

Central Adelaide Local Health Network (CALHN) Fact sheet

Hospital Avoidance in CALHN

The Central Adelaide Local Health Network (CALHN) have developed and collaborated with numerous hospital avoidance services that support patients being managed in the community.

This fact sheet provides a brief description of the various hospital avoidance options that might be available for your patient, including patients in a residential aged care facilities or telehealth patients. Interpreters can be used with all listed services, if required.

The information in this fact sheet can also be found in [HealthPathways SA](#) under Hospital Avoidance and Discharge Support Services (see the SA specific pages). Registration will provide you access to all the resources on Health Pathways SA.

CALHN Integrated Care Coordinators (CICC)

The [CALHN Integrated Care Co-ordinators](#) (CICC) are a team of highly skilled nurses who specialise in hospital avoidance strategies. CICC can help you navigate which service best fits your patient's needs.

Please note, CICC is a CALHN only program. However, CICC can still advise on state-wide services (such as My Home Hospital) and other hospital avoidance initiatives available for patients outside the CALHN catchment area.

Contact information:

Phone: 0475 813 345

Email: HealthCALHNIntegratedCare@sa.gov.au

Metropolitan Referral Unit (MRU)

The [Metropolitan Referral Unit](#) (MRU) is a South Australian Community Care Program that provides nursing services through a panel of nursing providers. They can support post-acute care, immediate hospital avoidance, and emergency department (ED) avoidance, including:

- Wound care - including post-operative, negative pressure wound therapy (NPWT), diabetic foot and vascular wounds, burns, compression dressings, and drains
- Medication assistance - including administration, supervision, intravenous administration through central access lines (i.e., PICC, portacath), chemotherapy disconnections, and subcut medication administration.
- End of Life Care nursing support
- Continence device changes (i.e., catheter) and trial of voids
- Blood transfusions* - *Patient must have received a previous blood transfusion without any reactions and must have mobility or frailty limitations that limit access to ambulatory units.

MRU will liaise directly with a patient's GP, Outpatient Department (OPD), or LHN Home Team if a medical review is required whilst a patient is admitted under MRU.

Contact information:

Phone: 1300 110 600

Fax: 1300 546 104

Email: Health.MetropolitanReferralUnit@sa.gov.au



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CALHN Hospital Avoidance Supported Discharge Service (HASDS)

CALHN HASDS provides rapid assessment and acute care for patients whose complex care needs are unable to be met by primary care providers and would otherwise need to be managed in an emergency department. HASDS is open 7 days a week, 8:30am-8.30pm.

HASDS is serviced by a multidisciplinary team, including GPs, Nurse Practitioner and Nurse Practitioner candidates, Registered and Enrolled Nurses, Physiotherapy, Occupational Therapy, Pharmacy, Podiatry, Social Work, and Dietetics. HASDS has in person and virtual consult capabilities, and a range of on-site services including point of care testing, telemetry, slit lamp, imaging (ultrasound, plain X-rays, and CT), and formal pathology. HASDS is also able to provide non-PBS and intravenous [COVID antiviral treatment](#) to suitable patients.

HASDS specialises in wrap-around care that can provide rapid follow up in the community, link into homelessness services, or referral directly to out-of-hospital services such as [Hospital in the Home](#) (HITH), Geriatrics in the Home (GITH), My Home Hospital, and the Multidisciplinary Community Geriatrics Service (MCGS).

Exclusion criteria:

- Patient self-referrals (“walk-ins”)
- Patients less than 16 years of age
- Pregnancy related conditions
- Patients needing resuscitation and/or emergency management
- Persistently abnormal vital signs (i.e., SBP<100, RR >22, HR >100 etc.)
- High Flow Oxygen requirements (O2 >4L/Min)
- Non-traumatic chest pain / discomfort including throat, neck, left arm, epigastric, upper back
- Undifferentiated acute abdominal pain with concerns of peritonism, ruptured viscus, aortic aneurysm, intra-abdominal bleed, or bowel obstruction
- Gastrointestinal bleed (melena and haematemesis)
- Any alteration in central nervous system function (e.g., abnormal alteration in GCS, first time seizure, headache with red flags, etc.)
- Complex fractures or dislocations likely requiring reduction or ORIF.
- Patients injured from a Motor Vehicle Accident (MVA), including pedestrians with injuries arising from an MVA
- C-spine tenderness or pain post trauma
- Acute mental health deterioration or detained / care and control or acute behavioural disturbance
- Patients under the influence of drugs and/or alcohol
- Pain requiring treatment with IV opioids

