

**2:45pm – 3:00pm**

New Service Update

# **Dr Tanusha Ramaloo and Dr Mei Ching Freeman**



Symposium  
organisers



**West  
Moreton  
Health**



**Queensland  
Government**

**Got a question?  
LOG IT HERE:**



A photograph of a woman with dark hair lying in a hospital bed, holding her newborn baby. The woman is looking down at the baby with a gentle expression. The baby is wrapped in a white blanket. The background is a soft, out-of-focus hospital room. The image is overlaid with a green gradient at the bottom where the text is located.

# Why is Clinical Handover/discharge summaries important?

Dr Tanusha Ramaloo

## WM general practice snapshot

- 2.2 million consultations in 2023
- 780 GP's = 370 FTE
- Approx. 9000 consultations / day in General practice

## LUMOS study - discharged patients who saw their GP's:

- within 2 days after discharge had 32% fewer readmissions
- 7% fewer readmissions in the first 4 weeks
- 13% fewer readmissions down the track (1-3 months)
- GP's time is valuable – Cheat Sheets

### HealthPathways

Login: wuser

Password: wmpassword



### Grand Rounds

Last Tuesday of every month at 12-1pm via MS Teams



## The Viewer and My Health record workflow

- My Health Record – Queensland Pathology and Dr verified Radiology reports, ED event and Discharge summaries. Medication list, Immunisations. Can be incorporated into Practice software.
- The Viewer- an option for patients without MHR. Additionally, appointments, Mental health notes, Oncology Care plans. 24/7 Helpcentre- **1300 478 439**.
- STS directory update for patients who see multiple GP's in the practice. Need to contact medical objects (vendor) set up a generic practice inbox that is checked BD.





## Alternatives to ED

- MRAC
- VECs
- PICS
- HiTH

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West Moreton Health

## Important numbers for GPs in the West Moreton region

Please note these numbers are for GP access only and not to be given or distributed to patients.

General	
Ipswich Hospital Switchboard	3810 1111
Urgent fax	3413 7277
<i>(including all fracture clinic referrals and large attachments for Smart Referrals)</i>	
Smart Referrals Email	1300 478 439
<i>QH SmartReferrals@health.qld.gov.au</i>	
SOPD referral queries	3810 1869 or 3810 1858
Public Health Unit	3271 8744
Palliative Care	3810 1440
Emergency Department SMO	3810 1487
<i>Call to pre-notify if patient discussed with in-patient team</i>	

Maternity and maternity shared care	
Maternity Day Assessment Unit (MDAU)	
Registrar	3413 5788
Midwife	3810 1564
Obstetrics and Gynaecology Consultant (on-call)	
	3413 7609
<i>During working hours, weekdays only</i>	
Birth Suite	
Team leader	3413 7877
Registrar (on-call)	3413 5789
Early Pregnancy Service	3810 1978

Alternative to Emergency Department referrals	
<i>Call before you refer a patient</i>	
Virtual Emergency Care Service	
Specialist advice for GPs	1300 847 833
<i>Everyday 0800–2200</i>	
Patient self referral	13 43 25
Medical Rapid Access Clinic (MRAC)	3413 5868
Fax referral once accepted	3810 1253
Preventative Integrated Care Service (PICS)	
<i>Monday–Saturday 0800–1600</i>	
Triage Nurse	0409 594 866
Fax referral once accepted	3447 2893
Hospital in the Home (HiTH)	0418 177 831 or 3413 7470
Residential Aged Care Acute Services (RaSS)	3810 1530
<i>Everyday 0800–1630</i>	

Urgent care services	
Ripley Satellite Health Centre	3436 3765
Minor Injury and Illness Clinic triage nurse	
Ipswich Medicare Mental Health Centre	07 2802 6000

Mental health	
Mental Health Acute Care Team	1300 64 2255
Eating Disorders Speciality Service (EDSS)	3813 6258
Head to Health (psychology)*	1800 595 212
GP psych line (psychiatry)*	1800 161 718
<i>*PHN funded services</i>	

# Antenatal

## Maternity and Maternity Shared Care

Maternity Day Assessment Unit (MDAU)	
Registrar	3413 5788
Midwife	3810 1564
Obstetrics and Gynaecology	
Consultant (on-call)	3413 7609
<i>During working hours, weekdays only</i>	
Birth Suite	
Team leader	3413 7877
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# GP Checklist: Child Development

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## GP Checklist: Child Development



The following five areas are the foundation of every child development assessment.



