



New Caboolture Satellite Hospital & ED alternatives GPLO Update

Thursday 27 July 2023

Education Centre, Caboolture Hospital

Dr James Collins / GPLO, Metro North Health and Brisbane North PHN

Acknowledgement of Country

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

Program 5.15 – 8.30 pm
5.15–6.00 pm Tour: New Caboolture Satellite Hospital, 15 Rowe Street, Caboolture
6.00–8.00 pm Registration, dinner and networking, Education Skills Centre, Caboolture Hospital, 120 McKean Street, Caboolture
Welcome and overview of the new health services in the Caboolture region Jane Hancock Chief Operating Officer, Metro North Health
General Practice Liaison Officer update Dr James Collins GPLO, Brisbane North PHN and Metro North Health
Case 1: Hear about Jane’s journey through the new Virtual Healthcare system – an alternative to emergency presentation Dr Rachael Pery-Johnston Deputy Director, Virtual Emergency Oliver Walker Nurse Unit Manager, Metro North Virtual Ward
Case 2: Hear about 10-year-old Chloe’s journey through the QAS Clinical Hub and onto Morayfield MAIC Lisa Dibley QAS Director, Moreton District Metro North Region Dr Evan Jones Director and GP, Minor Accident and Illness Centre (MAIC), Morayfield Health Hub
Case 3: Follow 62-year-old Bill’s journey through the new Caboolture Minor Injury and Illness Centre (MIIC) Meet the MIIC team Dr Sean Clark Service Line Director, Caboolture Hospital Emergency Dept Richard Smith Physiotherapist, Caboolture Hospital Emergency Dept
Q&A session

Acknowledgements

- Metro North Health & Brisbane North PHN Integration Team
- Louise Fichera – Satellite Hospital Comms Manager
- Metro North GPLO Team
- Caboolture Hospital
- Tonight's presenters

Satellite Hospitals



Caboolture Satellite Hospital

15 Rowe Street, Caboolture QLD 4510

(opens August 2023)

Services

[Minor Injury and Illness Clinic](#)

Oral health

Mental health

- Older Persons Mental Health Services
- Caboolture Adult Mental Health Services

[Aboriginal and Torres Strait Islander Health Hub:](#)

- Nurse Navigation
- Ngarrama Maternal Health
- Perinatal Mental Health

Sleep services and consultation

Medical imaging



[Get directions](#)



[Download a flyer on the Satellite Hospital](#)



[Download a map](#)



Kallangur Satellite Hospital

159-163 Dohles Rocks Road, Kallangur QLD 4503

(opens late 2023)

Services

[Minor Injury and Illness Clinic](#)

Oral health

[Aboriginal and Torres Strait Islander Health Hub:](#)

- Nurse Navigation
- Ngarrama Maternal Health
- Perinatal mental health

Renal dialysis

Older people health services

Medical imaging

Rapid Access Clinic



Bribie Island Satellite Hospital

65-101 First Avenue, Bongaree QLD 4507

(opens mid 2024)

Services

[Minor Injury and Illness Clinic](#)

Mental health

- Older Persons Mental Health Services
- Caboolture Adult Mental Health Services

[Aboriginal and Torres Strait Islander Health Hub:](#)

- Nurse Navigation
- Ngarrama Maternal Health
- Perinatal Mental Health

Outpatient medical services

Renal dialysis and related services

Older people health services

Medical imaging

Rapid Access Clinic

Oral Health Services



Adults

Free dental care is available to adults who are Queensland residents and hold one of the following cards:

- Pensioner Concession Card issued by either the Department of Veterans Affairs or Centrelink Health Care Card
- Commonwealth Seniors Card
- Queensland Seniors Card

View more information about the [eligibility of public dental services](#)

- Pensioner Concession Card issued by the Department of Veterans' Affairs
- Pensioner Concession Card issued by Centrelink
- Health Care Card
- Commonwealth Seniors Health Card
- [Queensland Seniors Card](#)



Children and adolescents

Metro North provides free general, specialist and emergency dental care for eligible children and adolescents who are Queensland residents. General and emergency care is available through the Child & Adolescent Oral Health Service.

Specialist dental care is only available through the Children's Oral Health Service located at the Queensland Children's Hospital or the Oral Health Centre.

[Read more >](#)

- be a Queensland resident or attend a Queensland school; and
- be eligible for Medicare; and
- meet at least one of the following criteria:
 - be aged four years or older and have not completed Year 10; or
 - be eligible for the Medicare Child Dental Benefits Schedule; or
 - hold, or be listed as a dependent on, a valid Centrelink concession card



Appointments

**Call Oral Health:
1300 300 850**

We are one of the largest providers of public oral health services in Queensland, delivering services at our dedicated facilities, hospitals, community outreach clinics and schools.

[View the list to find a clinic near you >](#)

Contact us

Phone: 1300 300 850

Phone: (07) 3307 2000

Email: MNOHS-Call-Centre@health.qld.gov.au

Compliment and Complaints

Consumer Liaison Officer

MNOHS-CLO@health.qld.gov.au

[Online Feedback Form](#)

Related links

[List of clinics](#)

[Emergency dental](#)

[Careers](#)

[Services Plan](#)

[Centrelink Proxy Form](#)

Aboriginal and Torres Strait Islander Health Hub

The Aboriginal and Torres Strait Islander Health Hub is a new space offered at Caboolture, Kallangur, and Bribie Island Satellite Hospitals.

The Aboriginal and Torres Strait Islander Health Hub provides a culturally safe space for health services to conduct assessments and improve access to care closer to home for the Aboriginal and Torres Strait Islander community and their immediate family.

The Aboriginal and Torres Strait Islander Health Hub will be supported by an Aboriginal and/or Torres Strait Islander Nurse Navigator, Health Worker, and both male and female Community Engagement Officers.

The Nurse Navigator Service is a referral and linkage service to connect tertiary, primary and community health networks to the needs of the patient. This patient centred teamwork approach forms and develops an effective team that delivers exceptional care to patients

Other services provided in the Aboriginal and Torres Strait Islander Health Hub include:

Ngarrama maternal health and perinatal mental health along with other services which can connect community to an appropriate healthcare provider such as GPs, hospitals or community health centres through a referral pathway.

For more information on what other services are provided at a Satellite Hospital near you visit the Queensland Health [Satellite Hospitals information pages](#).

Who is eligible to access these services?

People of all ages who identify as Aboriginal and/or Torres Strait Islander origin and to their immediate families (including babies, children, and non-Aboriginal and/or Torres Strait Islander partners,) who reside within the Metro North Health region (north of Brisbane River to Kilcoy).

Referral process

- Self-referral (drop-in or appointment)
- Clinicians can refer via phone or email
- GPs – Smart referrals

Perinatal Mental Health

Service establishing with Ngarrama Maternal Health for aboriginal & Torres Strait Islander community.

Referral

- Consumers living or birthing in the Metro North area can access this service and self refer or GP referral.
- **Monday – Friday 08.30am to 4.00pm (excluding public holidays)**
Intake line: 07 3146 2525
- Extra resources being established including psychologist & psychiatrist
- [Perinatal Mental Health - Metro North Health](#)

Sleep Services

- Refer through usual referral pathways for sleep studies

Minor Injury and Illness Clinic

The Minor Injury and Illness Clinic will provide free walk-in urgent care for illnesses and injuries not anticipated to be life-threatening in nature.

The clinic is run by a team of doctors, nurses and allied health professionals experienced in treating urgent medical needs who can assess, diagnose and treat a wide range of minor injuries in adults, adolescents and babies older than three months of age.

When should you go to the Minor Injury and Illness Clinic?

The clinic can help if you have:

- minor head injuries with no loss of consciousness
- minor burns and scalds
- sprains and strains
- suspected arm and lower leg broken bones
- eye infections such as conjunctivitis or scratches to the eye
- foreign bodies in the eyes, ears or nose
- grazes and splinters
- bites and stings
- skin, ear, throat and chest infections
- minor allergic reactions
- urinary tract infections

Other services

Minor Injury and Illness Clinic's provide services including:

- onsite x-ray and ultrasound
- ECG
- wound care
- plastering and limb immobilisation.

Will an ambulance take me to the Minor Injury and Illness Clinic?

Minor Injury and Illness Clinic teams works closely with the Queensland Ambulance Service (QAS). If your illness or injury can be cared for at the clinic, the QAS can take you there.

Metro North Health

Refer your patient

Information for GPs and other health professionals to help you refer patients to our services.

Latest updates

Rapid Access Services

Metro North Health is piloting and developing new [Rapid Access Clinics and Services](#). Rapid Access services provide an alternative to an emergency presentation. Local GPs can refer patients requiring escalation of care to these services for assessment and treatment.

