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RPHS Program Guide for Primary Health Professionals

What is RPHS?

Rural Primary Health Services (RPHS) Program has been developed by GP Links Wide Bay to provide you with improved access to FREE allied health services for your patients.

RPHS is a rural and remote initiative funded by the Australian Government. Only Individuals who reside in communities located in Australian Standard Geographical Classification—Remoteness Area (ASGC-RA) 3 (Outer Regional) - 5 (Very Remote) are eligible for RPHS services. (i.e. largely North Burnett, Gin Gin, Childers and Discovery Coast)

This guide is designed to provide you with a one-stop shop of how to participate in the RPHS Program, including eligibility criteria, the referral process, and recommended MBS claims.

Please don't hesitate to contact the Division on 4151 0814 if you have any queries or require assistance.

What allied health services are available?

For a more detailed list of allied health services visiting each community please refer to pages 2— 4; Allied Health Professionals.

Counselling
Diabetes Education
Physiotherapy
Podiatry

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RPHS Allied Health Professionals North Burnett April 2010

Diabetes Educator

Name: Pat A'Bell
Organisation: GP Links Wide Bay
Phone: 4151 0814

Clinic Locations

- Munduberra Hospital
- Eidsvold Hospital
- Gayndah Blue Care Respite
- Biggenden Blue Care Respite
- Mt Perry Health Centre

Podiatrist

Name: Jason Larkin
Organisation: Advanced Foot Care
Phone: 4128 2300

Clinic Locations

- Munduberra Blue Care Respite
- Eidsvold Hospital
- Gayndah Blue Care Respite
- Biggenden Blue Care Respite
- Mt Perry Health Centre

Counselling

Name: Bill Jackson
Organisation: Sole Trader
Phone: 041 702 084

Clinic Locations

- Mt Perry Health Centre
- Eidsvold Hospital

Physiotherapist

Name: Kallum Ireland
Organisation: Physikal Health Services
Phone: 4124 1888

Clinic Locations

- Munduberra Hospital
- Eidsvold Hospital
- Gayndah Hospital
- Biggenden Medical Centre
- Mt Perry Health Centre

** ALL RPHS REFERRALS TO THE DIVISION

Please note that the Division is the **central referral point** for the RPHS program.

All referrals are to be sent via post, email or fax to Samara at GP Links Wide Bay (see back page for contact)

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RPHS Allied Health Professionals The Isis and Kolan April 2010

CHILDERS

Diabetes Educator

Name: Pat A' Bell
Organisation: GP Links Wide Bay
Phone: 4151 0814

Clinic Location

- Childers Hospital

Podiatrist

Name: Michael Bayer
Organisation: Blue Care Bundaberg Allied Health Services
Phone: 4153 0104

Clinic Location

- Childers Hospital

Counselling

Name: Neil Crossland
Organisation: Centacare Bundaberg
Phone: 4131 6800

Clinic Location

- Childers Hospital

GIN GIN

Diabetes Educator

Name: Pat A' Bell
Organisation: GP Links Wide Bay
Phone: 4151 0814

Clinic Location

- Gin Gin Hospital

Podiatrist

Name: Paul Bramley
Organisation: Hinkler Podiatry
Phone: 4154 1466

Clinic Location

- Gin Gin Hospital

Counselling

Name: Bill Jackson
Organisation: Sole Trader
Phone: 041 702 084

Clinic Location

- Gin Gin Hospital

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RPHS Allied Health Professionals Discovery Coast April 2010

MIRIAM VALE

Clinic Location

Discovery Coast Community Health Service
36 Roe Street, Miriam Vale

Diabetes Educator

Name: Pat A'Bell
Organisation: GP Links Wide Bay
Phone: 4151 0814

Podiatrist

Name: Jason Larkin
Organisation: Advanced Foot Care
Phone: 4128 2300

AGNES WATERS

Clinic Location

Discovery Coast Community Health Service
2 Rafting Round Road
Agnes Waters

Diabetes Educator

Name: Pat A'Bell
Organisation: GP Links Wide Bay
Phone: 4151 0814

Podiatrist

Name: Jason Larkin
Organisation: Advanced Foot Care
Phone:

BAFFLE CREEK

Clinic Location

Next to Baffle Creek School
Discovery Coast Community Health Service
Ph: 4902 1125

Diabetes Educator

Name: Pat A'Bell
Organisation: GP Links Wide Bay
Phone: 4151 0814

Podiatrist

Name: Jason Larkin
Organisation: Advanced Foot Care
Phone: 4128 2300

ROSEDALE

Clinic Location

CWA
Discovery Coast Community Health Service
Ph: 4902 1125

Diabetes Educator

Name: Pat A'Bell
Organisation: GP Links Wide Bay
Phone: 4151 0814

Podiatrist

Name: Jason Larkin
Organisation: Advanced Foot Care
Phone: 4128 2300

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How to refer

1. Ensure your patient is eligible

Allied Health services provided under the RPHS Program are available for all people who reside in communities located in Australian Standard Geographical

Classification—Remoteness Area (ASGC-RA) 3 (Outer Regional) - 5 (Very Remote) are eligible for RPHS services, which largely includes the North Burnett, Gin Gin, Childers and Discovery Coast.

