



Gastroenterology and Hepatology Workshop

Saturday 25 March 2023

Clinical Skills Development Centre

Acknowledgement

Metro North Hospital and Health Service and Brisbane North PHN respectfully acknowledge the Traditional Owners of the land on which our services and events are located. We pay our respects to all Elders past, present and future and acknowledge Aboriginal and Torres Strait Islander people across the State.

Program

Gastroenterology and Hepatology Workshop

08:30-09:00	REGISTRATION		
09:00-09:30	Bowel Cancer Screening	Dr Chun Gan	Gastroenterologist, RBWH
09:30-09:45	MNHHS Update	Dr Mark Appleyard	Director of Gastroenterology and Hepatology, RBWH/STARS
09:45-10:00	GPLO Update	Dr Noela Kwan	GPLO/GP
10:00-10:15	MORNING TEA		
10:15-12:15	Gastroenterology Small Group Case Discussions		
	<ul style="list-style-type: none"> Inflammatory Bowel Disease Irritable bowel syndrome Upper GI conditions 	Dr Anthony Croft	Gastroenterologist, RBWH
		Dr Trina Kellar	Gastroenterologist, RBWH/STARS
		Dr Joshua Satchwell	Gastroenterologist, RBWH
12:15-12:45	LUNCH		
12:45-14:35	Hepatology Small Group Case Discussions		
	<ul style="list-style-type: none"> Abnormal liver function tests Hepatitis B and C Fatty liver disease 	Dr Enoka Gonsalkorala	Hepatologist, STARS
		Prof Barbara Leggett	Hepatologist, RBWH
		Dr Richard Skoien	Hepatologist, RBWH
14:35-14:45	Final Questions and Summary		



Gastroenterology and Hepatology Workshop

GPLO Update

Dr Noela Kwan

GPLO, Metro North Health and Brisbane North PHN

Metro North – Refer Your Patient

Metro North Health

Home
Refer your patient
Hospitals & services
Health professionals
Research
Careers
COVID-19

[Home](#) / [Refer your patient](#)

Refer your patient

Does your patient reside in the Metro North Health catchment?

In most cases, referrals are only accepted from patients residing in the Metro North Health catchment.

Type your patient's suburb or postcode

COVID advice and referrals to COVID Virtual Ward for GPs

Metro North Virtual ED can support GPs with clinical advice or assist with referrals to manage COVID-19 patients.

This service is for patients who live in the Metro North HHS catchment [and out more about this service >](#)

Specialist outpatient services

Referral guidelines:

or [search by condition](#)

GP Referral Enquiry hotline: (Central Patient Intake)

1300 364 938

8.30am – 4.30pm
Monday – Friday
(Excluding public Holidays)

Make sure you're familiar with the [latest criteria \(PDF\)](#) when referring patients.

Community Health services


Select a service

Enquiry hotline:

1300 658 252

Fax: 3360 4822

Virtual Emergency Department



1300 847 833

Monday to Friday 8am-10pm,
Weekends 8am-6pm

If you are a patient, you cannot use this service. You may be eligible for our Patient Virtual ED.

[Go to Virtual ED \(clinician service\) >](#)

#NEXTCARE HEALTH CONFERENCE

8 – 9 NOV 2022 BRISBANE CONVENTION AND EXHIBITION CENTRE

Resources for GPs

- [Central Patient Intake Fact Sheet \(PDF\)](#)
- [Central Patient Intake FAQ's \(PDF\)](#)
- [GP education resources](#)
- [Brisbane North HealthPathways - Information for Clinicians \(PDF\)](#)
- [Health provider portal \(PDF\)](#)

Specialists list

Update GP practice details

GP Liaison

GP education & events

Health Pathways

Health Provider Portal

Specialist Referral Guidelines
(condition and specialty based)

GP Liaison page

GP education and events
(previous events, presentations and resources)

Resources for GPs

Metro North – GP Liaison and GP Education pages

COVID-19 changes to visiting our hospitals → COVID-19 information →

Queensland Government Contact us About us News Events Get involved [Resize font](#) [Print](#)

Metro North Health

Home Refer your patient Hospitals & services Health professionals Research Careers

[Home](#) / [Refer your patient](#) / General Practice Liaison

General Practice Liaison

GP Liaison Officers (GPOs) support the partnership between primary care and the Metro North Hospital and Health Service (MNHHS). GPOs are medical officers that are dedicated to improving communication, pathways and services between primary care and the hospital system to better patient outcomes.