Satellite Hospitals

[Satellite Hospitals](#) are being rolled out across Metro North Health with the first opening in Caboolture in August 2023.

Specialist outpatient services

Specialist services are coordinated through the Central Patient Intake.

Search by speciality

Go

Search by condition

Go

Central Patient Intake GP Enquiry Line: 1300 364 938

The phone numbers on this page are for referrers only and not available to patients.

Community health services

Select a service

Enquiry hotline:

1300 658 252

Fax: 3360 4822

Clinical advice services

[Metro North Virtual ED](#)
1300 847 833

Monday to Sunday 8am-10pm

[Metro North Clinical Advice Line](#)
1800 569 099

Monday to Friday 8am-4:30pm

[Behavioural Emergency Response Team](#)
1300 024 404

7 days per week 24 hours

Rapid Access Services →

Voluntary Assisted Dying →

Mental Health services →

Oral Health services →

Sexual Health & HIV Service →

Alcohol & Drug Service →

RADAR →

Behavioural Emergency Response Team (BERT) →

Children's Health Queensland →

Smart Referrals

Brisbane North Health Pathways

Health Provider Portal

Update GP practice details

GP Liaison (GPLO) Program

GP education & events

Specialists list

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

Resources for GPs

[Central Patient Intake Fact Sheet \(PDF\)](#)

[Central Patient Intake FAQ's \(PDF\)](#)

[Chronic Wounds Directory](#)

GP Smart Referrals

- Benefits to change how you refer

GP Liaison Officer Program:

- How to update GPs & practice details
- Request patient information
- Feedback

GP education events:

- Upcoming GP events
- past presentations, recordings & education resources

Outpatient referral guidelines

Rapid Access Clinics & Services for GPs

Specialist Advice Services & ED alternatives for GPs

Community Health Services

Metro North – GP Liaison and GP Education pages

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

General Practice Liaison

GP Liaison Officers (GPLOs) support the partnership between primary care and the Metro North Hospital and Health Service (MNHHS). GPLOs 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

GPLOs are in a unique position to work with the MNHHS to provide guidance and support to both primary and hospital sectors. GPLOs 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 GPLO 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](#)

GP education

Education resources

- + [Caboolture Hospital education](#)
- + [Cardiology](#)
- + [Epilepsy \(updated May 2023\)](#)
- [Fracture Management resources](#)
 - [General Principles of Fracture Management and Bone Healing \(PDF\)](#)
 - [Fracture Management – Ankle/Foot \(PDF\)](#)
 - [RBWH Virtual Fracture Clinic \(PDF\)](#)
- + [Gastroenterology and Hepatology resources](#)
- [Gender Services \(updated Mar 2023\)](#)
 - [Common Challenges in Primary Care: Gender Services \(PDF\)](#)



Common Challenges in Primary Care: Gender Services


Video will open in own window

[Watch the video >](#)

- + [Genetics](#)
- + [Gynaecology resources](#)
- + [Haematology and Oncology resources](#)
- + [Heart Failure resources](#)
- + [Kidney Health resources](#)
- + [Maternity resources \(updated June 2023\)](#)
- + [Mental Health resources](#)
- + [Neurology resources](#)
- + [Paediatric resources](#)
- + [Persistent Pain Management](#)
- + [Respiratory resources](#)
- + [Rheumatology resources \(updated Nov 2022\)](#)
- + [Sexual Health \(updated Feb 2023\)](#)
- + [Spinal health resources](#)
- + [Surgery](#)
- + [Urology resources \(updated Nov 2022\)](#)

Metro North Virtual ED

Virtual Emergency Department

 Open: 7 days
(8am-10pm Monday to Sunday)

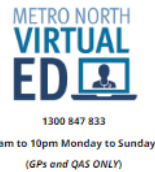


For GPs and QAS

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

Metro North Health has developed a Virtual Emergency Department service to provide primary healthcare providers with access to specialist emergency medicine advice, by telephone or video conferencing with one of our senior FACEM's.

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.



Consult with an emergency clinician

If you are a patient, you cannot use to this service. You may be eligible for our [Patient Virtual ED service](#).

Hotline: 1300 847 833

Open: 7 days – 8am to 10pm Monday to Sunday

Email: ved@health.qld.gov.au

How to use this service



GPs

NOTE: The MNHHS Virtual ED Service is for Queensland GPs only

1. Call 1300 VIRTED (1300 847 833). Hours: 7 days per week (8am to 10pm Monday to Sunday). You will be connected directly to a senior emergency nurse who will rapidly Triage your call.
2. Please have the following information ready (**this will take less than 1 minute**)
 - Clinician's name and phone number
 - An email or other link if you require video consultation
 - The patient's name, date of birth, hospital number (if available) and brief description of the problem
3. You will then be connected directly to an Emergency Specialist.

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

The Emergency Specialist can assist in many ways:

1. Advice to assist you to continue your patient management within the community



QAS

When referring patients to Virtual ED, QAS clinicians must first follow the QAS guidelines.

- Is it a Queensland incident?
- Is the incident between the hours of 8am to 10pm?
- Is the patient stable after a physical and clinical assessment?

If the answer to all three questions is yes, then Virtual ED can help.

Contact the QAS Consultation & Advice Line – Option 6, and they will send through an invitation with a link to start a telehealth consultation.

Virtual ED physicians will be relying on a thorough clinical assessment to have been completed by QAS clinicians, as well as a comprehensive, professional handover.

It is important to note that any treatment requested of paramedics that is outside the QAS CPM Scope of Practice requires approval via the QAS 24/7 Clinical Consultation line.

A comprehensive eARF must be completed for every case and on resolution. The QAS Operations Centre must be updated with an outcome of the consultation.

Health pathways

Access to Health Pathways is free for clinicians in Metro North Brisbane.

For login details email: healthpathways@brisbanenorthphn.org.au

Login to Brisbane North Health Pathways: brisbanenorth.healthpathwayscommunity.org

Resources

[Virtual ED fact sheet for GPs \(PDF\)](#)

How to access Metro North Virtual ED:

Call 1300 847 833 (1300 VIRTED)

Monday to Sunday 0800 – 2200

Virtual ED is aware that your time is precious.

You will be connected to an experienced emergency doctor.

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

The screenshot shows the Brisbane North HealthPathways website. The header includes a search bar and the 'Brisbane North' logo. The left sidebar lists various health topics with expandable arrows. The main content area features a large banner with the text 'Brisbane North HEALTHPATHWAYS' over a background image of a bridge and flowers. Below the banner, there are three columns of content: a 'Health Alert' about a measles case, 'Latest News' about a webinar, and 'Pathway Updates' listing recent updates. A right sidebar contains links to various portals and resources, including the Health Provider Portal, Metro North HHS, PHN, Local Resources, Clinical Resources, Patient Resources, GP Education, and NHSD. A 'SEND FEEDBACK' button is located at the bottom right of the right sidebar.

Brisbane North

Search HealthPathways

HealthPathways

Brisbane North

- Home
- COVID-19
- About HealthPathways
- Brisbane North Localised Pathways
- Acute Services
- Allied Health
- Child and Youth Health
- End of Life
- Investigations
- Lifestyle and Preventive Care
- Medical
- Mental Health
- Older Adults' Health
- Pharmacology
- Public Health
- Reproductive Health

Brisbane North

HEALTHPATHWAYS

Health Alert

Metro North Public Health Unit has issued a measles alert after a confirmed case on Brisbane's northside. [Read more...](#)

Latest News

17 July
Making sense of Primary Sense: webinar explores data-driven clinical support tool

Brisbane North PHN provides information on the application and benefits of the Primary Sense tool for GP's. [Read more...](#)

24 June

Pathway Updates

Updated – 21 July
[Termination of Pregnancy \(TOP\)](#)

Updated – 21 July
[Guide to MBS Items](#)

Updated – 21 July
[Back Pain](#)

Updated – 21 July
[Trigger Finger](#)

Updated – 21 July
[E-Mental Health](#)

[VIEW MORE UPDATES...](#)

HEALTH PROVIDER PORTAL

METRO NORTH HHS

PHN

LOCAL RESOURCES

CLINICAL RESOURCES

PATIENT RESOURCES

GP EDUCATION

NHSD

SEND FEEDBACK

Brisbane North HealthPathways


Username: Brisbane
Password: North


Statewide Portal

<https://qld.healthpathwayscommunity.org>

Username: Queensland
Password: Pathways


Brisbane North Health Pathways


Brisbane North


HealthPathways



Brisbane North

- About HealthPathways
- Brisbane North Localised Pathways
- Acute Services
- Allied Health
- Child and Youth Health
- End of Life
- Investigations
- Lifestyle and Preventive Care
- Medical
- Mental Health
- Older Adults' Health
- Pharmacology
- Public Health
- Reproductive Health
- Specific Populations
- Surgical
- Women's Health



Voluntary Assisted Dying (VAD)

Key Considerations

- [Becoming an authorised practitioner \(roles and eligibility criteria\)](#) ▼
- [Conscientious objection](#) ▼
- [Legal protections and penalties](#) ▼
- [Patients from Aboriginal and Torres Strait Islander backgrounds](#) ▼ 
- [Patients from culturally and linguistically diverse backgrounds and interpreter services](#) ▼ 
- [Providing services in public or private health facilities \(including hospitals and residential aged care\)](#) ▼
- [Queensland Voluntary Assisted Dying Support Service \(QVAD-Support\)](#) ▼

Process

End-of-life discussion

1. Voluntary assisted dying (VAD) is [discussed with the patient if appropriate](#) ▼.
 - If you are a medical or nurse practitioner, initiating a discussion about VAD must be part of a broader discussion about end-of-life choices.
 - Discussions about VAD should include:
 - an [overview of the VAD process](#) ▼ – see [diagram](#) ^.

