Barwon Health Service and Referral Guide For General Practice - 2024

GP Liaison Unit

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About this guide

This document has been compiled by the Barwon Health GP Liaison Unit for General Practices with the intent to provide a quick navigation guide to Barwon Health services, with a focus on:

- An overview of current acute, sub-acute and community services available for GP referral
- Service and department contact details
- Key referral information, and where relevant, available referral templates

This document is best utilised in a digital format as hyperlinks will direct you to the associated page on the Barwon Health website for further information about the services.

Please note the date of currency of this guide, as information will be updated as required.

For more detailed information on all Barwon Health services, available resources include:

- Barwon Health website
- WestVic HealthPathways- please refer to the relevant clinical pathways for all clinical referral criteria
- Barwon Health GP Liaison Unit



We, Barwon Health, acknowledge the Traditional Owners of the land, the Wadawurrung people of the Kulin Nation.

We pay our respects to the Elders both past and present.

Be Proud

Barwon Health is committed to LGBTIQA+ inclusion

Directory - Quick Contacts

Barwon Health Switchboard: 4215 0000

	PHONE	FAX		PHONE	FAX
<u>GP Liaison Unit_</u> *M-F 9am-4pm*	4215 8845	4215 0453	Andrew Love Cancer Centre	4215 2700	4215 2743
Health Information Services	4215 1170	4215 1242	Cardiology Services	4215 1955	4215 1990
Emergency Department_*GP HOTLINE*	4215 0136	4215 0214	Neuroscience Department	4215 0710	4215 0757
<u>Mental Health, Drug & Alcohol-</u> Access & Triage Team	1300 094 187	4215 2590	Renal Services	4215 3500	4215 3595
Outpatient Department_*GP HOTLINE*	4215 1398	4215 1383	Community, Rehabilitation & Allied <u>Health Services</u> (Info & Access)	4215 7700	4215 7795
Elective Surgery Access Unit	4215 1627		<u>McKellar Centre</u>	4215 5200	4215 6390
Gen Med Early Access Consultant *M-F 9am-430pm*	0468 661 127	4215 1546	Palliative Care Services	4215 5700	
Medical Day Stay Unit (Gen Med Reg)	1300 436 633	4215 2301	Disability Liaison Office Allied Health- UHG	0434 856 014 4215 0826	4215 0833
Women's & Children's Services			Alled Health ond	4215 0020	12120000
<u>Pregnancy Care Clinic</u> Maternitu Assessment Unit	4215 1398 4215 2066	4215 1383 4215 2086	Barwon South West Public Health Unit	4215 4000	
Choices Clinic (Social Work)	4215 2000	4215 0806	Aboriginal Health Unit	4215 0768	
<u>Paediatric Clinic</u>	4215 1680	4215 1685	Barwon Medical Imaging	4215 0300	4215 0447
Barwon Health North (Inc. Urgent Care Centre)	4215 8000	4215 8086	Geelong Bone Densitometry Respiratory Function Lab	4215 1130 4215 0906	4215 1140 4215 0909

*Click on underlined text to link to service webpage

Emergency & Urgent Care Services

Director Emergency Medicine: Dr Belinda Hibble

Emergency Department University Hospital Geelong (UHG) 24 hours, 7 days/week

GP hotline: 4215 0136 -*Phone prior to referral* **Fax:** 4215 0214 (*No ReferralNet*) *Emergency Department referral template available*

Barwon Acute Referral Service (BARS) 12pm-9pm, 7 days/week Ph: 4215 0220

Barwon Health Acute Referral Service (BARS) is a secondary consultation service provided by an emergency physician via telehealth (video call).

Referrer User Guide

Urgent Care Centre @Barwon Health North 10am - 9pm, 7 days/week Ph: 4215 8000 Fax: 4215 8086

Nurse Practitioner-led walk-in service, with video link to UHG ED clinicians

- Fractures
- Sprains
- Cuts, burns & scalds
- Eye injuries or irritations
- Foreign bodies in nose and ears
- New onset of pain, nausea or vomiting
- Persistent headaches and migraines
- Sudden onset of skin issues/rashes
- Babies/children older than 12 weeks with minor illness and injury
- Minor head injuries

General Medicine Early Access Clinic

Dr Brendan Payne | Dr Justin Davis

Consultant phone advice +/- same or next day review, for timely review of patients with complex medical histories who may be at risk of ED presentation or hospital admission. Service has strong integration with Hospital in the Home and Complex Care services.

