



HOSPITAL AVOIDANCE

A resource for GPs and
Primary Care



Government
of South Australia

Health
Northern Adelaide
Local Health Network

sahealth.sa.gov.au/nalhn



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INTRODUCTION

There are many care options for patients that will negate the need for them to attend ED.

This paper briefly outlines the various options for patients (including those in a residential aged care facility or telehealth patients).

It will assist GPs in determining which service is most appropriate for which patient.

You can find all the following information in Health Pathways SA under Hospital Avoidance and Discharge Support Services (see the SA localised pages).

See the link below. It is easy to register and provides access to the resources on Health Pathways SA.

[Hospital Avoidance and Discharge Support Services - Community HealthPathways South Australia](#)

Or direct link to South Australia Health Pathways Project (healthpathwayscommunity.org)

Do you want to know more about the various services available for your patient?

NEW URGENT CARE CLINIC NOW OPEN

Elizabeth Medicare Urgent Care Clinic is now open for patients needing care for urgent, but not life-threatening, health conditions.

Medicare Urgent Care Clinics provides timely care for our community in a general practice setting, for things like sprains and fractures, cuts, wounds and minor illnesses, infections and burns.

- Walk in, no appointment or referral needed
- Bulk billed, free care
- Open 7 days a week, from 10am to 8pm
- Staffed by doctors and nurses
- Avoid waiting in a hospital emergency department.

The Elizabeth Medical and Dental Centre Medicare Urgent Care Clinic is open now at 30 Phillip Highway, Elizabeth.

For more information about Medicare Urgent Care Clinics visit www.health.gov.au/MedicareUCC
For information about the clinic visit www.elizabethmedicalcentre.com.au/urgent-care-clinic



METROPOLITAN REFERRAL UNIT (MRU)

The MRU provides "RDNS type services," including wound care, medication supervision, IV medication delivery, assistance with insulin administration, and end-of-life care. It can visit patients twice a day. The governance stays with the GP – so you are responsible for the medication orders, any concerns arising, and deteriorating conditions.

Referral via this link [Hospital Avoidance and Discharge Support | SA Health](#) - and via form faxed to the number provided **Phone 1300 110 600, Fax 1300 546 104**

PRIORITY CARE CENTRES (PCC)

Wellbeing SA and APHN fund five PCCs in Adelaide - Elizabeth, Para Hills, West Hindmarsh, Marion, and Mount Barker. They are situated beside general practices, though they are not part of them. They provide plaster/backslab application, suturing, burns management, IV antibiotics or fluids administration, and other procedural skills.

The PCCs may be a suitable option for patients who might need a prolonged procedure or if the patient needs access to some of the more expensive burns dressings or a more comprehensive range of splints and plastering options.

GPs and nurse practitioner candidates run the PCCs and will take over the patient's care while providing a discharge summary to the referring GP. Then, they will return the longer-term patient care to their usual GP.

- Marion Domain PCC: 0466 698 616
- Hindmarsh PCC: 0466 869 090
- Elizabeth PCC: 0466 935 910
- Para Hills West PCC: 0468 554 626
- Mount Barker PCC: 0428 719 656

The GPs and practice nurses can complete a referral to a PCC independently or in consultation with the GP.

Please see the 'Referral pathway for GPs' document on the [APHN PCC webpage](#) for contact details, exclusion criteria, and opening hours, which vary between the different sites.



PAEDIATRICS

Child and Adolescent Virtual Urgent Care Service: [Link](#)

(Children aged between 6 months and 17 years)

Contact with the Emergency Consultant at the WCH.

The Child and Adolescent Virtual Urgent Care Service is a virtual assessment and referral option which allows children and young people with non-life threatening conditions to be assessed virtually by a team of highly skilled emergency doctors and nurses, potentially reducing the need to visit the Emergency Department.

As a GP, you can have direct access to speak with Emergency doctors through the virtual service on behalf of your patients, providing clinical advice on non-life threatening conditions and reassurance during what might otherwise be a stressful or uncertain time. Potentially reducing the need to visit the Emergency Department.

Parents and carers can also access the service directly, by visiting www.wch.sa.gov.au/virtualurgentcare, no matter where they are.

The patient service is open 9am to 9pm 7 days a week

It is another option to offer families if they are concerned about their child out of hours before heading to the Emergency Department.

Please consider displaying the promotional details in your practice.



AGED CARE

My Home Hospital (MHH)

My Home Hospital (MyHH) is an acute public hospital service, funded by SA Health and delivered by a joint venture between Calvary and Medibank. MyHH has full clinical governance, with doctors (including consultants and specialist GPs) who assume responsibility for care of all patients upon admission to MyHH. Once admitted, you as the usual GP won't consult with the patient, like when one of your patients is admitted to a physical hospital. However, you can contact MyHH to speak to their clinicians; they are very keen to work with GPs and are very responsive to concerns.

Once admitted to MyHH, patients receive home monitoring equipment, daily home nursing visits (up to three times per day) and daily virtual ward rounds with a MyHH doctor. Doctors and nurses are available virtually to respond to patient questions and concerns 24/7. Treatment may entail (as clinically indicated), domiciliary blood tests, radiology, PICC lines, Baxters, home O2, medication reconciliation, acute physiotherapy. Interpreters can be used if required.

