**After Hours Program Website Information**

* **Link to After Hours Comms Website**

**After Hours Home Page**

The EMPHN After Hours Program identifies gaps in after-hours service arrangements and improves service integration across our region. We also provide support for practices to determine the most suitable level of After Hours Practice Incentive Payment for practices.

**Resources for Practices and Patients:**

**PIP After Hours Incentive**

The PIP After Hours Incentive aims to support general practices to provide their patients with appropriate access to after hours care

* PIP Incentive Payment guidelines**:** [**..\..\AH PIP\After Hours Department Incentive Information.docx**](file:///C:\Users\ellie.cope\AppData\Local\Microsoft\Windows\INetCache\AH%20PIP\After%20Hours%20Department%20Incentive%20Information.docx)
* PIP Application form[**..\..\AH PIP\PIP After Hours Incentive Application form.pdf**](file:///C:\Users\ellie.cope\AppData\Local\Microsoft\Windows\INetCache\AH%20PIP\PIP%20After%20Hours%20Incentive%20Application%20form.pdf)
* Confused about which level to apply for,consult our Q and A fact sheet[**..\..\AH PIP\Q and A.docx**](file:///C:\Users\ellie.cope\AppData\Local\Microsoft\Windows\INetCache\AH%20PIP\Q%20and%20A.docx)

**Updating information on the National Health Services Directory (NHSD) –a requirement of the PIP**

To update your contact details or to check if the information is accurate go the NHSD (hyperlink to website) and use the “report an error” option on the service finder page to update any information.

**Accessing care after-hours**

EMPHN has developed a number of resources for the community about accessing Health care After Hours**.** These resources are available in many languages including**:**

Arabic, Farsi, Hakka Chin, Hindi, Karen, Simplified Chinese (Mandarin), Sinhalese, Tamil, Traditional Chinese (Cantonese), Vietnamese & English

To order After Hours Magnet to distribute to your patients and the community**: :**[**..\magnets\Magnet reorder form.docx**](file:///C:\Users\ellie.cope\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\magnets\Magnet%20reorder%20form.docx)

**After Hours GP Services**

When a practice GP is not available, care to patients can be provided through another service including a locum service. The following services will provide care in the after hours period if your normal GP is not available:

* Doctor Doctor (formerly ALMS) 13 26 60 doctordoctor.com.au
* National Home Doctor Service 13 74 25 homedoctor.com.au
* My Home GP 1300 968 737 myhomegp.com.au
* Doctor to you 1300 30 38 34 doctortoyou.com.au

**After Hours Innovative Program Areas Summary**

The EMPHN After Hours Program identifies gaps in after hours service arrangements and improve service integration across our region. Following the completion of a comprehensive needs assessment of the catchment, a number of innovative programs and models of care have been developed and implemented including:

**After-hours projects: \*HyperLink here to below\***

|  |  |
| --- | --- |
| **Visiting GP Service in the Outer East and Outer North** | **Program Description**:  Provide after hours GP consultations to the RACF residents in the outer north and outer East (Yarra Ranges Council) of the EMPHN catchment where locum services either do not service or provide timely services. Australian Locum Medical Service (ALMS) and Lifelong Healthcare were awarded the contract to provide these services to facilities. |
| **CALD Info Sessions about accessing healthcare in the After Hours** | **Program description**: This project aims to raise awareness about and promote the range of after-hours health and medical services that are available to people from culturally and linguistically diverse (CALD) backgrounds and vulnerable communities. EMPHN have provided funding to Eastern Access Community Health, Migrant Information Service and Spectrum to conduct the information sessions. |
| **Australian Unity Project**  **Seniors Triage Service** | **Program Description**: A trial project to pilot a model of care utilising a Nurse Practitioner to provide treatment to older persons in the community who would normally require a hospital or after hours visit. Service is being provided at Victoria Grange Retirement Village and offered to those people living at the Retirement Village and any residents within a 10km radius. EMPHN will be analysing the effect of implementing the service by obtaining data before and after the service implementation. Australian Unity has been funded to pilot this model of care. |
| **St Vincent’s De-prescribing Project** | **Program Description:** St Vincent’s Hospital Melbourne’s (SVHM) Residential In Reach (RIR) has identified polypharmacy to be a contributing factor to many Residential Aged Care Facility (RACF) residents presenting to their Emergency Department(ED). This project aims to work with five key RACFs, residents’ General Practitioners and RACF Pharmacists to identify and reduce polypharmacy in RACF. St Vincent’s are funded to provide this service in 2016/17 |
| **Residential In Reach**  **Education for RACF Staff and MDS** | **Program description**:  Establishment of a collaboration between three Residential In Reach Services opperates within the EMPHN catchment, namely Eastern Health, Austin Health and Northern Health to implement a coordinated educational program.  Eastern Health is the lead organisation and has coordinated activities by appointing a Project Officer. The collaboration provide training to RACF staff, GPs and locum services on early recognition, escalation and assessment of  a deteriorating resident and an awareness of the options for facility-based  acute care, which may reduce the need for transfer to hospital. |
| **Communication’s strategy** | **Program description:**  A community campaign has been developed to inform community of After Hours Care options including Nurse on Call and Locum GPs. Radio commercials continue to provide this message. Brochures and fridge magnets have been developed and translated into over 10 different languages. Please contact the After Hours Team if you wish to obtain any resources. |
| **Practice and Pharmacy Grants** | **Program description**: Providing funding for practice and pharmacies to extend opening hours to provide additional after hours services in the EMPHN catchment. Criteria for success of applications focuses on innovation and providing After Hours Care to specific population groups and areas of need.  During the 2015/16 financial year, 17 grants were awarded, totaling $270,000.  \*Link to successful grant applications\*  [website info successful grants.pdf](file:///C:\Users\ellie.cope\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\BBSXXDXG\website%20info%20successful%20grants.pdf)  EMPHN has commenced planning for the grants for the next financial year. Any application documentation will be made available on the EMPHN website. |