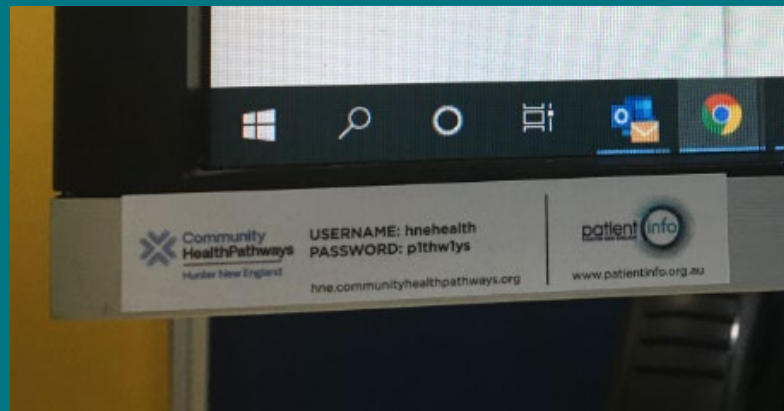


# **HNE and Central Coast HealthPathways Update**

**Sandra Fitzgerald  
HealthPathways Clinical Editor  
November 2020**



Hunter New England

HealthPathways

- <https://hne.communityhealthpathways.org/>
- Username: hnehealth
- Password: p1thw1ys
- <https://centralcoast.healthpathways.org.au>
- Username: centralcoast
- Password: 1connect



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



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



# COVID-19 HealthPathways

## COVID-19

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[COVID-19 Initial Assessment and Management](#)

[COVID-19 Assessment and Management in Residential Aged Care](#)

[COVID-19 Assessment and Management in Children](#)

[COVID-19 Ongoing Assessment and Management](#)

[COVID-19 MBS Items](#)

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[COVID-19 Support](#)

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[COVID-19 Impact on Local Services](#)

[COVID-19 Palliative Care](#)

[COVID-19 Recent Changes](#)

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# COVID-19 Health alerts and case locations



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- Specific Populations
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- Women's Health
- Our Health System
- Service Directories

## Hunter New England

## COMMUNITY HEALTHPATHWAYS

### Health Alert

#### NSW Health:

- Public Health Advice for Travellers from VIC
- Latest COVID-19 Case Locations NSW

See HNE Health Media releases for latest HNE Public Health Alerts.

Follow COVID-19 pages for up to date information including assessment and management, referral, and practice preparation.

### Latest News

15 September

Hunter New England Community HealthPathways Fact

### Pathway Updates

Updated – 6 November  
Antenatal Care - GP Shared Care

Updated – 6 November  
Pharmacy and Mental Health Unit Referrals

Updated – 3 November

## COVID-19 Initial Assessment and Management

Last updated: 29 October 2020

See also COVID-19 Information, COVID-19 Telehealth, and Medical Practitioners' Health.

### Clinical editor's note

See HNE Health media releases for the latest HNE Public Health Alerts.

#### See NSW Health:

- Public Health Advice for People Who Have Travelled from Victoria
- Latest COVID-19 Case Locations in NSW [for details regarding locations where either immediate self-isolation and testing or monitoring for symptoms is required]

A list of private pathology collection centres is available and updated regularly.

# COVID Testing Centres

## COVID-19 Referrals

Last updated: 30 October 2020

See also [COVID-19 Initial Assessment and Management](#).

### Clinical editor's note

See [HNE Health media releases](#) for the latest HNE Public Health Alerts.

See NSW Health:

- [Public Health Advice for People Who Have Travelled from Victoria](#)
- [Latest COVID-19 Case Locations in NSW](#) [for details regarding locations where either immediate self-isolation and testing or monitoring for symptoms is required]

### COVID-19 testing:

A list of private pathology collection centres is [available](#) and updated regularly.

- Private drive-through clinics that do not require general practitioner referral, and swab all ages from birth (with exceptions as below):
  - [Newcastle University](#) (age ≥ 5 years), [Morisset](#) (age ≥ 5 years), and [Warners Bay](#)
  - [Laverly COVID-19 Collections Centres](#) at Adamstown, Argenton, Gunnedah, Nelson Bay, and South Maitland.

For other private and public COVID-19 testing options, see the "Testing" section below, or NSW Health – [COVID-19 Clinics](#).

[Urgent assessment](#) ▾

[Testing](#) ▾

[Notification](#) ▾

[Advice](#) ▾

[Access to personal protective equipment \(PPE\)](#) ▾

[Referrals for Residential Aged Care Facilities](#) ▾

## COVID-19 Referrals

Last updated: 21 September 2020

See also [COVID-19 Initial Assessment and Management](#).