**West Moreton HealthPathways**  
westmoreton.communityhealthpathways.org  
Username: wmmuser  
Password: wmpassword



Click the search icons to visit the relevant HealthPathway or search in West Moreton HealthPathways.

### Vision and hearing

- Vision and optometry assessment:
  - WM HP Q Vision and Optometry Assessment
- Audiology referral
  - Targeted hearing 9 months - 4 years call CHQ - 3290 8970
  - WM HP Q Audiology Referral
- Eye problems in children
  - WM HP Q Eye Problems in Children

✓ Quick contacts

Audiology referral:  
3290 8970

### Health check

- School dental check - 1300 763 246
- Check immunisations are up to date (A/R or My Health Record)
- Complete a behavioural and development assessment
  - WM HP Q Behaviour and Development - Child
  - Refer patient to call WM Child Health Service for appointment

✓ Quick contacts

WM Child Health Service:  
1300 607 030

### Screening tools and referrals

- Refer to Early Childhood Early Intervention EACH for up to age 6 with suspected or diagnosed developmental delay or disability
  - WM HP Q Early Childhood Early Intervention (ECEI)
- Parent to obtain a letter about child's development from school/kindy by contacting principal, guidance officer or class teacher
- ADHD
  - Snap IV 26 Teacher and Parent Rating Scale
  - Vanderbilt parent and teacher questionnaires
- Autism
  - See Red Flags guide and refer to Child Health Service clinic if there is concern about Autism or significant developmental delay
  - Autism in toddlers (M CHAT) screening tool
- Public and private paediatric referrals
  - WM HP Q Paediatric Medicine Advice

✓ Quick contacts

Early Childhood Early Intervention EACE:  
1300 003 224

Child Health Service clinic:  
1300 607 030

### Family and child support

- Family and child support for families that may be struggling
  - WM HP Q Child Abuse and Neglect Intervention Services
- Letter to school (with parent consent) for additional support at school
- Refer to Medicare Mental Health - 1800 595 212 for mental health and psychosocial support
- WM HP Q Child and Parenting Community Support
- Connecting2U - free text support for parents.
  - Visit: [childrens.health.qld.gov.au/our-work/connecting2u](https://childrens.health.qld.gov.au/our-work/connecting2u)

✓ Quick contacts

Intensive family support:  
07 3437 0900  
Family and Child Connect:  
13 32 64

### Playtime

- Play groups
  - WM HP Q Social Groups
- Free kindy for Queensland Kids
  - Visit: [earlychildhood.qld.gov.au/freekindy](https://earlychildhood.qld.gov.au/freekindy)



\*West Moreton HealthPathways | This resource will be available and updated on West Moreton HealthPathways Key Resources and Contact Section. This document is adapted from the Foundational 5 - For Health child development created by Children's Health Queensland. Last updated December 2024.

# West Moreton GP Contacts for Mental Health Services

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## West Moreton GP Contacts for Mental Health Services