Gen Med Early Access Clinic (EAC)

Suitable patients (>18 years only)

- Exacerbation of chronic disease (heart failure, acute on chronic renal impairment, poorly controlled hypertension, postural hypotension)
- Simple cellulitis, simple lower limb DVT, simple pyelonephritis without fevers etc
- Undifferentiated presentations requiring initial General Physician workup
- Situations where patient may require admission to a General Medicine inpatient bed or Hospital in the Home
- Patients with abnormal blood tests or investigations who are not otherwise unwell or in need of ED
- Referrals accepted for eating disorder patients to determine if admission is required

Phone to discuss referral

Mon – Fri 9:30am - 4:30pm

Ph: 0468 661 127 Fax: 4215 1546

Use Medical OPD referral template

Referral templates

Public Specialist Clinics – Medical Outpatient GP Hotline: 4215 1398

	Other Public Specialist Medical Clinics		
Clinic	Referral Template	Fax	
Cardiology Services (Public) Heart Failure, Rhythm, AF Clinics Ph: 4215 1955	Med OPD	4215 1990 ReferralNet: Geelong.Cardiology	
All other Cardiac services, including diagnostic testing, provided privately by <u>Geelong Cardiology Practice</u>			
<u>Neurosciences</u> Including diagnostic services Ph: 4215 0710	Med OPD	4215 0757 No ReferralNet	
Renal Services Ph: 4215 3500	Med OPD	4215 3595 No ReferralNet	
For urgent advice contact Senior Medical Registrar Ph: 1300 436 633 Please note referral criteria as listed in Referral for IV Iron Infusion Health Pathway			
1	Heart Failure, Rhythm, AF Clinics Ph: 4215 1955 All other Cardiac services, inclu privately by <u>Geelong Cardiology</u> <u>Neurosciences</u> Including diagnostic services Ph: 4215 0710 <u>Renal Services</u> Ph: 4215 3500 odvice contact Senior Medical h: 1300 436 633 e referral criteria as listed in IV Iron Infusion Health Pathwa	Cardiology Services (Public) Heart Failure, Rhythm, AF Clinics Ph: 4215 1955Med OPD diagnost and and an	

Heads of Medical Units

Clinical Director – A/Prof Andrew Hughes Medicine, Specialist Medicine & Emergency Medicine



Public Specialist Clinics – Surgical

Outpatient GP Hotline: 4215 1398

Surgical Clinics- Outpatient Department Fax 4215 1383 | ReferralNet (BH Outpatients)

Surgical OPD referral template available

- ENT
- General Surgery (Incl. Breast)
- Neurosurgery **Limited access**
- Oral Maxillofacial
- Ophthalmology
- Paediatric Surgery
- Plastic Surgery
- Urology
- Vascular Surgery

Individual referral templates available

- Colonoscopy
- Gastroscopy
- Orthopaedic (incl. Fracture Clinic)
- Paediatirc Hip Dysplasia/Clubfoot
- Pain Management

Women's Health Surgical Services				
Clinic	Template available	Fax		
Colposcopy	Colposcopy template	4215 1383 or ReferralNet		
Gynaecology	Surg OPD	4215 1383 or ReferralNet		
Pelvic Floor Assessment	Surg OPD	4215 1383 or ReferralNet		
Persistent Pelvic Pain Clinic	Surg OPD	4215 1383 or ReferralNet		
Choices Clinic (STOP)	Gynae	Contact via Social		
Surgical termination only	Choices template	Work		
Referral to be received	template	Ph: 4215 0777		
before 12 weeks		Fax: 4215 0806		
 >14/40 referred to 		No ReferralNet		

Heads of Surgical Units

Clinical Director : Mr Simon Williams – Surgical and Critical Care



Maternity Services Director Women's Services: Dr Geraldine Masson

Contact 0&G registrar via Barwon Health Switch 4215 0000

Clinic	Notes	Referral template	Fax
<u>Pregnancy Care Clinic – PCC</u> Ph: 4215 1398	 Seen 12-16 weeks. Collaborative continuity of care (see next page for Model of Care options) Ensure referral made as soon as booking bloods and dating scans confirm viability 	Pregnancy Care template available	4215 1383 ReferralNet BH Outpatients
Obstetric Specialty Clinics	Fetal medicinePre Term birthPerineal Trauma	Pregnancy Care template available	4215 1383 ReferralNet BH Outpatients
Early Pregnancy Assessment Unit (EPAS) EPAS Midwife: 0481 483 007 M-F 9am-5pm	Must have USS<14/40	EPAS template available	4215 2086
Maternity Assessment Unit MAU Midwife: 4215 2066 M-F 8am-8pm Sat 11am-8pm	 Pregnancy only complications from 16 week gestation Up to 28 days post natal 	GP must call if referring	4215 2086

