



St Vincent's

*Continuing the Mission of
the Sisters of Charity*

*Extending St. Vincent's care
into the community*

STV

Contacts

***ALERT: Assessment, Liaison and
Early Referral Team***

03 9288 2211, pager 204
(8.30am– 9pm 7 days a week)
03 9288 2266 (Manager)

The Cottage

03 9288 3735

Domiciliary Therapy

03 9816 0529

General Practice Liaison Unit

03 9288 4781

Restoring Health

03 9288 2146

Outreach Medication Review

03 9288 2013 or 9288 2146

St. Vincent's at Home

03 9288 3817 (8am – 5pm)
03 9288 2211 (After hours)

***TRAAC: Treatment, Response and
Assessment for Aged Care***

03 9816 0552 (Referrals)
03 9288 2321 (Manager)

A guide to services

Mission

*Our health service is based on and driven by our quest for:
Compassion – Justice – Human Dignity – Excellence – Unity*

Extending St. Vincent's care into the community

St. Vincent's provides a number of services which can contribute to better health outcomes for clients and aim to reduce avoidable presentations to the Emergency Department (ED).

This guide provides an overview of programs which provide support for people outside the hospital.

- ALERT: Assessment Liaison Early Referral Team
- The Cottage
- Domiciliary Therapy
- General Practice Liaison Unit
- Restoring Health Chronic Disease Management
- Outreach Medication Review
- SV@H: St. Vincent's at Home
- TRAAC: Treatment, Response and Assessment for Aged Care.

Staff employed by these services may have clinical information about clients who have presented to the ED or been admitted to the hospital. For clients recruited to these services, a summary of their involvement will be forwarded to relevant agencies and health professionals to assist with managing their ongoing care. There may be a service fee; this will be discussed with the client before commencing the service.

ALERT: Assessment Liaison Early Referral Team Provides Emergency Department and community care coordination

The team aims to improve health outcomes by coordinating care for clients who present to the ED including those with complex needs.

ALERT services include:

- risk screening, assessment and discharge planning in the ED
- care coordination, referral, discharge planning and facilitation of appropriate accommodation options for recruited clients
- advocacy for access to services to improve health outcomes
- provision of short to medium term outreach case coordination in the community for those clients who are not adequately linked to community-based services.

In addition to a hospital-based multidisciplinary team, ALERT has formal partnerships with:

- North Yarra Community Health Centre
- North Richmond Community Health Centre
- Inner East Community Health Centre
- Royal District Nursing Service Homeless Persons Program
- St. Vincent de Paul
- Brotherhood of St. Laurence.

Contact ALERT in the ED between 8.30am – 9pm
7 days a week 9288 2211 page 204.

For more information call the ALERT Manager
on 9288 2266.

Extending St. Vincent's care into the community

The Cottage

The Sister Francesca Healy Cottage is a six-bed facility where isolated or socially disadvantaged people receive Hospital in the Home and holistic health care in a setting that is conducive to recovery.

For more information call the Cottage Manager on 9288 3735.

Domiciliary Therapy

The Domiciliary Team is a group of allied health professionals who provide home-based therapy to housebound frail aged or severely disabled people living in Boroondara, Yarra and the southern part of Darebin.

For more information call 9816 0529.

General Practice Liaison Unit

St. Vincent's Health GP Liaison Unit provides a consultancy service across St. Vincent's to develop and improve the interface with general practice.

For more information contact the Unit Coordinator on 9288 4781.

For more information refer to:

www.svhm.org.au/gp/
www.svhm.org.au/gp/chronic_disease_management.htm

Restoring Health – Chronic Disease Management

Restoring Health operates 8.30am – 5pm Monday to Friday and hospital staff may make referrals via pager 24 hours per day, 7 days per week.

Restoring Health aims to improve health outcomes for clients by coordinating and integrating services between acute, sub-acute and community sectors. Restoring Health offers services to clients of St. Vincent's with any of the following chronic diseases:

- chronic lung disease (e.g. COPD, chronic asthma, bronchiectasis and pulmonary fibrosis)
- heart failure and coronary artery disease
- diabetes.

Services include a rapid assessment physician clinic, coordinated care while in hospital or outpatient clinics, disease-specific education and self-management strategies, health management coaching via telephone, disease-specific outpatient rehabilitation programs (at least two months of physical activity and disease specific health strategies), referral and coordination with community services.

For more information call the Restoring Health Manager on 9288 2146.

Extending St. Vincent's care into the community

Outreach Medication Review (OMR)

Outreach Medication Review is part of Restoring Health and aims to improve people's use of their medicines. Pharmacists visit clients in their homes to assess their use of both prescribed and non-prescribed medicines. Medication-related equipment is checked, compliance devices are recommended and/or supplied, and education and advice is provided to ensure optimal health outcomes.

For more information call the pharmacists on 9288 2013 or the Restoring Health Manager on 9288 2146.

St. Vincent's at Home (SV@H)

St. Vincent's at Home provides nursing care at home, aiming to restore and maintain the patient's health and independence wherever possible.

St. Vincent's at Home provides:

- nursing assessment
- nursing care
- intravenous therapy
- education and support
- medication management
- wound care
- liaison between the hospital, GPs and other health care providers.

To contact St. Vincent's at Home, phone 9288 3817 between 8am and 5pm.

After hours, phone 9288 2211 and ask for the St. Vincent's at Home nurse.

Treatment, Response and Assessment for Aged Care (TRAAC)

TRAAC provides a rapid response assessment and short-term case management and service coordination for older people (aged 65+) with complex needs who are experiencing a rapid change in health status and are at risk of hospital presentation. TRAAC targets people living in the cities of Boroondara, Darebin and Yarra.

TRAAC provides:

- comprehensive aged care assessment
- coordination and management of the client and carer needs to sustain community living in the immediate and short term
- consultation from a geriatrician and access to allied health services, if required.

TRAAC staff are based at:

- St. Vincent's Fitzroy
- St. Georges Hospital Aged Care Assessment Services (ACAS)
- Royal District Nursing Service (Yarra)
- City of Boroondara
- City of Darebin
- City of Yarra.

Referrals can be made by contacting St. George's ACAS on 9816 0552.

For more information call the TRAAC Manager on 9288 2321.