

PRIMARY  
HEALTH  
NETWORK

 HealthPathways  
Central Coast NSW

 Community  
HealthPathways

Hunter New England

patient info  
CENTRAL COAST

patient info  
HUNTER NEW ENGLAND

# HealthPathways Overview

Erica Drew and Evan Morris

15 February 2023

WE ACKNOWLEDGE THE TRADITIONAL OWNERS & CUSTODIANS OF THE LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY.

[HNECCPHN.COM.AU](http://HNECCPHN.COM.AU)

Healthy People, Healthy Communities





<https://centralcoast.communityhealthpathways.org/>

Username: centralcoast

Password: 1connect

For health professionals



<https://www.ccpatientinfo.org.au/>

For patients and the general community

No password required



Hunter New England

<https://hne.communityhealthpathways.org/>

Username: hnehealth

Password: p1thw1ys

For health professionals



<http://patientinfo.org.au/>

For patients and the general community

No password required

# HealthPathways is:

A systematic way to improve care between primary, secondary, and tertiary care.

An online decision support tool designed for use during general practice consultations.

Locally agreed information on how to assess and manage conditions, and how to refer patients to local services.

Agreement and clarity on access to services, who provides services, where, and when.

## We're a community!

### Australia

#### ACT and Southern NSW

#### New South Wales

- Central Coast NSW
- Hunter New England Community NSW
- Hunter New England Hospital NSW
- Illawarra Shoalhaven NSW
- Mid & North Coast NSW
- Murrumbidgee NSW
- Nepean Blue Mountains NSW
- South Eastern Sydney NSW
- South Western Sydney NSW
- Sydney NSW
- Sydney North NSW
- Western NSW
- Western Sydney NSW

#### Northern Territory

#### Queensland

- Brisbane North QLD
- Brisbane South QLD
- Central Queensland QLD
- Darling Downs QLD
- Far North Queensland QLD
- Gold Coast QLD
- Mackay QLD
- Sunshine Coast and Gympie QLD
- Townsville QLD
- Western Queensland QLD
- West Moreton QLD
- Wide Bay QLD

#### South Australia

#### Tasmania

#### Victoria

- Gippsland VIC
- Melbourne VIC
- Murray VIC
- Western Victoria VIC

#### Western Australia

*\*Live HealthPathways websites not yet available.*

### New Zealand

- Aoraki NZ
- Auckland Regional NZ
- Canterbury Community NZ
- Canterbury Hospital NZ
- Hawkes Bay NZ
- Midland Region NZ
- Nelson-Marlborough NZ
- Northland NZ
- Southern NZ
- Wairarapa, Hutt Valley, Capital and Coast NZ
- West Coast NZ
- Whanganui & MidCentral Community NZ
- Whanganui & MidCentral Hospital NZ

### United Kingdom

- Cardiff and Vale UK
- Cornwall and the Isles of Scilly UK\*
- North Cumbria Community UK
- North Cumbria Hospital UK
- North Kent UK\*
- South Tyneside UK

*\*Live HealthPathways websites not yet available.*

# A whole of system approach

- Partnerships between HNECCPHN, Central Coast Local Health District, and Hunter New England Local Health District.
- Based on a highly successful model of collaboration developed in Canterbury, New Zealand.
- HealthPathways sites are active in 33 regions in Australia, 11 in NZ and 5 in the UK.
- Websites went live:
  - in 2012 in the Hunter New England
  - in 2013 on the Central Coast.

# SPECIALIST CARE TREATMENT

# SPECIALIST HOSPITALS

## LOCAL AMBULANCE SERVICES

## CONSULTANT

## MATERNITY SERVICES

## DENTAL

## RURAL HOSPITALS & COMMUNITY HUBS

## QUICK ACCESS ACUTE SERVICES

## MORE LOCAL SERVICES

## FAST TRACK

## YOUR HEALTH

## LAB SERVICES

## PHARMACY

## COMMUNITY REFERRED RADIOLOGY

## GENERAL PRACTICE

## COMMUNITY NURSING

# INTEGRATED HEALTH AND SOCIAL SERVICES

BASED ON THE REDBRIDGE PRIMARY CARE TRUST VISUALISATION.

I CAN HAVE THIS DONE ON THE EVENING

WHERE ARE YOU HAVING YOUR BABY?

SERVICES ARE CLOSER TO HOME

CLEAN AIR & WATER

TECHNOLOGY

LMC

## DIRECT ACCESS

## CONNECTED COMMUNITIES

## COMMUNITY MENTAL HEALTH

## SPECIALIST MENTAL HEALTH

## LEARNING AND REHAB AND RESTORATIVE SUPPORT

EAT HEALTHY LIVE LONGER

I CAN DO MORE THAN I THOUGHT

## SUPPORTED SELF-MANAGEMENT

## HOME BASED SUPPORT

## PEER-LED SERVICES

## ADVICE

## SCHOOL BASED SERVICES

## CHILDREN'S SERVICES

## WHANAU ORA

## VOLUNTEER SERVICES

## HOME VISITING SERVICES

## PEOPLE CENTRED

## LIBRARY

## PATIENT PARTNERSHIP

YOURSELF A DAY KEEPS THE DOCTOR AWAY

## PUBLIC TRANSPORT

WHAT SHOULD I DO?

## WELL BEING

## URGENT CARE CENTRE

## ACTIVITY URGENT GP SERVICES

## REHAB AND RESTORATIVE SUPPORT

WHAT ARE MY OPTIONS?

THE WORKS BY AHS

- The HealthPathways platform is:
  - dynamic
  - easily updated
  - accessible.
- The online tool provides clear, concise information and resources and has efficient search functionality.
- New pathways are continually under development and existing pathways are regularly reviewed and updated in light of changing evidence, guideline updates, technology, and local circumstances.

# How is a HealthPathway developed?

## Clinical Lead

Provides clinical leadership, advice, and direction across the HealthPathways Program. Works with the CEs and supports final review and endorsement of pathways before publication to the live site.

