

General Practice Update

Newsletter of the Western Health General Practice Liaison Unit

July-Aug 2015

Western Health now sending discharge summaries electronically—sign up now!

Western Health commenced sending discharge summaries automatically on 4 May 2015. The new Gateway system enables discharge summaries to be sent to the patient's GP once it is completed in the Digital Medical Record, therefore improving the timeliness of the delivery.

GPs who are part of the current electronic messaging pilot will receive summaries and other notifications direct to their practice system via Healthlink, significantly reducing the fax burden. Other GPs will receive the summaries via fax.

We have now expanded the pilot and other practices are invited to join the pilot. If you are a Healthlink enabled practice and would like to join the trial please complete the enclosed form and return to the GP Integration Unit.

Information currently being sent electronically as part of the eHealth Gateway:

- Admission, discharge and deceased notifications
- Receipt of specialist clinic referral, outcome of triage notification and waiting list and appointment notifications
- Pharmacy medication summary
- Discharge summary

Receive General Practice Updates by email - sign up now!

To have the General Practice Update conveniently sent directly to your inbox please complete the details below and fax to 8345 1180, or email gp@wh.org.au.

Please note your privacy is assured. Your details will not be shared and will only be used by the General Practice Liaison Program.

Name: _____ Email: _____
Practice: _____ Phone number: _____

- Yes, please sign me up to receive the newsletter via email as an individual
- Yes, please sign me up to receive the newsletter for my practice (the practice will no longer receive printed copies)

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Closure of Perinatal Emotional Health Program

After 18 months of operation the Perinatal Emotional Health Program (PEHP) based at Sunshine Hospital formally closed on 30 June 2015 when the Program reached the end of its funding period. Unfortunately, the PEHP team is **no longer in a position to take on new patients**.

Advice on medication management in pregnancy

We have found in the course of the Program that a significant proportion of patients are coming off their psychotropic (18%) and/or antidepressant medications (16%) in pregnancy, leading to a significant rate of relapse in these women. Please note that you are able to obtain **specialist advice regarding the safety of psychotropic medications in pregnancy and postnatal period** via the Perinatal Psychotropic Medicines Information Service (PPMIS). This information can be accessed by their website www.ppmis.org.au or by calling (03) 8345 3190.

For patients requiring urgent assistance

If you are concerned that your patients may **require urgent assistance**, there is the 24 hour 7 day emergency mental health Triage Service for those patients residing in:

Melton, Brimbank and Hume - call 1300 874 243

Whyndam, Hobsons Bay or Maribyrnong - call 1300 657 259

Additional resources

For more information about emotional and mental health problems experienced in pregnancy, around birth and in the postnatal period, there is a new dedicated website www.cope.org.au. The COPE website contains extensive information for women, their partners, family members and health professionals. All material presented on the website reflects Australia's Clinical Practice Guidelines, and can greatly assist in the prevention, identification and treatment of emotional and mental health problems in the perinatal period. The website also has a 'Get help' section to guide women and men about when and how to seek timely and effective treatment.

Lung Function Lab now open at Sunshine Hospital — accepting GP referrals

Western Health is pleased to announce the opening of the new Lung Function Laboratory at Sunshine Hospital. The Sunshine and Footscray laboratories, accredited with the Thoracic Society of Australian and New Zealand, offer a full range of tests for the diagnosis and follow up of patients with respiratory conditions.

Referrals from GPs

Referrals are accepted from GPs for basic spirometry, lung volume testing and DLCO (gas transfer). Lung Function test referral forms are available for download from the tests and investigations page on the GP Integration website <http://www.westernhealth.org.au/HealthProfessionals/ForGPs/Pages/Investigations-and-results.aspx>.

Fax completed referrals to 9318 6342

More complex studies/referrals

Requests for more complex studies such as asthma provocation testing and oxygen testing should be sent to Adult Specialist Clinics for review by a Respiratory Physician who will then arrange a referral if appropriate. Fax Adult Specialist Clinics referrals to 8345 6856

New dedicated GP phone lines in ED –

Assisting GPs to access Western Health Emergency Departments

GPs are strongly encouraged to call ED before sending patients to ED. Calls are encouraged where urgent advice is sought or where there is doubt about whether attendance at an Emergency Department is required. The duty Emergency Physician can provide advice over the phone and recommend the best course of action for your patient.

