

Endometriosis and Pelvic Pain (EPP) Care Navigator Service

Frequently asked questions for GPs and health professionals

AT A GLANCE

- Free and confidential service for women who were previously patients of former gynaecologist, Dr Simon Gordon.
- Self-referral or provider-supported referral accepted; no referral form is required.
- Care Navigators help women understand options, connect with services and coordinate next steps through their GP or appropriate care pathways.
- Care Navigators provide coordination and guidance only. They do not deliver clinical care or replace a person's GP.

What is the EPP Care Navigator Service?

The Endometriosis and Pelvic Pain (EPP) Care Navigator Service provides free, confidential support to help women understand their care options, connect with services and navigate appropriate pathways following concerns regarding the clinical practice of former Melbourne gynaecologist Dr Simon Gordon. The service is designed to support women in a trauma-informed, person-centred way, recognising that navigating care after a difficult or distressing healthcare experience can be challenging.

Who is eligible for the service?

The service is available to women who were previously patients of former gynaecologist, Dr Simon Gordon. Participation is voluntary and women can choose whether they would like to engage with the EPP Care Navigator service. Evidence of being a former patient is not required.

Does a patient need a confirmed diagnosis of endometriosis or pelvic pain?

No. Eligibility is based on being a former patient of Dr Simon Gordon, rather than having a confirmed diagnosis of endometriosis or pelvic pain. Evidence of a diagnosis is not required.

What support can an EPP Care Navigator provide?

- Help women understand available care options.
- Discuss individual needs and goals and support tailored planning.
- Assist with referrals and connections across primary care, specialist, allied health and mental health services.
- Work alongside GPs, specialist clinics and existing services to support a coordinated, person-centered care pathway.
- Provide a single, consistent point of contact and support a “no wrong door” approach to accessing care.

What is the role of the Care Navigator?

The Care Navigator provides care coordination and navigation support. Their role is to help women identify and access appropriate services and support pathways while working alongside existing healthcare providers.

Do Care Navigators provide clinical advice or treatment?

No. EPP Care Navigators do not provide clinical care, diagnosis, treatment, counselling or specialist medical advice. They complement, but do not replace, a woman's GP or treating healthcare team.

How does the service work alongside my role as a GP?

The service is designed to support GPs by helping patients navigate complex healthcare systems and access appropriate services. GPs remain central to a patient's ongoing clinical management and care planning.

How can I refer a patient?

Eligible women can self-refer by contacting their local EPP Care Navigator directly, or be connected to the service through a GP, another health professional, or the Endometriosis and Pelvic Pain Surgery Concerns Line. No referral form is required.

Can patients self-refer?

Yes. Eligible women can contact their local EPP Care Navigator directly by phone or email.

What happens after a patient contacts or is referred into the service?

Following a referral, a Care Navigator will contact the patient to complete an initial assessment and identify their needs, goals, barriers to care, and appropriate support and referral pathways.

A personalised care navigation plan will then be developed, which may include education, care coordination, advocacy, and referrals to relevant services.

Patients may also be invited to complete a Patient Reported Outcome Measure (PROM) at intake and discharge, and a Patient Reported Experience Measure (PREM) at discharge. Participation is voluntary and helps inform service evaluation and quality improvement.

What services can Care Navigators connect women to?

Depending on the woman's needs, Care Navigators may assist with access to general practice, specialist gynaecology services, public and private healthcare pathways, Endometriosis and Pelvic Pain Clinics, allied health services, mental health supports, community supports and other relevant services identified through care planning discussions.

What if a woman does not have a regular GP?

The Care Navigator can assist women to identify and connect with an appropriate GP and support them to understand available care pathways.

Can Care Navigators assist women who are distressed or experiencing healthcare-related trauma?

Yes. The service uses a trauma-informed approach and recognises that some women may have experienced distress, uncertainty or loss of trust in the healthcare system. Care Navigators can help women access appropriate supports, including mental health services where required.

What if a patient is looking for mental health support?

Care Navigators can help connect women with appropriate mental health supports and services. This may include community-based, PHN-funded, low-cost or private mental health services depending on the patient's needs, preferences and circumstances.

Is there a cost to access the EPP Care Navigator Service?

No. The EPP Care Navigator Service is free and confidential.

What is the Endometriosis and Pelvic Pain Surgery Concerns Line?

The Endometriosis and Pelvic Pain Surgery Concerns Line provide trauma-informed support, evidence-based health information and referrals for women affected by concerns regarding Dr Simon Gordon's clinical practice. The Concerns Line can also refer women to the EPP Care Navigator Service and one of the Endometriosis and Pelvic Pain Clinics.

Endometriosis and Pelvic Pain Surgery Concerns Line: (03) 9664 9330 | Monday to Friday, 9:00am–5:00pm

How can patients contact an EPP Care Navigator?

PHN region	Provider	Phone	Email
EMPHN – also servicing NWMPHN and SEMPHN catchments	Each	(03) 8827 3210	EPPCareNavigator@each.com.au
Gippsland PHN	Latrobe Community Health Service	1800 242 696	eppc@lchs.com.au
Western Victoria PHN	Kardinia Health	(03) 5202 9333	endo.navigators@kardiniahealth.com.au
Murray PHN	Bendigo Community Health Services	(03) 5406 1269	EEPCN@bchs.com

Who can I contact for further information?

For program-related enquiries or to discuss referral pathways, please contact:

Elleni Kaias

Statewide EPP Care Navigator Program Lead

Eastern Melbourne PHN

Elleni.Kaias@emphn.org.au

Note: All materials for this program should be approved by DHDA prior to distribution and publishing.