To be eligible for MyHH, patients must be over 13 years of age; have a Medicare card; live in the region serviced by MyHH (all of metropolitan Adelaide, designated [Mount Barker region](#) or designated [Gawler region](#)); consent to receive their care under MyHH; and have a mobile phone or landline to receive and make calls. They must live in a safe and suitable environment (thus, not suitable for homeless clients).

MyHH accepts acute clinical conditions that require hospital level care and are considered safe and appropriate to be managed at home, such as:

- infections requiring IV antibiotics (e.g., cellulitis, pyelonephritis / UTI)
- exacerbations of COPD (infective and non-infective)
- pneumonia
- chronic heart failure
- post-operative care
- supportive cancer treatment
- DVT and PE

To refer a patient, please call 1800 111 644 and you will speak to a MyHH doctor who will advise whether or not MyHH will accept the referral. If accepted, please fax or email through the completed referral form, health summary and relevant pathology / imaging results. Please keep the patient at the practice, until you have been advised the outcome of your referral.

For further information, including how to refer, please see [My Home Hospital | SA Health](#). The referral form is on the website and can be downloaded and integrated with your practice software. If you have questions, please call **1800 111 644** (available 24/7).



Hospital Avoidance Supported Discharge Service (HASDS)

The service at Sefton Park offers on-site medical officers and nurse practitioners plus access to allied health services (including physiotherapy, podiatry, social work, and dieticians).

This service specialises in wrap-around care and can link into homeless services, with the outreach team operating from the same location. HASDS can visit the patient's home to assess for safety and ensure the provision of appropriate equipment.

There is access to mobile X-rays and ultrasound with nearby radiology services. The service is open from 9:00 am to 8.30 pm on weekdays and between 11:00 am to 7.30 pm on weekends/public holidays.

Please note that a phone call to 0435 475 190 MUST precede a referral to this service, as capacity is limited.

Inclusion and exclusion criteria are:

Inclusions:

Patients with a condition requiring healthcare interventions:

- that cannot be provided by a community or primary health service, including Priority Care Centres; and
- without which the patient would present (or be on a trajectory to present) to an emergency department/hospital for care.

Conditions can include:

- Minor sprains and strains, suspected simple fractures, sporting injuries
- Wounds, including acute, chronic and complex
- General pain
- Acute exacerbations of chronic conditions
- Infection – urinary tract infection, cellulitis, wound complications, including those requiring IVAB
- Bariatric patients
- Reduced mobility
- Minor cognitive presentation with a previous diagnosis and the gradual deterioration of an elderly patient.

Exclusions:

- Walk-ins or self-referrals
- Patients suitable for their own general practitioner, ECP, or PCC referral
- Patients needing resuscitation and/or emergency treatment



- Any "potentially critically unwell" patient or "abnormal presentation," including unresolved red and purple RDR triggers
- Paediatric patients aged less than 18 years
- Any non-traumatic chest pain or discomfort (including throat, neck, left arm, epigastric, upper back)
- Acute abdominal pain (with concerns of peritonism, ruptured viscus, aortic aneurysm, intra-abdominal bleed, or bowel obstruction)
- Gastrointestinal bleed (melena and haematemesis)
- Significant new or worsening dyspnoea
- Patients with highly complex mental health co-morbidities
- Patients injured in a motor vehicle accident (MVA), including pedestrians with injuries arising from an MVA
- Complex fractures
- Pregnancy-related conditions
- Any alteration in central nervous system function (e.g., abnormal alteration in GCS, first-time seizure, undiagnosed collapse with syncope or loss of consciousness, or persistent headache)
- Currently in isolation/self-quarantine due to COVID-19 requirements



MENTAL HEALTH

Sonder Walk in service

2 Peachey Rd, Edinburgh North.

Open: Mon - Fri: 5 pm to 9 pm

Contact: ph (08) 82090700 / (08) 82090711

Patient self-referral and GP referral

Mental health support offered face to face for patients who require support but do not need admission to hospital. Can on-refer the patients if needed

Urgent Mental Health Care Centre (UMHCC)

This statewide service treats people with mental health issues aged 16 years and over. This service helps those in crisis who need a safe environment to allow them time to self-regulate with the help of lived experience peers and mental health clinicians.

To reduce the need for ED attendance for these patients, the Centre is open 24 hours a day, seven days a week, including public holidays.

UMHCC is a walk-in/self-referral service, but if a GP is referring, they ask that you call **8448 9100** in advance to check capacity or if you wish to discuss the referral.

This service does not provide psychiatric assessments.

If you are requesting an urgent referral to mental health services, please call Mental Health Triage on **13 14 65**.

Please refer patients who present a significant risk to themselves or others to ED.

Open: 24hrs a day 7 days a week

Patient self-referral and GP referral

Age 16 and Up

Mental Health Triage number should be used if requesting urgent referral to mental health services (13 14 65)

This service is designed for patients with mental health issues who are in crisis and need a safe containing environment to allow them time to self-regulate with the help of peers with lived experience of mental health issues and mental health clinicians. This is a walk in/self-referral service but if a GP is referring, they do ask that you ring in advance just to check that they have capacity to take your patient or if wishing to discuss the referral.

The service can accept patients from 16 years of age upwards but cannot take patients who have an ITO in place (inpatient treatment order) or patients under 18 who are under a section 56/57 (care and control order – usually placed by SAPOL).



OUTPATIENT REFERRALS

Guidelines and wait times for all NALHN outpatients can be found here:

<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/services/hospitals/outpatient+services/outpatient+clinics/northern+adelaide+lhn+specialist+and+outpatient+clinics>



GP Integration Unit
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