What we do

GPOs are in a unique position to work with the MNHHS to provide guidance and support to both primary and hospital sectors. GPOs work across a range of services and hospitals and look to assist services by:

- Providing information and guidance on referral pathways and navigating services such as [Refer your patient](#), [Health pathways](#), [GP Smart Referrals](#) and [The Viewer](#)
- Enhancing communication between primary, community and hospital care
- Identifying and addressing service gaps especially at the interface between primary and secondary care
- Developing appropriate clinical pathways between settings
- Curating GP education
- Improving patient experience through continuity of care
- Involvement in innovation and co-design of services by providing primary care perspective and engagement

For further information about or to engage with the GPO program, please contact us at MNGPLO@health.qld.gov.au

Useful Information

- + [Outpatient Referral Pathways](#)
- + [Request for Medical Records \(ROI\) and Accessing Patient Information](#)
- + [Electronic Communication Support for GPs](#)
- + [Complaints, compliments and feedback](#)
- + [Other useful contacts and services](#)
- + [GP education](#)
- + [Digital GP update](#)

Contact us

For more information about the General Practice Liaison Program or to provide feedback, please email MNGPLO@health.qld.gov.au

Refer a patient

Access the [referral guidelines](#) to refer a patient.

Referral Enquiries

To speak with a staff member about progress of referrals, please call the GP Referral Enquiry Hotline on **1300 364 938**

COVID-19 changes to visiting our hospitals → COVID-19 information →

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GP education

Education resources

- + [Cardiology](#)
- + [Fracture Management resources](#)
- + [Genetics](#)
- + [Gynaecology resources](#)
- + [Haematology and Oncology resources](#)
- + [Heart Failure Resources](#)
- + [Kidney Health resources](#)
- + [Maternity resources](#)
- + [Mental Health Resources](#)
- + [Neurology resources](#)
- + [Paediatric Resources](#)
- + [Persistent Pain Management](#)
- + [Respiratory Resources](#)
- + [Rheumatology resources](#)
- + [Spinal health resources](#)

Contact

Email: MNGPLO@health.qld.gov.au

Refer a patient


Access the [referral guidelines](#) to refer a patient.

Call the GP hotline for enquiries about referring on **1300 364 938**

You will find resources here soon after the event

Metro North Virtual ED

Virtual Emergency Department

 Open: 7 days
(8am-10pm Monday to Friday | 8am-6pm Saturday and Sunday)



Metro North Virtual ED offers alternative pathways that can help avoid waiting in an Emergency Department.



Patients

You can use this service if you:

- Live, are visiting or receive your treatment in the [Metro North Health catchment](#)
- Have a device that can enable a telehealth consultation (video, audio, internet)
- Can't make an urgent appointment with a General Practitioner

[Virtual ED \(patients\) >](#)

DO NOT use the Virtual ED for the following medical problems:

- Chest pain
- Breathing problems or turning blue
- Comatose or unconscious
- Sudden inability to move or speak, or sudden facial drooping
- The effects of a severe accident



GPs

The Virtual ED provides GPs and other primary healthcare clinicians with access to specialist emergency medicine assessment, by telephone or video conferencing.

It is a safe, fast and efficient way for you to consult with an emergency physician and use real-time technology to align treatment and ongoing services for your patient.

[Virtual ED \(clinicians\) >](#)

The Metro North Health Virtual ED Service is for North Brisbane & Moreton Bay Region GPs only.

This is a clinician only service. Patients can contact the Virtual ED direct via the [Patient Virtual ED service](#).



QAS

The Virtual ED provides QAS clinicians with access to specialist emergency medicine assessment, by telephone or video conferencing.

Virtual ED is focussed on working with clinicians to extend the options available to patients who access healthcare through the QAS but may not require assessment or admission at an emergency department.

[Virtual ED \(clinicians\) >](#)

This is a clinician only service. Patients can contact the Virtual ED direct via the [Patient Virtual ED service](#).

How to access Metro North Virtual ED:

Call 1800 847 833 (1300 VIRTED)

Monday to Friday 0800 – 2200

Saturday & Sunday 0800 – 1800

Virtual ED is aware that your time is precious.

You will be connected to an experienced emergency nurse. Please have the following information ready:

- Your name and phone number
- The patient's name, date of birth, hospital number (if available) and brief description of the problem
- The practice phone number

Brisbane North Health Pathways

Search HealthPathways

Brisbane North HEALTHPATHWAYS

Health Alert

COVID-19 – Many patients are self-managing in the community and may contact their GP for care and advice. See [COVID-19 Case Management](#) for guidance and [COVID-19 Requests](#) for local escalation processes.