Please call to discuss specific patient referrals with the medical officer on-duty if clinical complexities are identified or are outside the defined criteria.

Contact information:

Reception: 8342 8600

Direct Referral: 0435 475 190



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My Home Hospital (MHH)

[My Home Hospital](#) (MHH) employ their own GP and non-GP specialist clinician teams who assume responsibility for care. However, a patient's regular GP is still encouraged to liaise with MHH clinicians. Patient monitoring through MHH is by a combination of in-person visits and virtual care (using equipment lent to the patient from MHH).

Please note, patients must be over 13 years of age, have access to a mobile or landline phone, live in the Adelaide, Gawler, Mount Barker or Southern Fleurieu regions, and live in a safe and suitable environment. Eligible conditions for referral to MHH include, but are not limited to:

- IV antibiotic administration
- Exacerbation of respiratory conditions management
- Heart failure decompensation management
- Deep vein thrombosis (DVT) and pulmonary embolism (PE) treatment
- Post operative care
- Gastrointestinal conditions (e.g., IV fluid replacement for gastroenteritis)
- Other conditions for which home based hospital care is safe and appropriate.

Contact information:

Phone: 1800 111 644

Fax: 1800 333 644

Email: referrals@myhomehospital.com.au

[Online Referral Form](#)

Priority Care Centres (PCCs)

Priority Care Centres (PCCs) are funded by The Department for Health and Wellbeing (DHW) and [Adelaide Primary Health Network](#) (APHN). There are 5 PCCs across Adelaide, located in Elizabeth, Hindmarsh, Marion, Mount Barker, and Para Hills West. Whilst they are co-located with a general practice clinic, they are not integrated with this practice and have their own [referral pathways](#) and governance processes.

PCCs are staffed by GPs and Nurse Practitioner candidates who take-over the care of the patient, but then provide a discharge summary back to the referring GP on discharge. PCCs may be a suitable option if you have a patient who may need a prolonged procedure, or if a patient requires access to more expensive burns dressings or a wider range of splints and plastering options, including:

- Simple fractures / sprains
- Plaster / back slab / splint application
- Minor wounds, cuts, lacerations, including suturing
- Burns management
- Intravenous antibiotic or fluid administration
- Various other procedural skills.

[Referral](#) to a PCC can be completed by a GP and/or Practice Nurse. Please note, each PCC has individual trading times and hours of operation.

Contact information:

Elizabeth: 0466 935 910

Hindmarsh: 0466 869 090

Marion Domain: 0466 698 616

Mount Barker: 0428 719 656



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Para Hills West: 0468 554 626

Urgent Mental Health Care Centre (UMHCC)

The [Urgent Mental Health Care Centre](#) (UMHCC) has been designed as an alternative to ED presentation for patients 16 years and older experiencing mental health crisis. This is a walk in/self-referral service that patients can present to 24 hours a day, 7 days a week (including public holidays). If you as a GP [refer](#) your patient, they do ask that you ring ahead to check that they have capacity.

People less than 16 years old, under an Inpatient Treatment Order (ITO), or who have been administered intramuscular medication to manage acute mental health symptoms are **not** appropriate for the UMHCC.

Contact information:

Phone: 8448 9100 or 13 14 65 (urgent referral)

Email: umhcc@neaminational.org.au

215 Grenfell Street, Adelaide SA 5000

For more information

CALHN GP Integration Unit

T: 7074 1341 or 0411 321 894

E: Health.CALHNGPIntegrationUnit@sa.gov.au



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