## Clinical Editors

Clinical Editors are local GPs responsible for the bulk of the work involved in the development of each pathway. They write and edit the content of each pathway, working with Subject Matter Experts and Clinical Leads throughout the process.

## Subject Matter Experts and Reviewers

Contribute clinical input, expertise, participate in working groups and provide referral information during the development of pathways.

## HealthPathways Program Team

Manager and Project Officers assist everybody, facilitate communications and distribute information, develop referral and resource pages, support the Clinical Editors with development of pathways, and project manage the processes.

## Technical Writers

From Streamliners NZ, work with Clinical Editors and Program Team to ensure HealthPathways editorial and content standards are met before publishing pathways online.

Each page on the site contains a 'Send Feedback' button. Users can provide direct feedback or comments on each page which facilitates rapid service updates or clinical changes. Where needed, changes can be made within 2 business days.



# Benefits of HealthPathways

- Local clinicians provide input into pathways that reflect best practice and are locally informed.
- Facilitates clinical relationships, collaboration, and communication.
- Builds confidence in managing patients in the community setting by summarising best practice management and providing information on local referral options.
- Is an efficient use of health professionals' and patients' time, and health system resources, by providing clarity on the local health system and by describing public and private services and support. This saves health professionals' and patients' time by enabling patients to access the right care, at the right service, at the right time.
- Improves quality and appropriateness of referrals.



# What is a clinical pathway?

## Structure - Assessment, Management, and Referral

The screenshot shows the Hunter New England Community HealthPathways website. The left sidebar contains a navigation menu with categories like COVID-19, About HealthPathways, Aboriginal and Torres Strait Islander Health, Acute Services, Allied Health Referrals, Child Health, Care in the Last 12 Months of Life, Investigations, Lifestyle & Preventive Care, Medical, Mental Health (selected), ADHD in Children and Young People, Anxiety in Adults, Bereavement, Bipolar Disorder, Borderline Personality Disorder (BPD), Clozapine Monitoring, Deliberate Self-harm (DSH), Depression in Adults, Disaster or Adverse Weather Event - Mental Health, Eating Disorders in Children and Adolescents, Eating Disorders in Adults, Perinatal Mental Health, Physical Health and Mental Illness, Problem Gambling, and Psychosis. The main content area is titled 'Social Isolation and Loneliness' and includes a search bar, a breadcrumb trail (Home / Mental Health / Social Isolation and Loneliness), and a 'Clinical editor's note' box. The note states: 'Social isolation and loneliness has increased due to COVID-19. It has had a disproportionate impact on older people and those with underlying medical comorbidities who are already at risk. See also: Australian Psychological Society - Loneliness and Social Isolation in the Time of COVID-19; Beyond Blue - People with Physical Disability: Supporting Mental Health During COVID-19'. Below the note is a 'Red flags' section with four items: Suicidal ideation or intent, Deliberate self-harm, Excessive and accelerating substance use, and Deteriorating self-care, including severe weight loss (more than 10%). The page also has sections for 'Background' (About social isolation and loneliness) and 'Assessment' (Assess the extent of the loneliness and isolation the patient is experiencing using a combination of assessment tools: Campaign to End Loneliness (CEL) Measurement Tool, Single-item questions; Take a psychosocial history: Consider risk factors for loneliness, Use the HEEADSSS framework; Assess social supports and capacity to access resources).

### Management

1. Address any **red flags** and **mental health** concerns, and refer to **paediatric** or **adult** psychology, social work, or counselling services as appropriate.
2. Establish a therapeutic alliance with the patient – this may take place over several appointments.
3. Make an **action plan** to help the patient achieve their goals. Start with something small and within their comfort zone.
4. Consider if the patient needs assistance to access support options e.g. utilising a linking service such as **Hello Hunter**.
5. Connect the patient to specific isolation resources, and other resources as appropriate:
  - **Specific social isolation resources**
  - **Bereavement support**
  - **Dementia support**
  - **Domestic and Family Abuse and Violence (DFAV) Referrals**
  - **Drug and Alcohol Community Support**
  - **Mental Health Family and Carer Support**
  - **Parenting support**
  - **Perinatal support**
  - **Sport and exercise**
  - **Transgender Health Support Services**
6. Review the patient regularly. Consider reusing the **Campaign to End Loneliness (CEL) Measurement Tool** and **single-item questions** to measure the impact of different activities or services the patient has engaged with.

### Referral

- Refer to **paediatric** or **adult** psychology, social work, or counselling services as appropriate.
- Connect the patient to existing resources:
  - **Specific social isolation resources**
  - **Bereavement support**
  - **Dementia support**
  - **Domestic and Family Abuse and Violence (DFAV) Referrals**
  - **Drug and Alcohol Community Support**
  - **Mental Health Family and Carer Support**
  - **Parenting support**
  - **Perinatal support**
  - **Transgender Health Support Services**

SEND FEEDBACK

# Referral pages – Allied Health and Nursing section

The screenshot displays the HealthPathways website interface. At the top, there is a navigation bar with the 'Central Coast' logo and a search bar labeled 'Search HealthPathways'. Below the navigation bar, the main content area is titled 'Allied Health and Nursing'. On the left side, there is a vertical sidebar menu with the 'HealthPathways' logo at the top. The menu items include 'Central Coast', 'Home', 'COVID-19', 'About HealthPathways', 'Acute Services', 'Allied Health and Nursing' (highlighted with a yellow arrow), and a list of specific services such as 'Allied Health, Nursing, Pharmacy, and Dental Directories', 'Audiology Assessment for Adults and Children', 'Chiropractic Assessment', 'Nursing and Home Support', 'Community Support Services', 'Disability Support Services', 'Exercise Physiology Assessment', 'Low Vision Assistance', 'Nutrition', 'Occupational Therapy Referrals', 'Optometry Referrals', 'Orthotic and Prosthetic Assessment', 'Osteopathy Assessment', 'Physiotherapy and Hand Therapy Referrals', 'Podiatry Referrals', 'Rehabilitation Providers', 'Social Work Referrals', 'Speech Pathology Referrals', and 'Child Health'. The main content area on the right is titled 'Allied Health and Nursing' and contains a section 'In This Section' with a list of links to various services: 'Allied Health, Nursing, Pharmacy, and Dental Directories', 'Audiology Assessment for Adults and Children', 'Chiropractic Assessment', 'Nursing and Home Support', 'Community Support Services', 'Disability Support Services', 'Exercise Physiology Assessment', 'Low Vision Assistance', 'Nutrition', 'Occupational Therapy Referrals', 'Optometry Referrals', 'Orthotic and Prosthetic Assessment', 'Osteopathy Assessment', 'Physiotherapy and Hand Therapy Referrals', 'Podiatry Referrals', 'Rehabilitation Providers', 'Social Work Referrals', and 'Speech Pathology Referrals'. At the bottom of the page, there is a footer with the copyright notice '© 2022 HealthPathways. All rights reserved.', links for 'Terms of Use' and 'View on classic HealthPathways', and the 'phn HUNTER NEW ENGLAND AND CENTRAL COAST' logo with the tagline 'An Australian Government Initiative'.

