Exciting training opportunities offered to Adelaide Hills Cardiac Services Coordinator

Nicole Dawes, Adelaide Hills Better Care in the Community Coordinator - Heart Failure & Cardiac Rehabilitation Services, was invited to attend the Novartis Melbourne Heart Failure Conference in June 2016.

Whilst at the SA State meeting, Nicole was invited by Associate Professor Carmine De Pasquale, Cardiologist at Flinders Medical Centre (FMC), to speak about country issues in the Adelaide Hills when managing heart failure patients. As a result Nicole was honoured to be offered a range of exciting and coveted training opportunities related to this specialised field.

One of the issues raised by Nicole was the lack of ‘one go to person’ to support patients who are unwell and require medication adjustments to prevent hospital admission or prevent future episodes of decompensated heart failure.

Nicole’s offer of further training came from Associate Professor Carmine Pasquale and Nurse Practitioner Natalie Packer, who offered to support the Adelaide Hills Heart Failure Service by providing training at the FMC Heart Failure Clinic on assessment and medication titration. Nicole undertook this training in July and will return again to receive training in the FMC Nurse Practitioner Heart Failure Titration Clinic to advance her clinical skills in heart failure assessment and medical management.

Nicole says that she is very excited to have this opportunity to advance her clinical skills and be able to provide a Heart Failure Service for clients in the Barossa Hills Fleurieu region. She encourages all clinicians to share the great work of Country Health SA in professional settings, should the opportunity to access similarly valuable networking and professional development arise.

For further information you can contact Nicole Dawes on Nicole.Dawes@sa.gov.au.

Angel Flight

Angel Flight Australia was established in April 2003. It is a charity which coordinates non-emergency flights to assist country people to access specialist medical treatment that would otherwise be unavailable to them because of vast distance and high travel costs.

All flights are free and assist passengers who are medically and financially disadvantaged, or families who have been financially devastated by medical bills due to illness, accidents or other chronic conditions, by transporting them to or from medical facilities almost anywhere in Australia.
Angel Flight volunteer pilots are not medically trained and do not carry aero medical staff or medical equipment so does not act as an alternative to the Royal Flying Doctor Service or Air Ambulance.

Passengers must not require medical care during the flight, be able to enter and exit a light aircraft without assistance and be able to sit upright and communicate with the pilot. A companion is welcome to travel with the passenger for support. Young or disabled passengers must be accompanied by an adult capable of moving the child into and out of the aircraft.

Circumstances not suitable for an Angel Flight include;
- International requests
- Adults who are not able to enter or exit the aircraft unaided
- Unaccompanied minors
- Nursing home relocations or hospital to hospital transfers
- Passengers requiring a rescue service or an air ambulance service, or who need monitoring by medical staff or medical equipment during the flight
- Passengers who are not medically stable or whose medical condition is unsuitable for transport in a non pressurised light aircraft
- Passengers travelling for critical care (for example, an organ transplant) as flights can be delayed by the pilot or cancelled at short notice due to unsuitable weather conditions

A referral is sent to Angel Flight with the authority of a registered ‘health professional’ (for example, a medical practitioner, nurse or social worker) familiar with the passenger’s medical condition. Depending on the locations involved, Angel Flight requires five to ten working days’ notice for transport assistance.

If the referrer is not registered they can do so quickly and easily online. Once a referral has been received and approved the Flight Coordinators then invite applications from the volunteer pilots and The Flight Coordinators will notify the referrer and passenger of all arrangements once finalised. For more information go to http://www.angelflight.org.au/

**PATS online portal**

The Patient Assistance Transport Scheme (PATS) has a new online system available where clients can log in, lodge claims electronically and check the status of their claim. For clients with internet access this is an easy way to reduce the paperwork required to support a claim.

Setting up a profile is easy, for those people who haven’t received payment on the new system (since 1 July 2016), and don’t have a new client number starting with a C:

Clients should follow these steps:
2. Scroll down the page and click on the link to the PATS online portal
3. Click the ‘Sign up’ link which leads to the registration page
4. Fill in client details and click submit
5. An email will be sent with a link in the nominated email account, for clients to click on the link and set up a password
Clients who have already received a payment since 1 July 2016, will have a profile established with a new client number.

For those people who have a client number but haven’t yet logged on to the system:

2. Scroll down the page and click on the link to the PATS online portal
3. On the login page type C (your client number)@pats.sa and click ‘forgot your password’
4. Enter the user name C(client number)@pats.sa and then the password will be reset

If a payment has been received but the new client number is unknown, the payment advise will show this number or contact one of the friendly staff on Ph: 1300 341 684 or email CHSAPATS@sa.gov.au.

When it comes time to lodge a claim, clients can save time in completing section three online and then uploading section two in four easy steps:

1. Login to the account using the login address and password (as above)
2. On the home screen, click on the blue ‘new claim’ button
3. Enter in the claim information for each trip when accessing medical specialists services. This would be the information that is usually include in section three
4. Prior to submitting ensure documents are either scanned and uploaded or posted to the PATS office

For people without internet and email addresses, PATS are still accepting paper based claims. For any further queries, clients can drop into their nearest PATS office, call on 1300 341 684 or email CHSAPATS@sa.gov.au.

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The Heart Foundation’s Health Information Service

Right now, 1.4 million Australians are living with heart disease, and each year more than 55,000 Australians suffer a heart attack. The Heart Foundation is dedicated to supporting people living with heart conditions and guiding health professionals on preventing and treating heart disease.

The Heart Foundation’s Health Information Service provides free personalised information and support on heart health, nutrition and a healthy lifestyle. The service was established to help all Australians reduce their risk of heart disease and improve their health.
It is staffed by qualified health professionals, open during business hours and is available to those living with or at risk of cardiovascular disease, corporate and community workplaces and healthcare professionals.

The team can share guidelines, tools and other publications for use as well as help provide reassurance and support for patients undergoing treatment and can refer them to a local walking group or cardiac rehabilitation program to ensure they get the best possible care and advice.

The Heart Foundation’s Health Information Service can answer questions about patient’s existing condition such as high blood pressure or high cholesterol levels or provide information on how to keep a heart in good shape. There is no need to make an appointment, and apart from the cost of a local call from anywhere in Australia, the service is completely free.

Contact the Heart Foundation's Health Information Service on 1300 36 27 87 email health@heartfoundation.org.au or visit www.heartfoundation.org.au/healthinfo

Wishing you and your family a safe and happy Christmas season and a relaxing New Year

For more information or to place an article

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