The voluntary assisted dying process – an overview

The voluntary assisted dying process:

GP Smart Referrals

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

- Referral templates for creation & submission of an electronic referral to a Queensland Health Outpatient Specialty, incl required patient demographics & clinical record auto-populating.
- Integrates with *Best Practice* and *Medical Director* software
- Aligned with state-wide referral guidelines to prompt essential referral information required to triage referrals, decreasing the likelihood referrals returned for additional clinical information.



Why should I use it?

1. Attach test results, imaging reports or other clinical documents from the patient's clinical record or PC to the referral
2. Integrated service directory - ensure appropriate speciality closest to the patient's address is identified
3. Automated notifications are issued when the referral has been received
4. Improved quality of referrals with essential clinical information to assist with more efficient processing and triaging of referrals.
5. Indicates possible urgency category of referral (Cat1,2,3)
6. Identification of approx. Outpatient Wait Times at point of referral
7. Send "Written Request for Advice" to some specialists

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



PATIENT NAME: Mr David ANDERSON DOB: 4 Jan 1955

Referral information

Referral date	28 Feb 2019
* Priority	<input type="radio"/> Emergency <input type="radio"/> Urgent <input type="radio"/> Routine
* Provider	<input type="radio"/> QHSR <input checked="" type="radio"/> Private
* Referral length	<input type="radio"/> 12 months <input type="radio"/> Indefinite

Consents

* Date patient consented to referral	28 Feb 2019
* Patient is willing to have surgery if required?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not applicable

* Condition and Specialty	Adrenal insufficiency ADULT - Diabetes and Endocrinology	Go to HealthPathways
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* Reason for referral	<input type="radio"/> New patient for an opinion and management <input type="radio"/> Returning patient for continuing care <input type="radio"/> Other
-----------------------	---

Additional information - reason for referral

* Specialist name

Suitable for Telehealth? ☐ Yes ☐ No* Are you the patient's usual GP? ☒ Yes ☐ No

Condition specific clinical information

Show emergency referral criteria

Referral Indication

If acutely unwell, treatment with IV or IMI hydrocortisone 50mg should be commenced pending results of cortisol, short synacthen test

Referral indication(s)	<input type="checkbox"/> Suspected or confirmed primary or secondary adrenal insufficiency that does not meet the emergency criteria (see above) <input type="checkbox"/> Routine review of stable treated glucocorticoid insufficiency <input type="checkbox"/> Other
------------------------	--

Referral Letter

Referral letter

E.g., presenting symptoms (evolution and duration); physical findings; details of previous treatment

Pathology and Test Results

Recommended referral information:

- ELFT
- Glucose
- Morning cortisol and ACTH (8:00-9:00) unless acutely unwell, then random
- Renin and aldosterone results
- Pituitary investigations if evidence of ACTH deficiency

Health Provider Portal (The Viewer)

- Provides Queensland's *eligible health practitioners (HPs) with secure online access to their patient' Queensland Health (QH) records.
- Read-only online access will allow HPs to view public hospital information including appointment records, clinic letters, inpatient & ED discharge summaries, radiology & pathology reports, and medication details.

* Queensland AHPRA registered GPs, nurses, midwives, paramedics & pharmacists

Prev

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Next

08-Oct to 08-Oct-2015

TNH: 2015035983

LEE, PATRICK

CN

16-Jul to 20-Jul-2011, 4 days

GCH: 760000-6

DR Donald George Kardux PITCHFORD

DS

16-Jul-2011, ?

TNH: 800801-1

DR ROBERTA MCFARLANE

16-Jul to 16-Jul-2011

GCH: 760000

05-Jul to 15-Jul-2011, 10 days

GCH: 760000-5

DR Donald George Kardux PITCHFORD

01-Apr to 01-Apr-2011, 0 days

PAH: 429999-1

DR MARK DONALDSON

18-Feb to 23-Feb-2011, 5 days

GCH: 760000-4

DR Peter Michael DAVOREN

09-Feb to 11-Feb-2011, 2 days

GCH: 760000-3

DR Peter Michael DAVOREN

13-Nov to 22-Nov-2010, 9 days

GCH: 760000-2

DR Peter Michael DAVOREN

02-Nov to 09-Nov-2010, 7 days

GCH: 760000-1

DR Peter Michael DAVOREN

Patient

Encounters¹⁰

Outpatient⁰

Medications⁸

AR/Alerts¹²

Pathology¹⁰⁸

Medical Imaging⁵

Procedures⁵

Care Plans¹

Event Summaries⁰

My Health Record⁰

Filter:

12-Jan-2016

Outpatient

17 medication(s) + 2 ceased

The Townsville Hospital

Episode of care date : 12-Jan-2016

Authorised date : 12-Jan-2016

Source System : eLMS

Authorised by : Langdon, Connor

Medications for Outpatient Profile

Generic Name (Brand) Strength Form	Directions	Status	Reason
Fludrocortisone (Florinef) 100 microgram Tablets	Take 2 tablets in the MORNING	Unchanged	Steroid hormone replacement
Spironolactone (Aldactone) 25mg Tablets	Take 1 tablet in the MORNING	Unchanged	Remove excess fluid; Improve heart function
Aspirin (Astrix) 100mg Tablets	Take 1 tablet in the MORNING with food	Unchanged	Prevent heart attacks, strokes, blood clotting
Esomeprazole (Nexium) 40mg Tablets	Swallow whole 1 tablet once each day	Unchanged	Treat reflux disease; Treat/prevent ulcer
Ramipril - Felodipine (Triasyn) 5mg-5mg Tablets	Take 1 tablet in the MORNING	Unchanged	Treat high blood pressure, Improve heart function
Furosemide (Frusehexal) 40mg Tablets	Take 1 tablet in the MORNING	Unchanged	Remove excess fluid
Rosuvastatin (Crestor) 10mg Tablets	Take 1 tablet in the MORNING	Unchanged	Prevent heart attacks, strokes, lowers cholesterol
Venlafaxine (Altven) 75mg MR CAPS	Swallow whole 1 capsule in the MORNING	Unchanged	Improve mood
Vitamin Compound with Minerals Tablets (Cenovis)	Take 2 tablets in the MORNING	Unchanged	Multivitamin
Mega Calcium Tablets (Cenovis)	Take 2 tablets in the MORNING	Unchanged	Calcium and Vitamin D supplement
Magnesium Forte Tablets (elemental Magnesium ~350)	Take 1 tablet in the MORNING	Unchanged	Magnesium Supplement
Paracetamol (Duatrol SR) 665mg MR TABS	Swallow whole 2 tablets THREE times a day . Maximum of 6 paracetamol containing tablets in 24 hours.		Treat pain

What's New? Metro North Clinical Advice

1. Phone advice

Specialty	Catchment*	Exclusion Criteria
Haematology	Metro North	<ul style="list-style-type: none"> Excludes Patients under 16 years
Inflammatory Bowel Disease	Redcliffe Caboolture	<ul style="list-style-type: none"> Excludes Patient anticipated to require surgical input
Rapid Access to Community Care	Metro North	<ul style="list-style-type: none"> Excludes Patients under 16years Excludes Acute mental health, alcohol or drugs related. Excludes Residential Aged Care Facility Residents (Call RADAR - 1300 072 327)
Sexual Health	Metro North	<ul style="list-style-type: none"> Excludes Patients under 14 years
Sleep Disorders	TPCH Caboolture Redcliffe	<ul style="list-style-type: none"> Excludes Patients seen by another Sleep Unit
General Medicine and Rapid Access Clinic	TPCH	<ul style="list-style-type: none"> Excludes Cardiology, Heart Failure or Respiratory Conditions Excludes Residential Aged Care residents (Call RADAR - 1300 072 327)
Heart Failure Service and Rapid Access Clinic	Redcliffe TPCH	<ul style="list-style-type: none"> Excludes New heart failure patients Excludes Patients seen by another heart failure service
Termination of Pregnancy	Metro North	<ul style="list-style-type: none"> Excludes Outside Metro North referral catchment
Vestibular Rapid Access Service	TPCH	<ul style="list-style-type: none"> Out of catchment for TPCH

*[Catchment](#) - where the patient would usually be referred for a face to face specialist outpatient clinic appointment.

