

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 service referral forms now available as an eForm in SMR. [\[INSERT LINK OR FORM NAME\]](#)
[Link to QRG?](#)

Internal Referral to Community-based 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>Email: icareaccess@monashhealth.org Subject Line: CDM Community Referral Form (PDF) Phone: 03 8572 5630 Press 2</p> |
| <p>Community Health – Adult Services Community Health Adult Services</p> | <p>Multidisciplinary services, ranging from health education to managing chronic conditions. Includes:</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>Email: icareaccess@monashhealth.org Subject Line: Allied Health Community Referral Form (PDF) Phone: 03 8572 5630 Press 1</p> |
| <p>Hospital In the Home (HITH) Hospital in the Home</p> | <p>Alternative to bed based inpatient care for suitable people. Provides care in the patient's home, workplace or HITH clinic. Medical referral is required.</p> | <p>For details call 95946666: 18 and over: HITH Coordinator Under 18: Monash Children's at Home Clinical Coordinator.</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>Email: icareaccess@monashhealth.org Subject Line: PAC PAC Referral Form Phone: 03 8572 5630 Press 3</p> |
| <p>Rehabilitation Home & Centre-Based Adult Rehabilitation Services</p> | <p>Home and/or centre-based services.</p> <p>Goal-directed, time limited rehabilitation services.</p> <p>6-8 week programs except for complex clients.</p> <p>Includes: Cardiac, Pulmonary, Neurology, Elective Hip/Knee, Orthopaedic</p> | <p>Email: icareaccess@monashhealth.org Subject Line: Rehabilitation Community Referral Form (PDF) Phone: 03 8572 5630 Press 1</p> |
| <p>Residential In-Reach Residential In-Reach (RIR)</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 Clinics</p> | <p>Cognitive Dementia & Memory Service (CDAMS) Continence Service Falls & Balance Clinic Movement Disorders Clinic Pain Management Service</p> | <p>Email: icareaccess@monashhealth.org Subject Line: Specialist Clinics Community Referral Form (PDF) Phone: 03 8572 5630 Press 1</p> |

Referrals to Community-based Services



Internal Referrals to Community-based Paediatric Services

| Service Link | Service Description | How to Refer Your Patient |
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| Child & Family Services Child & Family Services | 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. | Email: icareaccess@monashhealth.org Subject Line: Child Child & Family Referral Form PDF Phone: 03 8572 5630 Press 4 |

Priority Population Groups

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| Aboriginal Health Service | Aboriginal Hospital Liaison Officers Healthy Koori Kids Program Dental | Aboriginal Hospital Liaison Officer referrals via EMR Email: aboriginalhealth@monashhealth.org Phone: 03 8572 5630 Press 6 |
| 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 chmseafordmdc@monashhealth.org |
| Disability Liaison Service | Assessments and assessment support Healthcare coordination Specialist support for medical practitioners Vaccination access support | Email: disability_liaison@monashhealth.org Disability Liaison Service Referral Form Phone: 03 8572 5630 Press 7 |
| National Disability Insurance Scheme (NDIS) | Provides support 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 Referral Form Link |
| 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 Link Phone: 03 8572 5630 Press 5 |
| 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 Referral Form Link |
| 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 Monash Health | 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 |

More information about eligibility and priority criteria on the Community-based Referrals webpage or intranet page: