

## How to access the program

### Nhulundu Integrated Team Care

- 1 GP Completes an Aboriginal and Torres Strait Islander Health Check MBS 715
- 2 GP completes GP management plan MBS 721 / 723 and Team Care arrangement
- 3 GP assesses the patient's needs for extra services and refers eligible patient to Nhulundu Integrated Team Care to arrange/purchase extra services.
- 4 Nhulundu Integrated Team Care review the referral. If accepted, one of our Outreach Care Co-ordinators will follow up with the patient and referring doctor.

For GP referral forms go to **CQ Health Pathways** or **fax completed form to 4979 0967**. For program enquiries contact the Integrated Team Care staff on 4979 0992.



## A Continuum of Care

### Case management coordination and health education for eligible patients

**START:** Cycle of care starts with **twelve monthly CTG sign up**. This includes an Aboriginal and Torres Strait Islander Health Check and follow-up by a health worker & access to cheaper medicines if GP is registered

IN THE CYCLE OF CARE, NHULUNDU INTEGRATED TEAM CARE FITS HERE

**GP Review**  
During the year patients see their GP to review medication, review care plan, talk about test results, arrange to see medical specialists.

**Outreach Care Coordinators visit or contact regularly** to arrange follow-up care. During the 12 month cycle, patients usually visit specialists and/or have more tests done.

**GPMP includes medication review and management.** This includes a Home Medication Review (HMR) and may include a Webster Pack.

Patients with a **chronic disease, access extra care and education** to stay well. Extra care is mapped out in a 12 month care plan known as a GPMP

Your feedback matters, so let us know how we're doing to make our health services even better.

For compliments, suggestions or complaints visit [www.nhulundu.com.au/contact](http://www.nhulundu.com.au/contact) to download a form or phone us on 4979 0992.



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Assisting patients  
with Chronic Disease

# Integrated Team Care



Providing assistance for Aboriginal & Torres Strait Islander patients with chronic disease to access specialist services



Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd

# What is Nhulundu Integrated Team Care

Nhulundu Integrated Team Care is funded under the Commonwealth's Integrated Team Care (ITC) program by Central Queensland, Wide Bay, Sunshine Coast Primary Health Network (CQWBSCPHN). The ITC program aims to improve outcomes for Aboriginal and Torres Strait Islander people through better access to multidisciplinary care and improved access to culturally appropriate services in mainstream primary care services.



## Eligibility Criteria

Aboriginal & Torres Strait Islander patients who:

- Live in the Central Queensland PHN region
- Have a diagnosed chronic disease.

Nhulundu Integrated Team Care focuses on the key lifestyle diseases causing excess mortality & morbidity

- Cardiovascular disease
- Diabetes
- Chronic respiratory disease
- Chronic kidney disease
- Mental Health
- Cancer



## Additional Services

- Gap fees associated with health appointments eg., allied health, specialist appointments
- Travel and accommodation to attend health appointments above the Patient Travel Subsidy Scheme (PTSS) payments
- Webster packs for patients with poly pharmacy not under any other program
- Spacers, Nebulisers, CPAP & CPAP Accessories,
- Blood Sugar/Glucose Monitoring Equipment
- Medical footwear prescribed and fitted by a Podiatrist
- Help to access Allied Health services - Physiotherapist, Exercise Physiologist, Diabetes Educator, Podiatrist etc
- Mobility aids
- Spectacles

**Nhulundu Integrated Team Care will provide these services, if documented as a need in patients' GPMP and where they are not available under other programs.**



## As a patient accessing Nhulundu Health Service you have the right to:

- access culturally appropriate services that meet your health care needs
- receive safe and high quality health services, provided with professional care, skill and competence
- receive open, timely and appropriate communication about your health care in a manner you can understand
- join in making decisions and choices about your care
- assume that the care provided will be respectful of you and your culture, beliefs and personal needs and requirements
- assume that your personal privacy is maintained and proper handling of your personal health and other information is assured
- provide feedback about your care and have your concerns investigated and responded to.