / tummy pain / nausea' 'My Dad has been diagnosed with bowel cancer. Should I be having any tests?'	Take an alcohol history Employ motivational interviewing techniques in patients presenting with alcohol related health issues Explain gallstone diagnosis and treatment to a patient; write a referral to a surgeon for a patient for consideration of elective cholecystectomy Take a history from a patient presenting with obstructive jaundice and formulate a differential diagnosis	MD Connect™. MD2 PCP2 Surgery student guide https://mdconnect.medicine.unimelb.edu.au/ AFP. Motivational interviewing techniques. https://www.racgp.org.au/afp/2012/september/motivational-interviewing-techniques/ Gastroenterology Society of Australia clinical guidelines https://www.gesa.org.au/ AFP. Biliary pain https://www.racgp.org.au/afp/2013/july/biliary-pain/ MJA. Acute pancreatitis – update on management https://www.mja.com.au/journal/2015/202/8/acute-pancreatitis-update-management
Lower abdominal pain Acute abdomen differential diagnosis Appendicitis Ureteric colic Diverticular disease and diverticulitis Inflammatory bowel disease Gynaecological presentations for abdominal pain including ectopic pregnancy and ovarian pathology Colorectal carcinoma and the national bowel cancer screening program	'I couldn't sleep last night due to such bad tummy pain' 'My Dad has been diagnosed with bowel cancer. Should I be having any tests?'	Practise taking histories from and performing physical examinations in patients presenting with acute and chronic abdominal pain Write a referral letter to an emergency department for a patient presenting with acute abdominal pain Practise taking family histories to determine appropriate investigations Explain the national bowel cancer screening program to a patient who presents with queries about an FOBT in the mail	Department of Health. Cancer screening http://www.cancerscreening.gov.au/ BMJ Best practice. Assessment of the acute abdomen https://bestpractice.bmj.com/topics/en-gb/503 Gynaecological presentations: refer to the Women's Health term guide. https://mdconnect.medicine.unimelb.edu.au/ RACGP. Red book guidelines for preventive activities in general practice. Colorectal cancer. https://www.racgp.org.au/your-practice/guidelines/redbook/9-early-detection-of-cancers/92-colorectal-cancer/

Aged care

General resources

- PCP3 Aged Care term guide available on MD Connect
- RACGP. Guidelines for preventive activities in general practice (Red book); <https://www.racgp.org.au/your-practice/guidelines/redbook/5-preventive-activities-in-older-age/>
- RACGP. Medical care of older persons in residential aged care facilities (Silver book), <https://www.racgp.org.au/your-practice/guidelines/silverbook/>
- Australian Medicines Handbook. Guides: Prescribing for the elderly (Available via MD Connect)
- Alzheimer's Australia. (Information and support for patients and carers, as well as tools for dementia assessment including people from a non-English speaking background.) <https://www.dementia.org.au/>
- Advance Care Planning. Australia. Links to training resources and courses provided by the Respecting Patient Choices Program at Austin Health, <http://advancecareplanning.org.au>

Table 2: Core presentations for Aged care

<i>Aged care</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Prescribing in the elderly and polypharmacy	'Doctor, I don't understand why I have to take all these pills!'	Attend Home Medication Reviews with local pharmacists Interview patients about how they manage medication including the use of Webster packs Explain to patients why the medication is necessary	AFP. Prescribing in the elderly https://www.racgp.org.au/afp/2010/october/prescribing-in-the-elderly/

