

Clinic and Service Contacts for Referrers

St Vincent's GP Liaison Unit is providing this consolidated list of common contacts required by referrers in an effort to avoid delays in processing and triage where referrals are misdirected.

Please cross check against your address books and templates to update where necessary.

Some specialist clinics have designated fax numbers. In these instances, it is preferable that the referral be directed to the designated fax or email as listed below, however they will be redirected if sent to the General Specialists Clinics (Fax: (03) 9231 3489 or GP.Referrals@svha.org.au). For urgent referrals, contact the Unit Registrar via Switch (03) 9231 2211.

If no specific contact below, please send to Specialist Clinics - General.

CLINIC/SERVICE/DEPARTMENT	FAX	TELEPHONE
Switchboard – St Vincent's Melbourne Switch	03 9231 3399 (<i>for returning patient correspondence received in error</i>)	(03) 9231 2211
Health Information Services		
Patient Information Request Line (PIRL) pirl.svhm@svha.org.au	(03) 9231 2785	(03) 9231 2766
Emergency Department (Fitzroy)	(03) 9231 4368	(03) 9231 4356 (ED senior clinician)
Specialist Clinics		
General (routine) GP.Referrals@svha.org.au	(03) 9231 3489	(03) 9231 2898 (GP Hotline)
General (urgent)	(03) 9231 2910	
Addiction Medicine svhm.addiction.medicine@svha.org.au	(03) 9231 2642	(03) 9231 6940
Barbara Walker Centre for Pain Management BWCPM@svha.org.au	(03) 9231 4660	(03) 9231 4681
Body Image Eating Disorders Treatment and Recovery Service (BETRS) BETRS.Intake@svha.org.au	(03) 9231 5701	(03) 9231 5700
Breast Clinic BCN@SVHA.org.au	(03) 9231 2017	(03) 9231 4743



CLINIC/SERVICE/DEPARTMENT	FAX	TELEPHONE
Cancer Centre	(03) 9231 3172	(03) 9231 3155
Haematology haematologyreferrals@svha.org.au Haematology Clinical Trials anupa.dey@svha.org.au	(03) 9231 2759	
Heart Centre	(03) 9231 3333	(03) 9231 3000
Neuroscience neuroscience@svhm.org.au	(03) 9231 3088	(03) 9231 3045
Palliative Care	(03) 9231 4143	(03) 9231 2827
Pregnancy IBD Clinic	(03) 9231 3644	(03) 9231 6522
Diagnostic Departments/Investigations		
Medical Imaging – Results - public inpatients	(03) 9231 4312	(03) 9231 4300
Medical Imaging - St Vincent's Private Radiology - Outpatient referrals and results https://www.svpr.com.au/	(03) 9231 1005	(03) 9231 1000
Pathology https://path.svhm.org.au/		(03) 9231 2888
Heart Centre https://www.stvheart.com/	(03) 9231 3333	(03) 9231 3000
Neurophysiology eeg@svhm.org.au	(03) 9231 4780	(03) 9231 4149
Endoscopy	(03) 9231 3489	
Respiratory Lab (Lung Function) - Fitzroy and Werribee Mercy	(03) 9231 3188	(03) 9231 3133
Aged Care and Community Services		
Health Independence Program (HIP): (*see catchment areas below) HipCentralReferrals@svha.org.au	(03) 9231 2202	1300 131 470
Community Rehabilitation		
Cardiopulmonary		
Movement Disorders		
Oncology		
Physiotherapy, occupational therapy, speech pathology, dietetics		
Specialist Clinics for Older Persons: HipCentralReferrals@svha.org.au	(03) 9231 2202	1300 131 470
Falls and Balance		
Continence		
Cognitive Dementia and Memory Service (CDAMS)		
Geriatric Medicine		
Pain Clinic for Older People	(03) 9231 8001	(03) 9231 8577
Geriatric Medicine Community Consultation Service svhm.gmccs@svha.org.au	(03) 9231 8560	

CLINIC/SERVICE/DEPARTMENT	FAX	TELEPHONE
Other Services		
Assessment, Liaison and early Referral Team (ALERT) hipcentralreferrals@svha.org.au	(03) 9231 2202	1300 131 470
Young Adult Complex Disability Service YoungAdult.ComplexDisability@svha.org.au	(03) 9231 3808	(03) 9231 4672
Polio Services Victoria psv@svha.org.au	(03) 9231 3808	(03) 9231 3900
Better @ Home Services		
Hospital in the Home (HITH) HITHTeam.SVHM@svha.org.au and SVAHIntake.SVHM@svha.org.au		GP referral – discuss with HITH consultant on call via switch (03) 9231 2211 Enquiries not related to referral NUM 0458 857 446 (8:00 am – 5:00 pm)
Rehab @ Home svhm.rehabathome@svha.org.au	(03) 9231 8461	(03) 9231 8008
Geriatric Evaluation and Management @ Home svhm.gemathome@svha.org.au	(03) 9231 8560	(03) 9231 8488
Palliative Care @ Home cchadmissionscoordinator@svha.org.au	(03) 9231 5666	(03) 9056 1005 or 0408 060 790 8am-4pm Mon-Fri
Residential In-Reach (RIR)		1800 891 300
The Cottage (part of HITH) HITHTeam.SVHM@svha.org.au	(03) 9231 3848	(03) 9231 3817

***Catchment for HIP services:**

- Community Rehab, Oncology Rehab, Movement Disorders and Falls and Balance – Patients who live in Boroondara, Darebin and City of Yarra Councils
- Continence – Patients who live in Boroondara, Darebin and City of Yarra Councils in addition to patients otherwise linked in with St Vincent's
- Cardiac Services – accepts all patients
- CDAMS and Geriatric Medicine – accepts all patients

Useful Community and @ Home Services Navigation Tool:

<https://www.svhm.org.au/health-professionals/gp-liaison/community-and-home-services/community-and-home-services>