# Referral pages – Service Directories section

The screenshot displays the HealthPathways website interface. At the top, there is a navigation bar with the 'Central Coast' logo and a search bar labeled 'Search HealthPathways'. Below the navigation bar, the main content area is titled 'Service Directories' and includes a breadcrumb trail: 'Home / Service Directories'. A text block instructs users: 'To apply to add or update your referral information, please use the Send Feedback button at the top right of each page.' The page is organized into three main sections: 'General Service Directories', 'Private Hospital Specialist Directories', and 'Useful Resource Directories'. Each section contains a list of links to various services and resources. A yellow arrow points to the 'Service Directories' link in the left-hand navigation menu.

**Central Coast**

Search HealthPathways

Home / Service Directories

## Service Directories

To apply to add or update your referral information, please use the Send Feedback button at the top right of each page.

### General Service Directories

- [Allied Health, Nursing, Pharmacy, and Dental](#)
- [Specialists](#)

### Private Hospital Specialist Directories

- [Private Hospitals](#)

### Useful Resource Directories

- [Australian Government – Carer Gateway](#)
- [CCLHD – Central Coast Support Groups and Services Directory](#)
- [Central Coast Council – Crisis Relief Services](#)
- [Disability Support Services](#)
- [Domestic and Family Abuse and Violence \(DFAV\) Support](#)
- [Health Direct – Find a Health Service](#)
- [My Aged Care – Find a Provider](#)
- NSW Government:**
  - [CanRefer \(Cancer Referral Network\)](#)
  - [Human Services Network \(HSNet\)](#)

**In This Section**

- [Central Coast Community Health Centres](#)
- [Central Coast Public Hospitals](#)

[SEND FEEDBACK](#)

GLAND  
AST

# What is a referral page?

The screenshot shows the Central Coast HealthPathways website. The left sidebar contains a navigation menu with categories like 'Mental Health Referrals' and 'Psychology and Counselling'. The main content area is titled 'Child and Youth Psychology and Counselling' and includes sections for 'Private', 'Psychologists', 'Social Workers', 'Occupational Therapists', 'Child, Adolescent, and Family Therapy Centres', and 'Public'. A yellow arrow points to the 'Psychologists' section.

**Central Coast** Search HealthPathways

Home / ... / Psychology and Counselling / Child and Youth Psychology and Counselling

## Child and Youth Psychology and Counselling

See also [Urgent Mental Health Assessment](#).

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### Private

Some private psychologists, social workers, and occupational therapists are accredited to provide psychological interventions through their governing bodies. Patients may be eligible for services under the following funding schemes:

- [Better Access to Mental Health Initiative](#)
- [Chronic Disease Management](#)

### Psychologists

[Contact the provider](#)

### Social Workers

[Contact the provider](#)

### Occupational Therapists

[Contact the provider](#)

### Child, Adolescent, and Family Therapy Centres

Specialised multidisciplinary clinics providing assessment, psychology, counselling and therapy services for children and young people.

[Contact the provider](#)

### Other directories

- [Australian Psychological Society – Find a Psychologist](#)
- [Australian Clinical Psychology Association – Find a Clinical Psychologist](#)
- [Australian Association of Psychologists Inc – Find a Psychologist](#)
- [Australian Association of Social Workers – Find a Social Worker](#)
- [Occupational Therapy Australia – Find an Occupational Therapist](#)
- [Health Direct – Find a Health Service](#)

[Private provider disclaimer](#)

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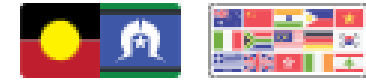
### Public

#### Central Coast Local Health District (CCLHD) – Child and Youth Psychology and Counselling Services

- Check providers for specific criteria.
- Prepare the [standard referral information](#).
- [Contact the provider](#).
- Inform the patient/parent/carer:
  - Ensure they are aware of the referral and the reason for being referred.
  - They should advise of any change in circumstance e.g., getting worse, as this may affect the referral.

[SEND FEEDBACK](#)

# What is a referral page?



## Child and Youth Psychology and Counselling

See also [Urgent Mental Health Assessment](#).

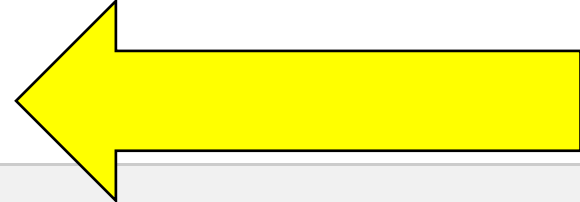
### Private

Some private psychologists, social workers, and occupational therapists are accredited to provide psychological interventions through their governing bodies. Patients may be eligible for services under the following funding schemes:

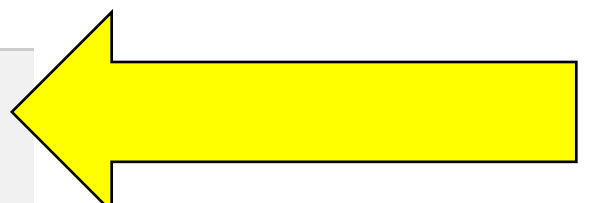
- [Better Access to Mental Health Initiative](#) ▾
- [Chronic Disease Management](#)

### Psychologists

[Contact the provider](#) ^.