<i>Aged care</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Comprehensive geriatric assessment	<p>'The nurse rang me and said I was due for a checkup.'</p> <p>'I've come for my flu jab'</p>	<p>Conduct several over-75-year-old Health Assessments, and make recommendations based on your findings to discuss with your supervisor</p> <p>Review a referral to a Team Care Arrangement and consider accompanying a patient to an allied health appointment</p> <p>Discuss driving safety with an older person taking into account their medical history</p> <p>Discuss level of community support and home safety</p> <p>Discuss the completion of Advance Care Plans with patients</p> <p>Counsel a person considering residential care including referral for an ACAT assessment</p> <p>Accompany a GP to local aged care facilities; contribute to the rounds there</p>	<p>Austrroads. For health professionals https://austrroads.com.au/drivers-and-vehicles/assessing-fitness-to-drive/for-health-professionals</p> <p>Department of Social Services. My aged care https://www.myagedcare.gov.au/</p> <p>Aged Care Assessment Team (ACAT) assessments https://www.myagedcare.gov.au/eligibility-and-assessment/acat-assessments</p> <p>The Australian Immunisation Handbook https://immunisationhandbook.health.gov.au/</p>
Dementia care in the community Delirium in the elderly	<p>'I'm worried about my mother's memory'</p> <p>'I'm exhausted caring for my father who has dementia'</p>	<p>Practise doing MMSE</p> <p>Interview carers to understand the issues and refer them to local support services including respite care</p>	<p>World Health Organization. Dementia http://www.who.int/mental_health/neurology/dementia/en/</p> <p>Dementia Collaborative Research Centres. Talks and publications http://www.dementiaresearch.org.au/presentations.html</p>
Depression in the elderly	'I feel like a burden'	Practise interviewing elderly patients about their mental health	PCP3 Aged Care term guide. Available on MD Connect https://mdconnect.medicine.unimelb.edu.au/
Falls	'I fell again last night'	<p>Assess patient for acute injury</p> <p>Attend home visits to elderly patients with the GP or practice nurse to assess sensory impairments, falls risk, emotional wellbeing and other safety issues</p>	AFP. Falls prevention in older adults https://www.racgp.org.au/afp/2012/december/falls-prevention/

<i>Aged care</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Palliative care	'My pain is bad'	Attend one home visit with the local palliative care team/GP (if possible)	Palliative care Victoria https://www.pallcarevic.asn.au/
Osteoporosis	'I went to the chemist for a bone scan and they told me I had to see my GP'	See MD2 core presentations	See MD2 core presentations

Child and adolescent health

General resources

Children aged less than 15 years account for 11% of general practice encounters¹. The following resources are designed to assist with student learning about paediatrics and to provide an approach to history taking and physical examination in children presenting to general practice.

- Child and Adolescent Health guide – available on MD Connect from: <https://mdconnect.medicine.unimelb.edu.au/>
- Royal Children’s Hospital clinical practice guidelines and kids health information. This website (apps also available) provides detailed clinical practice guidelines for paediatric presentations. The Kids health information fact sheets provide useful parent and patient information available from: <https://www.rch.org.au/>
- University of British Columbia. Learn paediatrics by students for students. Includes approaches to common problems (eg approach to the child with a fever and a rash) and a series of videos including abdominal, respiratory, cardio and neurologic examinations, inspections, and auscultations on children and newborns. <http://learn.pediatrics.ubc.ca/>
- The videos are also available through Vimeo: <https://vimeo.com/learnpediatrics/videos/>
- Hutson JM, Beasley SW. The surgical examination of children. 2nd ed. Springer; 2013. Ebook is available through the University library from: <http://library.unimelb.edu.au/>
- Raising Children Network. The Australian parenting website: comprehensive, practical, expert child health and parenting information and activities covering children aged 0–15 years. <https://raisingchildren.net.au/>

Allied health and other community resources

Your GP supervisor and the practice are part of the wider community; you should understand the role the GP and practice play in community services. eg:

- Your local maternal and child health centre (MCHC) – the nurse may allow you to visit during a session.
- If your GP practice or related allied health provider conducts education sessions at any local MCHC, crèches, kindergartens or schools you may be able to accompany them and contribute.
- Consider volunteering at the Royal Children’s Hospital *Teddy Bear Hospital*, especially if it visits your local community.
- Understand the impact of a sick child on the family and the role of parental education and support in acute and chronic diseases.

¹ Britt HC, Millar GC, Henderson J, Bayram C, Harrison CM, Valenti L, et al. General practice activity in Australia 2013-14. Sydney: Sydney University Press, 2014.

