

Living with COVID Home Visitation program - Referrer Guidelines

1. Program Overview:

This program will target COVID positive people living at home or in residential care, who need to have a clinical assessment face-to-face, where their usual GP does not have capacity or where a person does not have a managing GP. This includes coverage in both daytime (9am to 5pm) and in the after-hours (5pm to 11.59pm).

2. Who are your home visiting providers:

Provider:	National Home Doctors/24-7 Healthcare
Telephone:	03 8692 8568 –Reception/Intake
Email address:	EMPHN@24-7healthcare.com.au
Hours of Operation:	Mon to Friday – 8am to 11:59pm Saturday to Sunday - 8am to 8pm

3. Eligibility:

People referred to this program *must* meet the following eligibility criteria:

- Live at home or a RACF in the LGA's covered by the home visiting provider (*refer to provided postcode list*).
- Are COVID positive or have tested positive for COVID within the past 30 days.
- Do not have a regular GP, or their GP does not have the capacity to provide a face-to-face visit.
- Require care or treatment of COVID related symptoms and/or other care whilst needing to isolate.
- Are with or without a Medicare card.

4. How to make a referral to a home visiting provider.

Once the referrer assesses and confirms patient's eligibility and consent for this program the referrer is responsible for:

1. Contacting the home visiting provider via phone to advise of the referred patient's details including reason for referral, COVID status and patient's address;
2. Advising the patient to expect a call from the provider within the next hour.
3. Completing the PHN e-form via the link provided. [Living with Covid-19 Referral Form](#)

Note: *The home visiting provider is responsible for reporting the outcome of the visit back to patient's usual GP/referrer.*

5. Program Contact

If you have any questions on the program, please reach out to the living with COVID team at COVIDresponse@emphn.org.au or directly contact Thomas Perry on 03 9046 0334 (Mon-Fri).