<p><b>Acute Care Team (ACT) - 1500 MH CALL</b></p> <p>24/7 entry point for all referrals to West Moreton Mental Health (MH) services.</p> <p>For acute emergency MH responses, call 000</p> <p>Other MH crisis and referrals: <b>1300 642 255</b></p> <p>*Email: WM_MHSS_ACT@health.qld.gov.au</p> <p>Fax: <b>3413 7940</b></p>	<p><b>Clinical Advice for Health Professionals</b></p> <p><b>GP Psychiatry Support Line</b></p> <p>Phone: <b>1800 161 718</b></p> <p><b>Alcohol and Drug Clinical Advisory Service (ADCAS)</b></p> <p>8AM-11PM daily on-call addiction specialist clinical advice on management of patients with alcohol and other drug concerns.</p> <p>Phone: <b>1800 290 928</b></p>	<p><b>Patient self-referral services</b></p> <p><b>Medicare MH Phone Service</b></p> <p>National service helps navigate MH services.</p> <p>Phone: <b>1800 595 212</b></p> <p><b>ADIS</b></p> <p>24/7 Alcohol and Drug support &amp; service navigation; online resources, SMS support, webchat &amp; phone counselling.</p> <p>Phone: <b>1800 177 833</b></p>
<p><b>Medicare Mental Health Centre</b></p> <p>In person support, care coordination and peer support. Accepts self-referral, walk-in and GP referrals.</p> <p>Phone: <b>3802 6000</b></p> <p>Walk-In: <b>25 Nicholas St, Ipswich</b></p>	<p><b>Suicide Prevention and Crisis Lines</b></p> <p><b>LifeLine Crisis Support</b></p> <p>24/7 crisis support and suicide prevention.</p> <p>Phone: <b>131 114</b> Text: <b>0477 131 114</b></p> <p><b>Beyond Blue</b></p> <p>24/7 counselling via phone, chat and email.</p> <p>Phone: <b>1300 224 636</b></p>	<p><b>Kids Helpline</b></p> <p>24/7 counselling for young people (ages 5-25).</p> <p>Phone: <b>1800 551 800</b></p> <p><b>MensLine Australia</b></p> <p>24/7 for men with MH relationship concerns.</p> <p>Phone: <b>1300 789 978</b></p>
<p><b>HeadSpace</b></p> <p>Mild-moderate youth MH early intervention (age 12-25).</p> <p>Phone: <b>1800 650 890</b></p> <p>Ipswich: <b>3280 7900</b></p>	<p><b>Suicide Call Back Service</b></p> <p>24/7 counselling for people affected by suicide.</p> <p>Phone: <b>1300 659 467</b></p> <p><b>StandBy - Postvention Service</b></p> <p>6am-10pm, 7 days a week support for anyone impacted by suicide.</p> <p>Phone: <b>1300 727 247</b></p>	<p><b>Open Arms - for Veterans</b></p> <p>24/7 support for veterans &amp; their families</p> <p>Phone: <b>1800 011 046</b></p> <p>Walk-In: <b>10 Brisbane St, Ipswich</b></p>
<p><b>Child &amp; Youth MH Services (CYMHS)</b></p> <p>Severe and complex MH cases, age 0-18. For GP enquires &amp; referrals,</p> <p>Phone: <b>3817 2360</b> or</p> <p>*Email: <b>WM_MHSS_CYMHS@health.qld.gov.au</b></p>	<p><b>Eating Disorder Specialty Service (EDSS)</b></p> <p>Provides assessment &amp; treatment to patients. Consultation &amp; education to GPs. For GP enquires &amp; referrals,</p> <p>Phone: <b>3813 6258</b> or</p> <p>*Email: <b>WM_MHSS_CAS_EDSS@health.qld.gov.au</b></p>	<p><b>Multicultural Connect Line</b></p> <p>9am-4:30pm, Monday - Friday.</p> <p>Phone: <b>1300 079 020</b></p>
<p><b>Alcohol and Other Drugs Service (AODS)</b></p> <p>Self referral preferred (patients to call). GP referral also welcome.</p> <p>Phone: <b>3817 2400</b> Fax: <b>3817 2355</b></p>	<p>Please see West Moreton Health Pathways for all MH conditions and referral pathways.</p> <p><b>Click HERE</b></p> <p> </p> <p>Login:</p> <p>Username: <b>wmuser</b> Password: <b>wmpassword</b></p>	<p><b>QLife</b></p> <p>3pm-midnight peer support for LGBTQIA+SB</p> <p>Phone: <b>1800 184 527</b></p>
<p><b>PHN Funded Services</b></p> <p>Visit the WM PHN Services Library to find the latest PHN funded MH services.</p>		<p><b>Aboriginal and Torres Strait Islander</b></p> <p><b>13 Yarn</b></p> <p>24/7 crisis line for First Nations people.</p> <p>Phone: <b>139 276</b></p>
		<p><b>Kambu Ipswich</b></p> <p>Phone: <b>3810 3000</b></p>
		<p><b>Staying Deadly Hub</b></p> <p>MH support (age ≥ 15).</p> <p>Phone: <b>3648 9560</b></p>



## New services for West Moreton GP's

- Eating Disorder Speciality services  
**SMO 3813 6258**
- WMH Request for Advice  
- **ONLY** via Smart Referrals
  - Older persons
  - Respiratory
  - Endocrinology
  - Paediatrics as of 4 August 2025
  - Cardiology
  - Rheumatology
- Post Operative Discharge Support Service PODSS
  - Phone 0439-032-970
- Infusions Service Update
  - **RMO 07 3413 5866**
  - Clinic Ph: 3413 7298

