



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.

As this is the last newsletter for the year, it is important to reflect on what a massive year it has been for Mercy Health. The expansion of Werribee Mercy Hospital to deliver additional services for the ever-growing community has been a significant milestone. 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 in Heidelberg 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 one of our recent education sessions.

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 that 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



Meet our new ICU team

The much-anticipated expansion of the Catherine McAuley Centre at Werribee Mercy Hospital opened in August, and with it a brand new eight-bed Intensive Care Unit (ICU). The new ICU boasts the latest generation equipment, floor-to-ceiling windows in every cubicle and abundant natural light. It also has a balcony that can manage a fully ventilated patient. The unit provides critical infrastructure for our rapidly growing community and allows critically ill patients to be cared for close to their home and family.

The Unit is led by Medical Director Dr Mainak Majumdar and Nurse Unit Manager Ms Joanne Pickford who bring a wealth of experience in intensive care to Werribee Mercy Hospital.

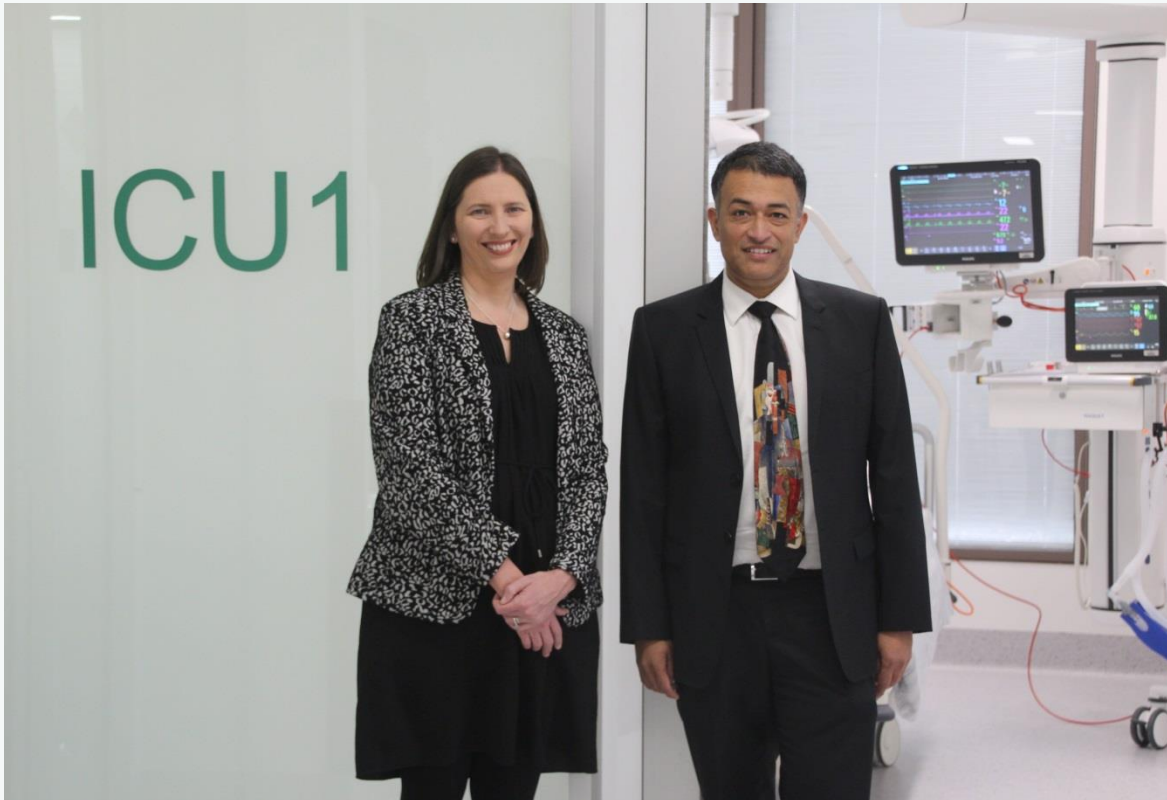
Dr Majumdar is a Foundation Fellow of the College of Intensive Care Medicine of Australia and New Zealand. He has an extensive background in emergency medicine, retrieval medicine and intensive care medicine across multiple jurisdictions in Australasia and overseas in diverse settings including rural, regional, metropolitan and tertiary teaching hospitals. He also has an active interest in postgraduate medical education and research.

