AGED CARE UPDATE

The South Western Sydney PHN has commenced service and plans to build on the successful work of South Western Sydney Medicare Local strengthening relationships in primary & secondary health care, as well as in the community. The South Western Sydney PHN remains committed to enhancing communication and care pathways for all residents to access “the right care, at the right time, with the right people, at the right location.”

Described as the “biggest reforms to confront Aged Care in over 30 years” the Department of Social Services ‘Aged Care Reforms’ came into effect on the 1st July 2015 bringing with them significant changes and challenges as well as opportunities right across the health spectrum. As the Department of Social Services strives to improve health outcomes for older populations the My Aged Care portal emerged as the centre of a strategy to provide access to services based on assessed need. Services are packaged & tailored to individual needs to restore function and maintain the highest possible levels of independence.

Recent discussions with South Western Sydney Local Health District, Aged Care Team identified some concerns with confusion surrounding the referral process and locating the right service providers. This may result in some referrals slipping through the cracks or continuity of patient care impacted. Subsequently, an interim arrangement has been negotiated with the Ministry for Health that allows for the Triple I Hub to receive referrals, ensure they are updated on the My Aged Care website once services are implemented and then inform the referrer of the new referral process as a stop gap measure.

Below are some practical tips that may assist in minimising confusion when completing a referral on the My Aged Care website: http://www.myagedcare.gov.au/

Tip: Triple I Hub are listed on My Aged Care website as a service provider under the name of South Western Sydney Community Nursing, their outlet ID number is I-FW-2907, and the contact number is 1800 455 511.

TIP: finding a service provider

Click on find a service provider tab.
Enter the name of the suburb or the postcode and click on the type of service eg. Nursing

Click on the search tab
Details of the service providers are then listed
In this example we have chosen to search for South Western Sydney Community Nursing (Triple I Hub) based on queries raised

TIPS: referral to a given provider
A common problem identified has been that in line with DSS client directed care policy if details are not specified on the referral form an assessor will contact the client to consult them and if they do not state a preference an assessor can either nominate a service provider or broadcast the referral to the first available provider.

An important tip is to discuss the service provider with your patient and specify that you have consulted the client and record the details of the nominated service provider in the Other information (Further details) field.

Alternatively, a GP can specify details of a respective service provider by including the details in the Comments/Recommendation for assessment or services field.

To assist with the transition process South Western Sydney Local Health District released the ‘Referral Pathways for the General Public, General Practitioners and Community Service Providers’ document that follows. For any further queries regarding this matter please refer to Robert Boyd, Health Programs Officer, Aged & Complex care: email Robert.Boyd@swsphn.com.au or mobile 0459 059 377.