

Grampians Watch

Information for General Practitioners

About the program

Grampians Watch is an 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 (Guideline)

- 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
- Residential Aged Care (RAC)
- Waiting for Organ Transplant
- Mental Health Interventions (Type 5x)
- Palliative Care (Terminal Phase)
- Maternity (Directly Related)

How the program works

- Comprehensive health assessment completed at enrollment 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

GH Bossnet Referral GR 315.5

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

Grampians Watch external referral document (Found on website) –

www.gh.org.au/services/grampians-watch

**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@gh.org.au