

# Practice Nurse Networking Night

Wednesday 13 August 2025



# Acknowledgement to Country



*Gold Coast Primary Health Network would like to acknowledge and pay respect to the land and the traditional practices of the families of the Yugambeh Language Region of South East Queensland and their Elders past, present and emerging.*

## Housekeeping



Please switch  
mobile phones to  
silent during  
presentations



Rest  
Rooms



Evacuation  
procedure



# GCPHN Update

**Kellie Trigger**

Director Health Intelligence Planning and Engagement

**Gold Coast Primary Health Network**



# Celebrating 10 years as GCPHN

We have grown significantly in reach and impact since we commenced operations as GCPHN on 1 July 2015.

It has been a decade of innovation, collaboration and shared purpose.

## Key Highlights

- Expansion of mental health and suicide prevention services across the region, including new services such as Supporting Minds and The Way Back Support Service.
- Distribution of critical PPE, support for PHC and the community during the COVID-19 pandemic.
- Launch of new programs like Care Finder, our Aged Care programs and more recently, the Medicare Urgent Care Clinics.
- Introduction of key system enablers like Primary Sense and HealthPathways.
- Ongoing strengthening of relationships with our health system partners through undertaking Joint Regional Needs Assessments, and development of Joint Regional Plans.

## NAIDOC Week

This year, we sponsored the 2025 NAIDOC Community Day organised by Kalwun

One of our board directors, Laurie West also held an informal Yarning Circle with staff to talk about the meaning and impacts of reconciliation.

Work on GCPHN's next Innovate RAP 2025-2027 is ongoing, with a draft now with Reconciliation Australia.



## Medicare Urgent Care Clinics

- Have seen a total of 27,985 presentations since November 2023

## Joint Regional Plan for Mental Health, Suicide Prevention and Alcohol and Other Drug Services

- The Joint Regional Plan has been endorsed and submitted to the Department of Health, Disability and Ageing

## Joint Regional Older Persons Strategy

- The development of the JROPS has commenced development

## Gold Coast Mental Health Symposium

- Save the Date: Thursday 30 October 2025
- Registrations are now open



# APNA's Cultiv-8 Nurse Clinics Program

- 8 Week Hybrid Learning Program
- Starting 17 September – 12 November 2025
- Using APNA's eight Nurse Clinic Building Blocks, participants will be supported to plan **nurse-led**, team-based models of care tailored to local health needs.
- These clinics typically focus on preventative care, patient education, and lifestyle support to improve health outcomes.
- Strategic initiative that aligns with Australia's national health reform agenda.
- It equips primary care teams with practical tools to deliver sustainable, evidence-based care in line with emerging policy priorities.

SCAN HERE for more information







Self-assessment tool designed to help general practices evaluate their current use of digital health technologies



Its purpose is to identify digital health use and needs in general practice, enabling GCPHN to provide more tailored support.



By completing the assessment, general practices will receive a personalised **digital health action plan** designed to support their unique priorities.



To acknowledge completion, GCPHN will provide practices with a **corporate-level CDM Plus licence**, including access to clinical templates, billing tools, flowcharts, and digital resources for chronic condition management.

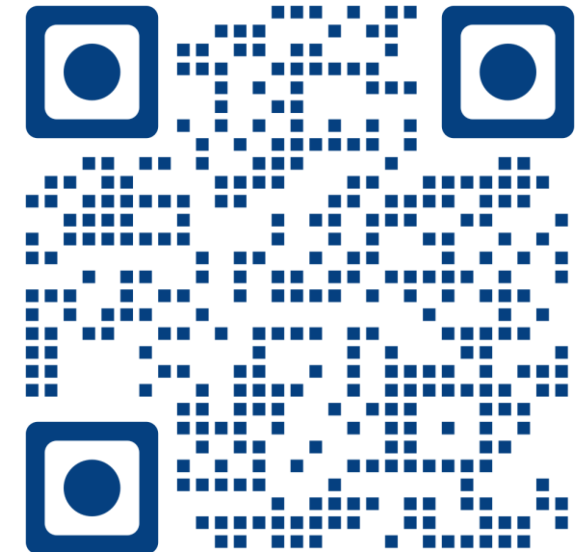


For further information, please reach out to your designated **[engagement officer](#)** before it closes on the 15th of August.

# Upcoming Events

- **Initial Assessment and Referral (IAR) for Mental Healthcare Training Workshop - online**
  - 15, 18, 27 August and 4, 12, 16, 23 September
- **Changes to CDM MBS Items Webinar**
  - Thursday 14 August | 6pm – 7pm | Online
- **EOI: Benchmarque Group | Immunisation Support in Primary Healthcare**
  - Wednesday 3 September | 9am – 1pm | Online
- **Spirometry Training for Healthcare Clinicians**
  - Saturday 6 September | 9am-4:30pm | GCPHN

**SCAN HERE** for more information or  
to view the GCPHN Event Calendar



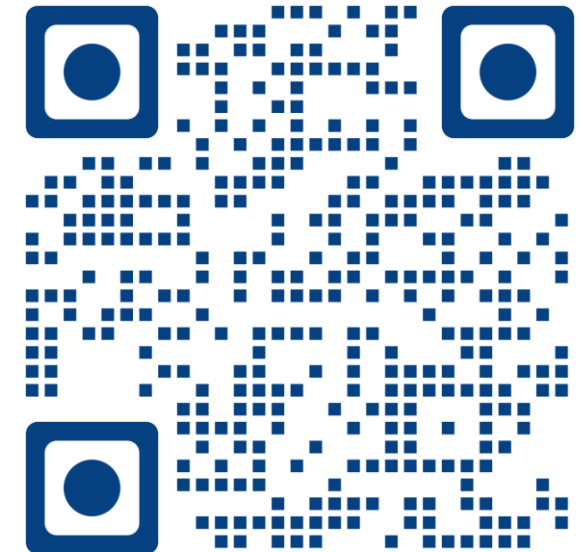
# Upcoming Events

- **Child Mental Health and Wellness Conference**
  - Tuesday 28 October | 8:30am – 4pm | Robina Events Centre
- **Gold Coast Mental Health Symposium 2025**
  - Thursday 30 October | 9am – 3pm | Southport Sharks Events Centre
- **Qld Perinatal & Infant Mental Health Symposium**
  - 10-11 November | Southport Sharks Events Centre

## Save the date ....

- **GCH/GCPHN Older Person's Update | A general practice education event for GPs and RNs**
  - Saturday 18 October | 8:15am – 1pm | GCUH

**SCAN HERE** for more information or  
to view the GCPHN Event Calendar





# IMPACCT Services | A transdisciplinary approach to care

**Louise Mason**

Clinical Nurse Consultant

**Gold Coast Health**

# IMPACCT Services

A transdisciplinary  
approach to care







Jingeri.

We acknowledge the Traditional Custodians of the land in which we work, live and grow, the Kombumerri, Wangerriburra, Bullongin, Minjungbal and Birinburra peoples, of the Yugambeh Language speaking nation. We also pay our respects to Elders past, present and emerging. We also acknowledge other Aboriginal and Torres Strait Islander people present today.