<a href="#">Advance Psychology</a>	West Gosford	▾
<a href="#">Anchor Clinic</a>	Erina	▾
<a href="#">ARC Family Psychology</a>	Erina	▾
<a href="#">Augmentia Health – Erina</a>	Erina	▾
<a href="#">Augmentia Health – Tuggerah</a>	Tuggerah	▾
<a href="#">Axiom Psychological and Coaching Services - East Gosford</a>	East Gosford	▾
<a href="#">Axiom Psychological and Coaching Services - Kanwal</a>	Kanwal	▾



[SEND FEEDBACK](#)

# What is a referral page?

Child and Youth Psychology and Counselling

## Psychologists

Contact the provider ^.

Advance Psychology	West Gosford	▼
Anchor Clinic	Erina	▼
ARC Family Psychology	Erina	▼
Augmentia Health – Erina	Erina	^



### REFERRAL OPTIONS

Phone 1800-683-442

Suite 1  
222 Central Coast Highway  
Erina 2250  
NSW

Admin contact info ▼

Website [Click here](#) ↗

## Practitioners

Chris Floyd

**M** *Psychologist*  
Adults, adolescents, and children – cognitive behaviour therapy,  
ACT, behavioural

### Information for referrer

NDIS provider  
Monday and Wednesday mornings

Augmentia Health – Tuggerah	Tuggerah	▼
Axiom Psychological and Coaching Services - East Gosford	East Gosford	▼

SEND FEEDBACK

# Using the Search Function

- Use the Search function to search for the keyword or your organisation/service name, then press Enter.
- A search results list such as below will come up. This list links to each page that the keyword appears on.

← Central Coast

lifeline

16 RESULTS FOUND FOR 'lifeline'

- Web pages
- PDFs/forms/documents
- All

Anxiety in Adults

Lung Cancer

Sexual Assault Support

Domestic and Family Abuse and Violence (DFAV) Support

Deliberate Self-harm

Cannabis Use

Suicide Risk Referrals

Suicidal Ideation and Intent

Non-clinical Child and Family Community Mental Health Support

Mental Health Helplines

After Hours Healthcare

Bereavement, Loss, and Grief Counselling

New Palliative Care Patient

Non-clinical Community Mental Health Support

Online Mental Health Therapy for Adults

For example: Lifeline appears on each of these pages.

# Using the Search Function

- From the search results list:
  1. You can then click to each page
  2. Using the Toolbar on the right (if it isn't popped out on your screen use the blue and white + button at the top right to pop the toolbar out) click on '+ Expand all'
  3. Click once back on the page you are on
  4. On your keyboard press Control F then a search pop up box will appear
  5. Type the keyword into the search pop up box and then press Enter, this will then move to and highlight where each mention of the keyword is on the page
  6. Keep pressing Enter to move down the page to each mention of the keyword
- If you find any information about your organisation/service that needs to be updated/added, please use the blue Send Feedback button at the bottom right of the relevant page and type in the pop up box which appears, what needs to be changed on that page.





# Suicide Risk Referrals

If patient is high or moderate risk, refer for urgent mental health assessment.

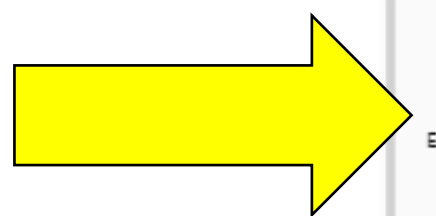
## Referral

Provide the patient with appropriate [crisis help numbers](#).

Suicide prevention and a

[Contact the provider](#)

Bereaved by Suicide – Gosford	Gosford	▼
Bereaved by Suicide – Wyong	Wyong	▼
Beyond Blue - BeyondNow Suicide Safety Plan App		▼
Coast & Country Primary Care (CCPC) - Way Back Support Service	Erina	▼
Lifeline - Central Coast	Wyoming	▼
NSW Government Communities & Justice - Victims Services		▼
Parents Beyond Breakup - Dads in Distress	Narara	▼
Suicide Call Back Service		▼
Yerin Aboriginal Health Services - Suicide Prevention (Ma-Guwag)	Wyong	▼



- Expand all
- Print
- Share
- Copy

ABOUT THIS PAGE

- Page information →
- Topic ID: 996712

## Suicide Risk Referrals

Delivered by Coast & Country Primary Care (CCPC). [Read less](#)

**Lifeline** - Central Coast Wyoming ▲

### REFERRAL OPTIONS

- Phone 24 hour Crisis Line: 13-11-14. Local phone: 1300-152-854 0477-13-11-14 (Text service)
- Online referral [Click here](#)

15 Cary Street  
Wyoming 2250  
NSW

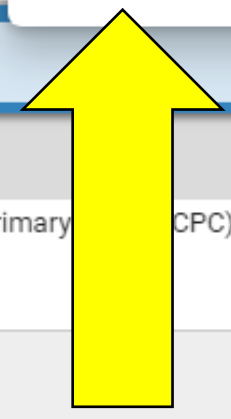
### Admin contact info ▲

Phone 24 hour Crisis Line: 13-11-14. Local phone: 1300-152-854  
 Email [admin@lifelinecc.org.au](mailto:admin@lifelinecc.org.au) (non secure)  
 Fax (02) 4940-2010

Website [Click here](#)

### Service description

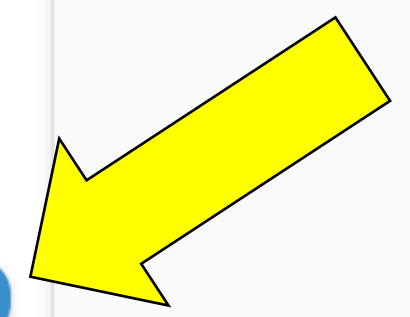
- Lifeline - Central Coast website.
- Services to support Australians in times of crisis, and equip individuals and communities to be resilient and suicide safe. Services include:
  - Telephone crisis support, available 24 hours, 7 days
  - Online chat and text available from 12.00 pm to 2.00 am AEST
  - Text services accessible on **0477-13-11-14**. See [webpage](#), and [terms of service](#).
  - Visit the [website](#) for online crisis support via webchat.
  - Affordable face-to-face counselling
  - Community suicide prevention awareness presentations
  - Skills-for-Life training workshops
  - Eclipse Group - support group for suicide attempt survivors
  - SOS: Survivors of Suicide bereavement support groups
  - Suicide Response Team



