



COVID Positive Pathways program

Factsheet for referrers – update 7 December 2021

OFFICIAL

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Purpose

The primary source of referral into the COVID Positive Pathways (C+P) program is via Victorian Public Health Units. Other referrers may include public health services and hospitals, community health services, general practitioners (GPs) and government agencies.

This fact sheet provides key contact details for each catchment area across the state's C+P programs for non-urgent (advice on community management, guidelines and support and services available), clinical deterioration (escalation of care to hospital level monitoring or discussion of non-urgent admissions) and urgent (emergency assistance and urgent transfer to hospital) queries.

What is the COVID Positive Pathways program?

- The C+P program provides clinical care, monitoring and support for all eligible people who test positive for COVID-19, at the right time and in the right place.
- The C+P program is delivered by Victorian hospitals through Health Service Partnerships (HSPs), community health services, GPs and other providers, and coordinated by the Victorian Department of Health (the department).
- All eligible Victorians who test positive for COVID-19 are contacted to determine their clinical and social needs. Where consent is provided, people are stratified based on clinical risk, severity of illness and social needs onto one of three adult pathways (low-risk pathway, medium-risk pathway, inpatient acute care), a paediatric pathway or a maternity pathway.
- The COVID-19 positive person can be escalated or de-escalated between care pathways depending on how their clinical condition changes over the course of their illness.
- Pathways for clinical monitoring and treatment have been established by HSPs within geographic catchments.

Objectives

The program was initiated by the department and Safer Care Victoria to ensure that Victorians with COVID-19 are offered:

- monitoring and regular 'check-ins' to manage symptoms and identify rapid deterioration through primary and community-based care, and metropolitan and regional health services.
- active virtual and where needed face-face in-home programs to reduce avoidable presentations and admissions, thereby reducing the risk of infection to other patients and hospital staff.
- health, welfare and social supports to assist people through the illness and isolation. This may include education on welfare and financial supports and information on how to apply for this assistance; connecting individuals with a GP, if they do not already have one; and connecting and referring people to healthcare providers for other health needs such as mental health and pharmacotherapy.
- planning for public health clearance from isolation.

Eligibility criteria

All people residing in Victoria who have tested positive for COVID-19 are in scope for the program, excluding:

- Residents of residential aged care facilities
- Supported Residential Services and disability accommodation, where these facilities are receiving care through an outbreak management response team.
- Department of Justice detainees (prisoners)
- People with COVID-19 in COVID-19 specific emergency accommodation where a service provides its own dedicated care and supports, such as:
 - hotel quarantine
 - alternative accommodation: for those clients who cannot self-isolate in their own home or are living in vulnerable circumstances

Catchments

A catchment is defined by postcodes, to enable health service partnerships to identify and support people who have tested positive for COVID-19. The residential postcodes for each catchment are identified in the table below.