**2 options:**

  - Fax 38101762
  - Smart Referrals to Day Infusion Service

# Mater South Brisbane – West Moreton catchment patients

- Mater South Brisbane through Smart Referrals. **Adult referrals only.**
- Mater GPLO Contact

Scan to view



## Meet our eConsultant specialists

- **Professor David McIntyre** trained in **endocrinology** in Australia and Belgium is a Pre-eminent Staff Specialist in Endocrinology and Obstetric Medicine at Mater
- **Associate Professor Jim Muir** qualified as a specialist **dermatologist** in 1994 and is the Director of the Department of Dermatology at Mater Hospital Brisbane.
- **Associate Professor Karam Kostner** is Director of **Cardiology** at Mater Hospital Brisbane and has particular interest in preventative cardiology and lipid disorders.
- **Dr Alex Dashwood** is a **cardiologist** at Mater specialising in electrophysiology, arrhythmia management and advanced heart failure.
- **Dr Olivia Dixon** is a **respiratory and sleep medicine** physician at Mater Hospital Brisbane.
- **Dr Michael Burke** is a **general nephrologist**, having undertaken his nephrology advanced training in Queensland and South Australia. He is a lecturer for the School of Medicine, University of Queensland.
- **Dr Andrew Swayne** – is a consultant **neurologist** at the Mater Centre for Neurosciences. Dr Swayne completed his neurology training with experience through the Royal Brisbane and Women's Hospital, Gold Coast University Hospital and the Princess Alexandra Hospital.
- **Dr Reuben Beer** is a consultant **neurologist** at Mater Hospital Brisbane. Dr Beer completed a fellowship in multiple sclerosis and neuroimmunology at Mater and the Princess Alexandra Hospital.
- **Associate Professor Jo Laurie** is an **Obstetric Physician** and Director of **Obstetric Medicine** at Mater Mothers' Hospital Brisbane.
- **Dr Heshani Mediwake** is a **haematologist** at Mater Hospital, Brisbane and a fellow of the Royal Australasian College of Physicians (FRACP) and the Royal College of Pathologists of Australasia (FRCPA).
- **Dr Naadir Gutta** is a **haematologist** with interests in both malignant and non-malignant haematological disorders. Naadir holds Fellowships from both the Royal Australasian College of Physicians and the Royal College of Pathologists of Australasia.
- **Dr Jenny Wang** is a **clinical haematologist** at Mater Hospital Brisbane.

**1.7 days**  
the mean time for  
eConsultant to  
reply to GP

**82% of cases**  
were able to avoid  
face-to-face visits

**13% of cases**  
specialists identified  
patients as having  
outpatient access issues

# Ipswich Podiatry High Risk Foot Clinic

- Weekly specialist multidisciplinary high-risk foot clinic at Ipswich Hospital that includes Podiatry, Endocrinology/diabetes, Infectious Diseases & Orthopaedics for acute high-risk foot complications (e.g., diabetic foot ulcers and infections, Charcot foot) requiring multidisciplinary care.
- Referrals can be sent by GP's via
  - Smart Referrals – high risk foot clinic as Urgent
  - Priority Fax as Urgent
  - Electronically via medical objects as Urgent
- All high-risk foot referrals are reviewed by our high-risk foot co-ordinator and triaged to the appropriate service (Podiatry, PICS, High-risk foot MDT).
- The service also provides a **rapid pathway to PAH Vascular Surgery** for acute outpatient review for patients with high-risk foot complications meeting their referral criteria. Patients can be referred to the Ipswich Hospital Podiatry Department where they will be assessed and referred for timely review if required.

## Child health nurse referrals via smart referrals

- Growth and development checks 0-5yrs including PEDS & ASQ3
- Hearing screening 4-18yrs
- Breastfeeding and early feeding support
- Help with sleep and settling
- Parenting support

Located at sub-centres across the West Moreton district including Ipswich, Goodna, Springfield, Whiterock, Ripley, Boonah, Riverview, Redbank Plains, Laidley, Gatton, Esk, Fernvale and Lowood

Notification of appointment will be sent via Smart Referrals to GP

Assessment Letter will be sent via medical objects to GP's once they have seen the patient