Note: If you think your patient is new to any of these services on the page, please ensure your patient is aware you are seeking advice and they consent to their demographic details, including Medicare number, being provided to Metro North Health at the time of the call.

Call the Clinical Advice Line, Monday to Friday 8am to 4.30pm on

1800 569 099

Note: this is for GPs only and the phone line is not open to patients.

Metro North Clinical Advice Line

Connecting GPs directly to Metro North specialties.

The Metro North Health Clinical Advice Line connects local GPs to specialist advice from hospital and community clinicians. There are two pathways:

1. Phone line
2. Written request for advice.

The range of adult specialties currently available to support patient care in the community includes:
(This list will expand over time so keep coming back for the latest advice services available)

2. Written request for advice

GPs can seek advice via the written "request for advice" (RFA) via GP Smart Referrals (GPSR) for the specialties listed below. Details of how to send the RFA in GPSR and how the response is provided via [the Request for Advice function on GPSR information sheet. \(PDF\)](#)

Specialty	Catchment*	Exclusion Criteria
General Medicine	TPCH	<ul style="list-style-type: none"> Cardiology, Heart Failure or Respiratory Conditions Residential Aged Care residents (Call RADAR)
Paediatric Medicine	Redcliffe	<ul style="list-style-type: none"> Out of catchment for Redcliffe
Rheumatology (available from 24 July 2023)	Redcliffe	<ul style="list-style-type: none"> Out of catchment for Redcliffe
Urology	RBWH	<ul style="list-style-type: none"> Out of catchment for RBWH

*[Catchment](#) - where the patient would usually be referred for a face to face specialist outpatient clinic appointment.

Please do not request urgent advice via this method. If there are no in-catchment services that offer Request for Advice for your patient, the Service will show as 'Out of Catchment'. In this instance it is recommended that a referral is created to an appropriate service within catchment for the patient.

Rapid Access Services

On this page

- [General Medicine Rapid Access Clinic \(RAC\) – The Prince Charles Hospital Catchment](#)
- [Rapid Access to Community Care Service – Metro North wide catchment](#)
- [Rapid Access Heart Failure Treatment Service \(RAHFTS\)](#)

Metro North Health is piloting a number of Rapid Access Clinics and Services. These services provide assessment and treatment to patients requiring escalation of care. They aim to bypass the need to attend ED where this is avoidable.

Referrals can be made by calling the [Metro North Clinical Advice Line](#) on 1800 569 099, Monday to Friday, 8am – 4.30pm.

This page will be updated as further services are made available.

General Medicine Rapid Access Clinic (RAC) – The Prince Charles Hospital Catchment

This clinic provides **adult** patients in the TPCH catchment area with a rapid **general medicine** clinic assessment and treatment (**within 2-3 business days**). The aim is to prevent an avoidable Emergency Department (ED) presentation by providing an early specialist intervention (but shouldn't be seen as an alternative to an outpatient clinic referral).

Operates Monday to Friday 8am -4.30pm.

- + [Eligibility Criteria](#)
- + [How to Refer](#)
- + [Referral information required](#)
- + [How will I know the outcome of the visit?](#)
- + [More information](#)

Rapid Access to Community Care Service – Metro North wide catchment

Rapid Access to Community Care (RACC) provides timely access to community care for community adult clients to prevent avoidable hospital presentations.

RACC accepts direct clinician to clinician referrals via phone from GPs for adult patients experiencing chronic disease exacerbation and illness requiring rapid community response.

Operates Monday to Friday 8am – 4.30pm.

- + [Eligibility Criteria](#)
- + [How to Refer](#)
- + [Who will see the patient?](#)
- + [Referral information required](#)
- + [How will I know the outcome of the visit?](#)
- + [For more information](#)

Rapid Access Heart Failure Treatment Service (RAHFTS)

The aim is to prevent an avoidable Emergency Department presentation for heart failure by providing early specialist nursing intervention within 24 to 72 hours. IV diuretics can be administered.

- + [Eligibility Criteria](#)
- + [How to Refer](#)
- + [Referral information required](#)
- + [How will I know the outcome of the visit?](#)
- + [For more information](#)

Upcoming GP education

Common challenges in primary care: Diabetes education

Metro North Health and Brisbane North PHN invite GPs and practice nurses to join our panel of experts for an evening of education, networking and discussion.

Join your general practice colleagues and specialists from the multidisciplinary Metro North Diabetes and Endocrinology team for case-based learning on the diagnosis, assessment and management of diabetes in a primary care setting.

Topics will include the multidisciplinary assessment and management of diabetes patients including tips and recommendations for ongoing care in general practice and raising awareness of referral pathways and follow-up options.

Presentations will include an introduction to a primary care mini-audit for diabetes patients supported by Primary Sense. There will be an opportunity to engage with our panel of experts about advice on management, referral options and support services that may be useful for you in primary care.

Program 6.00 – 8.30 pm
Registration, dinner and networking
Welcome and General Practice Liaison Officer update
Metro North Diabetes and Endocrinology Service introduction and overview
The diabetic foot – conditions, complications and management Metro North Podiatry team
Type 2 diabetes mellitus management and insulin tips and tricks Dr Sam Donaldson Endocrinologist Metro North Diabetes Education team
Introducing a mini-audit for diabetes patients Dr Kylie Norris GPLO Primary Care team, Brisbane North PHN
Q&A session

If you are unable to attend the event after registration, please notify us at least 5 days prior to the event via administration.integration@brisbanenorthphn.org.au to ensure appropriate event catering.

For more information, please email administration.integration@brisbanenorthphn.org.au.

EVENT DETAILS

DATE:
6.00–8.30 pm
Thursday 10 August 2023

VENUE:
Education Skills Centre
The Prince Charles Hospital
Chermside

COST:
No cost to attend, dinner provided

Activity ID: 553993



REGISTER HERE



Register using the QR code or link below.

<https://www.eventbrite.com.au/e/common-challenges-in-primary-care-diabetes-education-tickets-677903175647>

Thank you

- GPLO email mngplo@health.qld.gov.au
- Questions?

Caboolture Satellite Hospital

Patient pathway: Minor Injury and Illness Clinic Caboolture Hospital Emergency Department: update

Dr Elizabeth Rushbrook
Chief Medical Officer
Metro North

Richard Smith
Physiotherapist Emergency Department
Caboolture Hospital

Dr Sean Clark
Director Emergency Department
Caboolture Hospital



Queensland
Government

Caboolture Satellite Hospital

Bringing healthcare closer

COMING SOON



The **free Minor Injury and Illness Clinic** will be open 8.00am – 10.00pm seven days a week — taking the pressure off the Caboolture Hospital Emergency Department.

The Caboolture Satellite Hospital will provide the following healthcare:



Aboriginal
and Torres
Strait Islander
health hub



Mental health
specialist
services



Oral health
services



Sleep studies



For more information, visit www.qld.gov.au and search for *Satellite Hospitals*.

Patients requiring emergency care will need to visit an Emergency Department or call Triple Zero (000).
For further advice and to speak to a healthcare professional, call **13 HEALTH** (13 43 25 84).



**Queensland
Government**

Introduction

- Minor Injury and Illness Clinic provides unscheduled extended hours care to both adults and children
- Scope of practice for minor injuries and illnesses
- Provides patients within the catchment with local treatment for low complexity care
- Minor Injury and Illness Clinic will not be a substitute for general practice
- Work in partnerships with hospitals and GP providers
- If patient is out of scope of the Minor Injury and Illness Clinic, will be referred to nearest most appropriate acute facility

About the Minor Injury and Illness Clinic

Intent

- The purpose of the Minor Injury and Illness Clinic is to provide local episodic unscheduled extended hours care to adults and children presenting to the satellite hospitals with minor injuries and illnesses. The goal is to reduce the number of non-urgent presentations to nearby emergency departments, increasing their capacity to deliver timely immediate and urgent care.