Health service partnership	Residential postcodes
North East Metro	3002, 3047, 3048, 3049, 3053, 3054, 3059, 3061, 3062, 3063, 3064, 3065, 3066, 3067, 3068, 3070, 3071, 3072, 3073, 3074, 3075, 3076, 3078, 3079, 3081, 3082, 3083, 3084, 3085, 3086, 3087, 3088, 3089, 3090, 3091, 3093, 3094, 3095, 3096, 3097, 3099, 3101, 3102, 3103, 3104, 3105, 3106, 3107, 3108, 3109, 3111, 3113, 3114, 3115, 3116, 3121, 3122, 3123, 3124, 3125, 3126, 3127, 3128, 3129, 3130, 3131, 3132, 3133, 3134, 3135, 3136, 3137, 3138, 3139, 3140, 3151, 3152, 3153, 3154, 3155, 3156, 3158, 3159, 3160, 3179, 3180, 3428, 3750, 3751, 3752, 3754, 3755, 3757, 3759, 3760, 3761, 3765, 3766, 3767, 3770, 3775, 3777, 3778, 3779, 3782, 3785, 3786, 3787, 3788, 3789, 3791, 3792, 3793, 3795, 3796, 3797, 3799
South East Metro	3004, 3141, 3142, 3143, 3144, 3145, 3146, 3147, 3148, 3149, 3150, 3161, 3162, 3163, 3165, 3166, 3167, 3168, 3169, 3170, 3171, 3172, 3173, 3174, 3175, 3177, 3178, 3181, 3182, 3183, 3184, 3185, 3186, 3187, 3188, 3189, 3190, 3191, 3192, 3193, 3194, 3195, 3196, 3197, 3198, 3199, 3200, 3201, 3202, 3204, 3205, 3206, 3207, 3781, 3783, 3800, 3802, 3803, 3804, 3805, 3806, 3807, 3808, 3809, 3810, 3812, 3813, 3814, 3815, 3910, 3911, 3912, 3913, 3915, 3916, 3918, 3919, 3920, 3921, 3926, 3927, 3928, 3929, 3930, 3931, 3933, 3934, 3936, 3937, 3938, 3939, 3940, 3941, 3942, 3943, 3944, 3975, 3976, 3977, 3978, 3980, 3981, 3984
West Metro	3000, 3003, 3006, 3008, 3010, 3011, 3012, 3013, 3015, 3016, 3018, 3019, 3020, 3021, 3022, 3023, 3024, 3025, 3026, 3027, 3028, 3029, 3030, 3031, 3032, 3033, 3034, 3036, 3037, 3038, 3039, 3040, 3041, 3042, 3043, 3044, 3045, 3046, 3050, 3051, 3052, 3055, 3056, 3057, 3058, 3060, 3335, 3336, 3337, 3338, 3340, 3427, 3429
Barwon South West	3211, 3212, 3213, 3214, 3215, 3216, 3217, 3218, 3219, 3220, 3221, 3222, 3223, 3224, 3225, 3226, 3227, 3228, 3230, 3231, 3232, 3233, 3234, 3235, 3236, 3237, 3238, 3239, 3240, 3241, 3242, 3243, 3249, 3250, 3251, 3254, 3260, 3264, 3265, 3266, 3267, 3268, 3269, 3270, 3271, 3272, 3273, 3274, 3275, 3276, 3277, 3278, 3279, 3280, 3281, 3282, 3283, 3284, 3285, 3286, 3287, 3289, 3292, 3293, 3294, 3300, 3301, 3302, 3303, 3304, 3305, 3309, 3310, 3311, 3312, 3314, 3315, 3321, 3322, 3323, 3324, 3325, 3328, 3329, 3330, 3331, 3332, 3333, 3407
Gippsland	3816, 3818, 3820, 3821, 3822, 3823, 3824, 3825, 3831, 3832, 3833, 3835, 3840, 3842, 3844, 3847, 3850, 3851, 3852, 3854, 3856, 3857, 3858, 3859, 3860, 3862, 3864, 3865, 3869, 3870, 3871, 3873, 3874, 3875, 3878, 3880, 3882, 3885, 3886, 3887, 3888, 3889, 3890, 3891, 3892, 3893, 3895, 3896, 3898, 3900, 3902, 3903, 3904, 3909, 3922, 3923, 3925, 3945, 3946, 3950, 3951, 3953, 3954, 3956, 3957, 3958, 3959, 3960, 3962, 3964, 3965, 3966, 3967, 3971, 3979, 3987, 3988, 3990, 3991, 3992, 3995, 3996
Grampians	3317, 3318, 3319, 3334, 3341, 3342, 3345, 3350, 3351, 3352, 3355, 3356, 3357, 3358, 3360, 3361, 3363, 3364, 3370, 3371, 3373, 3374, 3375, 3377, 3378, 3379, 3380, 3381, 3384, 3385, 3387, 3388, 3390, 3391, 3392, 3393, 3395, 3396, 3400, 3401, 3409, 3412, 3413, 3414, 3415, 3418, 3419, 3420, 3423, 3424, 3458, 3460, 3461, 3464, 3465, 3467, 3468, 3469, 3472, 3477, 3478, 3480, 3482, 3483, 3485, 3487, 3488, 3489, 3491, 3525, 3527
Hume (Goulburn Valley)	3521, 3522, 3607, 3608, 3610, 3612, 3614, 3616, 3617, 3618, 3620, 3621, 3623, 3624, 3629, 3630, 3631, 3633, 3634, 3635, 3636, 3637, 3638, 3639, 3640, 3641,