The Emergency Department will require:

- The referring GP's name and address
- The patient's name, date of birth, address, past medical history, current medications, the current problem and any relevant treatment or investigations. If blood tests/xrays etc. have been done in the community please ensure the patient has a copy (if possible)

To support this process Western Health have established dedicated GP contact numbers at each ED

Footscray Hospital (24 hours) - Adult emergencies	Ph 8345 7234 8am - 11pm ask for an Emergency Physician 11pm - 8am ask for the Senior Emergency Registrar
Sunshine Hospital (24 hours) Adult emergencies, paediatric, women's health	Adults Ph 8345 1599 8am - 11pm ask for an Emergency Physician 11pm - 8am ask for Senior Emergency Registrar Paediatrics Ph 8345 0540 8am - 11pm ask for Emergency Paediatric Consultant (if unavailable the Senior Emergency Paediatric Registrar) 11pm - 8am ask for Senior Emergency Paediatric Registrar
Williamstown Hospital (8am - 11pm) Adult urgent care. The department is not appropriate for time critical emergency or major trauma. <i>For emergencies outside opening hours, patients should be referred directly to Footscray or Sunshine hospitals.</i>	Ph 9393 0170 8am-11pm Ask for the Senior Medical Officer

Subacute orthopaedic and plastic cases

For subacute orthopaedic cases that are not time critical we recommend GPs contact the relevant registrar via switch on 8345 6666 to arrange a time for the patient to be reviewed.

Don't forget the Immediate Response Service

The Immediate Response Service (IRS) (incorporating the Aged Care Liaison Service) who operate from 8.00am-9.00pm 7 days per week. The IRS is a multidisciplinary, rapid assessment and short term service coordination outreach team for people who are likely to present to the Emergency Department with low acuity events and do not require Ambulance assistance and Emergency Department consultation.

For example, this may include people who have mobility problems, falls history, medication concerns, difficulty complying with treatment or have difficulty managing at home and need community services.

If you have a patient that you think would be appropriate for this service please contact the intake worker on 0419392030.

STEMI service transferred from Footscray to Sunshine Hospital

Following the successful opening of the new Coronary Care Unit & ICU at Sunshine Hospital the next step in the development of cardiology services at Sunshine Hospital has commenced. As of 9 June the acute infarct angioplasty service (STEMI) transferred from Footscray to Sunshine Hospital.

To support this change, Western Health has been working with internal stakeholders in the Emergency Departments, Cardiology Unit, other support services including security and after hours administrators, as well as Ambulance Victoria MICA paramedics.

With the move of the acute angioplasty service to Sunshine, Western Health will be in a position to upgrade the Footscray Cardiac Cath Lab.

Rapid Access to Gastrointestinal Endoscopy (R.A.G.E) Pathway

Western Health has developed a pathway to assist GPs to refer patients who meet the criteria for an urgent (within one month) Gastrointestinal Endoscopy. Two pathways have been developed:

- R.A.G.E pathway for patients **with** overt gastrointestinal bleeding
- R.A.G.E pathway for patients **without** overt gastrointestinal bleeding

These pathways assist GPs to identify those patients who require rapid access to gastrointestinal endoscopy. For these patients a R.A.G.E referral form needs to be submitted. This form assists us to best determine the nature of the procedure required; the peri-procedural issues to be addressed including comorbidities and medications that may increase bleeding risk; the most appropriate site among our campuses to perform the procedure and to determine the most suitable bowel preparation.

The R.A.G.E referral form is available in Medical Director and Best Practice compatible templates as well as a word version and can be downloaded from the website <http://www.westernhealth.org.au/HealthProfessionals/ForGPs/Pages/Endoscopy.aspx> along with the pathways.

Patients who do not meet the R.A.G.E criteria should be referred to Gastroenterology Specialist Clinics for review.

Gynaecology Referral Guidelines

The Gynaecology Unit at Western Health have developed some pre-referral guidelines to assist GPs to determine when patients need to be referred for specialist review for common gynaecological complaints.

Three pre-referral guidelines have been developed:

- Abnormal Uterine Bleeding
- Post coital bleeding
- Ovarian Cyst

Each guideline is designed to step GPs through the tests and investigations required before making a referral to the Gynaecology Unit.

These are available on the GP Integration website <http://www.westernhealth.org.au/HealthProfessionals/Referrals/Pages/AdultWomensreferralsEH.aspx> and GPs are encouraged to review the pre-referral guidelines before making a referral.

General Practice Education

The next General Practice Integration Unit education session will be held on Tuesday 21 July at the Western Centre for Health Research and Education at Sunshine Hospital.

The session is titled Common concerns in Pregnancy and will be delivered by members of the Obstetric and Maternal Fetal Medicine Unit.

RSVP via email gp@wh.org.au or by faxing back enclosed flyer.

Mercy & Western Day Hospice

The Mercy & Western Day Hospice is a holistic, interdisciplinary ambulatory service providing additional care options for people in the West with palliative conditions. The Day Hospice, located in Sunshine Hospital's Palliative Care Unit is a joint initiative between Western Health and Mercy Health and provides a safe, comfortable and welcoming environment for people with a life limiting illness in the Western region.

A key focus of the Day Hospice is supporting clients and carers through their illness, managing illness related symptoms and issues and providing a supportive environment to promote wellbeing, independence and enjoyment. This is facilitated in a group environment engaging clients and carers in activities. Carers are supported through a formal carer's support group and informal respite opportunities. Please note that transport to the Day Hospice is not provided. Patients and carers will need to make their own way to the program. There is no formal cost associated with attending the Day Hospice, a gold coin donation is asked on days of attendance.

