Calling all GPs

New
Consultation
Summaries
from Homecare
Medical

Homecare Medical is committed to working with general practice – to ensure information is connected to a patient's healthcare home when they phone Healthline.

Homecare Medical (formerly HML) will soon be sending Healthline consultation summaries to all GPs, where the service user has given us consent to do so.

We run the National Telehealth Service, that includes Healthline, where our registered nurses provide advice 24x7.

AND:

We also partner with practices to provide afterhours nurse triage services. Practices who have contracts with us will *also* receive consultation summaries when we manage their patients when they call after-hours.

WHAT THEY ARE:

The summaries are to let you know we took a call from your patient, the history taken and

Homecare Medical – CONSULTATION REPORT

 Sample Patient
 DOB
 11/01/1972

 132 Sample Street
 Call-back No.
 0900 99999

 Gore

NHI MMM3333

CONSULTATION SUMMARY

Date/time: 30/03/2017 at 11:39hrs

Symptoms: Abdominal Pain,Pelvic Pain

Triage recommendation: face to face assessment within 2 hours

Advice given: Attend Emergency Department (own transport)

History taken

When did the abdominal pain start? <1 hour Description of behaviour now compared to normal? Irritable Where is the pain most severe? How severe is the pain (0=none 10=worst possible)? 9-10: Worst ever Sharp/stabbing Does the pain go to another part of the body? None Does anything make the pain worse? Moving around What did the most recent bowel motion(s) look like Normal/none recent Any genito-urinary symptom-pain/urgency/discharge? None Any possibility of pregnancy? When did last period begin (is pregnancy possible) 1-7 days ago Is breathing loud/rapid/indrawing of chest/abdo? Are there any other symptoms? Any injury to abdomen (stomach) in past few days?

Are there any other symptoms?

Any injury to abdomen (stomach) in past few days?

No

Has anything been swallowed/inhaled/injected?

Any significant past problem with bowel/gut?

Fain related to known problem?

Taking any medications affecting bowels/stomach?

No

Arid suppressant

Notes

Severe abdo pain / pt distressed

Pt lives 5 mins down the road from Gore Hospital, wanting to go there. Referred the patient to Gore ED. Husband will drive her there now

User: GretchenL

End of document for: Sample Patient Age 45 years DOB 11/01/1972.
For further information please contact "ops@homecaremedical.co.nz"

what we advised. It's important to remember the consultation summaries are a risk-assessment based on what your patient has told us.

HOW THEY'LL BE SENT:

The summaries will be sent using HL7 protocol, ensuring security and privacy.

WHAT THEY'RE NOT:

The summaries are not intended as a transfer of care; if there is ever a need for a transfer of care or action to be taken, we will phone you to discuss that.

WHAT YOU'LL SEE:

GPs will receive the summaries via HealthLink into their PMS system and, where possible, the summaries will have NHIs to allow easy filing.

You can choose to read the summaries as they come in, or look at them the next time you see that patient, or have a practice nurse review them.

Your feedback is key

We've worked with GPs to design a user-friendly format for the consultation summaries, so they are easy to understand and give concise information about your patients.

We hope these consultation summaries will be of use to you in future consultations with your patients and we're keen to hear your feedback on them.

Please send any feedback to ops@homecaremedical.co.nz or phone me on 09 354 7774

Sharryn Gannon, Clinical Director, Homecare Medical



P.S. We are always keen to hear from you about your experience of our services. Do get in touch with our new Primary Care Lead Dr Kristin Good kristin.good@homecaremedical.co.nz

