

General Practice Update

Newsletter of the Western Health General Practice Liaison Unit

May 2017

Which Emergency Department?

Western Health has recently developed a matrix of Emergency Services across the three Western Health Emergency Departments; Sunshine, Footscray, and Williamstown.

The matrix is included on page 4 and provides a quick reference guide as to what conditions are suitable for each Emergency Department.

Please note the contact details for each ED below.

	Western Hospital	Sunshine Hospital	Williamstown Hospital
phone (GP only)	8345 7235	Adults 8345 1599 Paediatrics 8345 0540	9393 0170
Location	Eleanor St Footscray	Furlong Road St Albans	Railway Crescent Williamstown
Hours	24 hours	24 hours	8.00am - 11.00pm

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Important changes to be aware of with first trimester screening

It is important that GPs are aware that Australian Clinical Labs and St John of God Pathology have now commenced providing testing for first trimester combined screening (FTCS) and second trimester maternal serum screening (MSST).

Previously, all blood samples for MSST and FTCS have been forwarded to Victorian Clinical Genetics Service (VCGS) regardless of where they were collected making VCGS the only place that GPs needed to contact to retrieve aneuploidy screening results. From September 2016, patients who present to any Australian Clinical Labs or St John of God Pathology services will be advised that their sample will be tested by Australian Clinical Labs and NOT VCGS. Patients who prefer to have their blood sample tested at VCGS will not be able to have this done at Australian Clinical Labs or St John of God pathology collection centres and will need to go elsewhere.

It will then be up to the Sonographer / Sonologist / Radiologist or GP to ensure the ultrasound information is sent to EITHER VCGS or Australian Clinical Labs according to where the patient had their blood test performed.

When blood samples have been analysed at Australian Clinical Labs, the results will be issued by Australian Clinical Labs or alternatively, registered Fetal Medicine Foundation Ultrasound practices (which are generally only dedicated Obstetric Ultrasound practices) will be able to enter the biochemistry results (i.e. PAPP A and BhCG MoM's) into their own ultrasound software (i.e. Viewpoint) to generate the risk calculation.

This raises potential risks for patients so it is important that all GPs are aware of these new arrangements.

We also ask you to be conscious that ultrasound scan reports may automatically be sent to VCGS which will mean that if the patient has had their bloods performed at Australian Clinical Labs, a result will not be issued and hence you may need to fax the ultrasound to Australian Clinical Labs yourself.

Interpreting results

Finally, we ask you to be very careful with interpreting the results from Australian Clinical Labs. The formatting is quite different to VCGS reports and the thresholds used are also different. If you require any assistance with interpreting these tests, please do not hesitate to contact the Western Health Maternal Fetal Medicine staff on 8345 1811 or the Genetic Counsellors on 8345 0550.

Useful Contact Numbers:

Australian Clinical Labs

Results: 1300 134 111

Fax: 1300 498 914.

VCGS

Results: 1300 934 955

Fax: 8341 6389

Western Health Maternal Fetal Medicine

ANUMS: 8345 1811

Genetic Counsellors: 8345 0550

Introducing new pre-referral guidelines for Gynaecology Clinics at Western Health—what information needs to be included in your referrals?

The Gynaecology Service at Western Health offers:

- General gynaecology
- Colposcopy and management and cervical dysplasia
- Urogynaecology, Continence, Urodynamics and Advanced Pelvic Floor Physiotherapy
- Endoscopic gynaecology unit with colorectal collaboration – includes complex endometriosis management
- Fertility and contraception
- OASIS follow-up (gynaecologist and physiotherapist)

The Gynaecology team at Western Health have developed a suite of pre-referral guidelines that outline the tests and investigations required for referral of gynaecological conditions. These can be downloaded from the Western Health website <http://www.westernhealth.org.au/HealthProfessionals/Referrals/Pages/Gynaecology-Clinic.aspx>.

These guidelines are designed to be used in conjunction with the information available in HealthPathways Melbourne that provides guidance for GPs in the assessment, management and referral for a range of conditions. Please visit <http://melbourne.healthpathways.org.au> for more information and to apply for a login. These guidelines will ensure that clinicians receive enough information to be able to accurately clinically triage these patients.

From 15 May 2017 GP referrals will be triaged against these guidelines. Referrals that do not include the required clinical information and investigations will be sent back to the referring GP with a request for more information. An SMS will be sent to the patient advising them of this request, to keep them informed of the progress of their referral. GPs will have 30 days to respond to this request as per the Department of Health and Human Services Specialist Clinics Access Policy.

If after 30 days additional information has not been received the referral will not be accepted and notification sent to the patient and GP.