Health service partnership	Residential postcodes
	3644, 3646, 3647, 3649, 3658, 3659, 3660, 3662, 3663, 3664, 3665, 3666, 3669, 3670, 3672, 3711, 3712, 3713, 3714, 3715, 3717, 3718, 3719, 3720, 3722, 3723, 3725, 3726, 3727, 3728, 3730, 3732, 3753, 3756, 3758, 3762, 3763, 3764
Hume (Albury Wodonga)	3673, 3675, 3677, 3678, 3682, 3683, 3685, 3687, 3688, 3690, 3691, 3694, 3695, 3697, 3698, 3699, 3700, 3701, 3704, 3705, 3707, 3708, 3709, 3733, 3735, 3737, 3738, 3739, 3740, 3741, 3744, 3746, 3747, 3749
Loddon Mallee	3430, 3431, 3432, 3433, 3434, 3435, 3437, 3438, 3440, 3441, 3442, 3444, 3446, 3447, 3448, 3450, 3451, 3453, 3462, 3463, 3475, 3490, 3494, 3496, 3498, 3500, 3501, 3505, 3506, 3507, 3509, 3512, 3515, 3516, 3517, 3518, 3520, 3523, 3529, 3530, 3531, 3533, 3537, 3540, 3542, 3544, 3546, 3549, 3550, 3551, 3555, 3556, 3557, 3558, 3559, 3561, 3562, 3563, 3564, 3565, 3566, 3567, 3568, 3570, 3571, 3572, 3573, 3575, 3576, 3579, 3580, 3581, 3583, 3584, 3585, 3586, 3588, 3589, 3590, 3591, 3594, 3595, 3596, 3597, 3599, 3622

Streaming of inpatient care in Victoria

COVID-19 positive patients requiring acute hospital services are cared for at selected health services. This reduces the exposure and movement of COVID-19 positive patients across the health system. Managing COVID-19 positive patients using this approach also minimises the disruption of non-COVID care within the health system, such as elective surgery and outpatient service delivery.

Further information, including admitting officer contact details for each service, is provided in *Streaming of COVID-19 patients Requiring Acute Care in Victoria* factsheet and *Guide for Streaming Services: COVID-19 positive patients to selected services*.

Intake services and key contacts: COVID Positive Pathway programs

North East Metro

Urgency and function	Austin	Eastern	Northern	St Vincent's
Non urgent Advice on community management, guidelines and support and services available	Mon–Fri, 8am-8pm Sat–Sun, 8am-5pm 1800 518 205 Select Options 3 and 6 COVID Care Pathway	Mon-Sun, 9am to 5pm (03) 5957 4494 Covid Pathways Team Covidsupport@easter nhealth.org.au	Mon–Sun, 9am-4.30pm 0436 599 508 COVID Care Pathway NH- CovidCommunityHelp desk@nh.org.au	Mon-Sun, 8.30am-5pm (03) 9231 4900 Covid+pathways team Healthmonitor@svha. org.au
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Fri, 8am-8pm Sat–Sun, 8am-5pm COVID Care Pathway Medical Consultant 0479 179 439 Out of Hours: Adults COVID Infectious Diseases Consultant via switchboard (03) 9496 5000	Mon–Sun 9am –5pm 0479 191 836 HITH Medical Consultant If Medical Consultant agrees, patients should be referred to HITH via COVID ANUM 0481 478 069 Out of hours: My Emergency Doctor 1800 123 633	Mon–Sun, 9am-4.30pm 0436 599 508 COVID Care Pathway	Mon–Sun 9am-5pm (03) 9231 2211 HITH Physician On- Call via Switchboard
	Out of Hours Adults: Northern Health Virtual ED ed.virtualconsult@nh.org.au Out of Hours Children: Royal Children's ED Consultant in charge via switchboard (03) 9345 5522			
Urgent For emergency assistance and urgent transfer to hospital	Call 000 Notify the pathways team Mon– Fri, 8am-8pm Sat–Sun, 8am-5pm 1800 518 205 Select Options 3 and 6	Call 000 Notify the pathways team Mon-Sun, 9am-5pm (03) 5957 4494	Call 000 Notify the pathways team Mon–Sun, 9am-4.30pm 0436 599 508	Call 000 Notify the pathways team Mon-Sun, 8.30-5pm (03) 9231 4900