The Grant-A-Wish program is a key component of the Day Hospice, granting client wishes and assisting clients and their loved ones to have special memories. This program has granted over 30 wishes since it commenced in 2007. Some past wishes have included going to concerts and meeting idols such as Michael Buble and Athol Guy, family weekends away and trips down the great ocean road in convertibles. The experiences are tailored to the client and family's wish. The program is supported by an annual fundraising event - The Western Mercy Day Hospice High Tea.

Exclusion Criteria

Please note that the following patients with any of the following criteria are not appropriate to attend the Day Hospice:

- Unmanaged psychiatric condition
- Marked cognitive impairment and/or wandering behaviour
- Levels of dependency beyond those able to be managed in an ambulatory setting

How to Refer to the Mercy & Western Day Hospice

Patients with a medical diagnosis of a progressive incurable disease, residing in the Western Metropolitan Region of Melbourne are eligible to attend the Day Hospice. To refer, please contact Day Hospice Nurse Co-ordinator Jenni Zerafa on 8345 1226.

Strengthening Hospitals in Melbourne's West

Over the last year Western Health, Djerriwarrh Health Services and Werribee Mercy Hospital have been working collaboratively on the Strengthening Hospitals in Melbourne's West programme. This programme facilitates regional planning and role delineation with the aim of improving operational efficiencies, coordination, sustainability and quality of acute hospital services for the Partners and our patients.

Groups of expert staff from each organisation have convened working groups focussing on regional priority areas of service planning, elective surgery, maternity, paediatric and emergency services. Significant outcomes have been produced, particularly around; sharing of information, enhancing consistency of care provision and tools, streamlining referral pathways and initiating joint regional planning.

The Maternity Services Working Group has recently developed an information flyer detailing the maternity services available at each Partner site. This resource is designed to assist local health professionals in being able to refer to the most appropriate local service for their patients. A copy of this flyer has been included for your use and can also be accessed on Western Health's website.

For further information about the Strengthening Hospitals in Melbourne's West programme, please feel free to contact the Project Officer, Bonita Swann on 0466 330 175.

Doctor relocation from Sunshine Private Consulting Rooms

The Sunshine Private Consulting Rooms on Furlong Road (opposite Sunshine Hospital) are now closed and the Private Specialists based here have relocated.

Please refer to the list below for contact details of the specialists who were practicing from this site. Please note this list relates the Specialists' Private Rooms only and not their public positions.

Doctor	New Practice Name	Address	Tel	Fax
Gynaecologist				
Dr Michael Gronow		192 Furlong Road St Albans VIC 3021	9356 4588	9416 1787
Paediatrician				
Dr Robyn Hore	Western Specialist Centre	131 Main Street St Albans VIC 3021	9367 8626	9364 1542
Dr Raj Khillan	Western Specialist Centre	131 Main Street St Albans VIC 3021	9367 8626	9364 1542
Dr Martin Wright	Sunshine Private Consulting Rooms	Level 2, 147-149 Furlong Road St Albans VIC 3021	9310 8900	9310 8922
Obstetrician & Gynaecologist				
Dr Preeti Khillan	Western Specialist Centre	131 Main Street St Albans VIC 3021	9367 8626	9364 1542
Dr Trach Pham	Western Specialist Centre	131 Main Street St Albans VIC 3021	9367 8626	9364 1542
Endocrinologist & Diabetologist				
Dr Mary - Anne Papalia	Sunshine Private Consulting Rooms	Level 2, 147-149 Furlong Road St Albans VIC 3021	9310 8900	9310 8922
Endocrinologist				
Dr Leo Rando	Victorian Endocrine Clinic	Suite 107-108, 55 Flemington Road North Melbourne VIC 3051	9326 8622	9326 8922
Dr Leo Rando	One Heart Cardiology	Suite 5, 493-495 Keilor Road Niddrie VIC 3042	9326 8622	9326 8922
Dr Carmela Caputo	St Vincent's Hospital	Suite B, Level 2 Healy Wing, 41 Victoria Pde, Fitzroy VIC 3065	9654 6788	9654 7866
Gastroenterologist				
Dr Thai Quach	Sunshine Private Consulting Rooms	Level 2, 147-149 Furlong Road St Albans VIC 3021	9310 8900	9310 8922
Endoscopist, General and Laparoscopic, Upper GI Surgeon				
Mr Hai Bui	Sunshine Private Consulting Rooms	Level 2, 147-149 Furlong Road St Albans VIC 3021	9078 0069*	9372 0069
Paediatric Surgeon				
Mr Russell Taylor	Western Specialist Centre	131 Main Street St Albans VIC 3021	9345 6433*	9345 5345
General Physician				
Prof Edward Janus	Queens Park Specialists	800 Mount Alexander Road, Moonee Ponds VIC 3039	9375 3190 (Open from 1st August 2015)	9370 2021
Respiratory and Sleep Disorders Physician				
Dr John Hunt	Western Specialist Centre	131 Main Street St Albans VIC 3021	9318 4377*	9318 4577

*All bookings from main rooms