# Overview

- Making an IMPACCT
- IMPACCT Services
- Client Cohort
- Eligibility criteria
- How to access IMPACCT
- A Patient's Journey



# IMPACCT Services

## Vision:

A community strengthened through care & connection

## Mission:

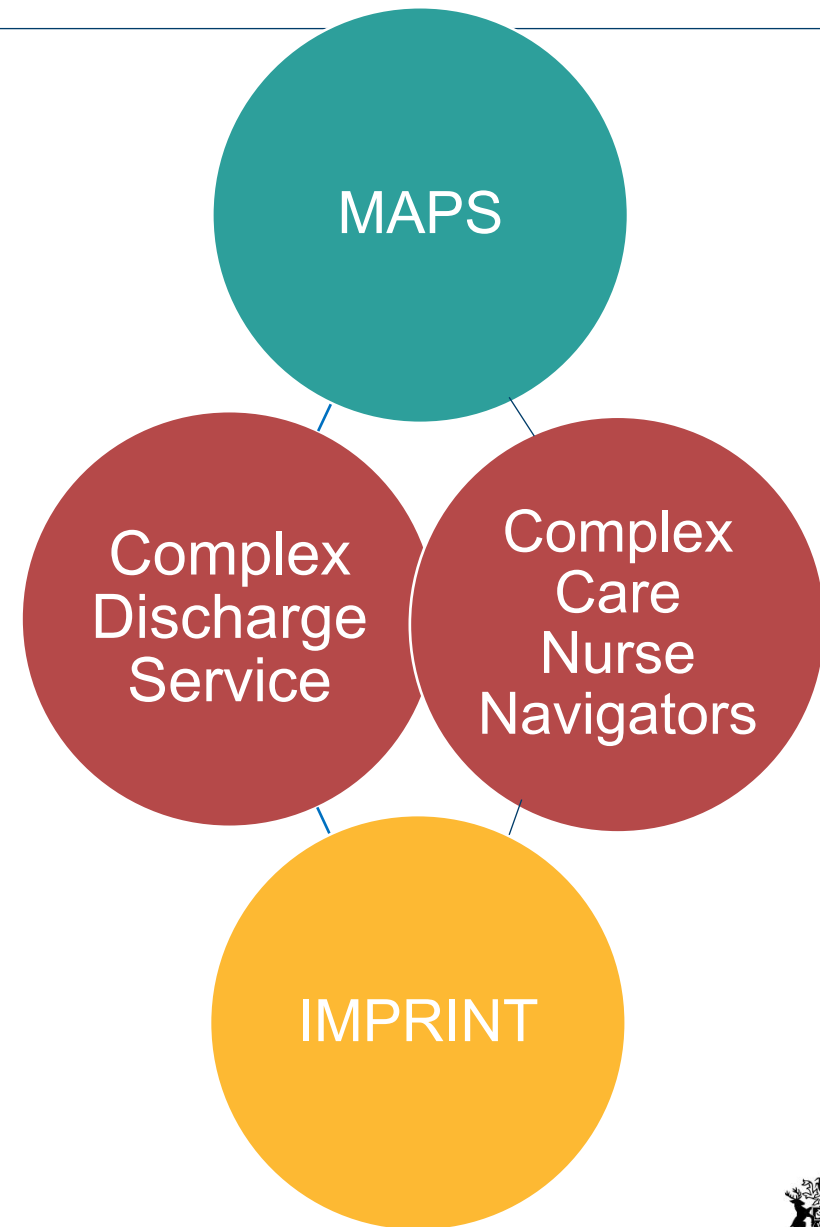
To promote health, equity and access to Gold Coast community members with complex needs through support, empowerment, interagency collaboration and advocacy.



# IMPACCT Services

## Four specialised services:

- Transdisciplinary model
- Outward facing
- Interservice integration
- Holistic view of health
- In-home safety optimisation
- Future focused planning



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# Multidisciplinary Avoidance and Post-Acute Service

- Allied Health & Nursing model
  - MAPS Coordinator, OT, PT, SW, Nursing, CA, Service Navigator, AOs
- Promotes hospital avoidance & reduced length of stay (LOS)
  - Rapid clinical response within 24hrs
  - Promotes in-home care & safety
  - Alternative pathway
    - Referrals from GPs, QAS, ED, OPD, GCHHS community services
- Seven-day service 8.00am to 6.30pm Mon to Fri, 8.00 am to 4.30 pm on the weekends
- Time limited - up to 2 weeks LOS



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# MAPS - What do we do??

Provide bridging assistance to at risk / vulnerable patients:

- Home safety assessments (OT, PT, SW)
- Equipment prescription +/- short term loan
- Medication management (excl. administration)
- Wound management
- Personal hygiene assistance
- Emergency food support /shopping
- Transport home (where no other alternatives)
- Facilitated transport to medical appointments

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# Complex Discharge Service

- Allied Health model
  - SW (1.0 FTE), OT (1.0FTE), Service Navigator (0.5FTE), AO (0.5FTE)
- Aim to support safe & sustained discharge
- Address psychosocial & environmental complexities
- Implement established discharge plans in the community
- Shared management of vulnerable clients
- Time limited

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# CDS – What do we do??

- Comprehensive biopsychosocial / functional assessments
- Collaboration & advocacy with external agencies
  - DoH, QCAT, DOCS, NDIA, Centrelink
- Guardianship & Administration support
- Equipment prescription and trials
- Service linkage & navigation
- ACP support

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# Complex Care Nurse Navigators

- Non-clinical Nursing model
  - Generalist Nurses (8 FTE), Service Navigator (1FTE), AO (0.5FTE)
- Aim to support continuity of care
- Aim to support safe & sustained discharge (OOHC)
- Care Coordination - NOT Case Management
- Goal oriented
- Time limited

# CCNNs – what do we do??

- Partner with patients & the broader health team to facilitate a comprehensive and appropriate care response
  - Service linkage
  - Cross sector information sharing
  - Stakeholder meetings
  - Advocacy
  - Care planning
- Holistic & culturally sensitive assessments
- Health coaching & education
- Health literacy enhancement
- ACP support
- Expedition of care / treatment response
- ED AMP – support patient flow & an appropriate treatment response
- PACH NN – partner with QAS to support OOHc for low acuity patients





# Complex Care Team Client Cohort



# Eligibility for MAPS + Complex Care Team

## Inclusion Criteria

- Medically stable
- Lives in GC Catchment OR be known to GCHHS Service
- Medicare Entitlement
- Has a nominated GP (*not a requirement for NN*)

## Exclusion Criteria

- Maternity & paediatric patients
- Inpatients under care of MDT
- RACF residents
- Patients with high risk HVRA
- Patients with high care needs (MAPS)
- Patients who DAMA (*MAPS only*)

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# Integrated Multidisciplinary Proactive Risk Identification & Navigation Team (IMPRINT)

Multidisciplinary doctor led service

- Geriatrician, GPwSI, Neuropsychologist, CNC, OT, SW, CA, SN (AO)
- Proactive service – NOT Reactive
- Initial contact completed within 7 days
- Referrals: ACAT, GP, Inpatient teams, outpatient clinics