Governance

- The Minor Injury and Illness Clinic located at CSH will be governed by the Caboolture, Kilcoy and Woodford (CKW) Directorate. Operationally the units will be managed by the Emergency Services, Kilcoy Hospital and Woodford Corrections Service Line. Professional governance will sit with the Director Medical Services and the Director Nursing and Midwifery Services, CKW Directorate. Operational facility management of the CSH will also be the responsibility of the CKW Directorate.
- The Minor Injury and Illness Clinic will link with the Metro North Virtual Emergency Department (VED) to support patients to access the right care in the right place, and for access to virtual consultations with an emergency medicine physician where required. The VED will be able to accept referrals for appropriate cases that are identified out of scope for the MIIC and/or need on-referral. This is inclusive of the Metro North Rapid Access Clinics.
- The Minor Injury and Illness Clinic, Caboolture Hospital emergency department (ED), and the VED will work in collaboration with the Metro North Emergency Medicine Clinical Services Stream to promote and improve timely access to quality care

About the Minor Injury and Illness Clinic

- Inclusions and exclusions
- The staffing model
- Services offered



MEET BOB

HOPC: 1400 hours: Bob 62 Years old, self-presents to the Caboolture Minor Injury and Illness Clinic

8.00am today whilst cleaning his roof, has fallen 1-meter and sustained a Fall on Outstretched Hand (FOOSH) injury to his dominant R hand.

He has sustained a minor head-strike to his Rt temporal region of his head.

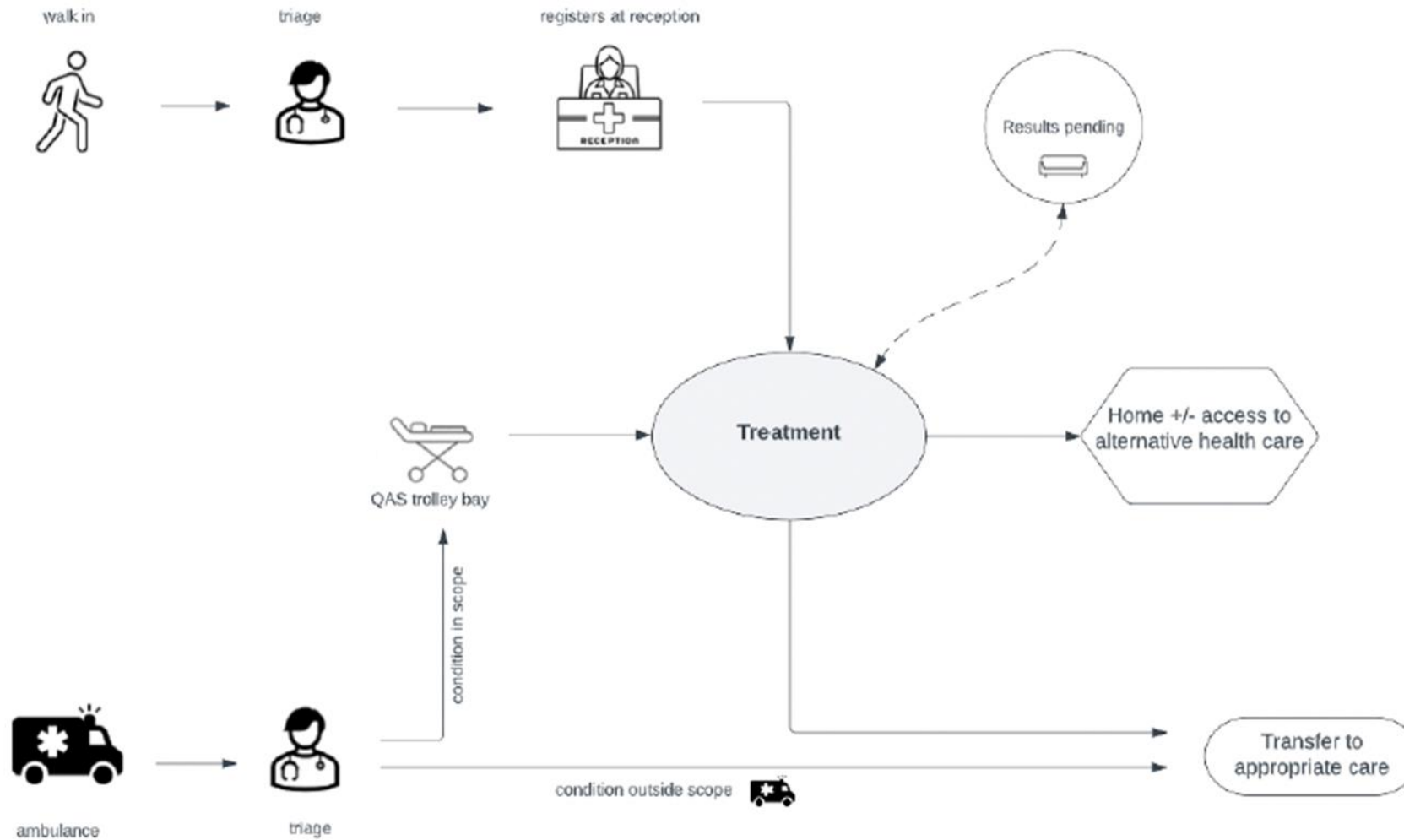
PMH: Type II DM
 Hypertension
 IHD
 Hypercholesterolaemia
 GORD

DH: Metformin
 Glicazide
 Irbesartan
 Aspirin
 Rosuvastatin
 Lansaprazole

Nil Allergies or ADRs

SH: Lives with wife, fully independent, drives, plays golf.

Bob's assessment and treatment pathway



Emergency Physiotherapy Practitioner Care

- Typically Senior MSK Physio with relevant Orthopaedic and in-patient experience.
- Typically post graduate qualifications, MSc or PHD level
- Undergone state-wide bench-marking and capability framework
- Undertaken additional post graduate qualifications in radiology interpretation and pharmacology.
- Limited prescribing capacity with appropriate credentialling
- Minor Injury and Illness Clinic staffing drawn from current Caboolture ED Staff

Physiotherapy assessment

Full subjective examination: HOPC, PMH, BPMH, SH

Objective examination:

- Vitals all WNL, GCS 15, afebrile, looks dry
- alert orientated, nil headache, visual disturbance, small dermal abrasion noted to R temporal region
- Nursing staff requested to clean and Dress minor wound.

Closed, NV intact, appearance consistent with Dorsally Angulated Distal Radius #, BPT to dorsal Distal Radius, Nil ASB or Scaphoid tubercle BPT.

No pain in elbow, shoulder, clavicle, nil Cx spine bony point tenderness, full ROM.

Treatment plan

- Analgesia
- GP/NP Escalation for Head injury review:
- >60, Headstrike, on Aspirin
- Imaging: Plain films R Wrist

Scenario 1 – nil concerns

Reviewed by MIIC GP

Full Head injury screen performed, latent presentation, nil clinical features of ICH,

Instigated client centred care: CT Head not required, patient education & safety netting advice provided.

Plain films performed.



- Comminuted, Impacted, Dorsally angulated Distal Radius and Ulna Styloid.
- Requires Reduction
- Oral analgesia, Entonox, Haematoma block.
- Reduced with POCUS at Bedside.



- In satisfactory alignment
- Neuro-Vascularly intact, pain well controlled in cast
- Home with # clinic review at RDH in <1/52.

Scenario 2 – concerns of head injury

Following Medical Review

Concerns of potential Head injury.

Call to D1 Consultant at Caboolture ED

All notes and documentation completed and printed

Inter-hospital Transfer Completed (IHT)

Ambulance Transfer to Caboolture ED booked.

Management completed as per Scenario 1 if time allows, if not backslab immobilisation for safe transfer.

