

External Referrals to Community-based Services



Reason for Referral	Client Information	Service Requested
<p>Identify patient needs clearly</p> <p>Identify patient's main presenting problem</p> <p>Specify why you are referring your patient</p> <p>Specify what is needed to improve the problem</p> <p>How does the problem impact mobility, self-care, cognition, safety, pain?</p>	<p>Essential for:</p> <ul style="list-style-type: none"> efficient referral processing patient identification Department of Health reporting <p>Missing information may impact the timeliness of referral being accepted and/or rejected</p>	<p>The subject line of referral email must specify name of service being referred to</p> <p>Clients > 65 (> 50 Aboriginal Torres Strait Islander) refer via My Aged Care Portal (MAC)</p> <p>My Aged Care service provider portal Australian Government Department of Health</p>

Community-based services are now accepting referrals through the HealthLink Portal and GP eReferral system. Secure, Safe and Efficient.

Adult Services

Service Link	Service Description	How to Refer Your Patient
<p>Chronic Disease Services Adult Chronic Disease Services</p>	<ul style="list-style-type: none"> Biopsychosocial Care Chronic Heart Failure Complex Conditions / Comorbidities COPD/Asthma Diabetes Education Home-visits / Care Coordination 	<p>icareaccess@monashhealth.org Subject Line: CDM T: 03 8572 5631</p> <p>GP Referrals HealthLink Portal Referral Form</p>
<p>Community Health – Adult Services Community Health Adult Services</p>	<p>Multidisciplinary services, ranging from health education to managing chronic conditions.</p> <p>Services include: Community Health Nurse, Counselling, Diabetes Education (over 18), Dietetics, Exercise Physiology, Occupational Therapy, Physiotherapy, Podiatry, Social Work, Speech Therapy.</p>	<p>icareaccess@monashhealth.org Subject Line: MDT T: 03 8572 5631</p> <p>GP Referrals HealthLink Portal Referral Form</p>
<p>Hospital In the Home (HITH) Hospital in the Home</p>	<p>Alternative to bed based inpatient care for suitable patients. Provides care in the patient's home, workplace or HITH clinic. A medical referral is required.</p>	<p>For details call the switchboard 95946666: ask for the HITH Co-ordinator</p>
<p>Post-Acute Care (PAC) Post acute care</p>	<p>Provides short term services for eligible clients recently discharged from a public hospital.</p> <p>Services include: Home Care, Nursing, Personal Care, Physiotherapy and Shopping for clients who do not already have access to this support.</p>	<p>icareaccess@monashhealth.org Subject Line: PAC T: 03 8572 5631</p>
<p>Rehabilitation Home and Centre-Based Adult Rehabilitation Services</p>	<p>Home and/or centre-based services. Goal-directed, time limited rehabilitation services. 6-8 week programs except for complex clients. Includes: Cardiac, Pulmonary, Neurology, Elective Hip/Knee, Orthopaedic</p>	<p>icareaccess@monashhealth.org Subject Line: Rehab T: 03 8572 5631</p> <p>GP Referrals HealthLink Portal Referral Form</p>
<p>Residential In-Reach Residential In-Reach Program</p>	<p>Non-admitted service with the aim of decreasing avoidable presentations to Emergency Departments (ED) from Residential Aged Care Facilities (RACF). Provides care, consultation, referral, education and support for clients and care providers in Residential Aged Care Facilities.</p>	<p>1300 4467 3224 24 hours per day</p>
<p>Specialist Community-based Clinics</p>	<p>Community-based Specialist Clinics include: Cognitive Dementia and Memory Service Continence Service Falls and Balance Clinic Movement Disorders Program Pain Management Clinic</p>	<p>icareaccess@monashhealth.org Subject Line: Specialist Clinics T: 03 8572 5631</p> <p>GP Referrals HealthLink Portal Referral Form</p>

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Paediatric Services

Service Link	Service Description	How to Refer Your Patient
Child & Family Services Allied Health for Children	The Child and Family Team at Monash Health Community provides allied health services to children (from before birth to 18 years old), and support to vulnerable, socially isolated and at-risk children and their families.	icareaccess@monashhealth.org Subject Line: Child T: 03 8572 5631 GP Referrals HealthLink Portal Referral Form

Priority Population Groups

Aboriginal Health Service	Dental Healthy Koori Kids Program	aboriginalhealth@monashhealth.org HealthyKooriKids@monashhealth.org
Centre for Developmental Disability Health (CDDH) – Better Health Better Lives	Assessments and assessment support Healthcare coordination Specialist support for GPs and other medical practitioners Vaccination access support	cddh@monashhealth.org Phone Referral: 03 9792 7888
Community Health Nurses in Multi-Disciplinary Centres	Supporting people impacted by sexual assault and/or family violence ensuring improved health outcomes and addressing barriers to access for people of all ages.	Email: MDC Dandenong chndandenongmdc@monashhealth.org MDC Seaford chnseafordmdc@monashhealth.org
National Disability Insurance Scheme (NDIS)	Provides supports for adults and children with permanent disability who have a current NDIS Plan. Services offered: <ul style="list-style-type: none"> • Support Coordination (Children and Adults) • Continence Services (Adults only) • Allied Health (Children and Adults) 	Phone Referral: 9792 7716 Email: MBX_NDISsupport_Coordination@monashhealth.org NDIS new participant intake form
Refugee Health and Wellbeing	Provides adult and paediatric specialist medical services for eligible patients including: counselling, GP, infectious diseases, nursing, and psychiatry.	RefugeeHealthNurseonTriage@monashhealth.org Refugee Health Referral Form
Sexual and Reproductive Health Services Monash Health	Provides services relating to: blood borne viruses and sexually transmitted infections, bowel health, breast health, cervical screening testing, contraception fertility and hormonal concerns, general health assessments, Pathology onsite, pregnancy options and counselling and pregnancy testing.	MHC_SexualHealthClinic@monashhealth.org
South Eastern Centre Against Sexual Assault (SECASA)	Provides services relating to: <ul style="list-style-type: none"> • Family violence • Sexual Assault Support • Therapeutic interventions and counselling • Sexually Abusive Behaviour Treatment Service 	Phone Referral: 9928 8741
Youth Services	Multidisciplinary programs for vulnerable and marginalised young people (aged 15 – 25 years) and their families. The team includes: Dietetics, Exercise Physiology, Music Therapy, Social Work, Speech Pathology (Communication skills), Youth Work. The team also offers health assessments and group programs to improve young people's health literacy.	youthtriage@monashhealth.org Subject Line: Youth Youth Referral Form

For more information regarding eligibility and priority criteria visit the Monash Health Community Referrals website:

<https://monashhealth.org/health-professionals/referrals/referrals-for-community-based-services/>