

December 2019

Update from the Program Director

Welcome to the final edition of the *Mercy Health Primary Care Liaison Newsletter* for 2019. We thank you for your partnership throughout this year.

Connection with our primary care partners remains a priority for us. Our strong partnerships with you will facilitate the best experiences and outcomes for our patients throughout their care journey. We continue to welcome any feedback you have about how we can improve the way we work with you to ensure the continuum of care for patients is well supported.

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.

Mercy Health would like to wish you a happy and safe festive season. We look forward to working with you in 2020 and continuing to strengthen our partnership.

Erin Wilson

Program Director, Ambulatory, Community and Allied Health
Mercy Hospitals Victoria Ltd

Mercy Health website updates

Your feedback has informed some exciting changes to the Mercy Health website. We now have a [refer a patient](#) hub, which provides key resources and advice for you to use in your practice. This includes:

- referral templates for GP practice software (BestPractice, ZedMed and MedicalDirector)
- referral contacts, including phone and fax numbers for key areas



- minimum referral requirements
- referrer responsibilities
- Medicare Benefits Schedule clinics listing
- access prioritisation and waitlisting.

We are also updating our [clinics and services](#) listing to ensure the information for health professionals is relevant for referrals to that clinic or specialty service. Please look for the 'For health professionals' tab (pictured below).

Gynaecology clinics

Mercy Hospital for Women

Our gynaecology clinics at Mercy Hospital for Women run from Monday to Friday, offering a broad range of services dedicated to the health and wellbeing of women of any age.

Overview	Getting here	Your appointment	For health professionals
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+ For health professionals

Mercy Hospital for Women provides diagnosis, care and consultancy for a broad spectrum of gynaecological issues. Our gynaecology team (nurses and

We encourage you to bookmark the [refer a patient](#) page, our [clinics and services](#) page and our [primary care liaison](#) page.

Please continue to provide us with feedback by email primarycare@mercy.com.au* or phone 8458 4833.

**Do not share private patient information via email.*



Working collaboratively with our primary care providers

Safer Baby Bundle Handbook and Resource Guide

Reducing infant stillbirth and morbidity should be a focus for all providers of pregnancy care. We should be working collaboratively to ensure we are well informed and enabling the best care outcomes.

The Centre for Research in Stillbirth Excellence provides health practitioners with important information on its website stillbirthcre.org.au about preventing stillbirth.

Resources include:

- the [Safer Baby Bundle Handbook and Resource Guide](#)
- [patient information brochures](#), which can be downloaded, printed and displayed in your practice
- [education modules](#), which you can complete to refresh your knowledge.

Please take the time to review this important information.

Some particular areas to look out for include:

- smoking cessation
- fetal growth restriction
- decreased fetal movements
- side sleeping
- timing of birth.

As part of working collaboratively, Mercy Hospital for Women and Werribee Mercy Hospital are ensuring their clinical practices align with this information and enable the best care outcomes.

For more information, please visit [Safer Baby](#) and [Stillbirth Centre of Research Excellence](#).

What's happening around our health services



The Mercy Health Breastmilk Bank

The Mercy Health Breastmilk Bank satellite site at Monash Children's Hospital in Clayton opened in early June, becoming our first established satellite site. The Royal Children's Hospital site launched in early October and The Royal Women's Hospital site is due to open before the end of the year.

As we can now accept breastmilk donations from mothers who have had their babies at any of these hospitals, more vulnerable babies in Victoria will be receiving pasteurised donor milk.

If you would like to display a Mercy Health Breastmilk Bank poster in your practice, contact milkbank@mercy.com.au

For more information, visit [Mercy Health Breastmilk Bank](#).

Strengthening Hospital Response to Family Violence

Mercy Health once again participated in the 16 Days of Activism against Gender-Based Violence as part of our Strengthening Hospital Responses to Family Violence (SHRFV) project.

SHRFV was developed after the 2015/16 Royal Commission into Family Violence, with the aim to strengthen the way health services respond to patients and staff who may be experiencing this health issue.

The 16 Days of Activism against Gender-Based Violence global initiative was a time for Mercy Health to reflect on the positive difference we can make in our community.

This year, events and presentations by local family violence agencies were held at both Mercy Hospital for Women and Werribee Mercy Hospital. Trees of Hope were



on display and staff were asked to pick a leaf from the trees, each of which carried an important message about family violence, for them to discuss with families, friends and colleagues.