Caboolture Emergency Department

Dr Sean Clark

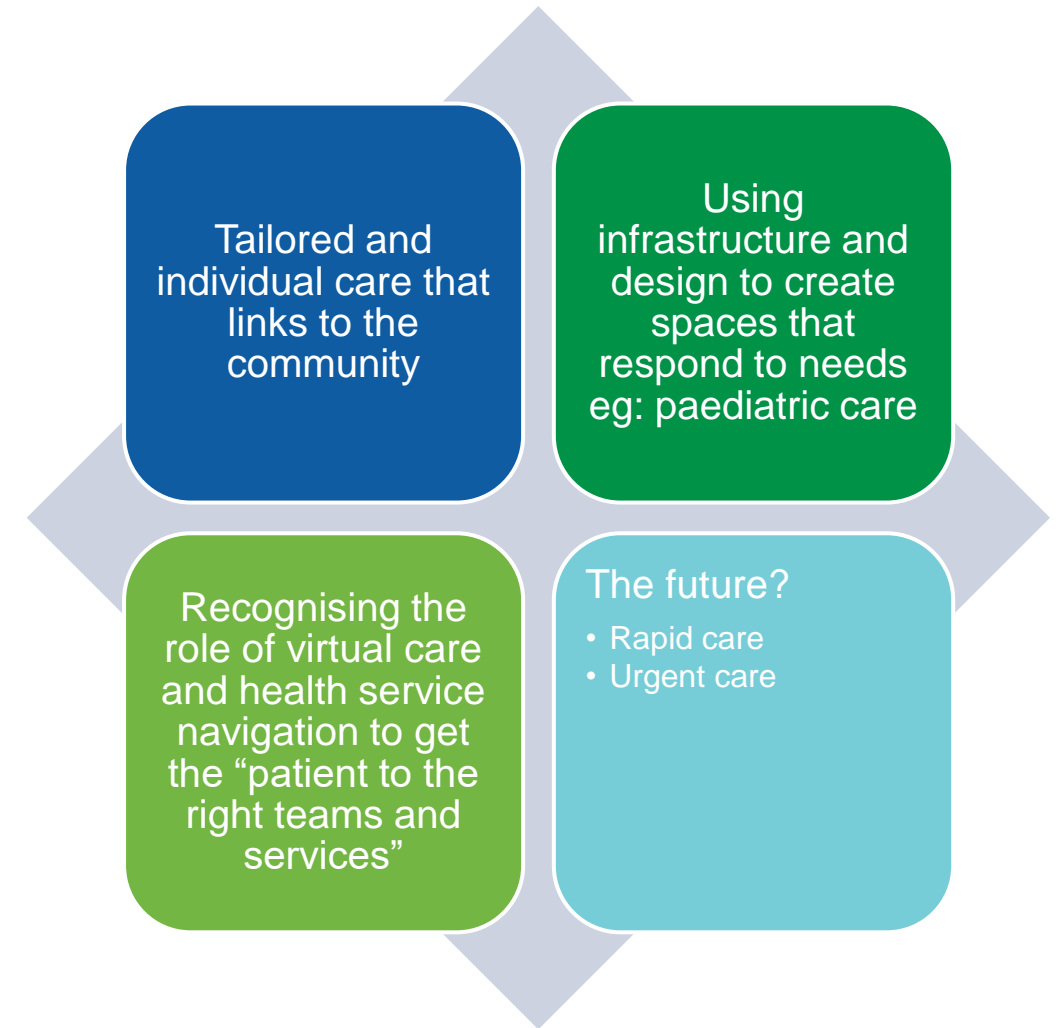


About the new Caboolture Emergency Department



- What's new?
 - uses smart emergency department design solutions that offer more bed space, appropriately sized and located waiting areas, and the features medical staff need to effectively and efficiently treat patients
- Service offering
- Work flows and Model of Care
- A focus on contemporary Emergency Department care

The contemporary emergency care model



Summary

"There is an urgent need to examine all aspects of primary care service interventions that aim to reduce inappropriate attendance to emergency departments."