- Collapse all
- Print
- Share
- Copy

ABOUT THIS PAGE

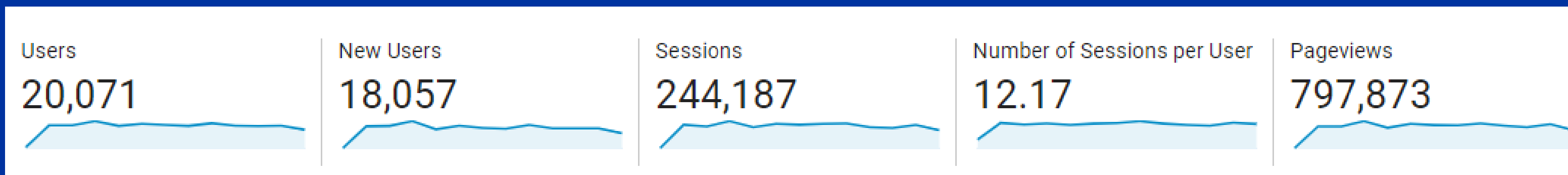
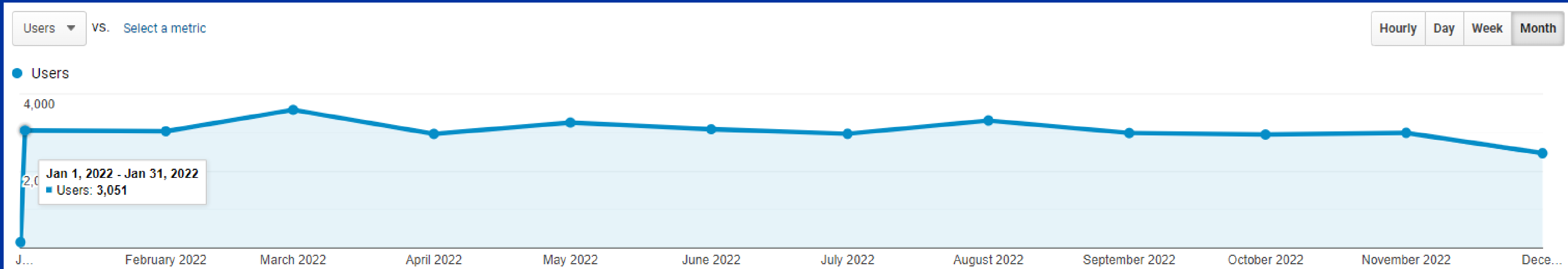
- Page information →
- Topic ID: 996712



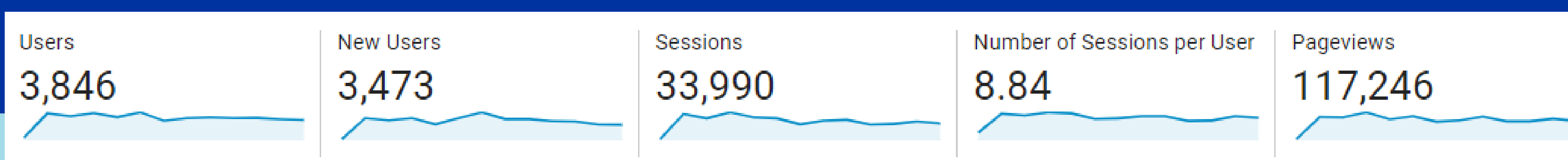
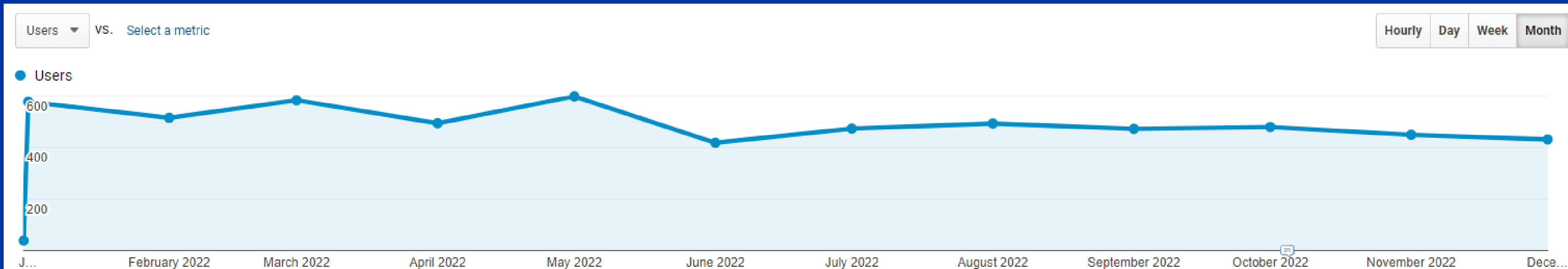
SEND FEEDBACK