Table 3: Core presentations for Child and adolescent health

<i>Child and adolescent health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
First 6 weeks New baby check Well child check Growth and development Developmental dysplasia of the hip Breastfeeding and feeding Immunisation Approach to undescended testis	'I am here for my baby's 6 week check' 'My baby aged 8 weeks has a fever' 'My child aged 4 years has a fever on and off for the last 48 hours'	Examine a baby who presents for a 6 week check including doing a hip examination Plot centiles Interview parents regarding feeding and settling Counsel a parent who has immunisation queries	Newborn exam https://www.thewomens.org.au/health-professionals/clinical-education-training/the-womens-maternity-services-education-program-msep/ The 6 week check: An opportunity for continuity of care. AFP May 2012 https://www.racgp.org.au/afp/2012/may/the-6-week-check/ Royal Children's Hospital. Developmental dysplasia of the hip http://www.ddheducation.com/ Royal Children's Hospital. Child growth learning resource https://www.rch.org.au/childgrowth/Child_growth_e-learning/ Immunise Australia Program http://www.immunise.health.gov.au/
Fever in a child Consider how investigation and management of fever differs according to age Application of traffic light system and management approach according to age of child	'My baby aged 8 weeks has a fever' 'My child aged 4 years has a fever on and off for the last 48 hours'	Interview parents of children presenting with fevers Perform a systematic exam to find the source of the fever Apply the traffic light system/ screening tool for young children presenting with acute febrile illness Provide fever advice to the parent (stable child)	Interactive CAH student guide https://mdconnect.medicine.unimelb.edu.au/ RCH clinical practice guidelines febrile child https://www.rch.org.au/clinicalguide/guideline_index/Febrile_Child/

<i>Child and adolescent health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Bowel and bladder Constipation Urinary tract infections Enuresis	‘My child is constipated’ ‘I think my child has a bladder infection’ ‘My child is wetting the bed at night’	Advise a parent about conservative and medical management for constipation Develop a plan for enuresis with a parent Manage a UTI in the community	RCH clinical practice guidelines on constipation and parent information sheet: https://www.rch.org.au/clinicalguide/guideline_index/Constipation/ Royal Children’s Hospital. Bedwetting https://www.rch.org.au/kidsinfo/fact_sheets/Bedwetting/ Royal Children’s Hospital. Urinary Tract Infection https://www.rch.org.au/clinicalguide/guideline_index/Urinary_Tract_Infection/
Respiratory infections Acute otitis media Pharyngitis Bronchiolitis Croup Pneumonia	‘My child has a sore ear’ ‘My child has funny breathing’	Perform ENT exam; know the different appearances of tympanic membranes Advise a patient regarding natural history of an URTI and when to return to the GP/ hospital Counsel a parent whose child is going on a short course of oral steroids	CAH student guide. ENT exam- Ear, nose and throat (ENT) examination in children https://mdconnect.medicine.unimelb.edu.au/ Royal Children’s Hospital. Otitis media https://www.rch.org.au/clinicalguide/guideline_index/Acute_Otitis_Media/ Royal Children’s Hospital. Viral illnesses https://www.rch.org.au/kidsinfo/fact_sheets/Viral_illnesses/
Asthma Classification Diagnosis Treatment Acute asthma management	‘My child has a wheeze’ ‘My child has a cough at night and after exercise’	Practise taking asthma histories and classify type and severity of asthma Give feedback on and demonstrate correct inhaler and spacer technique to a patient Interpret and explain spirometry results to a parent Write an asthma management plan using the medical software Complete an asthma action plan for childcare/school	National Asthma Council Australia. Australian Asthma Handbook, Version 1.2. National Asthma Council Australia, Melbourne, 2016. Website. Available from: http://www.astmahandbook.org.au/ Definitions of asthma patterns in children aged 0–5 years not taking regular preventer http://www.astmahandbook.org.au/table/show/14 Royal Children’s Hospital. Inhaled medications for asthma and rhinitis https://www.rch.org.au/genmed/clinical_resources/Inhaled_medications_for_asthma_and_rhinitis/ National Asthma Council Australia. Spirometry handbook https://www.nationalasthma.org.au/health-professionals/spirometry-training-and-tools