# IMPRINT Services

- Provide multidisciplinary in-home reviews
- Comprehensive health / psychosocial assessment
- Medical optimisation
- Capacity assessment
- ACP support
- Service linkage
- Functional / Cognitive assessment
- Equipment prescription
- Guardianship & Administration support
- Provide education
- Discuss prognosis
- Refer on to community services



# IMPRINT Client Cohort





# Eligibility for IMPRINT

## Inclusion Criteria

- Live in GC Catchment
- Medicare entitlement
- Aged 65+
- Approved for high level HCP (3,4)
- Requiring support to navigate health & community sectors
- Have a nominated GP
- Are willing to engage with IMPRINT

## Exclusion Criteria

- RACF residents
- Nil ACAT assessment
- Patients with high risk HVRA



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# A Patient's Journey

- 76YOM
- Rapid decline in function. Recurrent presentations /admissions with cystitis, haematuria, anaemia, hyperglycaemia & falls
- Medical History: MDS, PD, T2DM, IHD, CKD, HTN, IDA.
- ACP: Nil EPoA, AHD, SoC
- Social History: Lived in private rental with flatmate, supportive sons, retired realtor, ACP recipient, minimal formal supports, smoker, nil ETOH

# A Patient's Journey

## Identified Issues:

- Over / underutilisation healthcare services (YTD): x16 ED presentations, 15x admissions = 106 bed days.  
Multiple OPD FTAs
- Polypharmacy
- ? medication non-adherence, initial difficulty managing newly prescribed insulin.
- ? cognitive impairment
- Social isolation
- Functional incontinence
- Decrease in LOF (new baseline – mobile with w/c)
- Inadequate equipment to support in-home safety /independence.
- In-home services inadequate to meet care need
- Financial constraints

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# A Patient's Journey

Referred to MAPS Jan 2024:

- MAPS OT – equipment prescription + loan
- MAPS SW – ACP support, service linkage, fee waiver for services
- MAPS EN – Medication review, pain review, BGL monitoring, wound care, hygiene set-up
- MAPS CA – shopping, hygiene set-up, delivery of loan/ rental equipment
- MAPS Clinician – Hospital discharge support (transport home) + welfare calls
- CCNN (MAPS support) – medication reconciliation, supervised medication administration, pain management education, insulin management education (preparation administration, storage), health coaching, risk escalation, interservice information sharing.

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# A Patient's Journey

Onward referred by MAPS to CDS Feb 2024:

- CDS SW – f/up ACAT SPR, service commencement + fee waivers. Review accommodation options
- CDS OT – to follow up MASS application for equipment
- MAPS CA delegation – shopping for continence aids, facilitated transport to medical appts, med prompts. Applications for fee waivers completed.
- Webster pack arranged in liaison with GP, Pharmacist & client
- MAPS EEN – collection & delivery of medications from pharmacy to client.



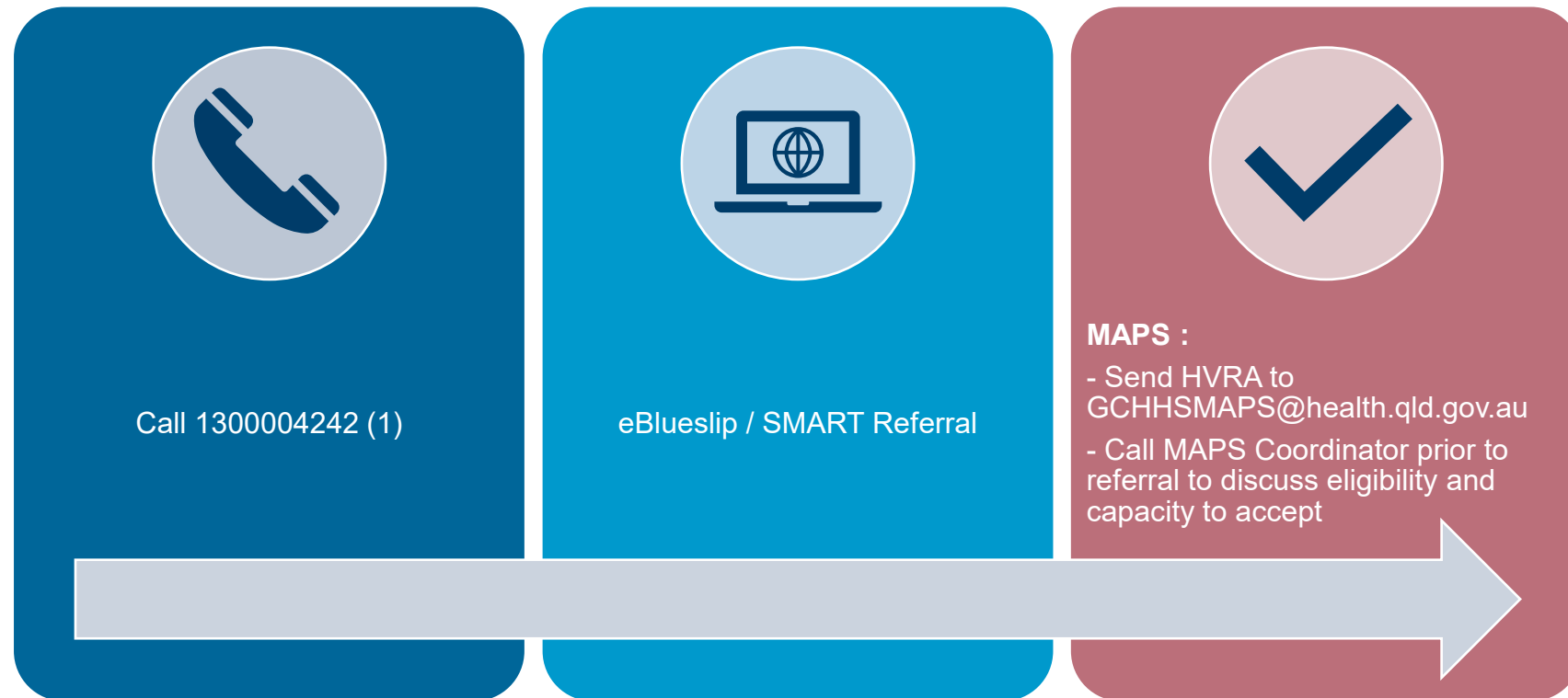
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# A Patient's Journey

Onward referred to IMPRINT for complex medical concerns Mar 2024:

- OT: functional and cognitive assessments, MASS application for electric w/c
- Welfare checks & facilitated readmissions
- Geriatrician: comprehensive geriatric assessment, stakeholder discussions, liaison with GP. Referred to community palliative care
- Family meeting to discuss recommendations
- SW: advanced care planning, RACF education
- CNC: Comprehensive assessment, insulin education, medication error identification & escalation, health coaching, health literacy, continence assessment + MASS application, primary care service integration, interservice information sharing.