For more information, please contact shrfv@mercy.com.au

Specialist clinics reform

From 1 November 2019, Victorian health services are required to use the published [Statewide Referral Criteria for Specialist Clinics](#) to assess all new adult referrals for ENT, vascular and urology. The same will apply to neurology, gynaecology and gastroenterology from 1 February 2020.

Where mandatory referral criteria has not been included in the referral, you will be notified and directed back to the [Statewide Referral Criteria for Specialist Clinics](#) and [HealthPathways](#) to help you provide a complete referral.

Mercy Health is finalising internal processes to ensure a smooth transition to the statewide referral criteria and the new specialist clinics access policy. The Primary Care Liaison team is leading this project for Mercy Health.

Shared maternity care: re-credentialing of shared maternity care provider for 2020–22

Shared maternity care providers are required to demonstrate ongoing education in pregnancy and postnatal care during 2017–19 to re-credential for the 2020–22 triennium. Ten category-two CPD points (five hours) in pregnancy and postnatal care education are required as a minimum.

Key dates to re-credential for 2020–22

- **2 September 2019 (overdue):** register to re-credential via TryBooking (link provided in the invitation email)



- **1 November 2019 (overdue):** submit required information to re-credential (details provided in TryBooking confirmation email)
- **31 January 2020:** applicants advised of application outcome

Please contact sharedcare@thewomens.org.au immediately if you have not received an invitation to re-credential.

If you have questions about the online registration process please contact:

Tammi Adams or Simone Cordiano
Shared Maternity Care Coordinators
The Royal Women's Hospital
Phone: 8345 2129 or email: sharedcare@thewomens.org.au

Morphology ultrasounds

Change in booking arrangements for 20-week anatomy ultrasounds

Because of an increase in demand, from 1 February 2020 Mercy Hospital for Women will only offer 20-week anatomy ultrasounds to women who have a high risk of complications, or women who are socioeconomically disadvantaged.

Other clinically indicated ultrasounds will still be provided, subject to availability.

When you refer your patient, please include the criteria from the list below.

Morphology ultrasound eligibility criteria

Maternal:

- personal history of a genetic or structural malformation with inheritable risk
- major medical problems such as pre-pregnancy diabetes, cardiac disease, antiphospholipid syndrome, connective tissues disorders, epilepsy
- large fibroids/ ovarian lesions



- major perinatal mental health illness such as schizophrenia or bipolar disorder.

Social or financial disadvantage:

- Health Care Card holders
- Aboriginal or Torres Strait Islander women
- other complex social needs (e.g. refugees, homelessness, substance abuse and family violence).

Fetal:

- monochorionic diamniotic twins or triplets
- poor obstetric history (e.g. previous fetal abnormalities, fetal death in utero, severe mid-trimester intrauterine growth restriction)
- previous premature delivery (less than 32 weeks).

If you have any concerns about these changes, please call 8458 4026 and request to page Clinical Services Director Dr Michael Rasmussen. Alternatively, you can email primarycare@mercy.com.au*

**Please note: this email is not suitable for conveying patient-identifiable information.*

Your voice — survey results are in

Thank you for completing the primary care liaison survey. We are working on the following key areas in response to your feedback.

Access to services

To improve access to services, we are:

- reviewing the structure, content and visibility of GP-related content on the website
- implementing a secure messaging strategy to optimise communication with GPs.



Information exchange

To improve the exchange of information to GPs, we will:

- optimise the clinical handover procedures to GPs to ensure that clear advice is always provided to them
- provide previous issues of the Primary Care Liaison newsletter in an accessible online format
- review the GP feedback management process managed by the primary care liaison team in partnership with the consumer liaison team
- streamline and publish on our Mercy Health website the shared maternity care process for Mercy Hospital for Women and Werribee Mercy Hospital, and information that partner hospitals have online.

Education opportunities

To provide education opportunities for GPs, we will:

- coordinate Mercy Health with medical team education, neighbouring universities and learning precinct to work towards offering an online education platform.

Clinical care

To improve clinical care, we will:

- optimise clinical handover procedures to GPs to ensure that timely and relevant information is always provided to the GP.

Models of care

Understand and explore the feasibility of shared models of chronic disease team care arrangements, heavy menstrual bleeding and iron infusions.



Primary Care Liaison Unit contact

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 practice, primary care providers and our hospitals. Please see our [website](#) for key information and resources.

Enquiries can be directed to primarycare@mercy.com.au (*do not share patient-identifiable information via email*).

For clinical queries or feedback, phone 8458 4833 or contact Primary Care Liaison Unit Manager Caitlin Shaw at cshaw@mercy.com.au



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