# Utilisation of HealthPathways

## HNE: 31/12/21 to 31/12/22 monthly usage - USERS

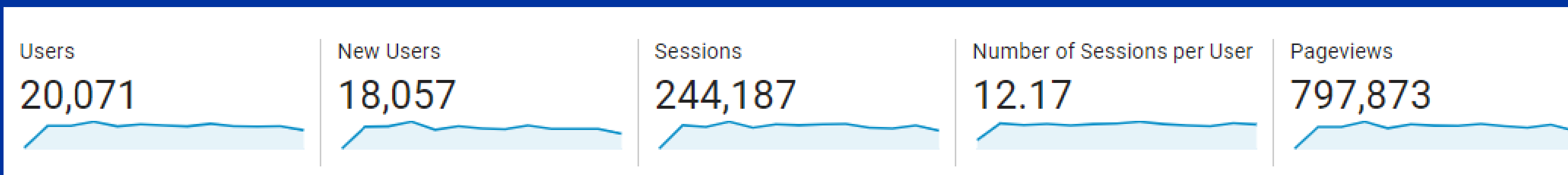
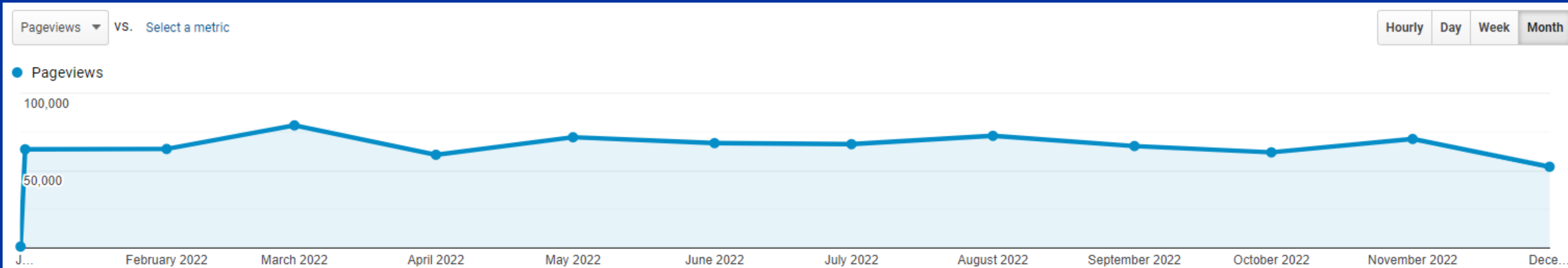


## Central Coast : 31/12/21 to 31/12/22 monthly usage - USERS

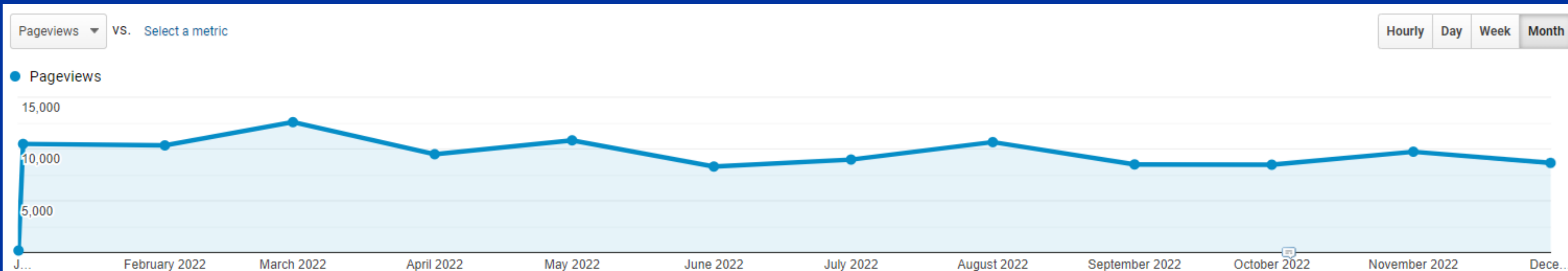


# Utilisation of HealthPathways

HNE: 31/12/21 to 31/12/22 monthly usage - PAGEVIEWS



Central Coast : 31/12/21 to 31/12/22 monthly usage - PAGEVIEWS



# PatientInfo – for patients and the general community



Central Coast

<https://www.ccpatientinfo.org.au/>

No password required

The screenshot shows the PatientInfo website interface. At the top left is the 'patient info CENTRAL COAST' logo. Below it is a search bar with a 'Search' button. A navigation menu on the left lists various health topics, including COVID-19, Home, Emergency Care, After Hours Services, Bushfire Information, Assault or Abuse, General Health, Child Health, Youth Health, Older Person's Health, Aboriginal and Torres Strait Islander Health, Women's Health, Men's Health, Transgender Health and Gender Diversity, Mental Health, Physical Health and Mental Illness, Sexual Health, Refugee Health in Adults, Drugs and Alcohol, Keeping Healthy and Preventive Care, Domestic and Family Violence, Planning for End of Life, Carer Support, Local Health and Support Services, and Public Health. The main content area features a 'FEATURED TOPICS' section with six tiles: 'After Hours Medical Care' (image of a woman on a phone), 'COVID-19 Disability Info' (image of hands being washed), 'COVID-19 Testing' (image of a virus particle), 'COVID-19 & Aboriginal Health' (image of two women looking at a tablet), 'COVID-19 Vaccines' (image of a virus particle), and 'COVID-19 Mental Health Supports' (image of a virus particle). To the right of the featured topics is a section titled 'Emergency care required' with the text: 'In an emergency phone 000 immediately for an ambulance, or visit the closest hospital Emergency Department.' Below this are links for 'Bushfire Information' and 'Coronavirus Information'. Further down is a 'Site partners' section with logos for 'phn HUNTER NEW ENGLAND AND CENTRAL COAST An Australian Government Initiative', 'HNEkidshealth Children, Young People & Families', and 'NSW GOVERNMENT Health Central Coast Local Health District'. At the bottom right, there is a 'Site last updated' section stating 'Wednesday, 8 February 2023'. The overall design is clean and professional, with a teal and white color scheme.



# PatientInfo – for patients and the general community



Hunter New England  
<http://patientinfo.org.au/>  
No password required

**patient info**  
HUNTER NEW ENGLAND

Search

- COVID-19
- Emergency Care
- Home
- After Hours Medical Care
- Disaster Relief, Services, and Support
- Assault or Abuse
- General Health
- Child Health
- Youth Health
- Older Person's Health
- Women's Health
- Men's Health
- Transgender Health
- Mental Health
- Sexual Health
- Refugee Health Services
- Smoking
- Drugs and Alcohol
- Keeping Healthy and Preventive Care
- Planning for End of Life
- Carer Information
- Local Health and Support Services
- Be more involved in your healthcare

**FEATURED TOPICS**

- After Hours Medical Care
- COVID-19 Vaccines
- Emergency care required
- COVID-19 Self-Management
- COVID-19 Disability Info
- Flood Information
- Mental Health Supports
- COVID-19 & Aboriginal Health
- Bushfire Information
- Coronavirus Information

**Emergency care required**

In an emergency phone 000 immediately for an ambulance, or visit the closest hospital Emergency Department.

