

REFERRAL GUIDELINES: Werribee Health Independence Program (HIP)

All clients referred to the Werribee HIP are assigned to a priority category based on their clinical need and related psychosocial factors. The examples given are indicative only and the clinician reviewing the referral will use their clinical judgement to determine the best service response for the client.

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In order for us to accept a referral, the referring GP's / Medical Specialists, Allied Health Clinician or nurse is required to provide:

Essential information

- Full name
- Address and phone numbers
- Date of birth
- Indigenous status
- GP details
- Health insurance details
- Preferred language and interpreter requirements
- Medicare number
- Mobility needs

Clinical

- Presenting problem and duration of symptoms/ problem
- Diagnosis or provisional diagnosis, if known
- Relevant medical history
- Relevant social history
- List of current medications
- Relevant recent investigation results
- Allergies or warnings
- Physical examination results, i.e. discharge summaries
- Management to date, response to treatment and parties involved

Referrer details

- Name, address and contact information
- Provider number
- Signature

Referral details

- Date of referral
- Requested service
 - Community Based Rehab
 - Complex Care
 - Pulmonary Rehab
 - Falls and Balance Clinic
 - Continence Clinic



**Essential
referral
content**

Enter as much information as possible on the HIP referral form, print and fax to **03 8754 3281**

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REFERRAL PROCESS: Werribee **HIP**

 **STEP 1**

Essential referral content will be checked. You will be contacted if further information is required.

Acknowledgement of referral receipt will occur within 24-48 hours.

 **STEP 2**

The Werribee HIP Access Unit will triage the referral according to clinical need.

This determines how long the client will have to wait for an appointment.

 **STEP 3**

Clients will be contacted within 5 business days of receipt of referral

GP will be notified of involvement of HIP.

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REFERRAL PROCESS: Werribee **HIP**

The clinical information provided in your referral will determine the triage category. The triage category will affect the timeframe in which the client is offered an appointment.

Community Based Rehabilitation (CBR)	Eligibility Criteria
<p>Community Based Rehabilitation (CBR) offers multidisciplinary assessment and treatment to clients over the age of 16 who are disabled, frail, chronically ill or recovering from surgery or traumatic injury, to achieve and retain the best function possible. It is time limited and does not offer maintenance therapy or case management. The therapists and client set rehab goals together and then work toward achieving them through the rehab program. The service can be delivered in the center or at a person's home. Access to the service is prioritised according to clinical need. Generally single discipline referrals are not accepted, exceptions include high priority Speech Pathology and some Physiotherapy</p> <p>As a specialist physiotherapy service we also offer vestibular physiotherapy.</p>	<ul style="list-style-type: none"> • Over 16yrs of age • Achievable rehab goals • Medically stable • Reside in catchment area or have significant history with WMH. Those out of region will not have home visits or transport subsidies via taxis.
Complex Care	Eligibility Criteria
<p>The Complex Care program is a short term care coordination service provided by multidisciplinary clinicians who supports people over 18 years of age with chronic disease and/ or complex needs to better understand and manage their health and social needs. The program provides goal-orientated strategies to self-manage their health including education specific to the client's medical condition.</p>	<p>Adults who have</p> <ul style="list-style-type: none"> • moderate to severe chronic disease • significant complex and psychosocial needs • frequently present due to complex social,

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- functional, psychological or environmental needs
- and who require short term care coordination

Pulmonary Rehabilitation

This program helps improve the well-being of people who have a chronic respiratory disease. It is run over 8 weeks with clients attending twice a week for two hours (1 hour education/ 1 hour exercise) Pulmonary Rehab also benefits people who need lung surgery, both before and after surgery.

Eligibility criteria

- Over 18 years of age
- Clients who have respiratory disease or an exacerbation of or complications of chronic respiratory disease
- A current LFT is required

Falls and Balance Clinic

- Specialist physiotherapy and occupational therapy assessment
- Information on appropriate falls prevention measures
- 8 weeks physiotherapy program

Eligibility criteria

- Adults who have experienced falls or near misses and reside in the Wyndham council area.
- Prioritise those who have had an injurious fall requiring medical attention/hospitalisation or those who have fallen twice or more without sustaining significant injury in the past 12 months.

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- Clinic also appropriate for those reporting significant fear of falling that is impacting on activities of daily living and/or restricting access to the community

Continence Clinic

Multidisciplinary team of continence clinicians (-continence nurse advisor, continence physiotherapist) who assess, develop management plans and work with adults with urinary and faecal continence issues and pelvic floor related issues

Additional information required on referral:

- Has patient been seen by anyone for this problem before e.g. urologist, RWH?
- Is the patient on any medication/ creams for this problem?
- Has the patient had surgery for this problem?

Adults with bladder, bowel or pelvic floor associated issues e.g.

- incontinence of urine or faeces,
- frequency,
- urgency,
- nocturia,
- constipation,
- prolapse,
- pelvic pain,
- failed trials of void,
- pain with voiding or defecation,
- voiding dysfunction.

Continence aid funding

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Residential in Reach Service

The objective of RIR services is to provide assessment and management (in appropriate circumstances) of acute medical conditions that would otherwise result in a resident of a residential aged care service (RACS) unnecessarily presenting to an emergency department or being admitted to hospital. RIR services are not intended to replace or substitute for the care that the resident's doctor or RACS has responsibility for providing.

Eligibility criteria

Clients have to be a resident of a recognised Aged Care Facility within the Werribee Mercy Hospital catchment area. Referrals may include (but not limited to) :

- Wound advice – acute only
- PEG tube issues
- IDC issues (including routine changes for males)
- Subcutaneous fluids and dehydration management.
- Intra-venous Antibiotics
- Medical assessment when GP not available and resident at risk of hospital transfer
- GP seeking hospital-type treatment in the facility i.e. HITH
- Assistance with Advanced Care and end of life care planning

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INTERPRETING SERVICES

A proportion of our clients have limited or no proficiency in English. In these cases, we engage professional interpreters for communication with our clinicians. To enable access to an appropriate interpreting service, please ensure that your referral includes information on the client's preferred spoken language and their need for an interpreter.