Virtual Emergency Department

Dr Rachael Pery-Johnston

VED Deputy Director

27 July 2023



VED service profile

0800h – 2200h, 7 days, Qld-wide

Free service at point of care for

All age groups

Senior emergency doctors, triage RNs, admin

Telehealth virtual clinic or phone call

English speaking



QAS Paramedics /CHUB

Community clinicians – post-acute care, transitional care

General practitioners

Queensland public

Watch house/prison staff

13 Health



Emergency department – public or private

Urgent care centre / Minor injury and illness clinic

GP urgent review or follow up – letters, emails and Viewer

Direct ward admission

Same day review in VED

Electronic prescriptions

Advice, reassurance, information sheets by SMS/email

Virtual ward referral/ HITH access

Rapid access outpatient clinics

Pathology and radiology referral and review

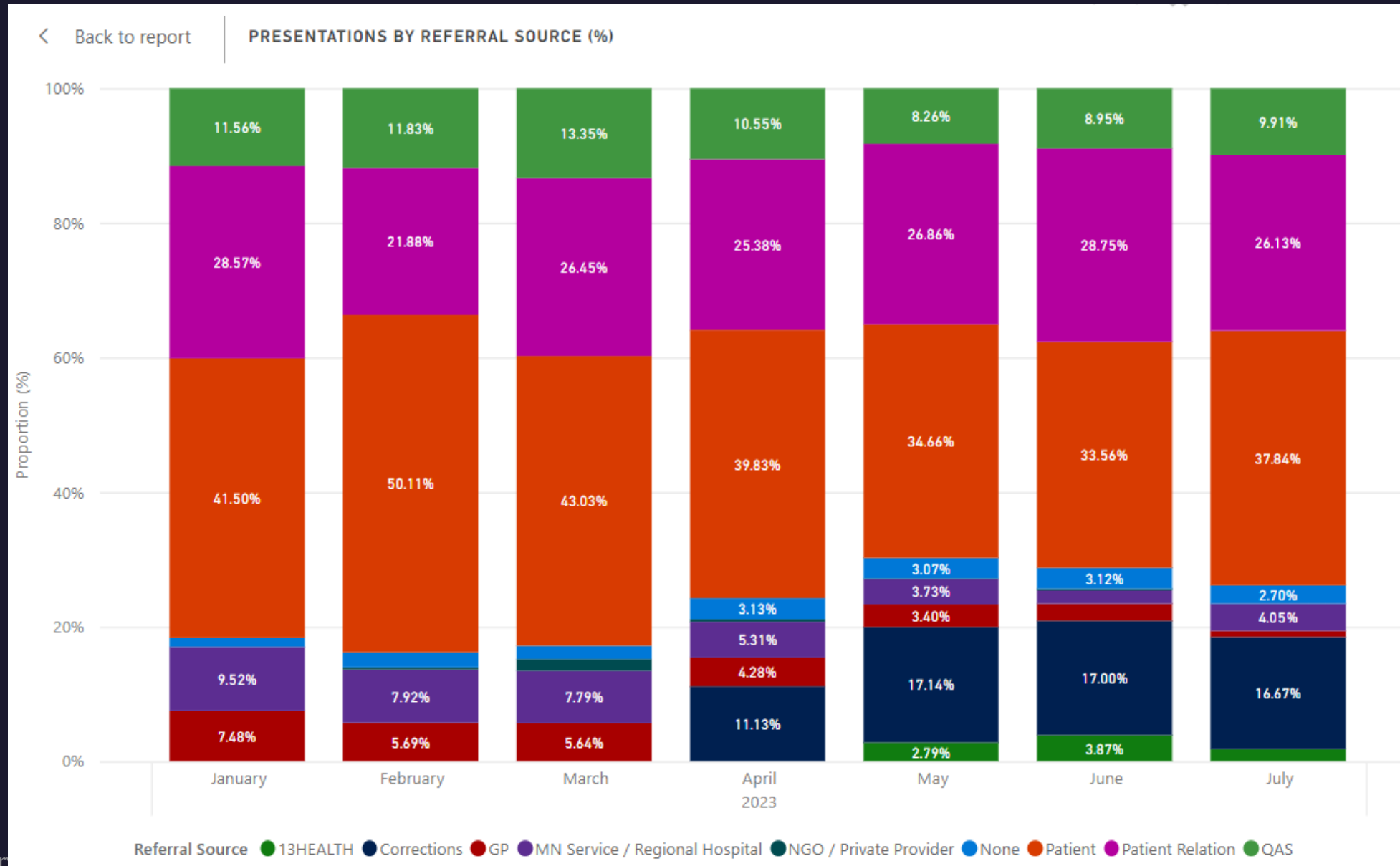
Community palliative care referral

RADAR referral

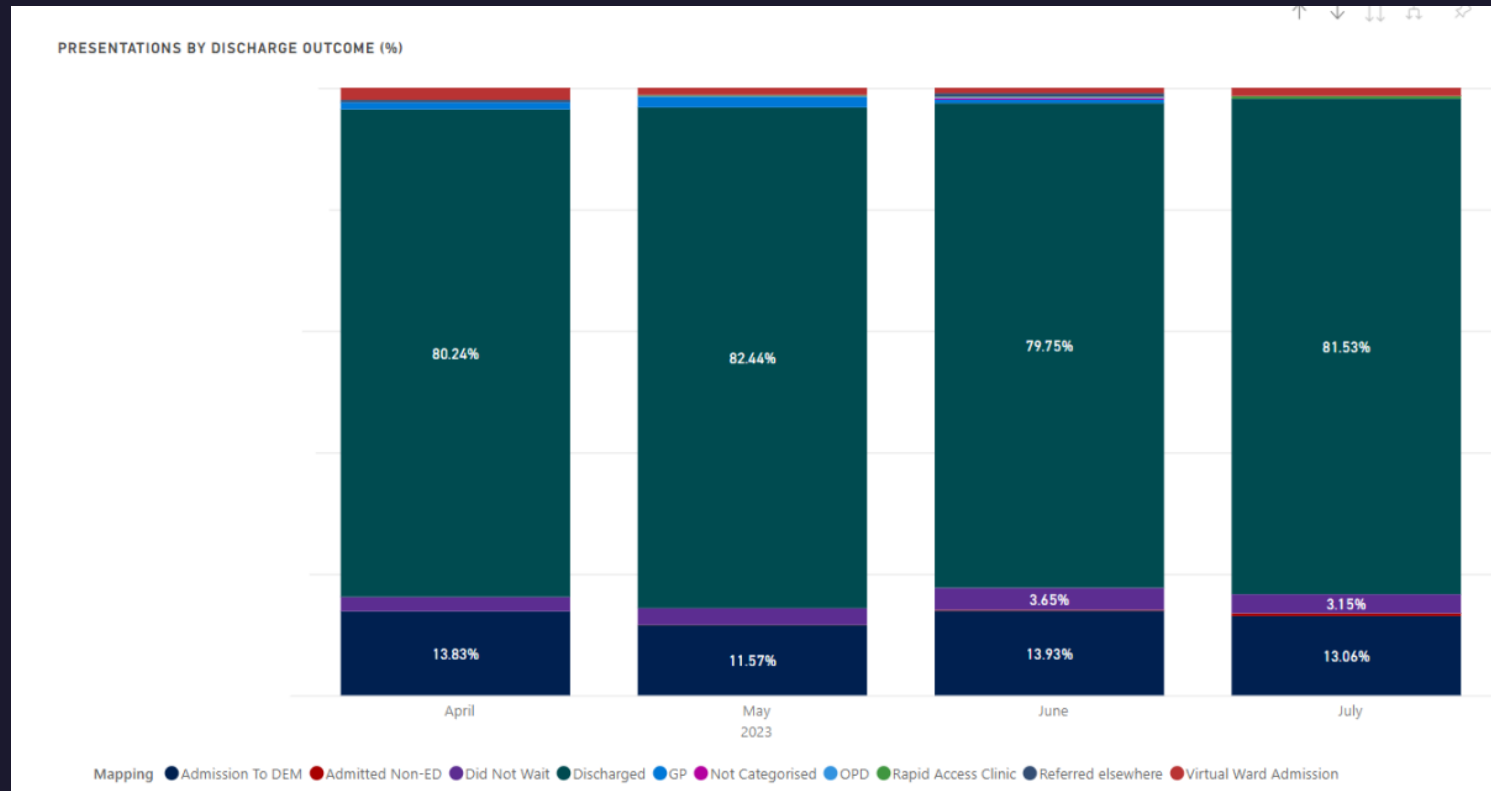
Inpatient specialist advice

Paediatric urgent care eg CubCare

Virtual ED stats



Virtual ED stats





Case study

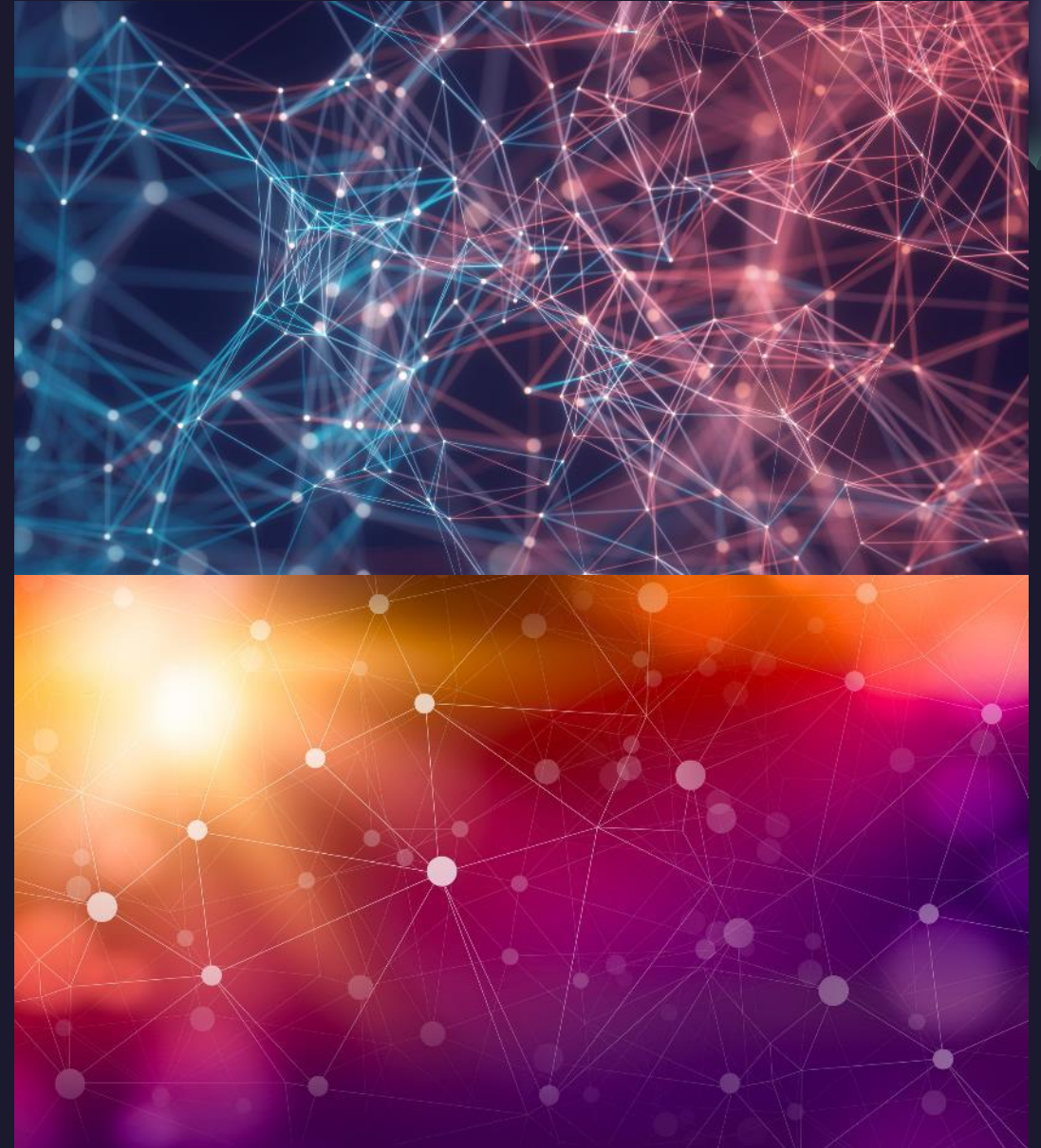
Mrs F 76yo

Thank You

Rachael Pery-Johnston

rachael.pery-johnston@health.qld.gov.au

Deputy Director Virtual ED



METRO NORTH VIRTUAL WARD



WHAT CAN WE OFFER?



Operating Hours

Mon - Sun: 0700 to 1930hrs

New Referrals 0800-1900hrs

Out of hours deteriorating hotline for patients staffed by senior nurse with SMO support



Nursing

With nursing staff from a broad background of specialties such as ED, Respiratory, ICU and Endocrinology our staff can provide once or twice daily reviews of patients via telehealth modalities



Medical Officers

With SMO's from Respiratory, Infectious Diseases and Internal Medicine the Virtual Ward can provide expert specialist care to patients in their own home from a wide range of backgrounds.



GP with Special Interests

Virtual Ward GP's can help bridge the gap between acute hospital care and primary healthcare.



Pharmacy

Specially trained pharmacists can provide telehealth medication reviews, dispense essential medications and provide expert clinical advice.



Acute Services

- Ordering and review of pathology
- Ordering and review of medical imaging
- Remote monitoring in the patients' home (we'll deliver BP machine, sats probe, and thermometer to their home)

WHO CAN REFER?



VED

- prevent acute admission
- continuing the virtual healthcare journey



OPD

- prevent acute admission
- give patients confidence in staying at home



ED

- support d/c from ED/SSU
- prevent acute admission



INPATIENT TEAMS

- expedite early d/c
- give patients confidence in being d/c



GP'S

- Direct to VW/ Through VED
- prevent acute admission/ ED presentation

Virtual Ward

HOW TO REFER?



Phone-

To refer please call the **Virtual Ward SMO** on;

Virtual Ward- 3074 2109 or through **RBWH switch 3646 8111** and ask for **Virtual Ward SMO**

Coming soon- referral template available on **Best Practice**



Email-

If you have any questions, please don't hesitate to contact the **Virtual Ward** on **MN-VirtualWardAdmin@health.qld.gov.au** or **oliver.walker@health.qld.gov.au**

THANK YOU

Oliver Walker
Nurse Unit Manager
Metro North Virtual Ward
Oliver.Walker@health.qld.gov.au



Metro North
Health



Queensland
Government



Queensland Ambulance Service
'Caring for Queenslanders'

QUEENSLAND AMBULANCE SERVICE

Purpose

We will deliver timely, quality, and appropriate, patient focused ambulance services to the Queensland community.

