



1.6 Coordination of care
Engaging with other services and referrals





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Today's agenda



Engaging with other services




Referral documents



Meeting the Standards


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Criterion 1.6.1

Engaging with other services

'Our practice engages with a range of health, community and disability services to plan and facilitate optimal patient care'




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Optimal patient care

Engaging with:

- diagnostic services
- hospitals and consultants
- allied health services
- social services
- disability services
- community services




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Local resource directory




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Criterion

Referral documents

'Our referral documents to other healthcare providers contain sufficient information to facilitate optimal patient care'




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Patient identification

Approved patient identifiers:

- name
- address
- date of birth
- gender
- patient record number where it exists





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Information

- Sufficient information
- Disclosure of patient information

INFORMATION


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Electronic & telephone referrals




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Meeting the Standards

1.6.1A/ Our practice team can demonstrate how we plan and coordinate comprehensive care by our interaction with other services such as:

- medical services including diagnostic services, hospitals and specialist consultant services
- primary healthcare nurses
- allied health services
- pharmacists
- disability and community services
- health promotion and public health services and programs


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Meeting the Standards

1.6.1B/ Our service seeks feedback about the quality and responsiveness of our service from the practices whose patients we see.

Only applicable to services providing care outside normal opening hours



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Meeting the Standards

1.6.2A/ Our practice can demonstrate that referral letters are legible, contain at least three approved patient identifiers, state the purpose of the referral and where appropriate:

- are on appropriate practice stationery
- include relevant history, examination findings and current management
- include a list of known allergies, adverse drug reactions and current medicines
- the doctor making the referral is appropriately identified

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Meeting the Standards


1.6.2A/ continued:

- the healthcare setting from which the referral has been made is identified
- the healthcare setting to which the referral is being made is identified
- if known, the healthcare provider to whom the referral is being made is identified
- if the referral is transmitted electronically then it is done in a secure manner
- a copy of referral documents is retained in the patient health record

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Upcoming Webinars

<div style="border: 1px solid black; padding: 5px; background-color: #333; color: white; width: fit-content; margin: 0 auto;">1.7 Medical records Part 1</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Thursday October 6 at 12pm (AEDT)</div>	<div style="border: 1px solid black; padding: 5px; background-color: #333; color: white; width: fit-content; margin: 0 auto;">1.7 Medical records Part 2</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Thursday October 13 at 12pm (AEDT)</div>	<div style="border: 1px solid black; padding: 5px; background-color: #333; color: white; width: fit-content; margin: 0 auto;">2.1.2 Patient feedback</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;">Tuesday October 18 at 1pm (AEDT)</div>
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Webinar quiz

- If your practice is accredited, or undergoing accreditation, with GPA, you will receive a link to a quiz with your certificate of participation.
- The questions in this quiz will ask you to describe how your practice meets the criteria discussed today.
- On submission of your answers, your QAM, or a team member within the office, will review the information you provide, and contact you to provide further guidance, if necessary.

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Thank you for joining us

thank you

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