<i>Child and adolescent health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Common skin problems Eczema Nappy rash Vulvovaginitis	‘My child has an itchy rash on her arms and legs’ ‘My child has a sore rash on his bottom and I’m not sure what to do next’ ‘My little girl is complaining of an itch down below and it looks a bit red’	Describe a rash using appropriate terminology Develop a management plan and give eczema advice to a parent	MD2 Foundation term-‘Introduction to Dermatology’ lecture on MD Connect https://mdconnect.medicine.unimelb.edu.au/ Royal Children’s Hospital. Eczema management https://www.rch.org.au/rchcpg/hospital_clinical_guideline_index/Eczema_management/ Royal Children’s Hospital. Nappy rash https://www.rch.org.au/clinicalguide/guideline_index/Nappy_Rash/ Royal Children’s Hospital. Prepubescent Gynaecology (Includes vulvovaginitis) https://www.rch.org.au/clinicalguide/guideline_index/Prepubescent_Gynaecology/
Common infections Chicken pox/ varicella Hand foot and mouth disease Impetigo	‘My child has blisters on his tummy that are spreading’ ‘My child has a weepy rash on his face’	Describe and diagnose common childhood rashes Advise a parent on natural history of these conditions and give school/ childcare exclusion advice	Royal Children’s Hospital clinical practice guideline chicken pox https://www.rch.org.au/clinicalguide/guideline_index/Chickenpox_varicella/ Royal Children’s Hospital. Cellulitis and Skin Infections https://www.rch.org.au/clinicalguide/guideline_index/Cellulitis_and_Skin_Infections/ Royal Children’s Hospital. Impetigo school sores. https://www.rch.org.au/kidsinfo/fact_sheets/Impetigo_school_sores/ Department of Health. Infectious diseases. https://www2.health.vic.gov.au/public-health/infectious-diseases Department of Health. Disease information and advice. (A-Z list of blue book diseases with descriptions, notification requirements, school exclusions and management guidelines.) https://www2.health.vic.gov.au/public-health/infectious-diseases/disease-information-advice

<i>Child and adolescent health</i>			
Core topic	Typical presentations	Tasks to perform or learning objectives	Resources
<p>Common emergency presentations</p> <p>Acute asthma attack</p> <p>Head injury</p> <p>Foreign body (nasal/inhaled/ingested)</p> <p>Anaphylaxis</p> <p>Fractures</p>	<p>‘Help, my child is struggling to breathe’</p> <p>‘Help, my child has collapsed’</p> <p>‘My child fell off the monkey bars in the playground’</p>	<p>Assess and manage an acute asthma attack presenting to GP</p> <p>Instruct a patient/ parent on how to administer an adrenaline auto injector</p> <p>Understand which fractures are referred and which are managed in the general practice</p>	<p>Royal Children’s Hospital. Asthma acute https://www.rch.org.au/clinicalguide/guideline_index/Asthma_Acute/</p> <p>ASCIA. Anaphylaxis resources. https://allergy.org.au/hp/anaphylaxis/</p>
<p>Common surgical presentations</p> <p>Balanitis</p> <p>Inguinal hernias</p> <p>Testicular torsion</p> <p>Congenital haemangiomas</p>	<p>‘My little boy is complaining of stinging from the tip of his penis when he pees’</p> <p>‘My 12 yr-old has a pain in his tummy and a sore testicle’</p> <p>‘My baby has a red lump on his eye that looks sore’</p>		<p>Abdominal and inguino-scrotal examination in children refer to Child and Adolescent Health guide available on MD Connect™ https://mdconnect.medicine.unimelb.edu.au/</p> <p>Royal Children’s Hospital. The Penis and Foreskin https://www.rch.org.au/clinicalguide/guideline_index/The_Penis_and_Foreskin/</p> <p>Royal Children’s Hospital. Acute scrotal pain or swelling https://www.rch.org.au/clinicalguide/guideline_index/Acute_Scrotal_Pain_or_Swelling/</p> <p>Royal Children’s Hospital. Haemangiomas of infancy https://www.rch.org.au/kidsinfo/fact_sheets/haemangiomas_of_infancy/</p>

Mental health

Mental health issues are common in patients presenting to general practice. For example, in 2018 the RACGP *Health of Nation* report found that mental health remains the most common reason patients visit their GP². If students have not completed the MD year 3 Mental Health term, they will need some basic knowledge about how mental health conditions present in general practice, in particular:

- Awareness of some simple strategies to detect patients with possible mental illness. Some familiarity with the diagnostic criteria for common psychiatric conditions managed in general practice, in particular anxiety and depression is required
- How to take a history from a patient experiencing psychological distress, including how to conduct a Mental State Examination
- Knowledge of psychotropic medications commonly prescribed in the GP setting for mental illness and their side effects
- Awareness of effective non-pharmacological strategies for common mental illnesses encountered in the GP setting

² Health of the nation: The RACGP takes Australia's pulse. Available from: <https://www.racgp.org.au/newsGP/Racgp/Health-of-the-nation-The-RACGP-takes-Australia%E2%80%99s-p>