### Clinical editor's note

See NSW Health:

- [Public Health Advice for People Who Have Travelled from Victoria](#)
- [Latest COVID-19 Case Locations in NSW](#) [for details regarding locations where either immediate self-isolation and testing or monitoring for symptoms is required]

### COVID-19 testing

- A list of private pathology collection centres is [available](#) and updated regularly.
- Private clinics that do not require general practitioner referral are available at [East Gosford](#), [West Gosford](#), and [Kanwal](#).
- For other private and public COVID-19 testing options, see the "Testing" section below, or NSW Health – [COVID-19 Clinics](#).

### Key links

[COVID-19 Clinics](#)

[+ Urgent assessment](#)

[+ Testing](#)

[+ Notification](#)

[+ Advice](#)

[+ Access to personal protective equipment \(PPE\)](#)

[+ Referrals for Residential Aged Care Facilities](#)

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[Information](#)



[+ Sources](#)



# COVID-19 Telehealth

 / [COVID-19](#) / [COVID-19 Telehealth](#)



## COVID-19 Telehealth

*Last updated: 30 September 2020*

This page is about whole-of-population telehealth services for patients and general practice during the COVID-19 pandemic. See also [Coronavirus \(COVID-19\) Telehealth and Consultations in GP Respiratory Clinics](#).

### Clinical editor's note

Temporary MBS Telehealth items are available from the 13th of March 2020 until the 31st March 2021. These are designed to help reduce the risk of community transmission of COVID-19 and provide protection for patients and health care providers.

An HNECCPHN [GP triage tool](#) is available.

## Assessment

[Temporary telehealth item numbers](#) have been created in response to the COVID-19 pandemic.

1. Review [eligibility](#) before [billing](#).
2. Ensure that telehealth consultations are covered by your individual and practice professional indemnity plans.
3. Confirm the patient's contact details, and consider the patient's suitability for a [telehealth consultation](#):
  - [Clinical appropriateness](#)
  - The need for [support people](#)
  - [Considerations for improving telehealth for older patients](#)
4. Consider pre-screening for patients who may be infectious using the [Healthdirect coronavirus symptom checker](#) or a triage tool.
5. Consider equipment and technology requirements for [video](#) and [telephone](#) consultations. See Australasian Telehealth Society – [COVID-19 Telehealth Guides](#), and:
  - use technology accessible to and usable by the general public and other health organisations.
  - have available adequate network capacity for the technology supplied by your organisation or an internet service provider to operate reliably. In response to the rapid expansion of telehealth services, [NBN Co](#) is upgrading general practitioner clinics to 50 Mbps download and 20 Mbps upload connections at no extra cost for six months.
  - have timely access to technical support for detecting, diagnosing and fixing technology problems.
  - take measures to protect the identity of patients when using commercial service providers or social media networks, for instance by only using a dedicated account owned by your practice.
  - when using commercial service providers or social media networks to communicate by phone or video with patients, ensure that no health information such as chat interactions, documents, or images are retained by the commercial service provider or social media network.
  - understand the Office of the Australian Information Commissioner [Guide to Health Privacy](#), as it may apply to information.

# Telehealth: Cultural considerations



## Principles for Telehealth Consultations with Aboriginal and Torres Strait Islander Peoples

This page provides cultural support information for treatment of patients who identify as Aboriginal and Torres Strait Islander using telehealth consultations during the COVID-19 pandemic. See also:

- [COVID-19 Telehealth](#)
- [Cultural Competencies](#).

HNECC PHN recognises the [UN Declaration on the Rights of Indigenous Peoples](#) ✓ endorsed by the Australian Government in 2008.

### Management

Consider the AHMRC [COVID-19 GP Checklist: Aboriginal & Torres Strait Islander People](#) ✓.

#### Before the telehealth consultation

1. Ask ✓ if the patient identifies as Aboriginal and Torres Strait Islander, as recommended by the [RACGP](#) ✓.
2. Enter the information on cultural identity into medical notes/practice management software to facilitate the delivery of [culturally appropriate care](#) ✓.
3. Recognise that Aboriginal and Torres Strait Islander people are at [increased risk of transmission and severity of COVID-19](#) ✓ due to multiple factors.
4. Consider these [recommendations to improve patient experience](#) ✓ prior to the consultation.

#### During the telehealth consultation


1. Respectfully acknowledge the patient's Aboriginal and Torres Strait Islander status and build trust by asking "Where is your family/mob from?".
2. Create a safe environment through clear and respectful identification of the people involved at both ends of the consultation.
3. Look at the camera during the consultation.
4. Assure patient confidentiality.
5. Consider using [culturally sensitive communication](#) ✓.
6. Check if the patient is registered for the [Closing the Gap prescription scheme](#) ✓, as medications can be free or at a reduced price. When considering medications, discuss side-effects, cost, relative priority, and the consequences of sharing and not taking medications, if this is the agreed plan. Consider if the medication is available on a [limited list of medications exclusively PBS funded for Aboriginal and Torres Strait Islander people](#) ✓.
7. Establish support for self-management. Treat the patient in the context of their culture by using [factors that may enhance health and outcomes](#) ✓, and provide flexibility and choice.
8. Provide written material and/or write down a summary of the consultation. The patient may later discuss the details of the consultation with family or trusted friends.
9. Identify possible [social and cultural impacts on health outcomes](#) ✓.
10. Arrange follow-up appointments, and manage [isolation and quarantine](#) ✓ appropriately.



