

Monash Minute

Connecting with primary care

March 2017

Monash Specialist Consulting Specialist Clinics

Monash Specialist Consulting provides an extensive range of medical and surgical specialist clinics supported by a team of multidisciplinary staff. We operate across Monash Health's acute and community sites.

To obtain a list of adult specialist clinics, please click [here](#)

To obtain a list of children's specialist clinics, please click [here](#)

Referral process and guidelines

There are established referral guidelines for each specialist clinic, designed to assist referrers identify whether a patient meets the criteria for our specialists to adequately assess a referral.

All referrals received by Monash Health are triaged by clinicians to determine clinical urgency. The triage category will affect the timeframe in which the patient is offered an appointment. Where wait times do not meet patient needs, alternative service providers can be found on the [Human Services Directory](#)

Here are the referral acknowledgement process that applies for each method of referral:

| FAX | EMAIL | POST |
|-------------------------------------|-----------------------------------|---|
| Auto fax acknowledgement of receipt | Email response confirming receipt | Fax back receipt (due to Australia Post delays, this is the least preferred option) |

Medicare Benefits Schedule funded specialist clinics


Recent initiatives at Monash Health have resulted in additional clinics being established. Many of our services now operate under a Medicare Benefist Schedule funding model for which a Medicare compliant referral is required. To ensure compliance, all referrals to Monash Specialist Consulting should be addressed to a named clinician, the Head of Unit who then delegates the patient to an appropriately qualified clinician in their specialty. Where appropriate, referrals should not be time limited so an additional referral is not required in future. If a referral does not contain adequate information, the referrer will be notified.

To obtain a list of Head of Units for each specialist clinic, please click [here](#).


When a referral is accepted, General Practitioners and their patients will be notified of the patient's appointment. General Practitioners and their patients will also be notified if the patient has been added to the appropriate specialist clinic waiting list. Please note: In accordance with the Department of Health Specialist Clinics in Victoria Public Hospitals - Access Policy 6.3, if an updated referral is not received within 30 working days the referrer will be notified that the referral is considered withdrawn and it will be rejected. The patient will also receive notification. Click here to view the [Access Policy](#)

Monash Specialist Consulting


The Referral Process

Step 1  You will be notified when your referral has been received. Essential referral content will be checked. You will be contacted if additional information is required.



Step 2  The referral is triaged by an appropriately qualified clinician according to clinical urgency. This determines how long the patient will have to wait for an appointment




Step 3  Patients with urgent conditions are scheduled to be seen within 30 days. All other patients are placed on a wait list and offered an appointment when one is available.

Monash Minute welcomes your feedback and suggestions for newsletter content.

Send suggestions to: gpliaison@monashhealth.org

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