Table 4: Core presentations for Mental Health

<i>Mental health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Detection of mental illness in general practice Assessing a person with psychological distress	<p>‘I have had a heart attack recently and need to get my scripts and a referral back to the cardiologist’</p> <p>‘I am a new Mum and I am having a lot of trouble getting to sleep, even when the baby is sleeping fine’</p> <p>‘I’ve just dropped out of uni and my parents are nagging me to do something about my heavy drinking’</p> <p>‘I have really lost my motivation at work, I’m tired and moody and think I need something to help me sleep’</p> <p>‘I want you to see my 15 year old son, who is acting really weird lately’</p> <p>‘I’m just not feeling well’ (Somatisation)</p>	<p>Ask some questions to determine the patient’s mental health.</p> <p>Consider the mental health challenges for people with acute or chronic medical problems</p> <p>Practise interviewing patients about their use of alcohol and other drugs</p> <p>Administer the Edinburgh Postnatal Depression Scale as part of your assessment of sleep issues in the postnatal period</p> <p>Perform a HEADSS assessment on a young person</p> <p>Interview a patient to explore whether they have symptoms of anxiety and/or depressive disorder</p>	<p>RACGP. Clinical guidelines (‘Psychosocial’ chapter). https://www.racgp.org.au/your-practice/guidelines/redbook</p> <p>Heart Foundation. Psychosocial health. https://www.heartfoundation.org.au/for-professionals/clinical-information/psychosocial-health</p> <p>Beyondblue - Perinatal mental health https://www.beyondblue.org.au/resources/health-professionals/perinatal-mental-health</p> <p>Turning point. New screening and assessment tools. https://www.turningpoint.org.au/treatment/clinicians/screening-assessment-tools</p> <p>Royal Children’s Hospital. Engaging with and assessing the adolescent patient. https://www.rch.org.au/clinicalguide/guideline_index/Engaging_with_and_assessing_the_adolescent_patient/</p> <p>Headspace https://headspace.org.au/</p> <p>Reachout https://schools.au.reachout.com/</p>

<i>Mental health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Diagnosed conditions Key diagnostic criteria for mood and anxiety disorders Anxiety Depression Post natal depression Psychosis Eating disorders Substance misuse / Dual diagnosis Bipolar disorder	'I've come in for a repeat script' 'My anxiety is getting worse' 'My daughter is losing lots of weight'.	Conduct mental state examinations including risk assessments. Practise applying K10 or another psychometric measure. Perform a mental state exam on a young person, who is exhibiting unusual behavior Provide patients with information about their specific conditions Describe common and effective approaches to the management of anxiety disorders and understand the evidence for CBT Compile a list of local resources and services for people with dual diagnosis and substance misuse If possible, sit in with a patient during a session with their clinical psychologist Practise writing mental health plans with your supervisor. Interview patients with a history of mental illness regarding the impact it has on their life. Provide information about the local crisis service. Find resources on the internet that you could use to provide psycho-education to patients. Find online therapy options for patients with common mental health concerns	In general practice, the ICD-10 codes for mental disorders are commonly recommended instead on the DSM-V diagnostic criteria. They are available from: http://apps.who.int/classifications/icd10/browse/2016/en#/V Within Chapter V, it is recommended as a minimum that you read sections F30-39 (mood disorders) and F40-48 (neurotic, stress-related and somatoform disorders) RCH. Mental state examination https://www.rch.org.au/clinicalguide/guideline_index/Mental_State_Examination/ Headspace https://headspace.org.au/ 'Help us, she's fading away' How to manage the patient with anorexia nervosa https://www.racgp.org.au/afp/2014/august/help-us-shes-fading-away/ Patient resources https://headtohealth.gov.au/?utm_source=mindhealthconnect&utm_medium=301 https://beacon.anu.edu.au/ Beyond Blue https://www.beyondblue.org.au/

