

Intake Flow Chart

for new patients

STEP

1

GP Referral

- Patient CTG Registered
- 715 Health Check
- GP completed GP Management Plan (721 GPMP) or Team Care Arrangement (723 TCA)
- Nhulundu Health Service ITC Support Service Referral Form and Patient Consent completed and submitted to **FAX 4979 0967**
- GPMP or TCA MBS billing confirmation attached with Referral Form

STEP

2

Receipt of Referral

- Referral received by Clinical Practice Manager – patient & task will be allocated to relevant Outreach Care Coordinator Worker who will action or seek further clarification from referring doctor
- Outreach Care Coordinator will notify GP - confirming receipt of referral and indicating they will make contact with patient and follow-up as requested by GP

STEP

3

Patient Engagement

- Outreach Care Coordinator will contact the patient and arrange services requested by GP
- Outreach Care Coordinator will send a letter/email to referring GP confirming services have been arranged
- Outreach Care Coordinator will complete satisfaction survey with patient (by phone or in person)

phn

CENTRAL QUEENSLAND,
WIDE BAY, SUNSHINE COAST

An Australian Government Initiative

All enquiries contact
Lucy Miller today on

4979 0992



GRAICCHS

**Integrated
Team Care**

Gladstone Region Aboriginal
and Islander Community
Controlled Health Service Ltd