# Telepsychiatry and Teledermatology

## Psychiatry and Mental Health Unit Referrals

See also:

- [Mental Health Advice](#)
- [Child and Adolescent Mental Health Assessment](#)
- [HNE LHD Mental Health Facilities](#) 

## Telepsychiatry Services ^

[Bulk-billing for rural and remote areas](#) v

[Private](#) v

[Armidale / Tamworth / New England / North West](#) v

[Lower Hunter / Maitland / Cessnock / Dungog](#) v

[Manning / Great Lakes / Taree](#) v

[Newcastle / Lake Macquarie / Port Stephens](#) v

[Upper Hunter](#) v

## Dermatology Referrals

### COVID-19 note

Due to COVID-19, as many clinic appointments as possible are being changed to telephone.

There are no bookings for new patients.

Non-urgent patients are being postponed. The patient will be notified if their appointment is rescheduled. The general practitioner and patient will be notified if the appointment is cancelled.

*Last updated: 2 April*

See also [Specialist Melanoma Referrals](#).

## Teledermatology Services v

[Armidale / Tamworth / New England / North West](#) v

[Lower Hunter / Maitland / Cessnock / Dungog](#) v

[Manning / Great Lakes / Taree](#) v

[Newcastle / Lake Macquarie / Port Stephens](#) v

### Upper Hunter

If there are providers that would be useful to include in this section, submit provider details via the [Send Feedback](#) page.

[Out of Area](#) v



# Feedback

## Central Coast NSW HealthPathways

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Disclaimer

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### Health Alert

NSW Health:

- Public Health Advice for People Travelling from Victoria
- Latest COVID-19 Case Locations in NSW
- See NSW Health Media Releases for the latest Public Health Alerts.

Follow the COVID-19 pages for up to date information including assessment and management, referral, and practice preparation.

To receive COVID-19 email updates from HNECCPHN, subscribe online.

### Health System News

#### NSW Health Alerts

- Infectious Diseases Alerts
- Emergency Preparedness

#### HealthPathways COVID-19 response

See the Central Coast HealthPathways Fact Sheet as of August 2020. 3,278 users accessed Central Coast HealthPathways in the past year, with 31,160 sessions and 117,122 page views.

#### HNECCPHN COVID-19 webinars and livestreams

The recordings and presentation slides of the HNECCPHN COVID-19 related webinars and livestreams are available here.

#### 29 Oct RACGP and ACRRM AOD GP Training

RACGP and ACRRM are boosting skills of GPs so they better address alcohol and other drug use in their communities. Eligible RACGP or ACRRM members receive a grant payment on completion of training. For more



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PBS

### New and Updated Pathways

06 Nov Central Coast Private Hospitals

UPDATED

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## Hunter New England COMMUNITY HEALTHPATHWAYS

### Health Alert

NSW Health:

- Public Health Advice for Travellers from VIC
- Latest COVID-19 Case Locations NSW

See HNE Health Media releases for latest HNE Public Health Alerts.

Follow COVID-19 pages for up to date information including assessment and management, referral, and practice preparation.

### Latest News

15 September

Hunter New England Community HealthPathways Fact Sheet

For the months of July and August we had 5,731 active users and 148,795 page views. For more information, click here for the latest fact sheet.

30 April

Hunter New England LHD and PHN Commissioned Services transition to SeNT eReferral

General practitioners with eligible clinical systems (Medical Director and Best Practice software) are now required to submit referrals to HNE Local Health District and PHN Commissioned services using the SeNT eReferral software. More information...

30 June

Partnering with the PHN to prepare your RACF & Practice for COVID-19

The PHN will provide details on the Practice Tracker which

### Pathway Updates

Updated - 6 November

Routine Antenatal Care - GP Shared Care

Updated - 6 November

Psychiatry and Mental Health Unit Referrals

Updated - 3 November

Recurrent Miscarriage

NEW - 30 October

Obstetric Ultrasound Referrals

Updated - 28 October

Dietitians Referrals

[VIEW MORE UPDATES...](#)

### Health System Focus

Aboriginal and Torres Strait Islander Health

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[How do I use HealthPathways?](#)

[How do I send feedback on a pathway?](#)

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DOCTORS HEALTH ADVISORY SERVICE

RACGP

THERAPEUTICS

HOSPITAL HEALTHPATHWAYS

USEFUL LINKS