<i>Mental health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Psycho pharmacology SSRIs Benzodiazepines Atypical antipsychotics	<p>‘I need a repeat script for my serepax, which I take to help me sleep’</p> <p>‘I stopped taking the medication the doctor prescribed for depression, as it made me feel really numb. But I am still struggling’</p> <p>‘I’m putting on loads of weight from those meds’.</p>	<p>Counsel patients who are starting an SSRI including side effects.</p> <p>Know the guidelines for prescribing benzodiazepines in general practice</p> <p>Interview a patient about their history of sleep problems and medication usage. Incorporate sleep hygiene advice as part of your management strategy for patients with sleep issues.</p> <p>Read about common medication options for the treatment of Depressive Disorder, with attention to recommended dose range, common side effects and how to switch from one medication to another.</p>	<p>RACGP. Prescribing drugs of dependence in general practice, Part B Benzodiazepines. https://www.racgp.org.au/your-practice/guidelines/drugs-of-dependence-b/</p> <p>Therapeutic Guidelines. Depression and anxiety – available on MD Connect https://mdconnect.medicine.unimelb.edu.au/</p> <p>NPS MedicineWise https://www.nps.org.au/</p>

Women's health

General resources

- PCP3 Women's Health student guide - (available on MD Connect™)
<https://mdconnect.medicine.unimelb.edu.au/>
- Royal Women's Hospital website. This website provides clinical practice guidelines to health professionals and patient information for pregnancy and gynaecological care. Available from: <https://www.thewomens.org.au/>
- Melbourne Sexual Health Centre. This website provides detailed guidelines on the management and treatment of sexually transmitted infections and has useful resources for patients. Available from: <https://www.mshc.org.au/>
- Family Planning Victoria. This website has links for both patients and health care practitioners. It covers a range of sexual and reproductive health topics including contraception and has useful patient resources. Available from: <https://www.fpv.org.au/>
- Jean Hailes website for Women's health -This website has useful resources for GPs and for patients. Available from: <https://jeanhailes.org.au/>

Table 5: Core presentations for Women's health

<i>Women's health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Well woman check-non pregnant Lifestyle and nutritional advice Mental health assessment Contraceptive advice STI screening	'I would like a check-up' 'I would like an STI check'	Give lifestyle advice eg on smoking, nutrition, alcohol, physical activity Practise motivational interviewing Calculate total cardiovascular risk using the CVD risk calculator Discuss cervical cancer screening with at risk women. Perform cervical cancer smears (direct supervision required) Take a sexual history and discuss STI screening Perform breast examinations (direct supervision required)	RACGP. SNAP guide https://www.racgp.org.au/your-practice/guidelines/snap/ Australian absolute cardiovascular disease risk calculator http://www.cvdcheck.org.au/ and https://www.heartfoundation.org.au/for-professionals/clinical-information/absolute-risk Family planning Victoria https://www.fpv.org.au/ Cancer Council Cancer Guidelines Wiki: National cervical screening program https://wiki.cancer.org.au/australia/Guidelines:Cervical_cancer/Screening Melbourne sexual health centre https://www.mshc.org.au/ Australian STI management guidelines for use in primary care http://www.sti.guidelines.org.au/ For mental health assessment please refer to resources listed under the Mental Health term.

<i>Women's health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Pelvic pain Ectopic pregnancy Treatment of acute established PID, and complications Endometriosis	'I have pain when having sex/ I bleed after sex'	Consider ectopic pregnancy in any woman of child-bearing age who presents with abdominal pain or bleeding Practise taking endocervical swabs (under direct supervision); interpret results and explain the results to a patient (under supervision) for example giving a positive chlamydia PCR result	RANZCOG guidelines. https://www.ranzcog.edu.au/Statements-Guidelines RANZCOG. Useful Clinical Guidance: Chronic pelvic pain, initial management of. https://www.ranzcog.edu.au/RANZCOG_SITE/media/RANZCOG-MEDIA/Women%27s%20Health/Statement%20and%20guidelines/Clinical%20-%20Training/RCOG-The-Initial-Management-of-Chronic-Pelvic-Pain.pdf?ext=.pdf
Contraception and period problems COCP POP Implanon IUS (Mirena)-IUD Depot provera Dysmenorrhoea Heavy menstrual bleeding (HMB) Ethical issues-prescribing for adolescents- Gillick competence	'I would like to go on the pill' 'I have painful periods/ I have irregular periods- help!' 'I have heavy periods'	Counsel a patient experiencing dysmenorrhoea and provide advice about non hormonal management Counsel a patient before they go on the COCP and use a pill pack to demonstrate how to take it effectively, including what to do about missed pills Counsel a patient for implanon insertion Counsel a patient pre-Mirena insertion Take histories from women suffering from HMB and discuss investigations and management strategies	Family Planning Victoria https://www.fpv.org.au/ NPS Medicinewise. Contraceptive methods https://www.nps.org.au/medical-info/medicine-finder John Guillebaud and Anne McGregor. Contraception: your questions answered (textbook) Jean Hailes. Heavy bleeding https://jeanhailes.org.au/health-a-z/periods/heavy-bleeding
Polycystic ovary syndrome (PCOS) Hirsutism Acne Subfertility	'I feel like I have more facial hair than normal and my periods are irregular'	Order baseline investigation in suspected PCOS Give management and lifestyle advice to a patient with PCOS	Jean Hailes For Women's Health. https://jeanhailes.org.au/ Polycystic ovary syndrome GP tool available from https://jeanhailes.org.au/contents/documents/Resources/Tools/PCOS_tool.pdf