South East Metro

Urgency and function	Alfred Health	Monash Health	Peninsula Health
<p>Non urgent Advice on community management, guidelines and support and services available</p>	<p>Mon-Sun, 9am-5pm (03) 9115 0202 Connect Health covidpathway@sandringhamacc.com.au</p> <p>Mon-Sun, 9am-5pm (03) 9525 1300 Star Health (Social / Welfare Partner) stayconnected@starhealth.org.au</p>	<p>Mon-Sun, 9am-5pm (03) 8587 0200 Central Bayside Community Health Service pathways@cbchs.org.au</p>	<p>Mon-Sun, 8am-12am (03) 9788 1700 Peninsula Health Community communitycareenquiry@phcn.vic.gov.au</p>
<p>Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission</p>	<p>Mon-Sun, 8am-5pm 0437 693 280 Alfred HITH integratedcovidcareteam@alfred.org.au</p> <p>Out of hours: Gen Med Reg oncall via switch (03) 9076 2000</p>	<p>Adults: Mon-Sun, 8am-5pm 0404 084 273 Monash Complex Care covidcare@monashhealth.org</p> <p>Adult out of hours: Mon-Sun, 5-8pm, 0407 899 263</p> <p>Paediatrics: Mon-Sun, 7.30am-7.30pm 0414 427 317 Monash Children’s at Home mbx_covidpathwaykids@monashhealth.org</p> <p>Paediatrics out of hours: 0487 019 649</p>	<p>Mon-Sun, 8am-12am (03) 9788 1700 Peninsula Health Community communitycareenquiry@phcn.vic.gov.au</p>
<p>Urgent For emergency assistance and urgent transfer to hospital</p>	<p>Call 000 Notify the pathways team Mon-Sun, 8am-10pm 0438 526 302</p>	<p>Call 000 Notify the pathways team Mon-Sun, 8am-5pm 0404 084 273 Mon-Sun, 5-8pm 0407 899 263</p>	<p>Call 000 Notify the pathways team Mon-Sun, 8am-12am (03) 9788 1700</p>

West Metro

Agency and function	Royal Melbourne	Western	Werribee Mercy	Djerriwarrh	Royal Children's
Non urgent Advice on community management, guidelines and support and services available	Cohealth Intake/Support needs: 9448 5551 Mon-Sun, 9am-5pm				
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Sun, 8am-8pm 0447 903 049 MHCOVIDVirtual ward@mh.org.au	Mon-Sun, 7.30am-5pm 0478 951 547 Mon-Sun, 5pm-7.30am 1300 229 656 WHCovid19PositiveCarePathways@wh.org.au	Mon-Sun, 9am-5pm 0408 462 284 covidnotification@mercy.com.au	Mon-Sun, 8am-8pm 0429 025 511 hith@djhs.org.au	Mon-Sun, 24 hours ED Consultant in charge via switchboard (03) 9345 5522
Urgent For emergency assistance and urgent transfer to hospital	Call 000				

Gippsland

Urgency and function	Latrobe Regional Health	Bass Coast Health
Non urgent Advice on community management, guidelines and support and services available	Mon-Sun, 9.30am-6pm (03) 5173 5451 – option 2 Gippsland PHU phu@lrh.com.au	
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Sun, 9am-4.30pm (03) 5173 8003 LRH HITH hospitalinthehome@lrh.com.au (Baw Baw, East Gippsland, Latrobe and Wellington LGAs)	Mon-Sun, 9am-4.30pm (03) 5671 3439 or 0439 956 003 BCH HITH HITH@basscoasthealth.org.au (Bass Coast and South Gippsland LGAs) Out of hours: Health service coordinator on (03) 5671 3384
Urgent For emergency assistance and urgent transfer to hospital	Call 000 Notify the pathways team Mon-Sun, 9am-4.30pm (03) 5173 8003	Call 000 Notify the pathways team Mon-Sun, 9am-4.30pm (03) 5671 3439 or 0439 956 003

