

Supporting the North West Covid-19 positive pathway

A care pathway for COVID-19 positive patients is in place being rolled out in the north west region of Melbourne. This pathway supports continuity of care with patients' usual general practice.

This document provides an overview of the pilot and the support North Western Melbourne Primary Health Network (NWMPHN) can provide to general practices.

Patients from the Royal Melbourne Hospital, Western Health, Djerriwarrh Health Service and Mercy Health catchments are included in the pathway.

The pathway is designed to provide safe, high quality care, including community-based care for low risk COVID-19 positive patients, with escalation mechanisms to higher levels of care if required.

cohealth will contact NWMPHN to let us know which practices in our region have a Covid-19 positive patient assigned in the low risk pathway.

Once notified, your Quality Improvement Program Officer will reach out to your practice to provide support on the model, including how to access templates and advice, claim MBS items, and support data collection. This information sheet provides you with an overview of resources that will assist practices involved in the model, what support we can offer, as well as a list of frequently asked questions.

Overview of pilot care pathway

An overview of the model can be found [here](#). The overview outlines the key stages in the pathway, the GP role, escalation processes and key contacts. This information is also included in a [specific pathway](#) on HealthPathways Melbourne.

HealthPathways Melbourne

[HealthPathways Melbourne](#) is the best place to find up-to-date clinical advice plus local referral information during the coronavirus pandemic. HealthPathways has a suite of pathways to support the assessment and management of COVID-19:

To access HealthPathways Melbourne visit melbourne.healthpathways.org.au

Username: *connected*

Password: *healthcare*

Education

NWMPHN runs frequent webinars on the model, including explaining the model, the care pathway, the GP role and case study discussion. Webinars can be viewed here:

<https://www.youtube.com/c/NorthWesternMelbournePrimaryHealthNetwork>

Website with up to date COVID-19 information

Visit nwmpnhn.org.au/covid19 for the latest COVID-19 information including summaries of DHHS updates, useful links, contact numbers and recent news for general practice.

Support to schedule telehealth monitoring

Depending on the volume of cases in your practice you may decide to allocate a nurse to act as coordinator for these patients, or to set up a reminder system to manage the call schedule. Your NWMPHN Quality Improvement Program Officer can assist with setting this up.

Resources for patients

Visit dhhs.vic.gov.au/coronavirus and health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources for the latest patient resources from the Victorian and Australian governments.

Key contacts

NWMPHN

Primary Health Care Improvement team 03 9347 1188 or primarycare@nwmpnhn.org.au

Western Public Health Unit

In charge of contact tracing isolation compliance and release from isolation

8345 4043, email WPHU@wh.org.au, 8am- 8pm, 7 days a week

Urgent out of hours COVID-19 related enquiries: via Sunshine Hospital Ph: (03) 8345 1333 and ask for the Western Public Health Unit Medical Lead on call.

Royal Melbourne Hospital (RMH)

0466-868-986 (8am to 6pm, 7 days per week)

Mercy Health

0408-462-284 (10am to 6pm, 7 days per week)

Djerriwarrh Health Services

HITH mobile 0429-025-511 (8am to 8pm) or Urgent Care Doctor (03) 5367-9650 (8pm to 8am)

cohealth Assessment Centre

03 9448 5551 (9am to 5pm, 7 days per week) for general enquiries, welfare support or for initial assessment concerns

Feedback

We are keen to hear from practices who have feedback, concern or queries on how the model is working for you and your patients. Please email us: covid@nwmpnh.org.au

We acknowledge the peoples of the Kulin nation as the Traditional Owners of the land on which our work in the community takes place. We pay our respects to their Elders past and present.



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