Vision

Excellence in ambulance services.

Lisa Dibley – Moreton Bay District Director



Queensland Ambulance Service
'Caring for Queenslanders'

QAS

**Employ
6931**

**302
Response
Locations**

Deliver
services to
5.2 million
people

Deliver
service across
1.77 million
km²

1,128,748
Triple Zero
(000) calls

382,222
non-Triple
Zero (000)
line calls

**Employ
1038**

**24
stations**

**Metro
North**

FY22/23
64,325
Patient
Transport
Cases

FY22/23
165,510
Emergency
Cases

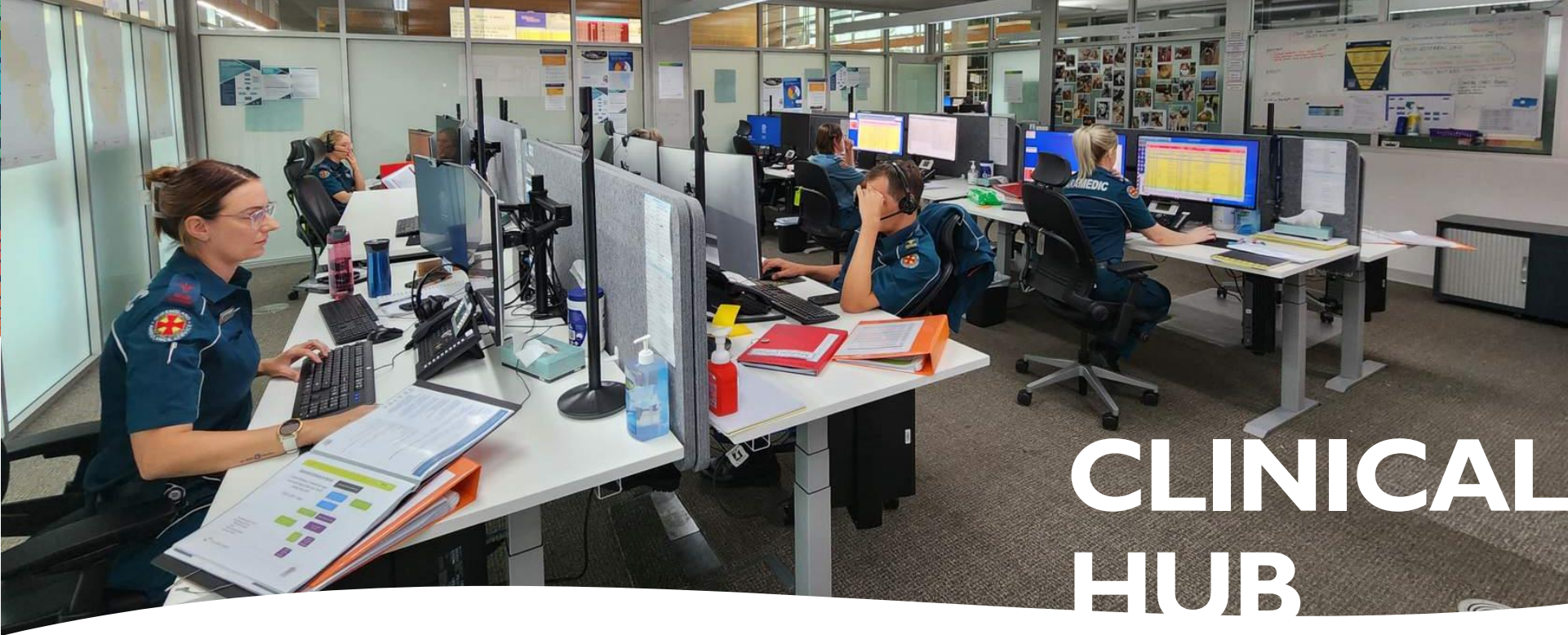


NOT JUST LIGHTS AND SIRENS

Specialty Units

- HARU
- LARU
- BRT
- MH CORE
- FALLS CORE
- PTS





Service
Queenslanders'

Multidisciplinary team of clinicians including Senior Medical Clinical Consultants, Nurse Navigators, Paramedics and a social worker.

- Ensure patient safety while awaiting an ambulance resource
- Proactively work with alternate care pathways to ensure patient receives the right care at the right time.
- Breaking down barriers to accessing health care outside ED

CASE #2

Name: **Chloe**

Age: **10 Years**

Gender: **Female**

Location: **Burpengary**

Complaint: **Abdo Pain V&D**

0630: Chloe woke with V+D & generalised abdominal pain

0640: Chloe's mum called Triple Zero (000) and an incident is created for Chloe by Call taker.

MPDS coding 2C - Non Lights & Sirens Response. No appropriate QAS resources available to send.

0700: Incident identified and reviewed by Clinical Hub Clinician (Paramedic) who performs a tele-assessment, where at home treatment advice is provided and Chloe's mother is advised of delays

0745: Incident still pending after multiple units diverted to life-threatening incidents

0800: Incident reviewed by Clinical Hub SMO. Assessment is via phone, which identifies Chloe is still stable but requiring medical attention. No appropriate QAS resources available but Chloe's mother has a private vehicle and is comfortable to drive Chloe to appropriate care..

QAS Clinical Hub contacts the Morayfield Health Hub Urgent Care, provides clinical handover and Chloe is accepted. Chloe is then transported by her mother and the QAS incident is closed noting the alternate pathway taken.

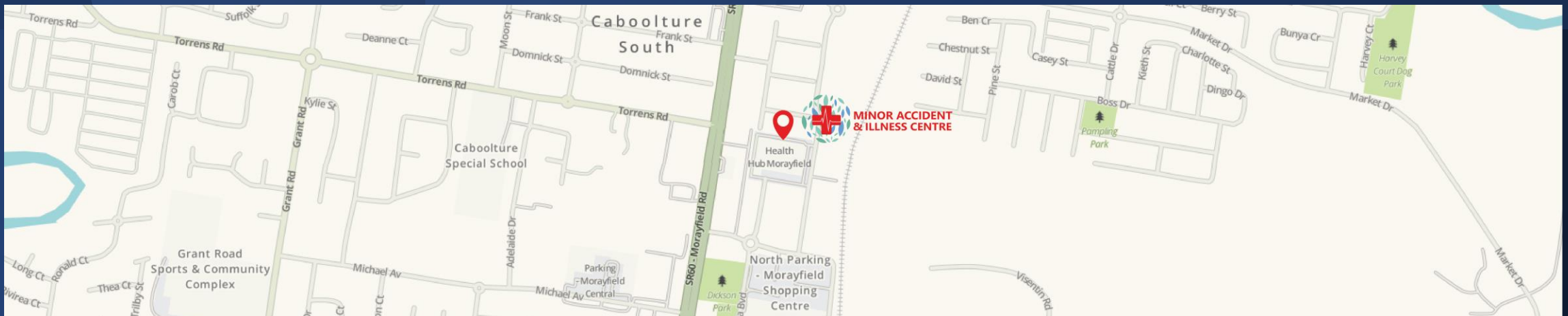




**MINOR ACCIDENT
& ILLNESS CENTRE**

Preliminary Urgent Care Data - Minor Accident & Illness Centre (MAIC)

Research Report – June 2023
By Dr Evan Jones





Priorities for Implementing Urgent Care in Australia: A qualitative study

Initial Results from doctor interviews

Early Theme 1: Establishing a national consistent approach to urgent care

- Developing a model of care for Australia with clear quality standards
- Ensuring urgent care receives a standardized, sustainable funding model complete with specific item numbers
- Identifying optimal staffing models to ensure quality and safety of care

Early Theme 2: Developing a highly skilled urgent care workforce

- Having an Australian and NZCUC to train medical specialists
- Working collaboratively with the ACEM and the RACGP to on workforce training and development initiatives
- Ensuring clear standards of nursing practice in urgent care including for nurse practitioners
- Rapidly developing quality new programs to support skilling for an urgent care workforce

Early Theme 3: Engaging with the community to effectively implement urgent care

- Supporting the Medicare Urgent Care Clinic initiative by raising awareness among the public of when to seek urgent care
- Working with local health systems to optimize access to, and delivery of urgent care (i.e. communicating with local hospitals about referrals)

Contact Information

Minor Accident & Illness Centre (MAIC)

19-31 Dickson Road, Morayfield, QLD

W: www.minoraccidentandillnesscentre.com.au

Dr. Evan Jones

E: evan@ewjones.com

Thank you!