



December 2018

Welcome to the last edition of the Mercy Health Primary Care Liaison newsletter for 2018. This edition will feature a number of important updates about our health services, as well as practical information to facilitate our partnership with the primary care sector. We want to work with you to provide high-quality and safe care to the communities we serve.

It has been a massive year for Mercy Health, particularly with the expansion of Werribee Mercy Hospital which will enable us to deliver additional services for the ever-growing community. In this edition, we will introduce the Intensive Care Unit staff at Werribee Mercy Hospital and we look forward to introducing our other services and staff in future editions.

At Mercy Hospital for Women, we continue to welcome all maternity bookings, regardless of risk. We remain focussed on the demand in gynaecology specialist clinics and hope that many of you were able to join us at our November Gynaecology Workshop.

We are always looking for ways to improve the patient experience and recently started sending text message reminders to our patients in outpatient clinics. So far, the feedback from patients has been positive and we hope this will improve their experience of our services.



Finally, I would like to wish you a happy and safe festive season. We look forward to working with you in 2019 and continue strengthening our partnerships.

Natalija Nesvadba

Acting Program Director, Ambulatory,
Community & Allied Health
Mercy Hospitals Victoria Ltd



Accessing patient information

Requests for information by general practitioners and specialists

If you are a general practitioner or specialist clinician and require a copy of medical record information for mutual patients, please submit your request in writing on practice letterhead or with signed patient consent, where appropriate.

If you are sending through a request for information on practice letterhead, please clearly state the patient's full name, date of birth and the information required.

For more information, please visit our [Freedom of Information](#) web page.

SMS appointment reminder service now live

Mercy Health's Notification Manager, the new SMS appointment reminder service for patients, has been successfully rolled out for all outpatient clinics at Mercy Hospital for Women (Heidelberg) and Werribee Mercy Hospital.

SMS reminders are sent to patients up to seven days before appointments, giving them time to reschedule their appointment if required.

The SMS appointment reminder service will not only streamline our patient booking process, it will also improve service delivery to patients and minimise staff productivity losses caused by patients missing appointments.

Gynaecology services at Mercy Hospital for Women

Mercy Hospital for Women is committed to improving patient access to our gynaecology outpatient clinics. So we can triage your patients in a timely and appropriate manner, we ask that you review our pre-referral guidelines and referral templates to make sure all relevant information has been included.



For referrals to our Reproductive Medicine Clinic, particularly for infertility issues, we also require a referral for the patient's partner together with their semen analysis report.

If you require further clarification on clinical tests or information to be included in your referral, please do not hesitate to contact us. This will enable us to triage your patient appropriately.

Mercy Hospital for Women is experiencing high demand for gynaecology services. We have clear guidelines for patients classified as 'urgent'. To help us assess the urgency of your patients, please remember to include all of their relevant clinical information and results.

If you wish to speak directly to us about your patient, please do not hesitate to contact us on one of the following numbers:

- switchboard — 8458 4444 (please request to speak to the on-call registrar)
- Outpatient Clinics (9–5pm) — 8458 4215.

We would like to thank you for working collaboratively with us to ensure our patients experience appropriate care in a timely manner.

GP Education Program

Mercy Health continues to deliver first-class education to our primary care providers and, once again, the 2018 GP Education Program has delivered outstanding results. We are excited to announce that Mercy Health will hold an evening GP Education Program and a Shared Maternity Care Workshop during 2019. If there are particular topics that you would like us to cover, please do not hesitate to contact the Primary Care Liaison Unit, primarycare@mercy.com.au.

If you were unable to attend one of our recent education seminars presented by leading experts from Mercy Hospital for Women, you can now view them online at praxhub.com



- Shared Maternity Care annual workshop 2017
- Medications in pregnancy (CPD accredited — two points)
- Emergencies in women's health (CPD accredited — three points)
- Breastfeeding support and how we can support our dads (CPD accredited — three points)
- Immunisation and infection in pregnancy (CPD accredited — three points)
- Cervical screening and low-risk endometrial cancer follow-up care (CPD accredited — three points)

Primary Care Liaison Unit contacts

Our Primary Care Liaison Unit has offices at Mercy Hospital for Women (Heidelberg) and Werribee Mercy Hospital. This unit supports and develops communication between general practitioners, primary care providers and our hospitals.

All enquiries can be directed to Mercy Health Primary Care Liaison Unit Manager Caitlin Shaw at cshaw@mercy.com.au or 8458 4833.

Subscribe to Electronic Newsletters

If you would like to receive this newsletter directly to your inbox please [subscribe](#) to our mailing list.