

PROCESS FOR REFERRAL FROM HOSPITAL TO POAC

IV therapy for Cellulitis, Dehydration or Hyperemesis to Urgent Care Clinic

Document the plan in the patient discharge summary (using the POAC EDS template where available). Detail the treatment that has been provided in hospital and outline further treatment required, clearly indicate this is a POAC funded patient. Ensure the plan is clear and concise for the patient and the facility picking up ongoing care. NB: *If the patient is unable to attend a community medical clinic and IV therapy is required in the home, call POAC to discuss **prior** to discharging the patient.*

Inform the patient when to next attend and provide printed list of the Urgent Care Clinics. The patient can attend any clinic, no appointment necessary. If they choose to go to their own registered GP, the patient should call ahead to arrange this. There will be no charge to the patient.

A POAC number is **not** required. The clinic the patient attends will generate this. POAC will cover all costs, including the initial consult. Transport to the clinic can be arranged where required, contact POAC to arrange.

Home Based Supports

To ensure safe and supported return to home, POAC can provide short term home supports (showering/dressing assistance, meal preparation, wellness check, medication prompting). Ensure all referrals for urgent assessment of ongoing care are completed prior to discharge.

To refer, complete the online referral form www.poac.co.nz or phone (09) 535 7218

Emergency Residential Care

In some situations, patients may require short term urgent care in a rest home or private hospital setting. This is available during business hours only and is usually for 2-3 nights, although extended care can be approved case by case. Ensure all referrals for urgent assessment of ongoing care are completed prior to discharge.

To refer, complete the online referral form www.poac.co.nz or phone (09) 535 7218

Transport

Transportation may be provided for POAC patients to attend urgent appointments or for transfer from hospital to POAC funded care facilities. Phone to discuss.

Home Based IV Therapy

This nursing service is available in some areas, it is dependent on the timing of doses. Phone to discuss options.

Community Ultrasound Investigations

POAC will coordinate and fund any **urgently** required ultrasound scans (where required within 24-48 hours). Ultrasound is only available Monday-Friday. It is important that the discharge summary includes a plan for management post ultrasound (return to hospital or GP follow up). Discuss this with POAC when referring.

Refer by faxing a generic radiology request form. Clearly outline the investigation type and a contact number for the patient and the referrer. The patient should have a copy of radiology form and discharge summary.

During business hours (8.30am – 5.00pm), follow up with a phone call to ensure receipt of faxed referral. POAC may be able to arrange an appointment immediately following discharge if required urgently.

After hours, provide the patient with POAC phone number and advise to expect a phone call the next business day with appointment details. The patient may contact POAC if they do not receive a phone call by midday.

Contact POAC

Further services may be available by contacting and discussing with the POAC coordination team. **Phone**

POAC (09) 535 7218. POAC is available 24 hours, however not all services are available at all times.

For further information regarding the POAC service, or to request training, contact Deanna Williams (Service Manager) by email deannaw@easthealth.co.nz or phone 021 665 521