Please refer below for a list of postcodes which are RPHS eligible areas:

4621	4660
4625	4671
4626	4674
4627	4677

Please note: health professionals and individuals can refer to RPHS services providing their patients / clients reside in the postcode areas above

- Preference is given to patients who are part of a Care Plan
- Preference is given to Concession Card holders

2. Inform your patient about the RPHS Program

The Division has developed a patient brochure which explains various aspects of the RPHS program. Copies of this brochure can be obtained from the Division or downloaded from the Division website.

3. Complete the RPHS Referral Form

Both electronic and paper based Referral Forms are available. The Division website contains copies of these resources, and advice on loading the electronic referral template onto Medical Director for practices is outlined on page 8.

Don't forget to indicate on the Referral Form whether you would like the AHP to participate in the development of a care plan or in a case conference.

Refer to page 7 for an example of this form.

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How to refer


4. Forward Referral Form to the Division

The Division is the central referral point for the RPHS program. All referrals are to be sent via post, fax or email to:



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general practice, delivering better health

PO BOX 2178
BUNDABERG 4670

Fax : 07 4151 0794
Ph : 07 4151 0814
 rphs@gplinks.org.au

The Division will forward referrals to the AHP within 2 days of receipt.

With the Division acting as the central referral point, waiting periods and data collection can be easily monitored.

5. Allied Health Provider Feedback

The AHP will provide the patients GP with a handover summary of the Patients progress.

This should be received within 2 weeks from the date of the final session with the patient. This information can be provided by email if requested.

GPs are also encouraged to meet face to face with the AHP to discuss patient progress.

If requested (and indicated on the Referral Form), RPHS AHPs can conduct the final session with the GP in the GP's practice.

The GP may like to attend part of all of the session for a handover.

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Example Referral Form

RURAL PRIMARY HEALTH SERVICE (RPHS) REFERRAL FORM

Only patients that do not live in postcode 4670

Urgent Not Urgent

Allied Health Service:

- Diabetes Educator Counsellor Podiatry
- Dietitian Physiotherapist (Nth Burnett only)

Clinic Booking: Fax Referrals to GP Links WB on 41 51 0794

- Gin Gin Mt Perry Eidsvold Mundubbera
- Childers Biggenden Gayndah

Discovery Coast Community Health Service: Fax Referrals to 4902 1188

- Baffle Creek Rosedale Agnes Waters Miriam Vale

Client Details:

Name: DOB:/...../..... Age

Address: Gender: Male Female

..... Phone: (.....).....

Town: Mobile:

Post Code Date of Referral:...../...../...20.....

Referred By:

- GP (If referring to more than one AHP, please specify which AHP client is to see first)
- Allied Health Professional Specialist Nurse Other (self/ family/ carer)

Diagnosis:

Reason for Referral:.....

Additional Information (required):

Health Summary – Previous Medication/ Surgical History, Current Medications

Pathology Results – Biochemistry (incl. HbA1c, Lipids, Urine Albumin, renal and liver function tests)

PLEASE ATTACH ANY OTHER DOCUMENTATION RELEVANT TO CLIENT

Clinic Stamp

Sign:

Date:/...../ 20.....

OFFICE USE ONLY: Appointment Referral Entry: Date:

APPOINTMENT MADE: Date: Time:.....

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Importing the Referral Form into MD

1. Save the electronic referral form from our website; www.gplinks.org.au to your computer.

DO NOT OPEN THE TEMPLATE AS IT MAY CORRUPT THE TEMPLATE FIELDS

2. Open **Medical Director** and close the **Select Patient** screen.
3. Go to **Tools** then **Letter Writer** (or press **F8** button).
4. Go to **File** then **Modify Template**, choose **Blank Letter** and click on **Open**
5. Go to **File** then **Import**.
6. Go to where the Referral Form is saved and select to open.
7. Add template fields from the right side of the screen to the areas indicated by the inactive fields in the Referral. The template fields will have a grey background when they are active, like this: <<Patient Demographics:FullName>>
8. Go to **File** then **Save as Template**.
9. Give your template a name; e.g. RPHS Referral Form and click on **Save**.