Maternity Services

Pregnancy Care Clinic models of care

- Midwifery Care (MWC) Regular Midwifery care throughout antenatal period, working with PCC clinicians
- Midwifery Group Practice (MGP) Group Midwifery Care throughout antenatal labour and postnatal care at home
- GP Shared Care Credentialed GP with Barwon Health providing antenatal care for low-risk women
- Midwifery Shared Care Credentialed GP with Barwon Health providing antenatal care for low-risk women
- **Chemical Dependence Unit** a midwife in conjunction with the Obstetrician provides antenatal care for women with alcohol and/or drug use

Community clinics – First appointments

- The HUB (University Hospital Geelong)
- Sydney Parade
- Barwon Health North
- Drysdale
- Anglesea
- Torquay
- Belmont

Credentialing for Antenatal Shared Care https://www.barwonhealth.org.au/healthprofessionals/health-practitioner-credentialing

Maternity Services Coordinator **Ph:** 4215 2055 Medical Workforce Unit **Ph:** 4215 0559

Victorian Public Fertility Service- satellite service provided by Royal Women's Hospital All referrals must be made to RWH. For information Liaison Nurse on 0478 853 500 | pfs@barwonhealth.org.au

Paediatric Services

Director Paediatrics: Dr Kate McCloskey

@ University Hospital Geelong

UHG Paediatric Clinics Ph: 4215 1680 | Fax: 4215 1685 (*No ReferralNet*)

Barwon Regional Adolescent and Child Health Shared-Care Clinic (BRANCHS) (Dr Lawrence Grau)

- General medical & behavioural referrals for patients < 18years
- Service runs using a shared care model, including GP co-prescribing for ADHD stimulants

Paediatric Outpatient (BRANCHS) referral template available

•Paediatric Immunisation Clinic (Dr Jane Standish) *No current referral template- please write letter

•Hearing Loss/BEACH Clinic (Dr Lawrence Gray/Dr Marguerite Fulton) *Referral post ED presentation only

Other Paediatric Specialist Clinics provided by visiting RCH specialists. **No direct GP referral.** Please contact 4215 1680 for more information

Paediatric Surgical Clinics

- •Orthopaedics- Development Hip Dysplasia / Clubfoot (Mr Richard Angliss). DDH/Clubfoot referral template available
- •General Surgery (Dr Joe Crameri) & Urology (Dr Mike O'Brien) Use Surgical OPD referral template

Paediatric Services

McKellar Kids Rehab	Ph: 4215 5314 Fax: 4215 7795 or ReferralNet (BH CHRIAS) Community Health & Rehab template available
Victorian Paediatric Rehabilitation Service (VPRS)	Young Adults Transition Services (YATS)
Specialist rehabilitation for children and adolescents who have	Supporting young people aged 14 to 25 years who
experienced neurological injury or recent surgical/medical	are transitioning from paediatric to adult health
intervention. Services also provides a tone management program	services, and who require a coordinated approach
for young people with cerebral palsy	to health transition

Child and Family Health Services @ Barwon Health North

Health NorthPh: 4215 8000Fax: 4215 7795 or ReferralNet (BH CHRIAS)BHN Child and Family Services referral template available

- Pre-primary school age children residing in Northern Suburbs postcodes 3212, 3213, 3214, 3215
- Multidisciplinary developmental therapy and services. No medical referrals
- GP referral is required to access Paediatrician

Head of service- Dr Chris Cooper

<u>Referral templates</u>

Cancer Services

Director: A/Prof Philip Campbell

Andrew Love Cancer Centre

9am-5pm Mon-Fri Ph: 4215 2700 (office hours) After hours: Contact Medical Oncology Registrar via Switch 4215 0000

Head of Unit- Haematology: Dr Hannah Rose | Head of Unit- Medical Oncology: Dr David Campbell Head of Unit- Radiation Oncology: Dr Madhavi Chilkuri

Referrals:

ALCC referral template available. No ReferralNet

Chemotherapy	Fax: 4215 2743
Haematology	Fax: 4215 2743
Radiotherapy	Fax: 4215 2836

Other services

Fax: 4215 2836

- Cachexia Clinic
- Genetics Clinic
- Psychology Clinic
- Psych-Oncology Clinic
- Lung Tumour Multidisciplinary Clinic
- Breast Tumour Multidisciplinary Clinic
- Tumor Streamed Multidisciplinary meeting

Cancer Nurse Assessment Clinic Ph: 4215 2732

- Coordination of complex multidisciplinary care
- Symptom management Psychological Support
- Pre-treatment and ongoing education