# Referral Pathways



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[https://www.canva.com/design/DAF6IKzjNW0/RT3BR2Hv77mkCMU0bPjJPg/watch?utm\\_content=DAF6IKzjNW0&utm\\_campaign=designshare&utm\\_medium=link&utm\\_source=editor](https://www.canva.com/design/DAF6IKzjNW0/RT3BR2Hv77mkCMU0bPjJPg/watch?utm_content=DAF6IKzjNW0&utm_campaign=designshare&utm_medium=link&utm_source=editor)

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# Thank you



# **Alcohol and Other Drugs Funded Services**

**Chantelle Howse**

Program Coordinator (Commissioning)

**Gold Coast Primary Health Network**

Supporting  
Patients with  
AOD  
Concerns:  
Resources &  
Services





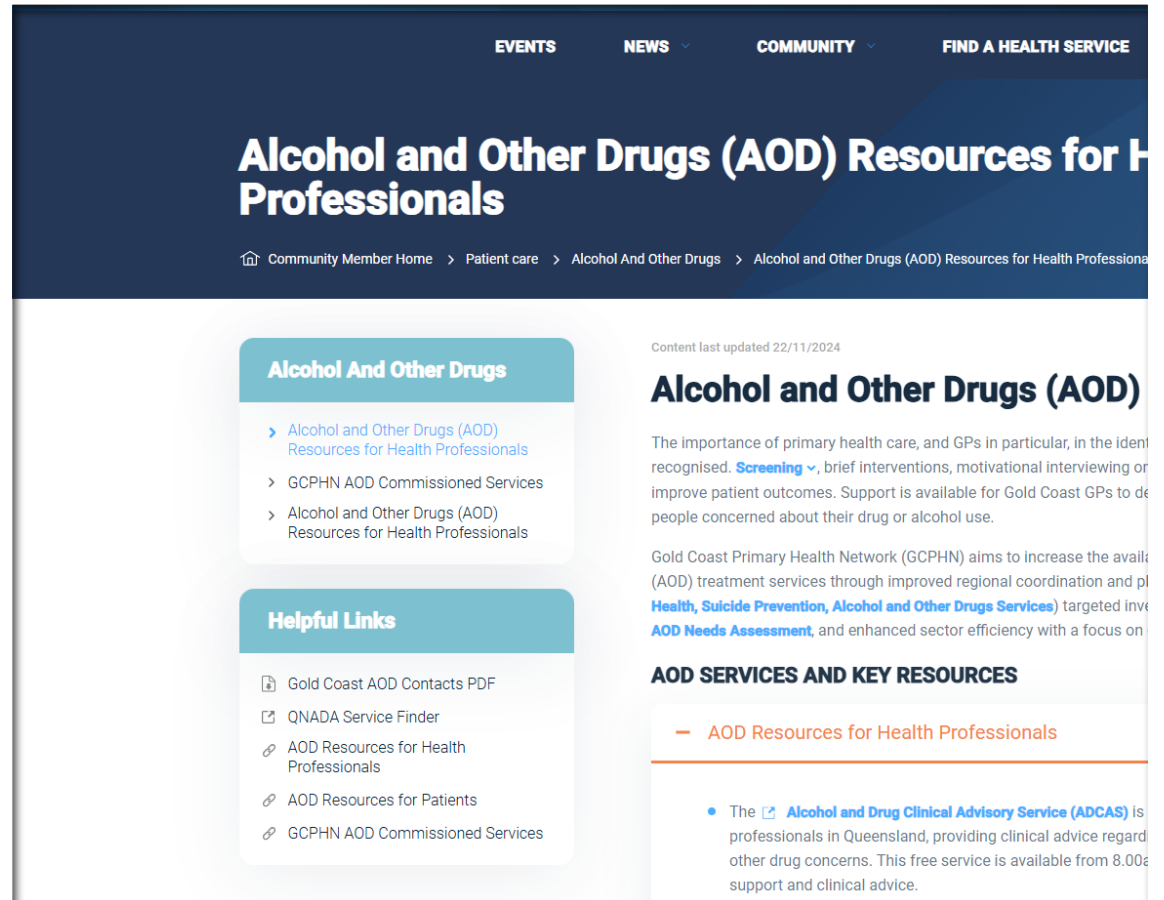
# Agenda

- ▶ Support in your role
- ▶ Services for people with AOD concerns



# Support in your role

## GCPHN website - Alcohol and Other Drugs (AOD) Resources for Health Professionals



The screenshot shows a web page with a dark blue header containing navigation links: EVENTS, NEWS, COMMUNITY, and FIND A HEALTH SERVICE. The main heading is 'Alcohol and Other Drugs (AOD) Resources for Health Professionals'. Below the heading is a breadcrumb trail: Community Member Home > Patient care > Alcohol And Other Drugs > Alcohol and Other Drugs (AOD) Resources for Health Professionals. The page content is divided into two columns. The left column has two teal-colored boxes: 'Alcohol And Other Drugs' containing links to AOD resources, GCPHN AOD Commissioned Services, and AOD resources for health professionals; and 'Helpful Links' containing links to Gold Coast AOD Contacts PDF, QNADA Service Finder, AOD resources for health professionals, AOD resources for patients, and GCPHN AOD Commissioned Services. The right column has a teal box with the heading 'Alcohol and Other Drugs (AOD)' and text explaining the importance of primary health care and GPs, and the availability of support for Gold Coast GPs. Below this is a section titled 'AOD SERVICES AND KEY RESOURCES' with a sub-section 'AOD Resources for Health Professionals' containing a bullet point about the Alcohol and Drug Clinical Advisory Service (ADCAS).

EVENTS NEWS COMMUNITY FIND A HEALTH SERVICE

### Alcohol and Other Drugs (AOD) Resources for Health Professionals

Community Member Home > Patient care > Alcohol And Other Drugs > Alcohol and Other Drugs (AOD) Resources for Health Professionals

Content last updated 22/11/2024

#### Alcohol And Other Drugs

- > Alcohol and Other Drugs (AOD) Resources for Health Professionals
- > GCPHN AOD Commissioned Services
- > Alcohol and Other Drugs (AOD) Resources for Health Professionals

#### Helpful Links

- Gold Coast AOD Contacts PDF
- QNADA Service Finder
- AOD Resources for Health Professionals
- AOD Resources for Patients
- GCPHN AOD Commissioned Services

#### Alcohol and Other Drugs (AOD)

The importance of primary health care, and GPs in particular, in the identification and management of alcohol and other drug (AOD) issues is widely recognised. **Screening**, brief interventions, motivational interviewing or improve patient outcomes. Support is available for Gold Coast GPs to deal with people concerned about their drug or alcohol use.

Gold Coast Primary Health Network (GCPHN) aims to increase the availability of (AOD) treatment services through improved regional coordination and planning. GCPHN provides a range of services including **Health, Suicide Prevention, Alcohol and Other Drugs Services** targeted intervention, **AOD Needs Assessment**, and enhanced sector efficiency with a focus on patient care.

