

Referring patients to the Head to Health Phone Service or Medicare Mental Health Centres

The preferred way for a GP to refer, is by using the eReferral form via practice software.

Option 1: eReferral Forms via practice software

- Visit www.ddwmpnh.com.au/H2Hreferrals
- Select the practice software option relevant to your practice
- Submit the eReferral form directly through your software via Medical Objects.
- A Mental Health Treatment Plan or IAR-DST is not required, but please attach if they are completed.

Download the referral form and install to your practice software as shown below

Referral Form Templates

Best Practice

[Head to Health Phone Service Referral Form](#)

[Ipswich Head to Health](#)

[Kingaroy Head to Health](#)

Medical Director

[Head to Health Phone Service Referral Form](#)

[Ipswich Head to Health](#)

[Kingaroy Head to Health](#)

Option 2: Direct Calls

- GPs can call the Head to Health Phone Service with or without their patient present to refer or seek general advice.
- The service is available by calling **1800 595 212** from 8.30am to 5pm Monday to Friday.

Head to Health Phone Service:
1800 595 212
8:30am to 5pm Monday to Friday

Medicare Mental Health Centres:
(formerly Head to Health Centres)
Monday to Friday: 10am to 6pm (excluding public holidays)

Ipswich
Nicholas Street Precinct
Level 1, Eats Building,
Ipswich

Kingaroy
98 Kingaroy St,
Kingaroy

HealthPathways

West Moreton HealthPathways
Username:wmsuser
Password: wmpassword



Darling Downs HealthPathways
Username:dduser
Password: ddpassword



GP Psychiatry Support Line:

GPs can call the Psychiatry Support Line for assistance when supporting individuals with mental health concerns.

1800 16 17 18
7am-7pm Monday to Friday

Initial Assessment and Referral Decision Support Tool (IAR-DST) training:

The PHN regularly provides training to GPs in how to use the IAR-DST. A one-off incentive payment[^] of \$300 per GP is available to GPs who undertake training in IAR-DST.



[^] NOTE: Payment is not available to other medical staff or clinicians. Not available for GPs working in Commonwealth funded services (e.g. Adult Mental Health Centres, Aboriginal Medical Centres) unless training is completed outside of paid employment.

For acute mental health support:

If a patient has acute mental health needs, refer to **1300MHCALL (1300 64 22 55)**.
24 hours, 7 days a week



Mental health services to support patient care

Information for GPs

phn
DARLING DOWNS
AND WEST MORETON

An Australian Government Initiative

Head to Health Phone Service

A free, confidential phone line, available to everyone – including GPs, who are seeking to refer their patients to mental health supports.

The service offers a ‘no wrong door’ approach to accessing mental health care.

Experienced mental health professionals are available to assess the client needs (utilising the IAR-DST tool where appropriate), and connect the caller to the appropriate and immediate, ongoing support.

The referring GP can expect an update on the referral outcome from the Phone Service within seven days. GPs can use this phone line to reach Ipswich and Kingaroy Medicare Mental Health Centres

Call Head to Health:



1800 595 212

8:30am - 5:00pm, Monday to Friday



www.ddwmpnh.com.au/MentalHealthSupport

Medicare Mental Health Centres

(formerly known as Head to Health Centres)*

Medicare Mental Health Centres help individuals navigate mental health, suicide prevention and alcohol and other drug services in the Darling Downs and West Moreton region.

The service is free, and a Medicare card is not needed. Appointments or GP referrals are also not required.

The Medicare Mental Health Centres complement the Head to Health Phone Service.

*Head to Health Centres will be gradually renamed as ‘Medicare Mental Health Centres’ over the coming months. During the transition, you may notice a change in the look and feel of communication you will receive when engaging with these services.

Medicare Mental Health Centre Locations:

Ipswich Medicare Mental Health Centre

Nicholas Street Precinct
Level 1, Eats Building,
Ipswich

Hours:

Monday to Friday
10am to 6pm
(excluding public holidays)



Kingaroy Medicare Mental Health Centre

98 Kingaroy St,
Kingaroy

Hours:

Monday to Friday
10am to 6pm
(excluding public holidays)



www.ddwmpnh.com.au/MentalHealthSupport

Initial Assessment and Referral Decision Support Tool (IAR-DST)

The Initial Assessment and Referral Decision Support Tool (IAR-DST) provides a standardised, evidence-based and objective approach, to assist GPs and mental health clinicians with mental health care recommendations.

It helps inform discussions with the consumer about choice and preferences. **Its benefits include:**

- consistent and transparent referrals
- improved patient outcomes
- supported decision making.

The PHN regularly provides training to GPs on how best to utilise the IAR Decision Support Tool.

GPs who attend the full IAR training are eligible to receive a \$300 payment[^].

[^] Payment is not available to other medical staff, clinicians or GPs working in Adult Mental Health Centres or Aboriginal Medical Services already funded by the Government.



www.ddwmpnh.com.au/IAR