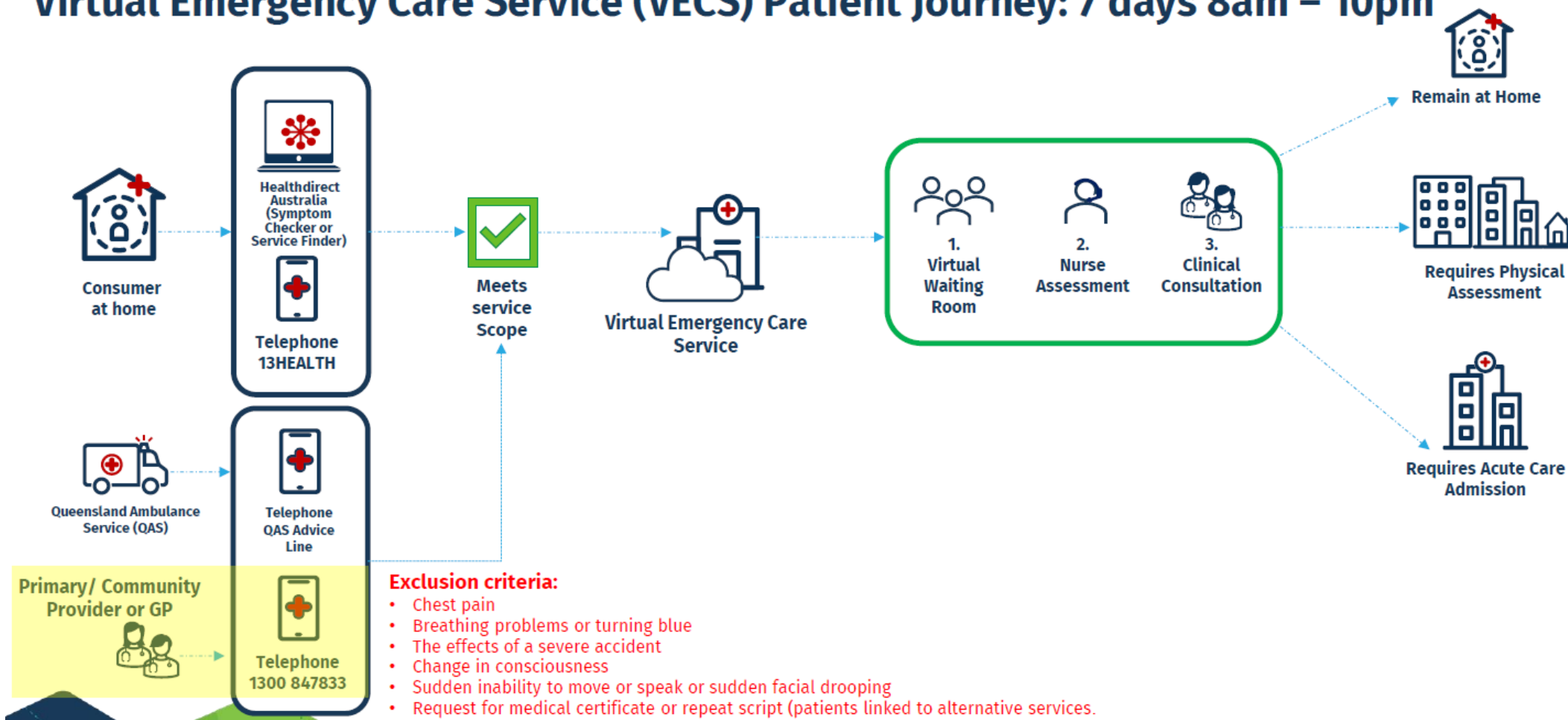
# The TeleOncology Service:

Patients see their Medical Oncologist via telehealth for consultations and treatment planning.