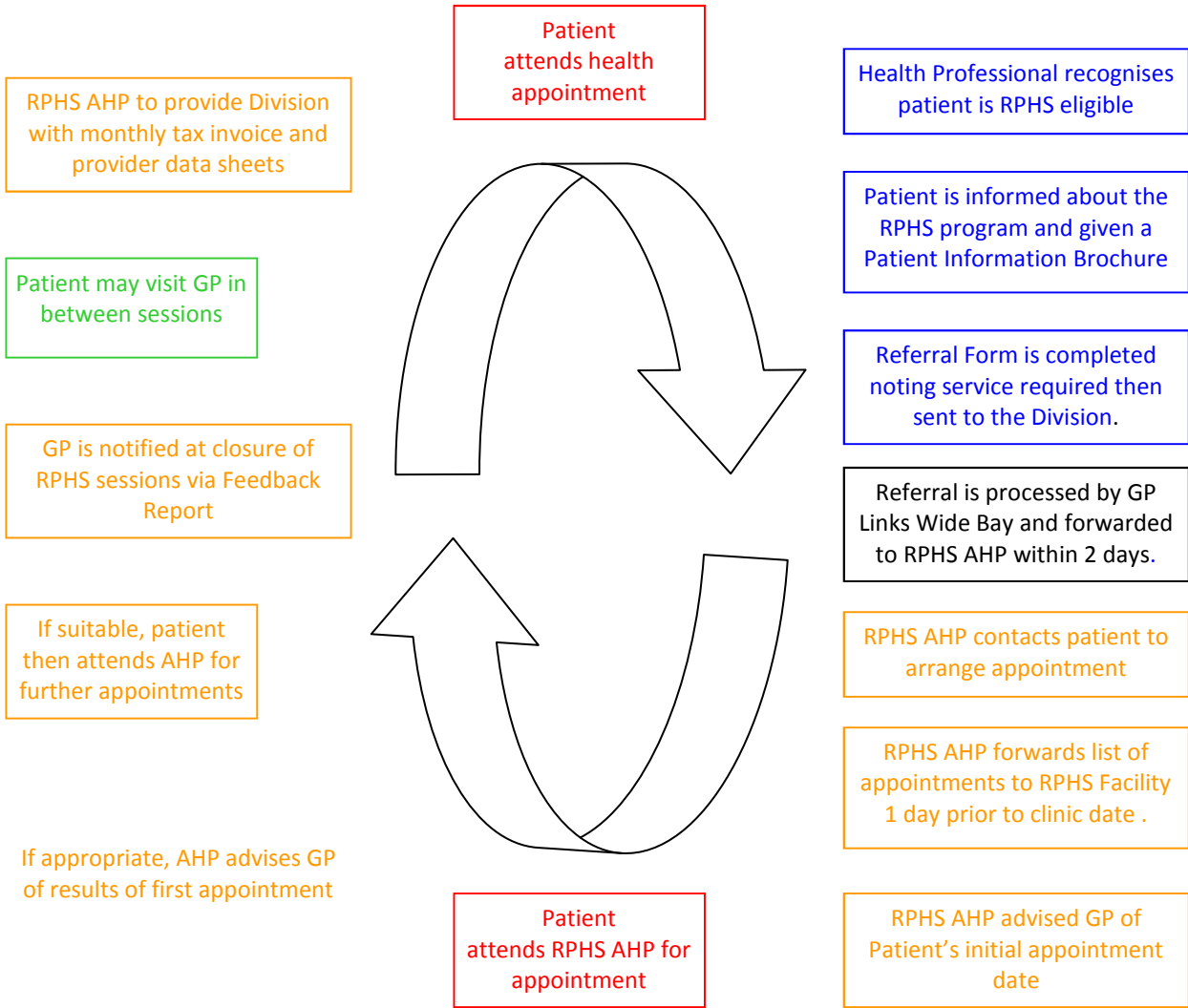
Using the Referral Form in MD

1. Once in a patient's record, go to **Tools** and **Letter Writer**.
2. Go to **File** then **New** and choose your new template (i.e the name you gave to the template in Step 9 above).
3. This should open the Referral Form with both GP and patient details automatically added.
4. The Referral Form may have multiple pages and spaces for you to type your reasons for referral and any other additional comments.
5. Once you have filled in the appropriate sections go to **File** then **Save** (this will save the form in the patient's record).
6. Print the form and go to **File** then **Close**.
7. Don't forget to **tick, flick and sign** the Referral Form before faxing, emailing or mailing it to the Division (full contact information on last page).
8. Call the Division on 07 4151 0814 if you have any problems

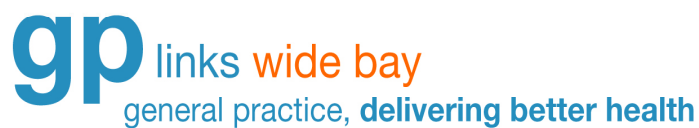


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RPHS Referral Process



KEY
Patient
Referring Primary Healthcare Professional
General Practitioner
RPHS Allied Health Professional
GP Links Wide Bay



p. 07 4151 0814

f. 07 4151 0794

e. info@gplinks.org.au

1st floor 6 Barolin Street

PO Box 2178

Bundaberg Q. 4670

www.gplinks.org.au

Please contact the Division for further information
relating to the
Rural Primary Health Services Program

Cyleece Feher (Manager—Allied Health Services)

Ph : 0447 164 405

Email : cfeher@gplinks.org.au

Samara Cornell (Administration Officer)

Ph : 4151 0814

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