#### AOD SERVICES AND KEY RESOURCES

##### AOD Resources for Health Professionals

- The **Alcohol and Drug Clinical Advisory Service (ADCAS)** is a service for health professionals in Queensland, providing clinical advice regarding alcohol and other drug concerns. This free service is available from 8.00am to 5.00pm, 7 days a week, for support and clinical advice.

► <https://gcphn.org.au/patient-care/alcohol-and-other-drugs/alcohol-and-other-drugs-aod-resources-for-health-professionals/>

# Recordings

Motivational interviewing

Screening & brief Intervention

Alcohol withdrawal

Myths and stereotypes

Client's experience

## Recordings

PHN recruited specialist GPs to provide expertise and support on a number of projects. These projects have been developed as key resources for AOD support.

**Motivational Interviewing in Alcohol and Other Drugs**  
Serge Macanovic



**Foundational Alcohol and Other Drugs – Screening and Brief Intervention**  
Dr Thirumaranga Janani Thirumarangan



**Alcohol Withdrawal Management**  
Dr. Serge Macanovic



**Myths and Stereotypes in AOD**  
Thirumaranga Janani Thirumarangan



**A motivated client's experience of cannabis use**  
Dr Thirumaranga Janani Thirumarangan



► <https://gcphn.org.au/patient-care/alcohol-and-other-drugs/alcohol-and-other-drugs-aod-resources-for-health-professionals/>

# Health pathways

As per presentation

## HealthPathways

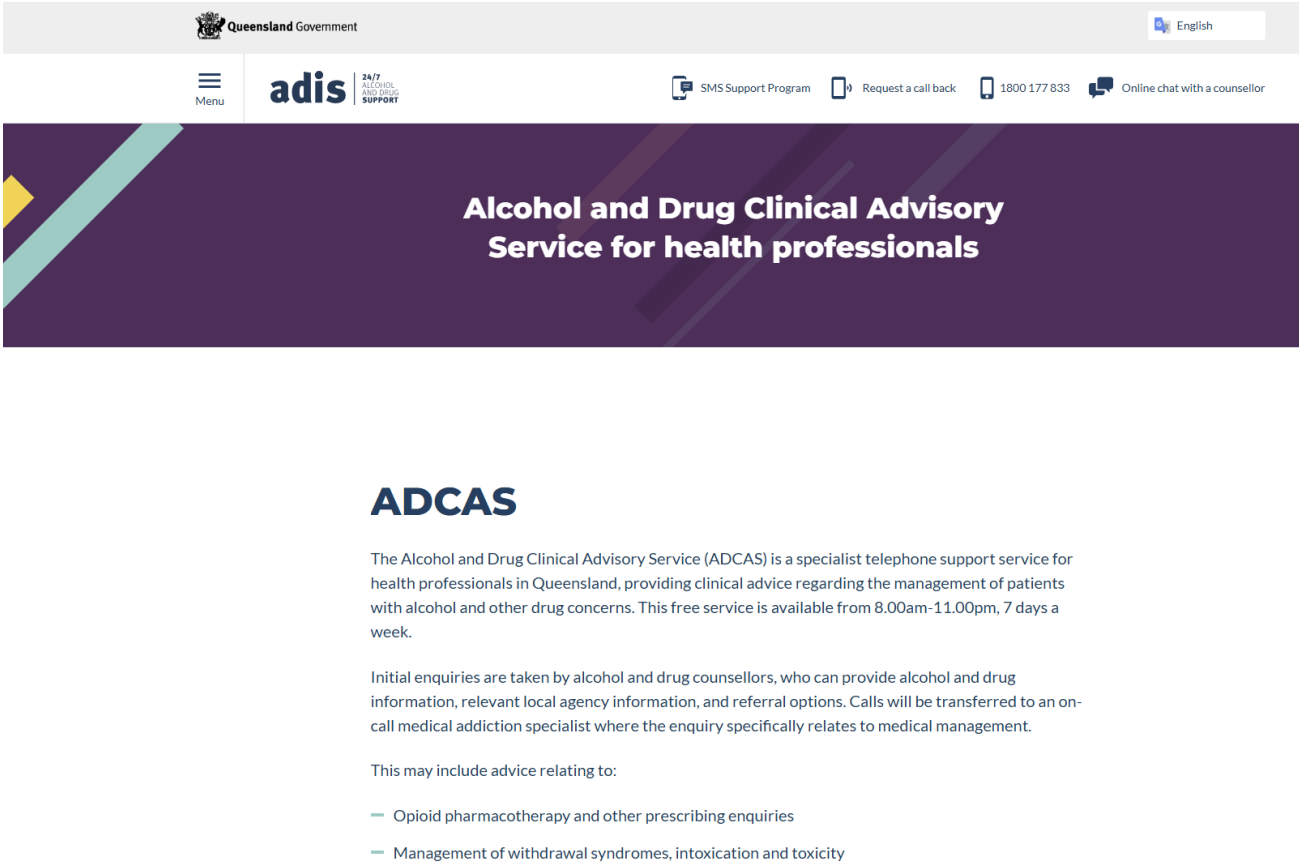
[HealthPathways](#) contains the most up to date information on supply use concerns.

Don't have a login for HealthPathways? [Register here.](#)



