

# Grampians Watch

## Information for General Practitioners

### About the program

Grampians Watch is a new innovative non-admitted program under Grampians Health. Designed to support clients in the community via clinical assessment, health education, AH referrals and continued phone support, typically 3 to 6 months. This differs from HARP, which uses care coordination and a multidisciplinary team approach.

The purpose of the program is to assist at risk patients from readmission to the hospital.

### Eligibility Criteria

- 18+ years
- Multiple morbidity or high presentations to emergency for medical condition
- Require coordination around their health care
- Weekly check-in to form health habits for optimal outcomes and learning
- Support returning to normal life after being unwell

### Exclusion\*\*

- Medicare ineligible or TAC/DVA/Workcover
- Residential Aged Care (RAC)
- Waiting for Organ Transplant
- Chemotherapy/Radiotherapy
- Mental Health Interventions (Type 5x)
- Palliative Care
- Maternity
- HIV and/or illicit drug use

### How the program works

- Comprehensive health assessment completed at enrolment by Health Coach (Nurse)
- Holistic care approach
- Patient health education, initiation of AH referrals if required and continuity of care with the GP.
- Collaboration of care with GP, Client, and Health Coach (Nurse)
- GP remains primary medical Carer at all times
- Telehealth calls are organised to support client in the Community
- Telehealth callers identify any changes that require escalation to a Health Coach
- Health Coach (Nurse) is able to action the escalations raised per patient requirements

### Referrals

Fax details to (03) 5330 5156 where the health coach can triage your patient's referral.

\*\*Grampians Watch will determine suitability via triage or phone to discuss your patient.

### Grampians Watch Contact Details

Monday to Friday between 9.00-4.00pm

**Phone:** 1300 799 047

**Fax:** (03) 5330 5156

**Email:** [GrampiansWatch@bhs.org.au](mailto:GrampiansWatch@bhs.org.au)