<i>Women's health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Emergency contraception Hormonal versus non hormonal	'I had unprotected sex last night and do not wish to get pregnant'	Counsel a patient about oral emergency contraception	RANZCOG - https://www.ranzcog.edu.au/ Search for 'emergency contraception'. Family Planning Victoria. Emergency contraception https://www.fpv.org.au/for-you/contraception/emergency-contraception
Pre- conception care Pre conception counselling-medical issues, lifestyle issues, preventive interventions	'I would like to get pregnant... '	Counsel a woman who is considering getting pregnant	RACGP red book 9th edition- preventive activities prior to pregnancy: https://www.racgp.org.au/your-practice/guidelines/redbook/1-preventive-activities-prior-to-pregnancy/
Infertility Lifestyle factors Male and female factors Menstrual cycle factors	'I would like to get pregnant, and have been trying for over a year now'	Order pre-IVF investigations/ write a letter referring a patient to a fertility specialist	Australian Doctor 2015 How to Treat Series. Subfertility and IVF https://www.australiandoctor.com.au/ (Site requires registration, available to APHRA registered medical students)
Standard antenatal care Lifestyle advice in pregnancy Immunisation advice in pregnancy Referral pathways unplanned pregnancy	'I am pregnant, what do I do now?'... I am pregnant and bleeding... am I having a miscarriage?	Provide lifestyle advice to a woman who has just found out she is pregnant Assess and refer a patient with abnormal vaginal bleeding for appropriate investigations Discuss antenatal care options available and the usual schedule of care Counsel a patient about combined maternal serum screening and Non-invasive pre natal testing (NIPT) Give immunisation advice to a pregnant patient Identify referral pathways for unplanned pregnancy, and options for termination of pregnancy	Murtagh J. John Murtagh's general practice. 6th ed. North Ryde, NSW: McGraw-Hill Medical; 2015. Ch. 108. Available from MD Connect. AFP Noninvasive prenatal testing. 2014. 43(7): 432-434 https://www.racgp.org.au/afp/2014/july/noninvasive-prenatal-testing/ Immunise Australia Program. http://www.immunise.health.gov.au/ Royal Women's Hospital. Unplanned or unwanted pregnancy services. https://www.thewomens.org.au/health-professionals/unplanned-pregnancy-services

<i>Women's health</i>			
<i>Core topic</i>	<i>Typical presentations</i>	<i>Tasks to perform or learning objectives</i>	<i>Resources</i>
Post natal care Standard post natal check Breastfeeding	'My baby is now 6 weeks'	Perform Mood assessment/ screen for PND Give breastfeeding advice Give contraception advice Do a 6 week baby check and give immunisation advice	Australian Family Physician. The six week check. 2012. 47(5): 288-290 https://www.racgp.org.au/afp/2012/may/the-6-week-check/
Menopause Lifestyle advice When to prescribe HRT Osteoporosis screening Breast cancer screening Metabolic syndrome/ CVD risk Incontinence Uterovaginal prolapse	'I have hot flushes and no interest in sex - am I experiencing the change?' 'I feel like I leak urine when I cough or do exercise' 'I have a sensation of something coming down'	Counsel patients who request to go on HRT Provide general lifestyle advice to a woman who is perimenopausal Practise taking histories from women presenting with urinary incontinence. Outline pharmacological and non-pharmacological management of menopause to the patient. Refer a patient for urodynamics Outline treatment options for patients who present with uterovaginal prolapse	Jean Hailes For Women's Health. https://jeanhailes.org.au/ Menopause Management GP Tool available from https://jeanhailes.org.au/health-professionals/tools UroGynaecology Association of Australasia. Patient information http://www.ugsa.org.au/pages/patient-information.html