

Referral to HealthOne Auburn

GPs, Community Health workers, hospital staff and other service providers including community agencies can make referrals to HealthOne.

For GP Referrals

GPs can complete a referral form and fax to the Community Health Centralised Referral Service on Fax: 1800 559 058. The referral form can be installed on practice software to enable downloading of patient information. The referral form is available through HealthOne Auburn on Ph: 87594000

Other Service Providers

Contact the Community Health Centralised Referral Service on Ph: 1800 600 681 to make a referral.

Once a Referral is Received

A Community Health worker will complete an assessment, explain HealthOne to the client and gain their consent to be enrolled, and then contact the client's GP to obtain their agreement to participate in HealthOne. At this point the patient becomes a HealthOne client. If they do not have a GP, they will be encouraged to link with a local GP.

For more information

Contact the GP Liaison Nurses at Auburn Community Health Centre

HealthOne NSW - Auburn

Auburn Community Health Centre
Norval Street
Auburn 2144

Ph: 87594000

Free Health Information Line
Healthdirect Australia

www.healthdirect.org.au

Ph: 1800 0222 222

HealthOne Auburn - A partnership between:

NSW Health

WentWest Ltd

NSW Refugee Health Service

All health facilities are smoke free. This means that smoking is not permitted anywhere on the grounds or inside the buildings.

For assistance to quit smoking:

Call the Quitline™ on 137 848 or 13 QUIT

A free, confidential Health care Interpreter service is available 24 hours, 7 days a week. Ask staff to arrange an interpreter for you. AUSLAN interpreters are also available.

WSP-069



Information for GPs and other Service Providers



What is HealthOne?

HealthOne is a NSW Health funded initiative that integrates primary health care services to better meet the health needs of people in NSW. This means that General Practitioners (GPs), community health services, other health care providers and community agencies work together to provide comprehensive, coordinated and collaborative care for clients to improve communication processes and health outcomes.

HealthOne supports prevention and health promotion strategies, early intervention, and continuing care for people with more complex health care needs.

HealthOne works with local communities to identify and address their specific needs and to improve access to services. This includes engaging the private sector to increase services available in the area.

Who is HealthOne Auburn for?

HealthOne referrals are intended for clients who have more complex health needs and would benefit from health care service collaboration and joint care planning.

HealthOne Auburn targets:

- ✓ People with complex health needs or chronic illnesses who are living at home
- ✓ People who are frail and elderly and living at home
- ✓ Refugee communities who may find it difficult to access health care services and require coordinated care including:
 - Pregnant women
 - Women with young families (under 3 years are a priority)
 - General refugee population
 - Young people who have difficulty accessing health care

What will HealthOne Auburn do?

HealthOne links together all the providers involved in a client's health care to:

- ✓ share information about the client's care (with the client's consent)
- ✓ plan what treatment is needed and who will provide each service
- ✓ support care planning, case conferencing and team care arrangements
- ✓ identify other services that clients may need and make required referrals
- ✓ provide access to specialist health clinics and services through HealthOne
- ✓ provide a point of contact for information about services for clients
- ✓ provide clients with written information about their care for their own record, and to show other providers who may not be part of HealthOne

