



Healthscope

Dear Doctor

Our Executive and Business Development team at Gold Coast Private Hospital is committed to remaining connected with our valued health care partners. Our systems and processes continue to adapt and respond to meet the evolving needs of our patients, doctors, clinical teams, and practice staff during these challenging times of COVID-19.

Healthscope stands ready to support the public health sector, our doctors, and our local communities. We are working closely with Federal and State Government to ensure the health and safety of our patients, visitors, staff, and doctors.

Please be advised that all non-essential face to face meetings, including our GP CPD program and in-situ visits has been suspended until further notice. In the meantime, we would like to take this opportunity to provide you with information and links to important resources that you may find useful to support you through this period.

Support for General Practitioners

- We are updating our hospital websites with additional information to assist GPs with referrals to Gold Coast Private Hospital's accredited specialists – this will include their specialty and skills, scope of practice, availability, and clinical approach. Many of our specialists are either already offering telehealth or are working towards utilising this technology. You can access the specialty search tool here - <http://healthscopeassist.com.au/specialistSearchBySite.asp>. Alternatively, our specialist directory can be sent to you via hard copy or email.
- We are working with the RACGP to explore alternative sources of content (i.e. digital) that meet QA & CPD requirements that you may be able to access on-demand to maintain your CPD.
- We are organising **educational tele-education sessions or virtual introductions with specialists or key staff**, using phone or video conferencing tools at times that suit you.
- We are providing updates on changes to services at Gold Coast Private Hospital.
- We are available to listen and follow-up on any specific difficulties GPs may be experiencing with accessing services at our hospital for their patients.

Gold Coast Private Hospital services

- **Emergency Department:** our ED is open and operates 24/7, staffed by highly trained Emergency Physician's and FACEMs. We adhere to the latest infection control guidelines to ensure the safety of our team and patients.
- **Surgical Services:** from 1 April, elective surgery at Gold Coast Private Hospital will be limited to only Category 1 and urgent/emergency Category 2 procedures. The elective exclusions are:
 - Gastroscopy, bronchoscopy and colonoscopy; Emergency / urgent only and following flowchart for PPE use
 - ENT; emergency only, with PPE
 - Any major elective procedures likely to require ICU.





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For your reference please find attached guide for triage of Endoscopy procedures during the COVID-19 pandemic. For guidelines on others surgeries please refer to the relevant College's position (if any), or in the absence of advice from the College, the [National Elective Surgery Categorisation Guidelines](#).

- **Direct-to-hospital medical admissions:** some patients can continue to be admitted directly to Gold Coast Private Hospital under one of our on-call physicians with one phone call to the hospital from the GP surgery, avoiding lengthy waits in emergency rooms. For direct admission enquiries, please call the Hospital Coordinator on 07 5530 0600.
- **Mental Health services:** Healthscope are a leading private mental health provider, with two facilities in Queensland. Please refer to the relevant facility website for access to services or admission information:
 - Gold Coast Private Hospital – Serene Health will continue to offer mental health consultations out of our Hope Island specialist suites and are currently providing bulk-billed consultation to all members of the community during this pandemic
 - Pine Rivers Private Hospital
 - Brisbane Private Hospital (drug and alcohol rehabilitation services)

The health and wellbeing of our patients, families, and staff members is paramount. As a result, we have implemented numerous safeguards to maintain the integrity of our services and facilities during the COVID-19 pandemic. For more information, please refer to [our website](#).

We will keep you informed of key updates as they become available. Please contact me should you require my assistance.

Yours sincerely

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