



REFERRAL GUIDELINES

Supportive and Palliative Care Clinic

Head of Unit: Dr Sandeep Bhagat

Referrals: Referral addressed to named head of unit is preferred.

E-referral using the GP Referral Template located within the Mastercare Referralnet system is preferred.

For faxed referrals: **FAX 9788 1879**

Please Note: The referral should not be given to the patient to arrange an appointment. No appointments can be made over the phone. Once a referral has been received the patient is notified by mail of the date and time of their appointment.

Clinic overview:

The clinic is for patients with a life limiting illness with a focus on improving symptoms, quality of life, patient and carer support and enhancing linkage with community services. At the clinic patients will be seen by a specialist palliative care doctor and/or clinical nurse consultant.

This clinic IS NOT suitable for community palliative care referral, instead a referral should be made directly to the appropriate Community Palliative Care Service (eg Peninsula Home Hospice).

Categories for Appointment

	Clinical Description	Timeframe for Appt
Category 1 Urgent	Severe symptoms or referring doctor requests urgent review	7 days
Category 2 Routine	All other referrals	14 days
Emergency	Emergency referrals <u>are not</u> an appropriate referral for this clinic. Instead a call should be made to the Palliative Care Consultant regarding admission to hospital or the Palliative Care Unit via Switchboard 9784 7777	

IMPORTANT:

The following referral information is mandatory:

Referral:

- Date of referral
- Speciality
- Referring practitioner name
- Provider Number
- Referrer's signature

Patient Demographic:

- Full name
- Date of birth
- Postal address
- Contact numbers
- Medicare Number

Clinical:

- Reason for referral
- Duration of symptoms
- Management to date
- Past medical history
- Current medications
- Allergies
- Diagnostics as per referral guidelines

Preferred:

- Addressed to named practitioner
- Duration of referral (if different to standard referral validity)
- Next of kin

HEAD OF UNIT

Dr Sandeep Bhagat

ENQUIRIES

PH: 9784 2600

Reviewed: May 2022



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<h3>Eligibility Criteria</h3> <ul style="list-style-type: none">Residents residing within the Peninsula Health geographical areaPatients are known to have a life limiting, incurable illness and has palliative care needsThe referring practitioner has explained the role of the Supportive and Palliative Care clinic and the patient/family is accepting of this	
<h3>Exclusions</h3> <ul style="list-style-type: none">Patients requiring community palliative care referral, instead a referral should be made directly to the appropriate Community Palliative Care Service (eg Peninsula Home Hospice - https://peninsulahospice.com.au)Patients residing outside the Peninsula Health geographical areaUnable to attend the clinic, has transport issues or RACF patientsPatient/family has not provided consent to referralOverseas Non Eligible patients must first contact Patient Liaison Office on 9784 8056 to make payment arrangements before booking can be madeReceiving MND/ALS out-patients care	
<h3>Alternative referral options</h3> <ul style="list-style-type: none">Patients requiring community palliative care referral should be made to the appropriate Community Palliative Care Service (eg Peninsula Home Hospice - https://peninsulahospice.com.au)MND/ALS patients should be referred to the Statewide Progressive Neurological Disease Service at Bethlehem Hospital P 9595 3355Victorian Palliative Care Advice Service, offers free non-urgent advice: 1800 360 000 (0700 – 2200, 365 days a year)For RACF patients requiring advice, contact Peninsula Health Community Care (Residential In-reach) on 9788 1700, Palliative Care Consultant via Switchboard 9784 7777Patients requiring Palliative Care Unit admission should be discussed with Palliative Care Consultant via Switchboard 9784 7777Patients that have already been referred to ED should be discussed with Palliative Care Consultancy Service on 9784 7232	
<h3>Minimum Referral Information Required</h3> <p>Please note, referral cannot be processed if minimum information is missing)</p>	

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- **Referral must be addressed to named practitioner - Dr Sandeep Bhagat**
- E-referral using the GP Referral Template located within the Mastercare Referralnet system is preferred although alternatively referrals may be faxed 9788 1879
- Referring practitioner name, provider number and signature.
- Date of referral
- Patient's name, address, date of birth, Medicare number and phone number.
- Clinical details and reason for referral
- Relevant medical history
- Medications
- Allergies
- Results of all recent and relevant investigation, recent specialist letters

Clinic information

- Friday 0900 - 1130
- Clinic Location: Frankston Integrated Health Centre, Hastings Road, FRANKSTON 3199
- Phone 9784 2600

Other information

- Palliative Care Victoria: Service information (including community service catchment information) - <https://pallcarevic.asn.au>
- Victorian Palliative Care Advice Service, offers free non-urgent advice: 1800 360 000 (0700 – 2200, 365 days a year)
- Peninsula Home Hospice - <https://peninsulahospice.com.au>

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