**Site partners**

- phn HUNTER NEW ENGLAND AND CENTRAL COAST  
An Australian Government Initiative
- HNEkidshealth  
Children, Young People & Families
- NSW GOVERNMENT Health Hunter New England Local Health District

**Site last updated**

Wednesday, 8 February 2023



# PatientInfo – for patients and the general community

The screenshot shows the PatientInfo website interface. At the top left is the 'patient info' logo with 'HUNTER NEW ENGLAND' underneath. A search bar contains the text 'mental health' and a 'Search' button. Below the search bar, there are filters for 'Web Pages' and 'Page size' (set to 10). A message indicates '50 results found containing all search terms.' A list of search results is displayed, including links to 'Mental Health, Emotional and Social Support', 'Social and Emotional Wellbeing', 'Getting Help for Mental Health Issues', 'Mental Health During and After Pregnancy', 'For Families and Carers', 'COVID-19 Mental Health Supports', 'For Young People', 'Youth Mental Health', 'Depression in Older Persons', and 'Anxiety in Adults'. At the bottom left, it says 'Pages: 1 2 3 4 5 Next >>'. The main content area is titled 'FEATURED TOPICS' and contains six cards: 'After Hours Medical Care' (with an image of a woman wearing a mask), 'COVID-19 Vaccines' (with a virus illustration), 'COVID-19 Self-Management' (with a virus illustration), 'COVID-19 Disability Info' (with an image of hands being washed), 'COVID-19 Mental Health Supports' (with a virus illustration), and 'COVID-19 & Aboriginal Health' (with an image of two women looking at a tablet). To the right of the featured topics, there are sections for 'Emergency care required' (with text about calling 000), 'Flood Information', 'Bushfire Information', and 'Coronavirus Information'. Below these are 'Site partners' logos for 'phn HUNTER NEW ENGLAND AND CENTRAL COAST', 'HNEkidshealth', and 'Health Hunter New England Local Health District'. At the bottom, it says 'Site last updated Wednesday, 8 February 2023'.

The screenshot shows the 'Mental Health' section of the PatientInfo website. At the top left is the 'patient info' logo. A search bar is present. Below the search bar, there is a list of mental health topics with checkboxes: Transgender Health, Mental Health, Anxiety in Adults, Bereavement, Bipolar Disorder, Borderline Personality Disorder, Deliberate Self-harm, Depression, Eating Disorders, Involuntary Treatment, Problem Gambling, Psychosis, Social and Emotional Wellbeing, Social Isolation and Loneliness, Suicide Prevention, e-Mental Health Online Resources, Sexual Health, Refugee Health Services, Smoking, Drugs and Alcohol, Keeping Healthy and Preventive Care, Planning for End of Life, Carer Information, Local Health and Support Services, and Be more involved in your healthca. To the right of this list is a section titled 'Mental Health' with a sub-section 'In This Section' containing links to various topics: Anxiety in Adults, Bereavement, Bipolar Disorder, Borderline Personality Disorder, Deliberate Self-harm, Depression, Eating Disorders, Involuntary Treatment, Problem Gambling, Psychosis, Social and Emotional Wellbeing, Social Isolation and Loneliness, Suicide Prevention, and e-Mental Health Online Resources. At the bottom, there are links for 'Contact Us', 'About Patientinfo', and 'Looking for Central Coast Patientinfo? Visit their site'. A footer note says 'This page - 89146 - was last updated on: 24/05/2018 3:14:03 pm'.

# PatientInfo – for patients and the general community

The screenshot shows the PatientInfo website interface. At the top left is the 'patient info' logo with 'HUNTER NEW ENGLAND' underneath. A search bar is located below the logo. On the left side, there is a vertical navigation menu with various health topics, each preceded by a small square icon. The main content area is titled 'Mental Health, Emotional and Social Support' and contains several sections: 'Emergency support', 'DroughtHub NSW Department of Primary Industries (DPI)', 'Rural Adversity Mental Health Program (RAMHP)', 'Anglicare', and 'Drought Support Program'. Each section provides brief descriptions and contact information. At the bottom of the page, it identifies the 'Drought & Disaster Psychology Service, Hunter New England Local Health District (HNELHD)' and states that the service is based in Armidale.

**patient info**  
HUNTER NEW ENGLAND

Search

- COVID-19
- Emergency Care
- Home
- After Hours Medical Care
- Disaster Relief, Services, and Support
  - Drugs and Alcohol
  - Financial Support and Counselling
  - Help With Filling in Forms
  - Mental Health, Emotional and Soc
  - Post-natural Disaster Health
- Assault or Abuse
- General Health
- Child Health
- Youth Health
- Older Person's Health
- Women's Health
- Men's Health
- Transgender Health
- Mental Health
- Sexual Health
- Refugee Health Services
- Smoking
- Drugs and Alcohol
- Keeping Healthy and Preventive Care
- Planning for End of Life
- Carer Information
- Local Health and Support Services
- Be more involved in your healthcare

## Mental Health, Emotional and Social Support

**Emergency support**  
See information on [Emergency Support](#).

**DroughtHub NSW Department of Primary Industries (DPI)**  
Includes links to a wide range of services to support the wellbeing of farmers and their families.  
Visit the [website](#).

**Rural Adversity Mental Health Program (RAMHP)**  
RAMHP provides mental health information, tailored advice, workshops, and short courses to increase community knowledge and resilience as well as ensuring that you know how and where to find help when needed. RAMHP Coordinators are uniquely placed to identify and link people in your community experiencing mental health concerns to mental health support.

