



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

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## Supportive and Palliative Care Clinic

- **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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