# ADCAS Advisory line for professionals

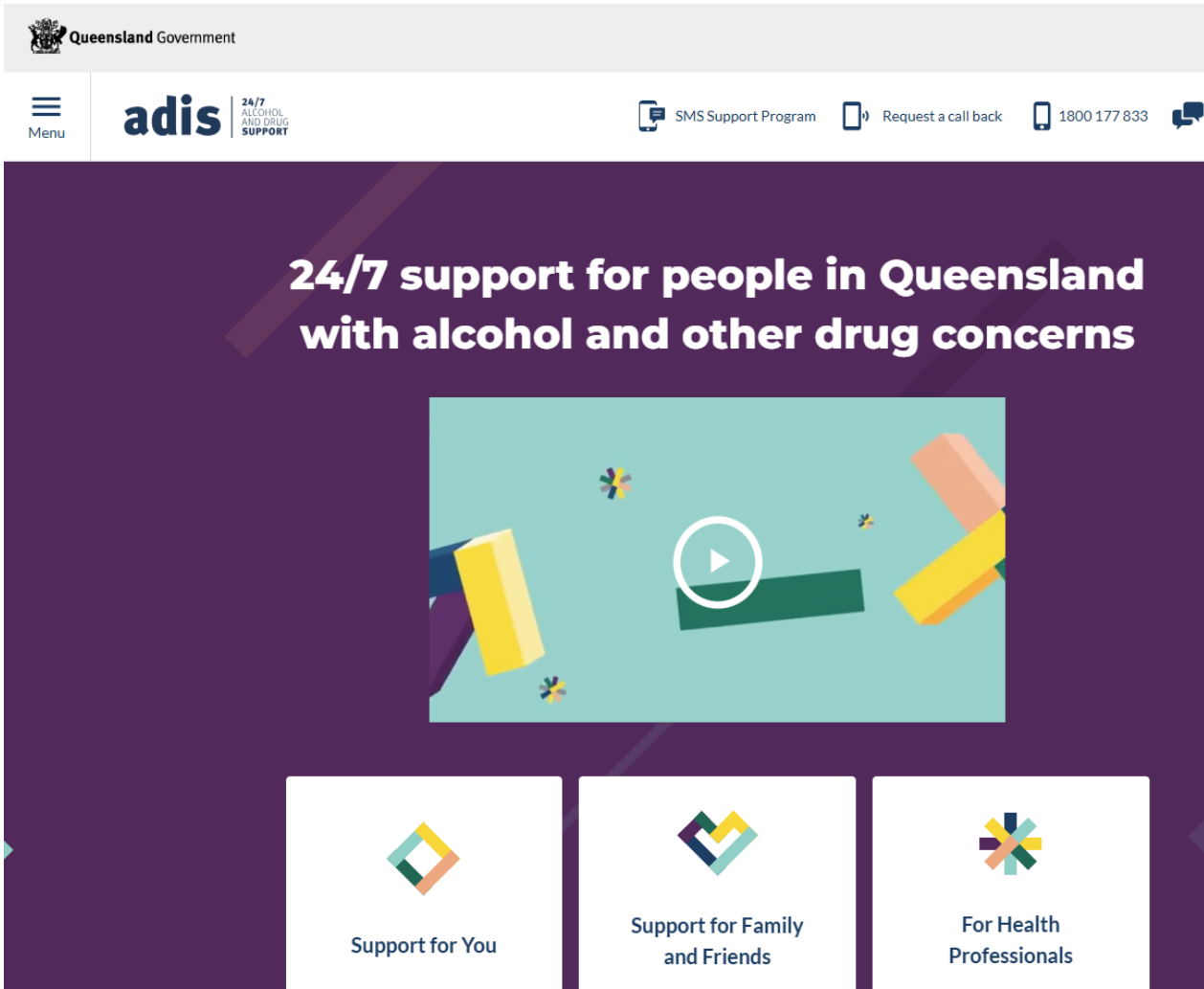
Free service  
8.00am-11.00pm,  
7 days a week.  
Call 1800 290 928



The screenshot shows the top portion of the ADCAS website. At the top is a grey header bar with the Queensland Government logo and name on the left, and a language selector set to 'English' on the right. Below this is a white navigation bar containing a 'Menu' icon, the 'adis' logo with '24/7 ALCOHOL AND DRUG SUPPORT' text, and four service links: 'SMS Support Program', 'Request a call back', '1800 177 833', and 'Online chat with a counsellor'. The main content area features a large purple banner with the text 'Alcohol and Drug Clinical Advisory Service for health professionals'. Below the banner, the heading 'ADCAS' is followed by a paragraph describing the service as a specialist telephone support for health professionals in Queensland. Another paragraph explains that initial enquiries are taken by alcohol and drug counsellors, with calls transferred to an on-call medical addiction specialist for medical management. A final paragraph states that advice may include:

- Opioid pharmacotherapy and other prescribing enquiries
- Management of withdrawal syndromes, intoxication and toxicity





# National service ADIS

**1800 177 833**

Safe, anonymous and confidential space for people to talk when they have alcohol or drug concerns.

Experienced counsellors





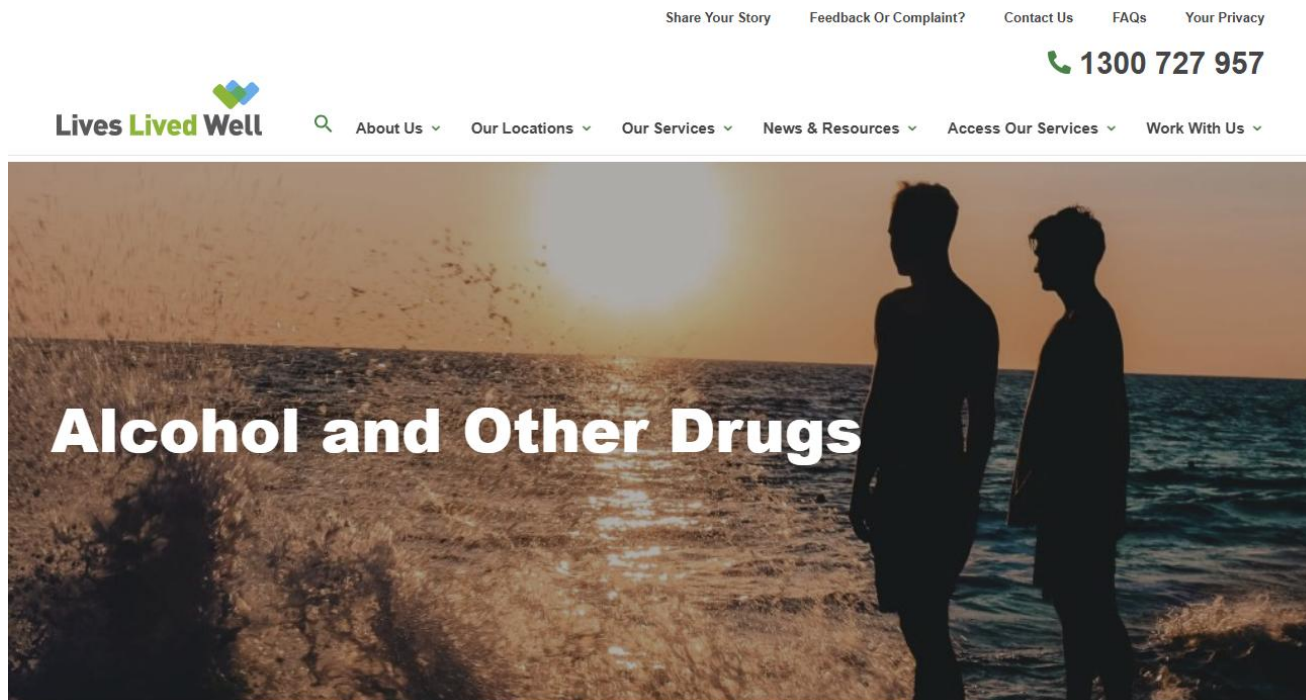
# GCPHN Funded Services

Mental Health, Suicide Prevention, Alcohol and Other Drug Services, and Chronic Disease Management