Latest News

30 May

Free influenza vaccinations

Free influenza vaccines available from GPs and pharmacies from now until the end of June for all Queenslanders aged six months and older. [Read more...](#)

16 September

COVID-19 guidance

See the [COVID-19 section](#) for the latest clinical guidance and

Pathway Updates

NEW – 11 July
[Challenging Behaviours in Adults with Intellectual Disability](#)

NEW – 8 July
[Autism in Children and Adolescents](#)

Updated – 5 July
[Refugee Health Assessment](#)

Updated – 5 July
[Human Immunodeficiency Virus \(HIV\) Screening and Diagnosis](#)

Updated – 5 July
[Non-acute Chest Pain and Angina](#)

[VIEW MORE UPDATES...](#)

[HEALTH PROVIDER PORTAL](#)

[METRO NORTH HHS](#)

[PHN](#)

[LOCAL RESOURCES](#)

[CLINICAL RESOURCES](#)

[PATIENT RESOURCES](#)

[GP EDUCATION](#)

[NHSD](#)



Brisbane North HealthPathways

Username: Brisbane
Password: North

Statewide Portal

<https://qld.healthpathwayscommunity.org>

Username: Queensland
Password: Pathways

Brisbane North Health Pathways

- Acute Abdominal Pain in Adults
- B12 Deficiency
- Bowel Cancer Screening
- Chronic Abdominal Pain in Adults/Children
- Coeliac Disease in Adults/Children
- Colorectal Symptoms
- Constipation in Children
- Dyspepsia and GORD in Adults/Children
- Inflammatory Bowel Disease/Medications - IBD
- Irritable Bowel Syndrome in Adults/Children
- Abnormal Liver Function Tests
- Fatty Liver
- Hepatitis B
- Hepatitis C
- Hereditary Haemochromatosis and Raised Ferritin

GP Smart Referrals

Why should I use it?

1. Allows you to attach any test results, imaging reports and other clinical documents from the patient's clinical record or your PC to the referral
2. GP Smart Referrals supports you in provision of essential clinical information, reducing the number of referrals being returned to you requesting additional clinical information
3. Integrated with a service directory to ensure the appropriate speciality closest to the patient's address is identified
4. A more automated referral management system, faster to use and process, which contributes to a streamlined patient journey
5. Automated notifications are issued when the referral has been received by Metro North HHS
6. Improved quality of referrals with essential clinical information to assist with more efficient processing and triaging of referrals.