Tumour Streams

- Lung, Brain
- Melanoma, Head and Neck
- Colorectal, Upper GI
- Prostate
- Breast
- Haematology
- Lymphoma

<u>Referral templates</u>

Barwon South West Public Health Unit (BSWPHU)

Director of Public Health Unit- Professor Eugene Athan

Key activities

- Follow up and management of notifiable conditions
- Health protection and public health promotion activities
- Communicable disease surveillance, epidemiology and research
- Barwon Health Immunisation service

Covid-19 Remote Patient Monitoring

- Delivered through the Barwon Health Remote Patient Monitoring service
- Eligibility criteria applies
- All information at <u>WestVic Health Pathways- COVID-19</u>
 <u>Referrals and Escalation of Care</u>

Ph: 4215 7733 | Fax: 4215 4991 PHU Registrar (Anti-viral advice): 0481 456 965



Contact the PHU Ph: 4215 4000 Email: <u>phu@barwonhealth.org.au</u> <u>www.bswphu.org.au</u>

Sub-Acute Specialist Clinics @McKellar

<u>Specialist Services</u>	 Continence Clinic (Dr Adrian Low) Motor Neurone Disease Clinic (Dr Paul Talman) Prosthetics & Orthotics Service McKellar Kids Rehab- Victorian Paediatric Rehabilitation & Young Adults Transition Services (Dr Therese Clark)
<u>Diagnostic Clinics</u>	 Cognitive Dementia and Memory Service (Dr Adrian Low) -Memory Clinic referral template available Community Geriatric Clinic (Dr Adrian Low) Concussion Clinic (Dr Daniela Micheletto) Falls and Balance Clinic Spasticity Management Clinic (Dr Daniela Micheletto)
Referral details	 Refer via Information & Access Unit Ph 4215 7700 Fax: 4215 7795 ReferralNet (BH CHRIAS) Community Health & Rehabilitation referral template available

Referral templates

Community Rehabilitation Centre (CRC)

<u>McKellar CRC</u>		Belmont CRC	<u>Sunrise Centre</u> _(GMHBA Stadium)
 ABI & Multi-Trauma Rehab Amputee Rehab Geriatric Evaluation & Management (GEM) Neurology Rehab Orthopaedic Rehab Pulmonary Rehab 		Geriatric Evaluation & Management (GEM) Neurology Rehab Orthopaedic Rehab Pulmonary Rehab Vestibular Rehab	 Cardiac Rehab Oncology Prehab & Rehab
Spinal RehabVestibular Rehab			
*No direct referral available for standalone hydrotherapy- refer for Physiotherapy Assessment. Hydrotherapy may be provided as part of an integrated physiotherapy program through Rehabilitation or Health Independence Programs.		GEM @Home Multidisciplinary care and reh provided in the home for peo Ph: 4215 6080	

Refer via Information & Access Unit Ph 4215 7700 | Fax: 4215 7795 | ReferralNet (BH CHRIAS) Community Health & Rehabilitation referral template available

Specialist Services @McKellar

Geriatric In-reach	 Geriatrician Residential In-reach and Visiting Service (Dr Boon Ng) Ph: 4215 5569 Fax: 4215 6386 Regional Residential Geriatric Telehealth Clinic (Dr Lisa Mitchell) Ph: 4215 5569 Fax: 4215 7795
<u>Palliative Care</u>	 Community, @Home and Inpatient services (Dr Peter Eastman) Ph: 4215 5700 Fax: 4215 6390 or ReferralNet (BH.PalliativeCare) Palliative Care referral template available
<u>Barwon Regional Aged Care</u> <u>Assessment Service</u> <u>(BRACAS)</u>	 Online referral only via <u>My Aged Care</u> Ph: 1800 200 422 For advice, contact Barwon Health Aged Care Services Ph: 4215 5610

Referral templates

Allied Health Specialist Clinics

<u>Allied Health Services</u> UHG - Ph: 4215 0826 Fax: 4215 0833 McKellar and Community Sites - Ph: 4215 7700 Fax: 4215 7795				
Audiology	 Including: Adult and Paediatric Audiology Barwon Vestibular Assessment Service (Audiology and Vestibular Physiotherapy assessment) Audiology referral template available 	UHG McKellar		
Speech Pathology	 Including: Dysphagia Clinic Paediatric Speech Pathology Voice Clinic (incl. Gender Affirming Voice service) Community Health and Rehab referral template available 	UHG/McKellar/CHCs UHG UHG		
Paediatric Physiotherapy	• Outpatient service for infants and children with musculoskeletal conditions (such as torticollis) or delay in motor development	UHG		