	SERVICE	TARGET AUDIENCE	DESCRIPTION	PROVIDER
SUICIDE PREVENTION AND COMMUNITY SUPPORT	Gold Coast Community Support	People 16+ in the Gold Coast community at risk of suicide.	Gold Coast Community Support is a <b>flexible 8-week program</b> that provides non-clinical emotional, practical, and coaching support.	Wesley Mission Queensland 07 5569 1850 MentalHealthIntake@wmq.org.au
	The Way Back Support Service (TWBSS) (Post-hospital Discharge Community Support)	Adults (18+) that have presented to or been discharged from either Robina or Gold Coast University Hospital following a suicide attempt or suicidal crisis.	Personalised <b>non-clinical psychosocial support</b> for up to three months after hospital discharge. This service supports people to stay safe, keep connected with others, and access health and community services as part of their recovery.	Wesley Mission Queensland 07 5569 1850 thewaybackservice@wmq.org.au
	The Way Back Support Service (TWBSS) Out Of Hospital pathway (OOH)	People 16+ experiencing suicidality and have presented to either General Practice, Head to Health or an Aboriginal Medical Service (i.e. Kalwun).	Personalised <b>non-clinical psychosocial support</b> for up to three months after hospital discharge. This service supports people to stay safe, keep connected with others, and access health and community services as part of their recovery.	Wesley Mission Queensland 07 5569 1850 MentalHealthIntake@wmq.org.au
ALCOHOL AND OTHER DRUG SERVICES	Lives Lived Well (Transition House, Family and Youth)	People 12+ impacted by alcohol or drugs, including impacts associated with mental health issues.	Short to medium term treatment and support to reduce problematic substance use via access to all Lives Lived Well programs, including family support and therapy, dual diagnosis and complex care, residential rehabilitation and transitional housing support.	Lives Lived Well 1300 727 957 info@liveslivedwell.org.au
	QuiHN (AOD Adult)	Adults (18+) impacted by alcohol or drugs, including impacts associated with mental health issues.	Treatment and support to reduce problematic substance use and achieve recovery goals. Services include harm reduction, group programs, long term case management and counselling.	QuiHN 07 5520 7900 quihn@quihn.org
	Social and Emotional Wellbeing (First Nations AOD)	Aboriginal and/or Torres Strait Islander people struggling with their mental health, drug and alcohol misuse or seeking a suicide support service.	Improve the social and emotional wellbeing of individuals and reduce the harm associated with social and emotional wellbeing, suicide ideation/attempts and mental ill health through the provision of an integrated, flexible, and holistic approach of care.	Kalwun 07 5526 1112 sewb@kalwun.com.au
ACES		Adults (18+) who require a brief intervention to support de-escalation	After Hours Safe Space is a confidential, low intensity, first aid style intervention for people experiencing	

# Funded service Navigation

<https://gcphn.org.au/wp-content/uploads/2025/03/GCPHN-Mental-Health-Funded-Services-A3-Summary.pdf>



# Lives Lived well

Transition, Family  
Youth and After  
hours

Short to medium term treatment.  
Family support and therapy  
Dual diagnosis  
Complex care  
Residential rehabilitation  
Transitional housing

1300 727 957  
info@liveslivedwell.org.au

<https://www.liveslivedwell.org.au/our-services/alcohol-and-other-drugs/>

## QUIHN SERVICES **GOLD COAST** (BURLEIGH HEADS)

Traditional country of the **Yugambeh / Kombumerri / Bundjalung** peoples.

Welcome to QuiHN's Gold Coast locations, where we provide a range of free and confidential services to support those affected by substance use and related health concerns. Located on the traditional country of the Yugambeh, Kombumerri, and Bundjalung peoples, our services are designed to create a safe and supportive environment for individuals seeking help with their health and well-being. Whether you need harm reduction tools, counselling, or treatment support, our team is here to help.

### PROGRAMS **AND** SERVICES

NEEDLE AND SYRINGE  
PROGRAM (NSP)

CHEQPOINT

ALCOHOL AND OTHER  
DRUG COUNSELING

GROUP PROGRAMS

HEP C TESTING & TREATMENT



✕ Quick Exit

# QUIHN

## Adults

## After hours

harm reduction, group  
programs, long term  
case management  
and counselling.

07 5520 7900  
quihn@quihn.org



# AIR Detox

Addiction in -  
home recovery

Safe and discreet detox at  
home with expert medical  
care

Trialing a fully funded  
pathway with referrals  
through QuIHN and LLW

0415 617 313  
[start@airdetox.au](mailto:start@airdetox.au)



[About Us](#)

[Our Services](#) ▾

[Locations](#) ▾

[Resources](#)

[Clinicians](#)

[Enquire](#)

## Detox At Home With Personalised Medical Support

An at home detox and aftercare program for alcohol, cannabis and cocaine.

[Home](#)

### We Come To You

With AIR Detox, you can safely and discreetly detox at home with expert medical care. Our doctor comes to you so all you need to do is focus on your recovery. Our home detox program also includes a personalised aftercare plan and 12 months of support so you can meet your long term goals.

## Gold Coast AOD Services

The following short clips provide a brief overview of key AOD services on the Gold Coast. To refer to these services, you can find eligibility details and referral forms at [GCPHN AOD Commissioned Services – Gold Coast Primary Health Network](#) or HealthPathways.

### QuIHN Community Outreach



### QuIHN Hepatitis C Treatment



### Goldbridge Rehab Services



### Kalwun



### Lives Lived Well



### Salvation Army Pathways



# Other services

Additional  
services  
information



# Health Pathways

**Karen Whitting**

GP Liaison Unit Program Manager

**Gold Coast Health**



# GP Partnerships and Engagement

A team dedicated to  
supporting GP practices  
to optimise the care of  
our mutual patients.



# GP Partnerships and Engagement Team



Karen Whitting  
**GP Liaison Unit  
Program Manager**



Alyssia Berghammer  
**HealthPathways  
Coordinator**



Dr Kate Johnston  
**Medical Director  
GP Partnerships  
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Rhian Campbell  
**GP Liaison Unit  
Senior GP Engagement  
Support Officer**



Dr Scott Preston  
**HealthPathways  
Clinical Editor**



Dr Siobhan Jeffs  
**HealthPathways  
Clinical Editor**



Peter Northcott  
**GP Liaison Unit  
Senior GP Engagement  
Support Officer**



Dr Stephanie Eid  
**HealthPathways  
Clinical Editor**



# GP Liaison Unit

- Improving communication between the hospital and general practice
- Support your interactions with the health service
- Develop new approaches to optimise the care of our mutual patients.
- Represents the interests of General Practice at Gold Coast Health

# Components of GP practice support

HealthPathways

Smart Referrals

Secure Transfer Service (STS) / STS Address Book

Health Provider Portal (The Viewer)

Electronic Discharge Summaries: Clinical Document Architecture (CDA) format

GP News

GP Telephone Support Lines

# GP News Bulletin



## A state first Endometriosis and Pelvic Pain clinic

Gold Coast Health's new outpatient service commenced in February 2024. The service is staffed by a broad multidisciplinary team including allied health, nursing and medical consultants. Patients attend an initial education session which is then followed up with a call from a Nurse Specialist. Appointments are then scheduled with a gynaecologist or other Interdisciplinary team members as appropriate.

As a holistic service it is an expectation that all patients will attend the education/information session prior to all other appointments. Your support to advise patients of this is greatly appreciated. Feedback from patients who have been seen in this model has been extremely positive.

[Click here to learn more about this service.](#)

- Regular news bulletin emailed directly to General Practice
- Update on recent changes, news items
- To register head to the 'General Practice Support' tab on HealthPathways



# The Viewer (Via the Health Provider Portal)

- A web-based application available on desktop computers and mobile devices
- Available for Doctors, nurses and midwives
- Provides visibility to QLD Health appointment records, radiology and pathology reports, treatment and discharge summaries, demographic and medication details.



