Barwon Health Service and Referral Guide

For General Practice - 2024

GP Liaison Unit

4215 8845 Mobile: 0481 463 919

🔒 Fax: 4215 0453

☑ Email: gpfeedback@barwonhealth.org.au

Level 1 St Mary's Hall, 190 Myers St Geelong



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 quide 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.



Directory - Quick Contacts

Barwon Health Switchboard: 4215 0000

	PHONE	FAX
GP Liaison Unit_*M-F 9am-4pm*	4215 8845	4215 0453
Health Information Services	4215 1170	4215 1242
Emergency Department_*GP HOTLINE*	4215 0136	4215 0214
Mental Health, Drug & Alcohol- Access & Triage Team	1300 094 187	4215 2590
Outpatient Department *GP HOTLINE*	4215 1398	4215 1383
Elective Surgery Access Unit	4215 1627	
Gen Med Early Access Consultant *M-F 9am-430pm*	0468 661 127	4215 1546
Medical Day Stay Unit (Gen Med Reg)	1300 436 633	4215 2301
Women's & Children's Services		
Pregnancy Care Clinic Maternity Assessment Unit Choices Clinic (Social Work) Paediatric Clinic	4215 1398 4215 2066 4215 0777 4215 1680	4215 1383 4215 2086 4215 0806 4215 1685
Barwon Health North (Inc. Urgent Care Centre)	4215 8000	4215 8086

	PHONE	FAX
Andrew Love Cancer Centre	4215 2700	4215 2743
Cardiology Services	4215 1955	4215 1990
Neuroscience Department	4215 0710	4215 0757
Renal Services	4215 3500	4215 3595
Community, Rehabilitation & Allied Health Services (Info & Access)	4215 7700	4215 7795
McKellar Centre	4215 5200	4215 6390
Palliative Care Services Disability Liaison Office Allied Health- UHG	4215 5700 0434 856 014 4215 0826	4515 0833
Barwon South West Public Health Unit	4215 4000	
Aboriginal Health Unit	4215 0768	
Barwon Medical Imaging	4215 0300	4215 0447
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

<u>Barwon Acute Referral Service (BARS)</u> 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

- Fracture S
- 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

Public Specialist Clinics – Medical

Outpatient GP Hotline: 4215 1398

<u>Medical Clinics- Outpatient Department</u>
Fax 4215 1383 | ReferralNet (BH Outpatients)

Medical OPD referral template available

- Dermatology
- Endocrinology
- Gastroenterology
- General Medicine
- Infectious Diseases
- Liver Clinic
- Refugee Health Clinic
- Respiratory (No sleep study service)
- BRaSH Clinic (Barwon Reproductive and Sexual Health Clinic)
- Diabetes Referral Centre (separate referral template)

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>			
Neurosciences Including diagnostic services Ph: 4215 0710	Med OPD	4215 0757 No ReferralNet	
Renal Services Ph: 4215 3500	Med OPD	4215 3595 No ReferralNet	

Referral for IV Iron Infusion Medical Day Stay Unit (MDSU) For urgent advice contact Senior Medical Registrar Ph: 1300 436 633 Please note referral criteria as listed in Referral for IV Iron Infusion Health Pathwau Fax: 4215 2301 No ReferralNet Use Medical OPD template

Heads of Medical Units

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



Public Specialist Clinics – Surgical

Outpatient GP Hotline: 4215 1398

<u>Surgical Clinics- Outpatient Department</u> 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 Surgeru
- Urology
- Vascular Surgery

Individual referral templates available

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

<u>Women's Health Surgical Services</u>			
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 Choices	Contact via Social Work	
Surgical termination only	template	Ph: 4215 0777	
 Referral to be received before 12 weeks 		Fax: 4215 0806	
 >14/40 referred to Melbourne 		No ReferralNet	