Other Allied Health disciplines provided through specialist clinic and community health services: Dietetics - Occupational Therapy - Physiotherapy - Podiatry - Psychology - Social Work

Community Health Services

Allied & Primary health | Community Nursing | Dental | Diabetes education | Carer Respite | Social supports Smoking Cessation | Immunisation | Needle & Syringe program | Refugee Health | Planned activity groups

<u>Community Health sites</u>		
Anglesea	Ph: 4215 6700	
Belmont	Ph : 4215 6800	
Corio	Ph: 4215 7100	
Newcomb	Ph: 4215 7520	
Torquay	Ph: 4215 7800	
Barwon Health North	Ph: 4215 8000	

Community Dental Services

- •General dentistry, emergency care, denture care
- •Children up to 18 years eligible for public general and emergency dental care- no fees apply
- Adult healthcare and pension concession card holders eligible for public dental care- fees apply
- Priority care access applies for eligible groups

Barwon Health North Ph: 4215 7240 | Belmont Ph: 4215 6972 |Newcomb Ph: 4215 7620 | Wathaurong Ph: 5277 2038 (ATSI clients only)

All referrals to Community Health Services via Information & Access Unit Ph 4215 7700|Fax: 4215 7795 | ReferralNet (BH CHRIAS) Community Health & Rehabilitation referral template available

Community Health Services

<u>Community Nursing Services</u>	<u>Complex a</u>	and chronic care services
 Acute and chronic wound care Catheter and Stoma support and education Continence support Diabetes education Hygiene assessments Medication assessment Palliative care support Post-acute care 	Barwon Health Connected Care / Hospital Admission Risk Program (HARP)	 Chronic illness, complex healthcare and/or social needs Care coordination and support Support for health literacy Remote patient monitoring for clients with Chronic Heart Failure and COPD Nursing led service with links to specialist medical supports
Belmont Ph: 4215 7735 Corio Ph: 4215 7736 Newcomb Ph: 4215 7712 Community Nursing referral template available	Ph: 4215 7700 Fax: 4215 7795 Re HARP/Connected Ca	ferralNet (CHRIAS) re referral template available

Advanced Care Planning

Service works with individuals, families and healthcare providers to identify the individual's values and preferences regarding their healthcare and medical treatment, and to document these in an Advance Care Directive.

Ph: 4215 7700 | Fax: 4215 7796 | ACP referral template available

Referral templates

Mental Health, Drugs & Alcohol Services (MHDAS)

Clinical Director MHDAS- Professor Steven Moylan

<u>MHDAS Phone Triage Team</u> Ph 1300 094 187 *Available 24/7*

GPs encouraged to call for all urgent referrals

ReferralNet: BH.Mental.Health \ Fax: 4215 2590 MHDAS referral template available

Acute Intervention services

- Swanston Centre Acute Inpatient Unit
- McKellar Wellbeing Unit (50 years+)
- Hospital in the Home
- Community Outreach
- Prevention & Recovery Centre (PARC)

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<u>Mental Health & Wellbeing Local</u> Community mental health and wellbeing support for clients 26 years+ with mental health and/or substance use concerns

Ph 1800 573 151

•GP referral not required but welcome •No crisis support (contact BH MHDAS Triage)

Mental Health, Drugs & Alcohol Services (MHDAS)

MHDAS Continuing Care	(Community) Services

 Child and Adolescent Mental Health Service (CAMHS) Jigsaw- Youth Mental Health (Geelong, Colac, Corio) Headspace Colac 	Up to 15 years 16-25 years 12- 25years	
 Adult Community teams- Belmont, Colac, Corio, Newcomb, Surf Coast Community Rehabilitation Facility (Belmont) Aged Community Mental Health service (McKellar Centre) 		
Drugs and Alcohol Services (DAS)- including Harm Reduction Services		
Eating Disorder Service (EDS) O-25 (Child & Youth service), 26+ (EDS)		
Eating Disorder service referral template available		
Therapy Services (Psychotherapy services, Peer work, Recovery services)	16+ years	
Clozapine Program	Adult service	

Referrals for all services via MHDAS Access Team Ph: 1300 094 187 | ReferralNet: *BH.Mental.Health* | Fax: 4215 2590 *MHDAS referral template available*

Referral templates

Barwon Health GP Help Desk



Barwon Practitioner Portal

Update your practice details with Barwon Health <u>https://barwonpractitioners.org.au/</u>

② Email us to subscribe to our monthly newsletter GP Link

<u>GP Liaison Unit – GPLU</u>

- GP Consultant Dr Jeff Urquhart
- Program Manager Dom Roussety
- Program Support Officer– Kim Sutton
- Project Officer Sandra Lowther