Brisbane North PHN Digital Health Support Officers
GPSR@brisbanenorthphn.org.au



GP Smart Referrals features

✓ A quicker and easier way to refer

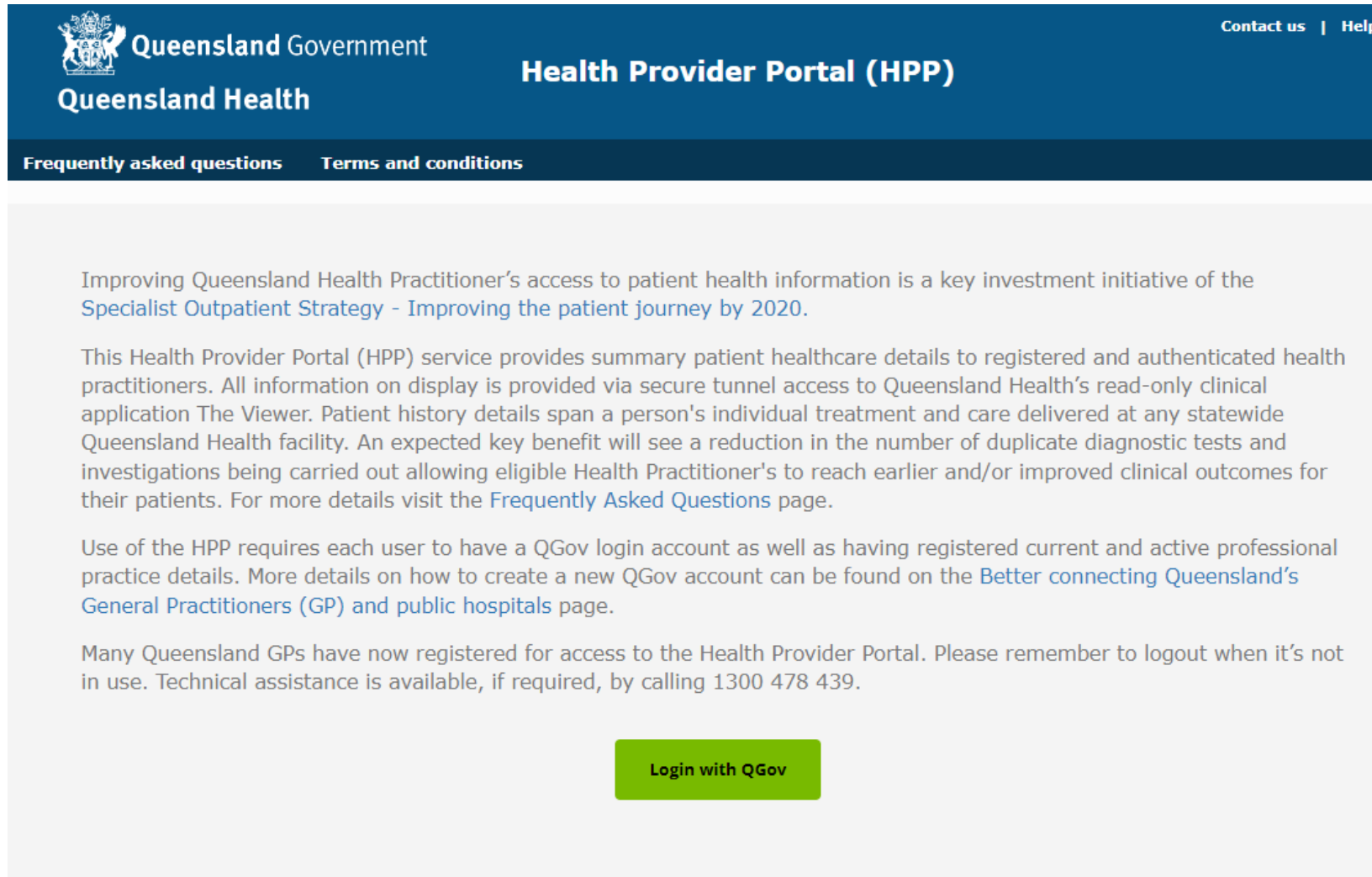
✓ Refer to the right service first time


✓ Templates are linked with referral criteria

✓ Referral receipt acknowledgements

- GP Smart Referrals are referral templates that allow for the creation and submission of an electronic referral to a Queensland Health Outpatient Specialty, with the required patient demographics and clinical record auto-populating, reducing time required to submit a referral.
- Integrates with *Best Practice* and *Medical Director* software across Queensland
- Aligned with state-wide referral guidelines to prompt essential referral information required to triage, decreasing the number of referrals returned for additional clinical information.

Health Provider Portal (The Viewer)




Queensland Government
Queensland Health

[Contact us](#) | [Help](#)

[Frequently asked questions](#) [Terms and conditions](#)

Improving Queensland Health Practitioner's access to patient health information is a key investment initiative of the [Specialist Outpatient Strategy - Improving the patient journey by 2020](#).

This Health Provider Portal (HPP) service provides summary patient healthcare details to registered and authenticated health practitioners. All information on display is provided via secure tunnel access to Queensland Health's read-only clinical application The Viewer. Patient history details span a person's individual treatment and care delivered at any statewide Queensland Health facility. An expected key benefit will see a reduction in the number of duplicate diagnostic tests and investigations being carried out allowing eligible Health Practitioner's to reach earlier and/or improved clinical outcomes for their patients. For more details visit the [Frequently Asked Questions](#) page.

Use of the HPP requires each user to have a QGov login account as well as having registered current and active professional practice details. More details on how to create a new QGov account can be found on the [Better connecting Queensland's General Practitioners \(GP\) and public hospitals](#) page.

Many Queensland GPs have now registered for access to the Health Provider Portal. Please remember to logout when it's not in use. Technical assistance is available, if required, by calling 1300 478 439.

[Login with QGov](#)

Better connecting Queensland's Health Practitioners and public hospitals

- The Health Provider Portal provides Queensland's *eligible health practitioners (HPs) with secure online access to their patient' Queensland Health (QH) records.
- This read-only online access will allow HPs to view public hospital information including appointment records, radiology and pathology reports, treatment and discharge summaries, demographic and medication details.

What's New?

Connecting Your Care – GP Advice Program – *Now live!*

Metro North Specialty Advice Line (SAL)

Connecting GPs directly to Metro North specialties.

On 6 March 2023 Metro North Health commenced a trial of two new pathways to support GPs in accessing clinical advice for a select number of Metro North specialty services.

- **Option 1: Metro North Specialty Advice Line.** A dedicated 1800 569 099 telephone number with staff support to connect your call to a specialty in a timely manner.
- **Option 2: Online advice.** A written electronic request for advice submitted via GP Smart Referrals for a response back via same secure system.