For services:

- phone: 0477-343-628 (Letitia Cross, based in Moree).
- phone: 0428-109-990 (Andy Daley, based in Armidale).
- phone: 0405-288-081 (Kate Arndell, based in Tamworth).
- phone: 0437-989-044 (Matthew Milne, based in Maitland).
- phone: 0437-268-325 (Beth Holroyd, based in Forster).

**Anglicare**  
Provides drought counselling, financial counselling and assistance, and psychosocial mental health support for those affected by drought, or who require assistance in advocating with agencies to overcome debt, or money education and management.  
Visit the [website](#) or phone (02) 6701-8200.

**Drought Support Program**  
The drought support program provides mental health and emotional support to farmers, farming families, local businesses, and service providers affected by drought across the Hunter New England Local Health District. It provides free on-farm (or at an agreed location), confidential, and practical assistance to support people tough times.

- Self-referral, or referral from others (with permission) is accepted. To refer:
  - Phone: 0477-322-851
  - Email: [HNELHD-DroughtSupport@health.nsw.gov.au](mailto:HNELHD-DroughtSupport@health.nsw.gov.au)
- For more information see the [service information brochure](#).

**Drought & Disaster Psychology Service, Hunter New England Local Health District (HNELHD)**  
This service is based in Armidale and provides support to individuals and families across rural Hunter New England experiencing

The screenshot shows a page titled 'e-Mental Health Online Resources'. It features a list of bullet points describing e-mental health services. Below the list is a section titled 'E-mental health programs' which contains a list of hyperlinks to various mental health resources. At the top right of the page, there are icons for 'FEEDBACK' and 'PRINT'.

## e-Mental Health Online Resources


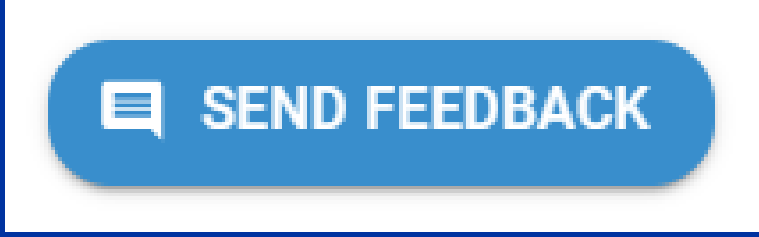
E-mental health services:

- Are online interactive treatment and support options targeted towards common mental health problems.
- Include wellness promotion, psycho-education, prevention and early intervention, crisis intervention, treatment, and recovery and peer support.
- Can be used as a self-help resource or in conjunction with other mental health treatment.
- Are easy to access, simple to navigate and have been researched, developed and tested.
- Most e-mental health programs are anonymous and free.
- No referral is required, any patient can register to use these programs any time (with the exception of 'This Way Up' which requires both general practitioner and patient registration).
- Patients can progress through the program at a speed comfortable to them.

**E-mental health programs**

- [Addiction](#)
- [Anxiety](#)
- [Bipolar Disorder](#)
- [Depression](#)
- [Family and Friends of People with Mental Illness](#)
- [General Mental Health and Wellbeing](#)
- [Grief and Loss](#)
- [Obsessive Compulsive Disorder \(OCD\)](#)
- [Panic Disorder](#)
- [Post Traumatic Stress Disorder \(PTSD\)](#)
- [Suicide Prevention](#)

# How to become involved in HealthPathways

- Send Feedback.  
- Send the referral information for your service to be updated/added to referral pages.
- Express interest in being a Subject Matter Expert for the development of new pathways, and full review and update of existing pathways.
- Express interest in becoming involved in a Working Group relevant to your profession/service.



# Contact Us – Central Coast HealthPathways

The screenshot shows the Central Coast HealthPathways website. On the left is a navigation menu with categories like Home, COVID-19, About HealthPathways, and various clinical services. The main content area is titled 'Contact Us' and includes a 'Send feedback' section with instructions on when to use the feedback button. Below this is an inset image of a medical page for 'Atrial Fibrillation (AF)' with a 'SEND FEEDBACK' button highlighted. At the bottom right, there is a 'SEND FEEDBACK' button. A yellow arrow points from the top right of the page to a dropdown menu with options: Interface preference, Mobile-friendly, Classic, Contact Us, About HealthPathways, Subscribe to Updates, Logout, and Build 9.4.0.466. Another yellow arrow points from the 'Contact Us' option in the dropdown to the 'Contact Us' link in the left navigation menu. A third yellow arrow points from the 'SEND FEEDBACK' button at the bottom right to the 'SEND FEEDBACK' button in the inset image.

[CCHHealthPathways@thephn.com.au](mailto:CCHHealthPathways@thephn.com.au)

# Contact Us – HNE HealthPathways

**Hunter New England**

Search Community HealthPathways

Home / About HealthPathways / Contact Us

## Contact Us

**Send feedback**

Every page in HealthPathways has a feedback button in the bottom-right corner. Use this to contact your local HealthPathways team with questions, or suggestions for improvement.

If your feedback is:

- about a particular pathway, use the Send Feedback button on that page.
- general, use the Send Feedback button on the home page.

**Wahaike | Canterbury**

Search Community HealthPathways

Medical / Canterbury / Atrial Fibrillation (AF)

### Atrial Fibrillation (AF)

**SEND FEEDBACK**

**FEEDBACK**

To submit feedback:

1. Click or tap the feedback button at the bottom of the page. A pop-up window will appear for you to submit your email address.
2. Enter your email address and click or tap Next.  
A new tab will open in your browser with the [feedback form](#).
3. Fill out the required form fields.
  - Attach files, e.g. documents or pictures, if needed.
  - Do not send any sensitive or private material, e.g. patient information.
4. Click or tap Send Feedback at the bottom of the form.

All feedback is acknowledged and assigned for review by your regional HealthPathways Coordinator, as appropriate.

**Contact the Hunter New England HealthPathways team**

To contact the Hunter New England HealthPathways team use the Send Feedback button.

Out of hours, please contact one of the Managers below:

- Louise Harrigan – mobile: 0407-291-207
- Marika Mackenzie – mobile: 0421-991-157

**SEND FEEDBACK**

HUNTER NEW ENGLAND  
HEALTHPATHWAYS  
INITIATIVE