



EMERGENCY MEDICINE

Telephone: 9431 3704 (Duty Consultant); 9431 3750 (Secretary)

'GP Hotline': 94313704 Emergency Department Duty Consultant - direct line for GPs

Head of Department: Acting Director Dr Ashok Arasu

REFERRAL

The preferred method for referral (from GPs) to the Emergency Department is to **telephone first** and ask to speak to the **Emergency Department Duty Consultant** on telephone **9431 3704**. If you experience difficulties with this number call the hospital switchboard on 9431 3333. Telephone contact in the first instance permits the Emergency Department staff to more effectively organise their workload. It is also an avenue for advice on appropriate action - referral to an alternative service may be more appropriate. Once it has been established that referral to the Emergency Department is necessary, the referral letter and investigation results should be sent in with the patient and / or faxed through to the Emergency Department (Fax number: 9431 3711).

URGENT PSYCHIATRIC REFERRALS (*ALSO SEE MENTAL HEALTH SERVICES*)

Urgent referrals - for consumers experiencing a psychiatric emergency requiring urgent assessment: **Alma St Triage 7am-9pm** Tel 9431 3555 Fax 9431 3479 (if medically compromised, refer to the ED). Please FAX a referral, and telephone; DO NOT send the patient until assessment time has been agreed with Triage.

South Metro MHS Community Emergency Response Team (CERT) 3pm – 8:30am after hours responses to mental health emergencies/crises in the South Metropolitan region. Referrals via the Mental Health Emergency Response Line (MHERL), Tel 1300 555 788; Peel 1800 676 822). The MHERL will provide initial triage assessment and referral to the appropriate district CERT.

ADDITIONAL INFORMATION

Letter to the GP

An emergency department discharge letter is generated, some of it automatically, with each presentation. Depending on the complexity of the patient's condition and necessity of follow up and/or further action, this letter will be manually adjusted to reflect the requirements.

Default action is a fax of this correspondence to GP, where patients nominate a GP and agree to faxing of clinical details.

A copy is given to the patient to take to their GP where the:

- referring GP supplies a referral letter;
- GP is being asked to undertake specific rather than general follow up; or
- patient is returning to another institution or nursing home.

Where possible, the letter may be faxed. In the event of a death in the department, the GP will be notified by phone or fax the next day, followed by a formal discharge summary.

Compiled by	Mr Jack Hodge HOD; Julie Skevington GP Liaison
Endorsed by	Mr Jack Hodge; Dr Andrew Waring
Issued	2000 Edition GP Handbook
Revisions	2003, 2006, April 2008
This version	October 2008
Revision	February 2009
Reference	ID: 17665 Document ID: 5168 Internet GP Handbook