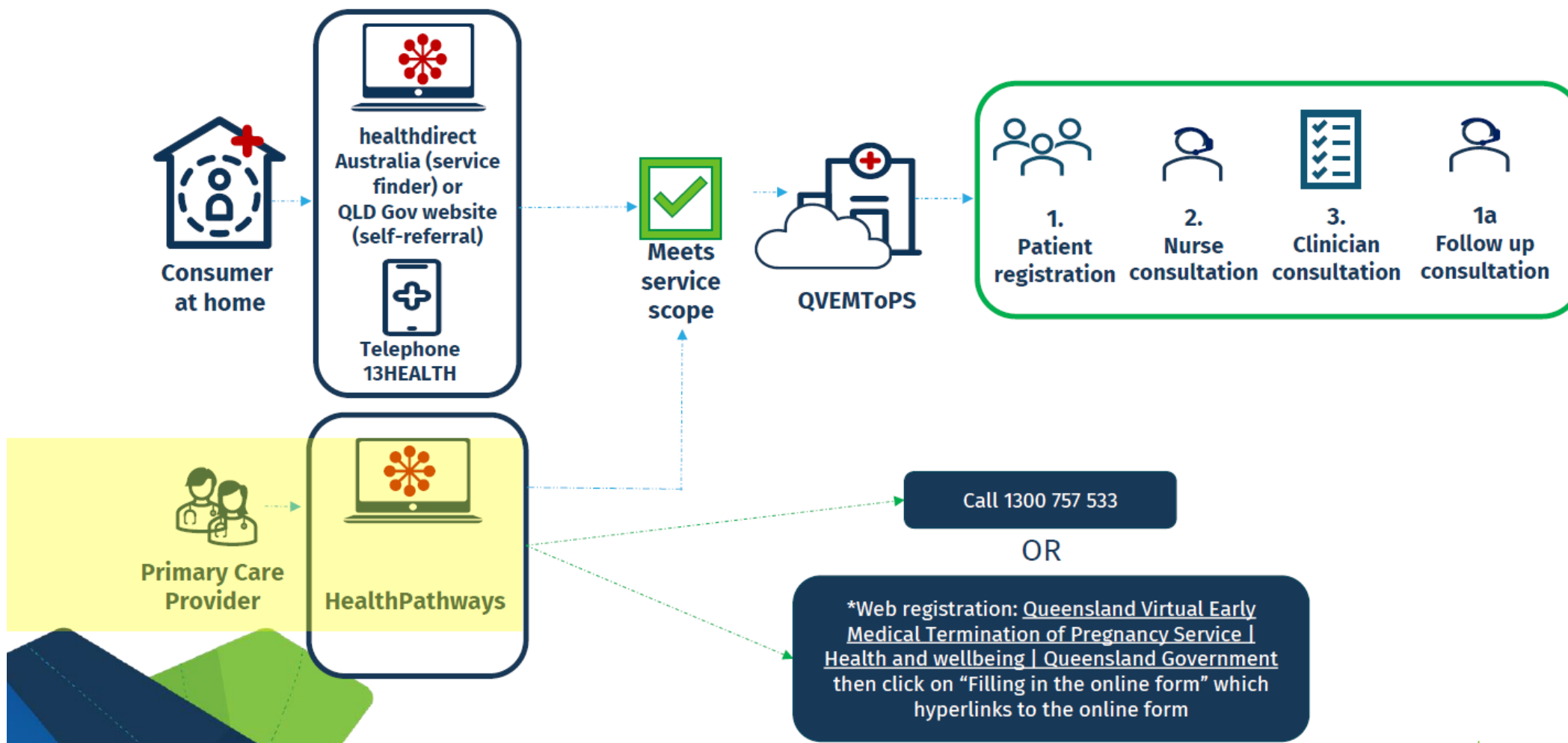
- Treatment is administered locally at rural hospitals by upskilled RNs and CNs.
- Only low-risk patients receiving low-risk treatments are managed at rural sites to ensure safety.
- Currently operating from Ipswich Hospital to:
  - Laidley and Esk Hospitals (12+ months)
  - Gatton Hospital (6 months)
  - Boonah Hospital to be onboarded in September



# Virtual Emergency Care Service (VECS) Patient Journey: 7 days 8am – 10pm



# QVEMToPS Patient Journey: Mon – Fri 8am to 6pm



# MTOP

- Children by Choice 1800 177 725 for patients to call
- Please Note: MSI – Will assist patient experiencing financial hardship. Patient must state they live in the WM catchment. GP can provide a letter of referral but patients should call Children by Choice to help navigate options.