Referrals for Gynaecology should be faxed to 8345 1691. To assist with your referrals you may wish to use the Western Health Specialist Clinic Referral Form that is available in a Medical Software compatible version from the 'How to Refer' section of the Western Health website <http://www.westernhealth.org.au/HealthProfessionals/ForGPs/Pages/Referrals-to-Western-Health.aspx>

Changes to Pain Clinic

As of 17 June 2017 the Pain Clinic at Western Health will be managed by Adult Specialist Clinics rather than through the Anaesthetic Department. This means that GPs will be informed that referrals have been received, the outcome of triage, and notification of waitlist and outpatient appointments as per the process with other Specialist Clinics. Please ensure you update your referral information for this clinic:

Adult Specialist Clinics (including pain) ph 8345 6490 fax 8345 6856

Other important Specialist Clinic Numbers

Women's Clinic (maternity and gynaecology) ph 8345 1727 fax 8345 1691

Paediatric Specialist Clinics ph 8345 1616 fax 83451079

Introducing Virtual Fracture Care (V-FRAC)

A partnership between Western Health, Royal Melbourne Hospital and Better Care Victoria improving access to fracture care for patients in the West

Western Health, in partnership with Royal Melbourne Hospital, has secured funding from Better Care Victoria to establish a new Virtual Fracture Care service (V-FRAC). This service aims to reduce the high level of demand in the Western Health (WH) Orthopaedic Fracture clinic and Emergency Departments (ED), improve consistency with the management of simple fractures, streamline service delivery and improve patient access to specialist advice for fracture management.

The V-FRAC service is based on the successful implementation of Virtual Fracture Clinics in the UK National Health Service with outcomes indicating the service is safe and effective. The driver for implementing these clinics at WH is the recognition that many of the current Fracture Clinic referrals do not require orthopaedic intervention as the injuries are associated with an optimal outcome without surgery.

Virtual Fracture Care

The Virtual Fracture Care service will be held five days per week (Monday-Friday). Each clinic will be staffed by an Advanced Practice Physiotherapist with clinical oversight provided by an Orthopaedic Consultant. This service provides early assessment of patients with simple, self-limiting and stable fractures that have been referred from a WH ED.

- The V-FRAC clinician will use the patient's digital images and ED clinical notes to develop a diagnosis of the injury and a management plan
- The V-FRAC clinician's assessment will be communicated to the patient via a telephone call
- A subsequent telephone appointment may be arranged or, if required, the patient may be asked to present to an existing fracture clinic
- Additional services such as application or removal of plaster, imaging and physiotherapy will be organised as required
- Communication will be sent to the patient's General Practitioner following each telephone consultation
- The V-FRAC clinicians can be contactable by patients and treating health professionals via email fracturecare@wh.org.au or using the Hotline 0402 968 483

Referrals

The introduction of this service will not change the existing referral process to WH for patients with fractures. Referrals for patients with fractures should still be directed, as appropriate, to the ED or Orthopaedic Fracture Clinic.

Please refer to Melbourne HealthPathways at <http://melbourne.healthpathways.org.au> for guidance in assessing, managing and referring for patient conditions.

For more information

If you have any questions about the service you can contact the Western Health GP Integration Service on 8345 1735 or gp@wh.org.au.



Western Health Emergency Department Matrix

Condition	Footscray	Sunshine	Williamstown
Emergency Department (no major trauma)	✓	✓	0800-2000
ICU	✓	✓	x
Pathology	✓	✓	Off site – 2hr wait
Radiology	✓	✓	2100 M-F, 1800 S-S
Accidents/injuries			
Falls	✓ not stroke related	✓	✓
Fractures	✓	✓ < 10yrs only	Simple closed # only
Fractured femur	✓	x	x
Wounds	✓ minor wounds only	✓	Minor wounds only
Emergency Surgery			
Children under 16 years	x	✓	x
General surgery	✓	✓	x
Orthopaedic – Adult	✓	x	x
Orthopaedic - Paediatric	x	✓	x
Plastic surgery – Major	x	✓	x
Plastic surgery - Minor	✓	✓	x
Thoracic (e.g. pneumothorax)	✓	x	x
Urology (e.g. renal colic, urinary retention)	✓	x	x
Vascular (e.g. AAA, Ischemic limb, foot ulcer)	✓	x	x
Medical			
Children under 16 years	x	✓	x
Angina - Unstable	✓	✓	x
APO – Severe	✓	✓	x
Arrhythmias	✓ (except cardiac arrest)	✓	x
Asthma	✓	✓	x
Cardiac Arrest - Post	x	✓	x
Chest pain	✓	✓	x
COPD	✓	✓	Stable with AV Rx
Endocrinology	✓	✓	x
Gastroenterology	✓	✓	Stable abdo pain <60yrs
Headaches	✓	✓	Migraines and vertigo
Heart Failure	✓	✓	Stable with AV Rx
Infectious Disease	✓	✓	x
Oncology	x	✓	x
Post thrombolysis, pain free, reperfusion on ECG	✓	✓	x
Renal	✓	✓	Renal Colic only
Respiratory - General	✓	✓	Stable with AV Rx
Seizures – Multiple	x	✓	x
Seizure – Uncomplicated	✓	✓	Not first seizure
STEMI	x	✓	x
Stroke	x	✓	x
Syncope	✓	✓	x
TIA	✓ (rapidly resolving only)	✓	x
Mental Health (take patient to receiving hospital closest to their home address)			
Adult Psych	Assessment only	✓	x
Aged Psych	Assessment only	✓	x
Women's and Children's			
Gynaecology	x	✓	x
Obstetrics (premature labour straight to NICU facility)	x	✓	x
Paediatrics	x	✓	x
Special Care Nursery	x	✓	x