Heads of Surgical Units

Clinical Director: Mr Simon Williams – Surgical and Critical Care

Anaesthesia & Perioperative Medicine Dr Dean Dimovski	Oral & Maxillofacial – Mr Amish Patel
Cardiology - A/Prof Chin Hiew	Orthopaedics - Mr Kevin Eng
Cardiothoracic Surgery- Mr Michael Rowland	Otolaryngology - Mr Michael Borschmann
General Surgery - Mr Sonal Nagra	Pain Management - Dr Louise Brennan
Gynaecology - Dr Tony Ma	Plastic & Reconstructive - Mr Fraser Gilmour
Intensive Care - Dr Claire Cattigan	Urology - A/Prof Richard Grills
Ophthalmology - Dr Leisha Riddington	Vascular - Mr Mayur Krishnaswamy

Maternity Services Director Women's Services: Dr Geraldine Masson

Contact O&G registrar via Barwon Health Switch 4215 0000

Clinic	Notes	Referral template	Fax
Pregnancy Care Clinic – PCC 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

<u>Victorian Public Fertility Service</u>-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 Gray)

- 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)

Specialist rehabilitation for children and adolescents who have experienced neurological injury or recent surgical/medical intervention. Services also provides a tone management program for young people with cerebral palsy

Young Adults Transition Services (YATS)

Supporting young people aged 14 to 25 years who are transitioning from paediatric to adult health services, and who require a coordinated approach to health transition

Child and Family Health Services @ Barwon Health North

Ph: 4215 8000

Fax: 4215 7795 or ReferralNet (BH CHRIAS) BHN Paediatric 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 and child Psychiatrist
- Head of service- Dr Chris Cooper

Cancer Services

Head of Unit- Haematology: A/Prof Phillip Campbell Head of Unit- Medical Oncology: Dr David Campbell

Andrew Love Cancer Centre

9am-5pm Mon-Fri

Ph: 4215 2700 (office hours)

After hours: Contact Medical Oncology Registrar via Switch 4215 0000

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

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>
 Referrals and Escalation of Care

Ph: 4215 7733 | Fax: 4215 4991

PHU Registrar (Anti-viral advice): 0481 456 965



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

Sub-Acute Specialist Clinics @McKellar

Specialist Services

- 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)

Diagnostic Clinics

- 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

Community Rehabilitation Centre (CRC)

<u>McKellar CRC</u>	<u>Belmont CRC</u>	<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 Rehab Vestibular 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 Na)
 Ph: 4215 5569 | Fax: 4215 6386
- Regional Residential Geriatric Telehealth Clinic (Dr Lisa Mitchell) Ph: 4215 5569 | Fax: 4215 7795

Palliative Care

- •Community, @Home and Inpatient services (Dr Peter Eastman)
- •Ph: 4215 5700
- •Fax: 4215 6390 or ReferralNet (BH.PalliativeCare)
- Palliative Care referral template available

Barwon Regional Aged Care
Assessment Service
(BRACAS)

- •Online referral only via My Aged Care
- •Ph: 1800 200 422
- •For advice, contact Barwon Health Aged Care Services Ph: 4215 5610

Allied Health Specialist Clinics

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Allied	гнеа	ITN S	ervices

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

Belmont Ph: 4215 6972 | Corio Ph: 4215 7240 | 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

Community Nursing 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

Belmont Ph: 4215 7735 | Corio Ph: 4215 7736 | Newcomb Ph: 4215 7712 Community Nursing referral template available

Complex and chronic care services

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

Ph: 4215 7700

Fax: 4215 7795 | ReferralNet (CHRIAS)

HARP/Connected Care 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

Mental Health, Drugs & Alcohol Services (MHDAS)

Clinical Director MHDAS- Professor Steven Moulan

MHDAS Phone Triage Team 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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Mental Health & Wellbeing Local
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) 	16-65 years 18-64 years 65+ years
Drugs and Alcohol Services (DAS)- including Harm Reduction Services	16+ years
• Eating Disorder Service (EDS) 0-25 (Child & Youth se	rvice), 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

Barwon Health GP Help Desk

Mon-Fri 9am-4pm Ph: 4215 8845 apfeedback@barwonhealth.org.au

- Patient reports
- Service & referral enquiries
 - Clinical handover issues
- Secure messaging support

Barwon Practitioner Portal

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

<u>## Email us</u> to subscribe to our monthly newsletter *GP Link*

GP Liaison Unit – GPLU

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