**Thank you for your time.  
Questions ?**

# Preventative Integrated Care Service (PICS)

Meech Freeman, Clinical Director Prevention and Minor Injury & Illness Clinic



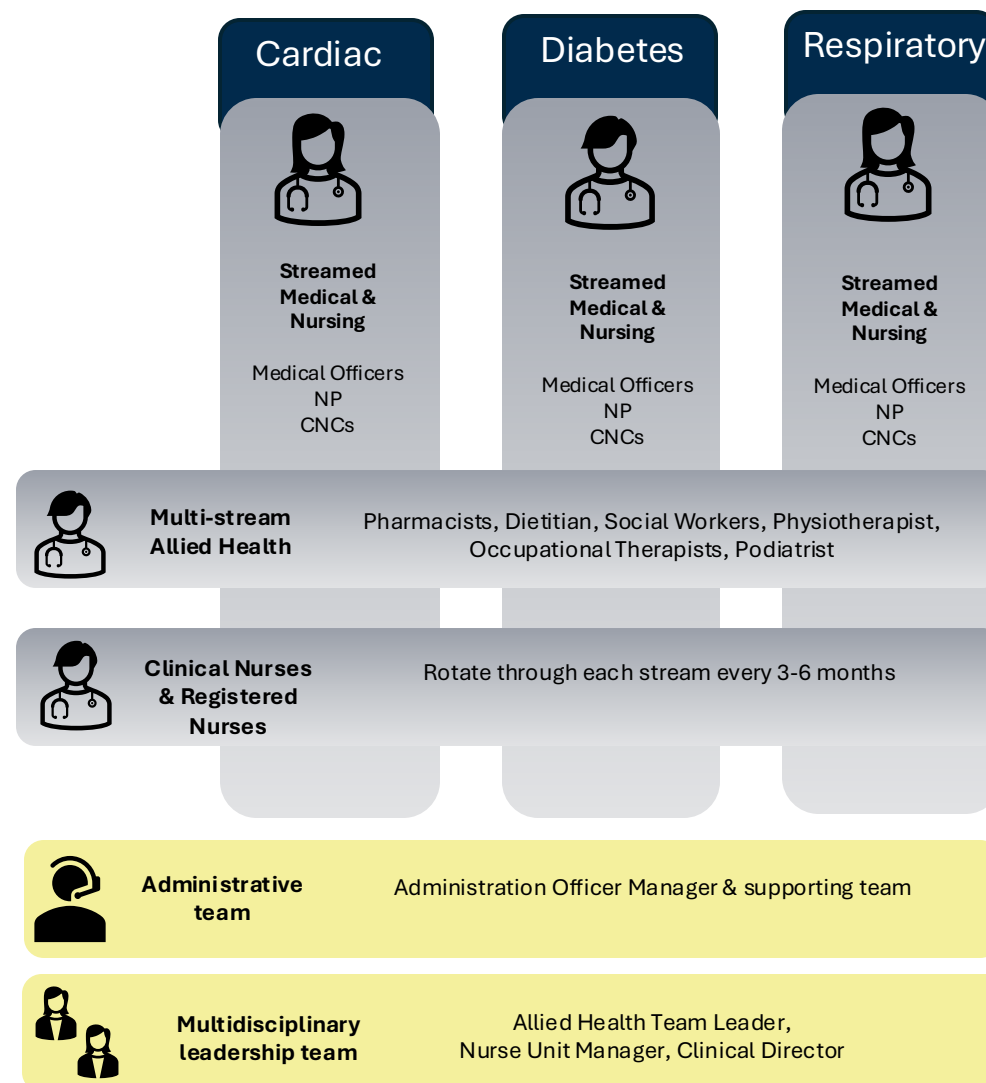
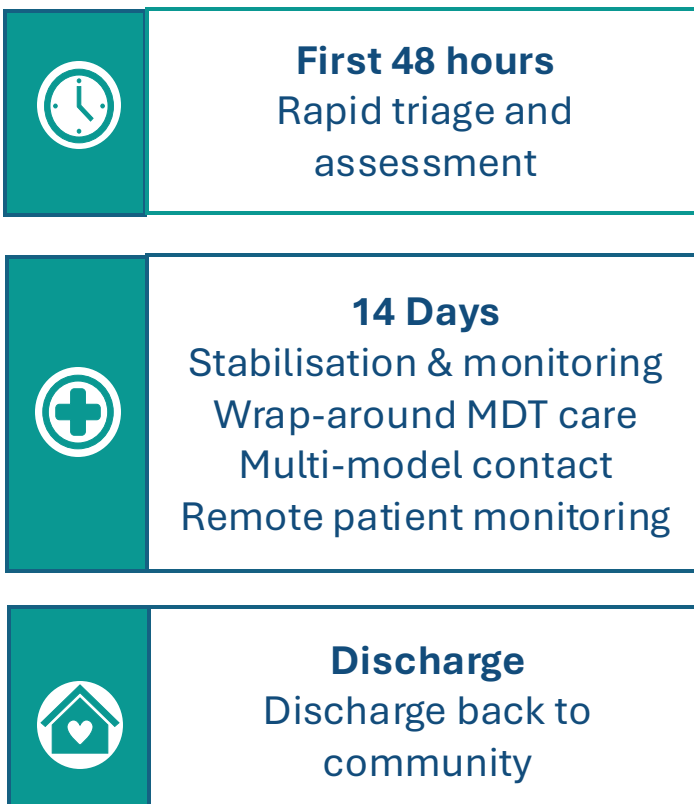