“The ICU provides essential critical care services to the local community,” Dr Majumdar said. “This is an exciting opportunity to set up an intensive care service in Melbourne’s fastest growing area that is currently under-served in terms of access to acute healthcare. To be able to develop a service from scratch and be able to customise it to the region’s health needs in a supportive healthcare service is an absolute privilege.”

A Wyndham local, Ms Pickford has more than 24 years of nursing experience in Australia and overseas. She holds several postgraduate qualifications including intensive care, haematology and transfusion practices.

Ms Pickford said it is an honour to be given the opportunity to lead a team of medical, nursing and allied health specialists in the new ICU. “Being part of a new unit allows the recruitment of like-minded staff,” Ms Pickford said. “I’m hoping to build a team that is motivated, dedicated and passionate in providing the best standards of care for the local community, especially critically-ill patients, their families, carers and support networks.”

Werribee Mercy Hospital's ICU is working with Safer Care Victoria on quality improvement activities and was the pilot site for the *Standardised inotropes and vasopressor: implementation pilot*.



Werribee Mercy Hospital ICU Nurse Unit Manager Ms Joanne Pickford and Medical Director Dr Mainak Majumdar

Medical Day Stay Unit — new fax number

The fax number for the Medical Day Stay Unit at Werribee Mercy Hospital has been updated to the following: **8754 3535**. Please update your practice address book or fax machine accordingly.

A referral form with the new fax number has been forwarded to all local practices and will be uploaded to our web page shortly.

If you need any further information, please call 8754 3530 or visit the [Medical Stay Unit](#) web page.



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.



Palliative care 24-hour service now available

Mercy Palliative Care provides a community-based palliative care service to Melbourne city and its western suburbs. More than 1,060,000 people live in our catchment with over 600 patients currently requiring our specialised community-based care. Our aim is to accompany patients and their families at the end of life — physically, emotionally and spiritually.

On 9 April 2018, Mercy Palliative Care launched the specialised service which provides every patient with a palliative care nurse, accompanied by a personal care worker, at night. This means our specialist in-home palliative care is now a 24/7 service.

The service aims to:

- provide a high standard of patient-centred and holistic palliative care for individuals and their carers
- improve the patient experience by providing them with specialist care and accompaniment whenever they need it
- reduce patient waiting times for nursing visits
- reduce patient waiting times to speak to a nurse for telephone advice
- better-quality care for recently deceased patients and their families
- improved after-hours clinical handover.



For further information, please visit [Mercy Palliative Care](#)

For all referral information, please refer to our [Palliative Care Referral guidelines](#)

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.

Calling the Admitting Officer before referring to the Emergency Department

The Werribee Mercy Hospital Emergency Department (ED) manages more than 700 patient attendances a week. To assist in the care of shared patients, GPs are encouraged to **call our ED Admitting Officer on 8754 3000** to discuss the patient's acuity, treatment options and the most appropriate health service before sending them to ED.

Communicating with our ED Admitting Officer will also help to manage the patient's expectations if they are referred to the department.

Our clinical team wants your patient to receive the best care.

Mercy Health is now delivering online education for GPs

Mercy Health's education seminars, presented by our leading experts from Mercy Hospital for Women, are now available 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)



Grand Rounds

GPs are always welcome at our **grand rounds** every Friday at 12.30pm.

If you would like a weekly update on topics and presenters, please contact our Medical Educator on 8754 3434.

Primary Care Liaison Unit contact

Our Primary Care Liaison Unit has offices at Mercy Hospital for Women (Heidelberg) and Werribee Mercy Hospital.

The Primary Care Liaison Unit supports and develops communication between general practice, primary care providers and our hospitals. We would like to take this opportunity to thank Jeanette Cameron for her hard work and contribution to the Primary Care Liaison Unit. Jeanette remains at Mercy Health in a new role as Project Director, Family Violence, Child Safety Standards. We wish her the very best in her new role.

While we recruit for this position, all enquires can be directed to primarycare@mercy.com.au or 8754 3497.