Which specialties are involved?

- + Haematology
- + Inflammatory bowel disease
- + Rapid access to community care
- + Sexual health
- + Sleep disorders
- + General medicine
- + Urology

*Catchment – refers to where the patient would usually have been referred for a face-to-face specialist clinic appointment.

Specialty Advice Line (SAL)

1800 569 099
Open Monday to Friday
8am-4:30pm

Want to learn more?

If you are not already using GP Smart Referrals platform and require support, please:

- visit [GP Smart Referrals](#)
- contact Brisbane North PHN's Digital Health Support Officer (DHSO) via email at GPSR@brisbanenorthphn.org.au.

For more information regarding the new service contact Metro North Health via email at MNH_SpecialtyAdviceLine@health.qld.gov.au.

Option 1: Metro North Specialty Advice Line

From 6 March 2023, call **1800 569 099** for clinical advice for the following services

(NOTE: If you think your patient may be new to the service or facility, please ensure they are aware you are seeking advice and their demographic details, including Medicare number, will need to be provided to Metro North):

- General Medicine Service (*The Prince Charles Hospital catchment only*)
- Haematology (*Metro North wide*)
- Inflammatory Bowel Disease (*Redcliffe and Caboolture Hospital Catchment only*)
- Rapid Access to Community Care (*Metro North wide*)
- Sexual Health (*Metro North wide*)
- Sleep Disorder (*The Prince Charles Hospital catchment only*)

Catchment refers to where the patient would usually have been referred for a face-to-face specialist clinic appointment.

Option 2: Electronic (online) request for advice

From 6 March 2023, log on to **GP Smart Referrals (GPSR)** to request advice for:

- General Medicine Service (*The Prince Charles Hospital catchment only*)
- Urology (*Royal Brisbane Hospital catchment only*)

Catchment refers to where the patient would usually have been referred for a face-to-face specialist clinic appointment.

What's New?

Rapid Access Community Care (RACC)

Rapid Access Community Care (RACC) pathway for timely access to community care for at-risk adult patients

General practitioners and practice nurses can now refer at-risk adult patients who are experiencing an exacerbation of a chronic condition or a new illness or injury that requires rapid community assessment or advice as an alternative to hospital presentation.

Referral to RACC is via phone call to 1300 220 922 between the hours of 9.00 am and 5.00 pm, Monday to Friday. Electronic referrals can be made via GP Smart referrals and e-templates.

The RACC interdisciplinary team will assess the patient in their own home within one business day and refer on to the most appropriate established community support service, which may include:

- Brisbane North PHN's own Team Care Coordination (TCC)
- Metro North Community Health Services
- the My Aged Care program
- Post Acute Care Service (PACS)
- Complex Chronic Disease Team (CCDT)
- non-government organisations (NGOs)
- in home support.

Referring GPs will receive feedback on the patient's assessment and the services that the patient has been referred to.

Please note that GPs can continue to refer directly to Team Care Coordination, and that RACC presents a new rapid access pathway for patients at-risk of avoidable hospital presentation.

GPs are encouraged to continue to refer directly to Team Care Coordination for all other less urgent clients.

Rapid Access Clinics – TPCH General Medicine

Who can be referred to General Medicine RAC?

- The Rapid Access Clinic can see General Medicine Adult Patients (not for surgical patients) within 2-3 days of referral. Patients should be in the Metro North catchment. Telehealth facilities available.
- **Inclusion criteria:** Hemodynamically stable, general medical, adult patients. Referrals may include management for patients with a flare of their chronic disease, wound review, asymptomatic anaemia, low risk TIA review, hypertension, abnormal investigations or pathology that does not require emergency management.
- **Exclusion criteria:** RAC is not suitable for systemically unwell patients. Not suitable for acute chest pain, or those requiring intravenous therapy or emergency care. Known oncology/palliative patients should be referred to existing pathways for those specialties. (see 'Refer your patient' on Metro North website)

How do GPs refer?

- GPs can refer patients by calling The Prince Charles Hospital switchboard on 3139 4000. Request to speak to the General Medicine Consultant On-Call (after 4pm and on weekends ask to speak with the On-Call General Medicine Admitting Registrar).
- If the patient is accepted by the consultant for the RAC clinic, the patient is contacted directly by an admin officer to arrange an appointment time within 2-3 business days after referral. The patient does not need to present to the emergency department

Upcoming GP education events

Mental Health – Low intensity and Digital Psychological Services

Wednesday 3 May, 2022 | Online Webinar

Common Challenges in Primary Care: A focus on Epilepsy

Tuesday 16 May, 2022 | Online Webinar