## Preventative Integrated Care Service (PICS)

A community service that aims to reduce **avoidable admissions** and **re-admissions** in adult patients with **chronic diseases**, by:

- Providing rapid access to sub-specialty assessment and management
- Identifying and treating co-morbidities
- Addressing psycho-social issues and optimising function

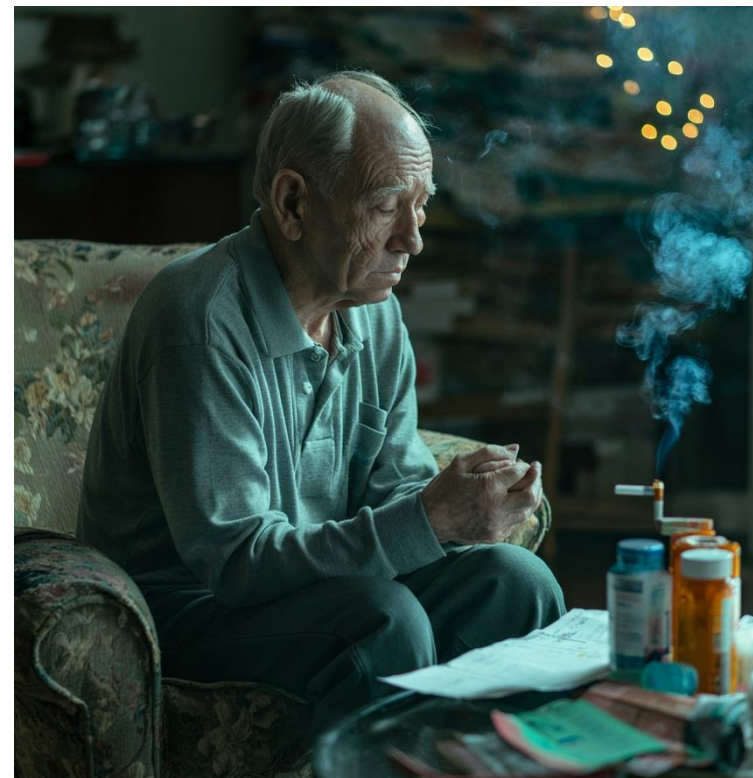
## How does this work?



## Patient example

- 66M with T2DM, COPD and new diagnosis HFrEF.
- HbA1c 10.5% on metformin + empagliflozin.
- Poor inhaler technique, still smoking.
- Difficulty affording medication and petrol for car.
- Lives alone, no community services.
- Unsuccessful up titration of heart failure medications due to poor engagement.

Perfect patient for PICS



## Referrals – phone us first

Find us on HealthPathways

Phone triage CNC to discuss:  
**0409 594 866**

Available Mon-Sat, 8am-4pm

See flyer in your pack for  
further information



# Minor Injury & Illness Clinic

Ripley Satellite Health Centre  
(formerly known as “Satellite Hospital”)



## About us

- We are a clinic, not an Emergency Department
- We get lots of high acuity/complex patients requiring ambulance transfer to an ED
- Some of these patients have been referred to us by external services, for example:
  - Chest pain requiring cardiac workup
  - Acute abdomen needing surgical opinion (e.g. appendicitis)
  - Respiratory distress, including in young children

### **Please refer higher acuity/complex patients straight to an Emergency Department**

- Coming to our clinic does not guarantee faster service, and can delay access to definitive management

See flyer in your pack for further information

## Referrals – phone us first

Find us on HealthPathways

Phone triage nurse:

**3436 3765**

Open 7 days 8am-10pm

When we reach our capacity limit, we will redirect patients to other services, including:

- Virtual Emergency Care Service
- Medicare Urgent Care Centres – Ipswich and Goodna

