Pathways for COVID-19 positive patients – East, North East and South East Melbourne

DHHS and Safer Care Victoria (SCV) have worked with the health sector and clinical leaders to develop comprehensive and consistent COVID-19 +ve care pathways for all Victorians who receive a COVID-19 +ve diagnosis.

In particular, the pathways will provide additional support to low risk COVID-19 +ve patients and their treating GP.

This document provides an overview of the pathway and the support East Melbourne Primary Health Network (EMPHN) can provide to general practices.

The pathway is designed to provide safe, high quality care, including community-based care for low risk COVID-19 positive patients, with escalation mechanisms to higher levels of care if required.

DHHS provides daily notifications of COVID-19 +ve patients to major Hospitals.

The hospitals in partnership with community health services will be contacting, consenting and enrolling patients into the pathway and performing a primary assessment.

The assessment process will allocate patients into a low, medium or high risk category.

Low risk clients will be referred to General Practice for management, medium and high risk clients will be managed by the Hospitals.

General practitioners will receive communication from the LHN or Community Health requesting involvement in managing their own low risk COVID-19 +ve patients. EMPHN will also be advised of the practices in the catchment with positive cases. EMPHN will not receive patient details at any stage.

Once notified, a practice facilitator will contact your practice to provide support on the model, including how to access health pathways, use of MBS items, support on data collection and transfer. This information sheet provides you with an overview of resources that will assist practices involved in the model.

Overview of care pathway

Key stages in the pathway, the GP role, escalation processes and key contacts are included in specific pathways on HealthPathways Melbourne.

Eastern Pathway (Eastern Health)   https://melbourne.healthpathways.org.au/787353.htm

North East Melbourne (Austin) https://melbourne.healthpathways.org.au/788718.htm

South East Melbourne (Monash)
https://melbourne.healthpathways.org.au/index.htm?13454.htm

HealthPathways Melbourne

HealthPathways Melbourne is the best place to find up-to-date clinical advice plus local referral information during the coronavirus pandemic. HealthPathways has a suite of pathways to support the assessment and management of COVID-19:

- COVID-19 Practice Management
- COVID-19 Assessment and Management
- COVID-19 Assessment and Management in Aged Residential Care
- COVID-19 Child Assessment and Management
- COVID-19 Referrals and Referral Advice
- COVID-19 Information
- COVID-19 Impact on Local Services
- COVID-19 Recent Changes

To access HealthPathways Melbourne visit: melbourne.healthpathways.org.au

If you don't already have access to HealthPathways you can send a request to
info@healthpathwaysmelbourne.org.au

EMPHN Website - up to date COVID-19 information

Visit covid-19-ve-care-pathways for information on briefing/education sessions related to the Eastern and North East specific pathways.

For the latest COVID-19 information including summaries of DHHS updates, useful links, contact numbers and recent news for general practice.

Support to schedule telehealth monitoring

Depending on the volume of cases in your practice you may decide to allocate a nurse to act as coordinator for these patients, or to set up a reminder system to manage the call schedule. The EMPHN practice support team can assist with setting this up.

Resources for patients

Visit dhhs.vic.gov.au/coronavirus and health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources for the latest patient resources from the Victorian and Australian governments.

Key contacts

EMPHN

Contact the practice support team on practicesupport@emphn.org.au

DHHS

Telephone line to reach the DHHS public health unit in charge of contact tracing, isolation compliance and release from isolation: 1300 651 160.

Welfare support

If your patient is enrolled in the Covid +ve pathway, Community Health has completed an initial assessment of social and welfare needs, this service should be contacted if further support is required.

Alternatively, welfare support for COVID-19 positive patients can also be accessed by contacting the 24-hour DHHS coronavirus hotline on 1800 675 398. **Please note:** If you chose the health professional option you will go through to the national call centre for general information only (not specific to Victoria).

Feedback

We are keen to hear from practices who have feedback, concern or queries on how the model is working for you and your patients. Please email us: marie.gill@emphn.org.au
 or contact your practice facilitator.