

Care plan support and coordination

Frequently asked questions

This is a service for patients with a chronic health condition, who also live with mental health or alcohol and other substance use complexities.

Eligibility and referrals

Patient eligibility

Patients are eligible for referral if they are:

- attending one of the selected GP practices
- aged 18 years or over
- experiencing chronic conditions and also live with mental health or alcohol and other substance use complexities.

I have eligible patients. Can I refer them today?

Yes, any eligible patients who will benefit from this service can be referred to Silverchain immediately.

Will your referral process be compatible with practice software?

We will work with each practice to ensure that the referral process is simple and seamless. This includes assisting you to embed the referral form into your software and to make referrals part of your normal processes.

Can patients self-refer?

No. Patients cannot self-refer. Only GP referred patients are eligible.

Do patients require a chronic disease care plan or mental health care plan to access the service?

No, these plans are not a requirement for eligibility. However, if referred patients do have a GPMP or MHCP, Silverchain will support them to achieve their identified goals.

Will Silverchain deal with very complex patients who face barriers that impact their ability to seek medical care?

Yes, if they meet the eligibility criteria.

We can help to support them with their 'whole of person issues' that impact their access to care and ability to self-care.

Relationships with the GP and service providers

How will Silverchain provide GPs with patient feedback?

Silverchain will ensure GP practices receive regular progress updates (telephone or in writing). This includes:

- contact at the point of referral acceptance
- outcomes of patient assessments
- when escalation is required
- enabling case conferences
- in advance of program discharge.

Patient/client governance remains with the GP throughout Silverchain's involvement.

We already have a practice nurse managing care plans. How will this work in conjunction with the Silverchain nurse?

Silverchain's model of care is to work closely with practices to assist referred patients. We know that many complex patients face challenges that impact their ability to achieve the goals of their care plan.

If a practice nurse is already looking after aspects of a patient's care, Silverchain will work with them and the patient to identify additional support pathways to reach their goals including:

- exploring the other issues impacting self-management ability
- managing social determinants of health
- helping them to prioritise, develop problem solving skills, and link with additional services and resources.

Patient appointments

Where will Silverchain see clients?

Silverchain can meet clients in person or at their home/other agreed location, when it is safe and appropriate to do so.

Client visits may also occur at the GP clinic (if preferred), or at other locations within the community such as partner organisations.

Client visits will also be conducted through a combination of face to face and virtual meetings.

Can Silverchain take referred patients to non-medical appointments, such as Centrelink, to address social determinants of health?

Our aim is to link referred patients to long term solutions to improve their health.

However, when required, we will support referred patients with transport for non-medical appointments, to assist them to develop these solutions.

Will this service use a patient's five Chronic Disease Management Allied Health subsidised referrals (also known as Enhanced Primary Care or EPCs)?

No. The service does not use any EPC allocation and is provided free of charge to patients.

Patient billing

If I refer a patient, is there an expectation that my practice will have to bulk bill them for their other care?

How a practice bills their patients is up to them. Silverchain will not involve itself in practice billing.

Will this service affect our practice's mixed billing model?

No, as above. How a practice bills their patients is up to them. Silverchain will not involve itself in practice billing.

Will this service reduce my practice revenue?

No. By referring your eligible patients to this service, revenue may increase. This is due to the service:

- encouraging referred patients to attend GP appointments, which may include for the development or review of their a GPMP/mental health care plan
- supporting a case conference for each referred patient, if clinically required
- enabling team care arrangements.

Further, the service will not use any care plan or EPC items.