# Health Provider Portal (The Viewer)

https://eds.health.qld.gov.au/EMR/TabViewer/00028/R235731

Home Switch to Search Patient List leelc Logout Alerts Facility QEII (QEH) URN

RLH: Page 1 of 2 Patient Encounters Outpatient Medications AR/Alerts Pathology Medical Imaging Procedures Care Plans Event Summaries My Health Record

17-Mar to 17-Mar-2018 Patient Details  
Name:  
Date of Birth:  
Age:  
Sex:  
Medicare Card Number:  
Marital Status:  
Indigenous:  
South Sea Islander:  
Country of Birth:  
Language:  
Religion:  
Residential Address:  
Permanent Home Phone:  
Permanent Mobile Phone:  
Permanent Business Phone:

24-May to 24-May-2015  
16-May to 17-May-2014, 1 day  
11-Jul to 11-Jul-2013  
26-Jun to 04-Jul-2013, 8 days

Discharge Summaries

Problem List  
▶ # PATELLA  
▶ # OF CLAVICLE  
▶ CONSTIPATION  
▶ APPENDICITIS - ACUTE  
▶ # PELVIC PUBIS

Facility Identifiers:  
Identifier Code Facility  
LGH Hospital Logan Hospital  
PAH UR Princess Alexandra Hospital  
QEH number QEII

Advanced care Planning – GPs can add to this

External Identifiers:  
Identifier Service - Organisation  
iHI Medicare  
Request URN Mater Health

Consent Status:

External Participants

Name	Role	Last Updated
Referring GP name	Referring Doctor	21-May-2014
	Referring Doctor or Usual GP	16-May-2014
	Referring Doctor	05-Jul-2013
	Referring Doctor or Usual GP	26-Jun-2013

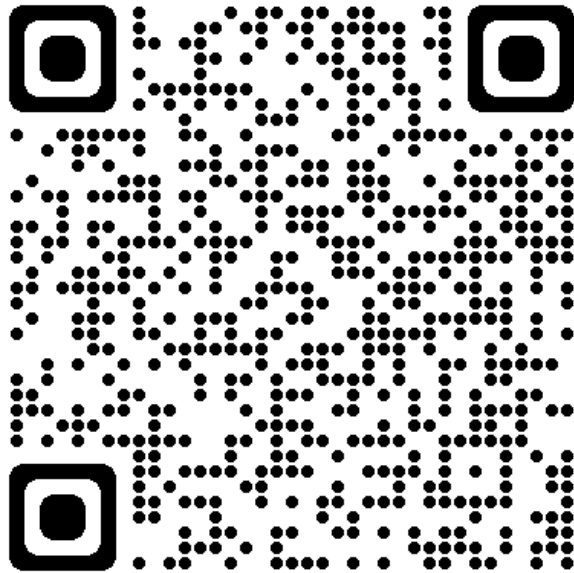
Contacts

Name	Role	Last Updated
	Next of Kin	09-May-2018 (Redland Hospital)
	Main Contact	23-Oct-2015 (Princess Alexandra Hospital)

The Viewer © The State of Queensland 2008–2018 [release 6.0.2-ce70624\_P010] FF 45.0 25-May-2018 09:35

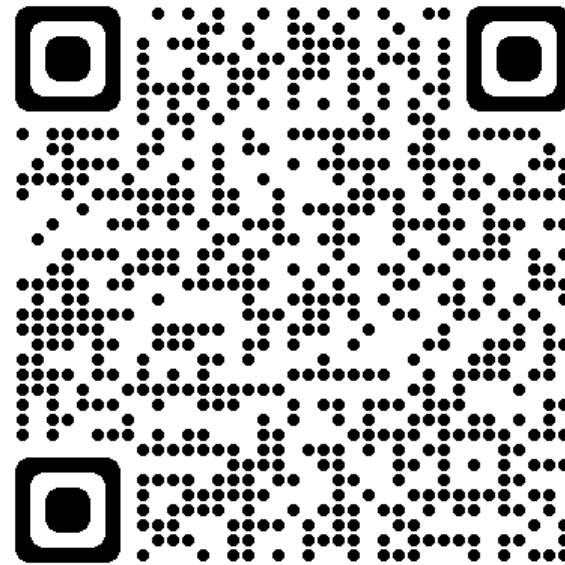


# How to Register



- Head to the Health Provider Portal to create or log into your QDI account (you already have this if you have a digital licence)
- Follow the prompts to accept T&C's for The Viewer
- Ensure you have 100 points of ID
- Have your professional identification:  
APHRA Registration + HPI-I number
- Register your details 😊

# Gold Coast HealthPathways



Username:

Gold

Password:

Coast

Gold Coast Health  
always care

phn  
GOLD COAST  
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# Gold Coast HealthPathways



Online (secure) web platform to support General Practice in their daily management of patient care

All clinical pathways are written by GPs – for General Practice

Designed for use at the point-of-care

Provides local guidance for the management and referral of hundreds of clinical conditions

Local service directory – includes public and private options for patient care

# HealthPathways Tutorial



# HealthPathways for Practice Nurses

- [Wound Care - Community HealthPathways Gold Coast](#)
- [Immunisation - Community HealthPathways Gold Coast](#)
- [Older Persons' Health Requests - Community HealthPathways Gold Coast](#) (Respite Services/Carer Support Services)
- [National Disability Insurance Scheme \(NDIS\) - Community HealthPathways Gold Coast](#)
- [Patient Transport Services - Community HealthPathways Gold Coast](#)
- [Chronic Condition Management Items - Community HealthPathways Gold Coast](#)
- [Assault or Abuse - Child and Youth - Community HealthPathways Gold Coast](#)
- [Cervical Cancer Screening - Community HealthPathways Gold Coast](#)

# Questions?



GP Liaison Unit  
[GCGPLU@health.qld.gov.au](mailto:GCGPLU@health.qld.gov.au)  
1300 004 242 (3)

# CCM Overview – Early Lessons Learnt

**Bec Norris**

Project Officer (Engagement & Digital Health)

**Gold Coast Primary Health Network**



# Chronic Condition Management

## - Early Lessons Learnt

- Validating where a patient is registered is challenging
  - Best to check registration PRIOR to the appointment
  - Whole team approach is needed (reception > nurse > general practitioners)
- Patients on existing TCA and GPMP booked in for a review appointment need a 965 (**new CCM**) before a 967 (review) can be claimed
- MBS rejections common causes
  - 967 (review) claiming before 965 (new)
  - Patient registered in MyMedicare at another practice
  - Practitioner not registered in MyMedicare

# Use Primary Sense

- **Primary Sense Reports**
  - High Complexity 5 & 4
    - Patient likely eligible or due for care planning items
  - Moderate Complexity 3
    - Patients with 1 chronic condition
- **Testing a new process or idea can be documented as QI**
- Reach out for support / use PDSA templates



**Questions**



Next meeting

**Tuesday 14 October 2025**

**Nurse Immunisation Evening**



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An Australian Government Initiative

***‘Building one world class health service for the Gold Coast***

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[www.gcphn.org.au](http://www.gcphn.org.au)

ABN: 47 152 953 092