Loddon Mallee

Urgency and function	Bendigo Health	Mildura Base Hospital	Swan Hill District Health
Non urgent Advice on community management, guidelines and support and services available	Mon-Sun, 8.30am-8.30pm 1800 959 400 or (03) 5454 9139 Loddon Mallee PHU phu@bendigohealth.org.au		
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Fri, 8am-5pm (03) 5454 7270 HITH registrar Out of hours: (03) 5454 7791 Respiratory registrar	Mon-Sun, 24 hours 0448 284 512 HITH medical lead, covidcasemanagement@mbp h.org.au	Mon-Fri, 7.30am-4pm (03) 5033 9995 Care At Home Team Sat-Sun, 8am-6pm (03) 5033 9375 DNS/HITH Team
Urgent For emergency assistance and urgent transfer to hospital	Call 000 Notify the pathways team Mon-Fri, 8am-5pm (03) 5454 7270	Call 000 Notify the pathways team on 0438 539 015 COVID-19 coordinator	Call 000 Notify the pathways team Mon-Fri, 7.30am-4pm (03) 5033 9995

There are other services within the Loddon Mallee region providing hospital level monitoring which are not featured in this table. Please contact the Loddon Mallee PHU if you would like to know which health services they are.

Barwon South West

Urgency and function	Barwon Health	Southwest Healthcare
Non urgent Advice on community management, guidelines and support and services available	Mon-Sun, 8am-8pm 1300 942 241 Barwon South West PHU phu@barwonhealth.org.au	
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Sun, 24 hours (03) 4215 7733 Remote Monitoring Team RemotePatientMonitoring@barwonhealth.org.au	Mon-Sun, 24 hours 0479 190 368 Remote Monitoring Team covidrpm@swh.net.au
Urgent For emergency assistance and urgent transfer to hospital	Call 000 Notify the remote monitoring team Mon-Sun during business hours (03) 4215 7733	Call 000 Notify the remote monitoring team Mon-Sun during business hours 0479 190 368

Hume (Goulburn Valley)

Urgency and function	Goulburn Valley Health
Non urgent Advice on community management, guidelines and support and services available	Mon-Sun, 8.30am-8.30pm 1800 313 070 Goulburn Valley PHU phu@gvhealth.org.au
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Sun, 8am-9pm 1800 490 590 COVID Monitoring Team
Urgent For emergency assistance and urgent transfer to hospital	Call 000 Notify the pathways team on Mon-Sun 8am-9pm on 1800 490 590

There are other health services within the Hume (Goulburn Valley) region providing hospital level monitoring which are not featured in this table. Please contact the Goulburn Valley PHU if you would like to know which health services they are.

Grampians

Urgency and function	Grampians Health
Non urgent Advice on community management, guidelines and support and services available	Mon-Sun. 9.30am-6pm 1300 988 908 Grampians PHU phu@bhs.org.au
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Sun, 8.30am-5pm 0477 988 870 BHS At Home BHSatHomeCOVID@bhs.org.au Out of hours: Covid Consultant /ID Physician via switchboard on (03) 5320 4000
Urgent For emergency assistance and urgent transfer to hospital	Call 000 Notify the pathways team on Mon-Sun 8.30am-5pm on 0477 988 870

There are other health services within the Grampians region providing hospital level monitoring which are not featured in this table. Please contact the Grampians PHU if you would like to know which health services they are.

Hume (Albury Wodonga)

Urgency and function	Albury Wodonga Health	Northeast Health Wangaratta
Non urgent Advice on community management, guidelines and support and services available	Mon-Sun, 8am-6pm 1300 066 055 Albury Wodonga PHU phu@awh.org.au	
Clinical deterioration Escalation to hospital level monitoring, consideration for non-urgent admission	Mon-Sun, 8am-8pm 0456 809 574 Covid Monitoring Program COVID19Consult@awh.org.au	Mon-Sun, 8am-8pm 0498 672 050 Covid Monitoring Program COVID.Monitoring@nhw.org.au
Urgent For emergency assistance and urgent transfer to hospital	Call 000 Notify the pathways team Mon-Sun 8am-8pm 0456 809 574	Call 000 Notify the pathways team 8am-8pm Mon-Sun on 0498 672 050

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Available at [DHHS.vic –Translated resources - coronavirus \(COVID-19\) <https://www.coronavirus.vic.gov.au/translated-information-about-coronavirus-covid-19>](https://www.coronavirus.vic.gov.au/translated-information-about-coronavirus-covid-19)

Available at: [DHHS.vic – Public housing restrictions: information and support <https://www.coronavirus.vic.gov.au/housing-information-about-coronavirus-covid-19>](https://www.coronavirus.vic.gov.au/housing-information-about-coronavirus-covid-19)