



Welcome to the December edition of Alfred Health GP news

The Alfred Health GP Liaison Service will be closed from Saturday 21st December and re-open on Monday 30th December. We wish you all a happy and safe holiday season!

Please contact us with any queries on 9076 2620, or email us at gp.liaison@alfred.org.au

Top tips

This month's practice tip is from Luke Derriman, Nurse Practitioner from the Alfred Urology Service.



“Testing urine from an indwelling urinary catheter (IDC) which has been in situ for more than four days will most likely produce a result that has colonised the catheter, and not necessarily the patient. To properly test and treat suspected urinary tract infection in a catheterised patient, a sample should be collected from a newly inserted IDC. The patient should be treated with an appropriate antibiotic, and the catheter should once again be changed again toward the conclusion (generally with 48 hours of ongoing antibiotic coverage) of the antibiotic course to ensure recolonisation of the catheter does not occur.”

New Alfred Health Referral Guidelines – ENT, Vascular Surgery and Urology

Updated Alfred Health Specialist Clinic Referral Guidelines are now available for [ENT](#), [Vascular Surgery](#) and [Urology](#) on the Alfred Health website, which incorporate the recently released [Statewide Referral Criteria](#).

The Department of Health and Human Services has developed statewide referral criteria to assist GPs and clinicians referring patients to specialist clinics. These referral criteria have been developed to improve access to specialist clinics in public hospitals by improving the quality and appropriateness of referrals.

Additional information and support for referral and clinical management of conditions covered by the statewide referral criteria is available via Health Pathways and on the management of conditions covered by the statewide referral criteria are available via Health Pathways and in [Clinical Pathways the South Eastern Melbourne PHN website](#).

Important IT communication: Windows 7 end of Life

As of January 2020, Windows will cease to provide support for Windows 7 version. It is recommended that you contact your IT providers or support to ensure that the Windows 10 update

is undertaken in a way which minimises any downtime required, so that that all applications and settings are carried over to the new operating system without the need to reinstall.

At Alfred Health, we have successfully performed an in-place upgrade to Windows 10 on over 1500 computers. The advantage of this procedure is that “most” (about 99% for us) applications and user profile settings and other customisations have migrated.

Occasionally an in-place upgrade is not possible and you should ensure you have agreement with your IT Provider to re install the applications as soon as the computer has had Windows 10 installed. This may need prior communication with the application provider.

The best way to initiate this is to have a discussion with your IT Service Provider, and explain that you need to migrate to Windows 10 and that they need to minimise any downtime for your essential applications, which could include HotDocs, and Sent eReferral .

More information is available [here](#).

Victorian Integrated Care training resources

The Department of Health and Human Services is excited to launch the first of six online resources which extend the support available for those with a vested interest in implementing and supporting high quality integrated care in their local network. The resources are designed to be completed at a self-determined pace allowing you to learn gradually, reflect on your current health services and care provision, plan for any improvements and incrementally implement your learning as you progress through the resources. The resources can be accessed [here](#).

Integrated care community of practice events



The next series of Integrated Care Communities of Practice (CoP) will focus on **Social Isolation and ‘Social Prescribing’** with a panel discussion. There will also be time for wider audience discussion around challenges and wins, and an opportunity to network with health and social providers in the region.

As always this series of free events, held across the Alfred Health catchment area, are open to all health and social providers including general practice, council services, community services, community health, hospitals, dental services, mental health services, social services, social groups, exercise groups, home services, community pharmacies etc. Breakfast will be provided at the morning session and light refreshments at the evening session.

If you are unfamiliar with social prescribing you may like to view this YouTube video: <https://www.youtube.com/watch?v=HkBorjikoJk>

Details of the Community of Practice events are below. Please register via the link so we have accurate numbers for catering.

Stonnington, Port Phillip CoP Breakfast

Date: 25 Feb 2020

Time: 7am - 8.30am (breakfast)

Venue: The Vincent Albert Park, 111 Victoria Avenue, Albert Park

Register for catering purposes (nil cost): <https://www.trybooking.com/BGDQF>

Bayside Glen Eira CoP After hours

Date: 3 March 2020

Time: 6pm-8pm

Venue: Caulfield RSL

Register for catering purposes (nil cost): <https://www.trybooking.com/BGDQN>

Kingston CoP Breakfast

Date: 24th March 2020

Time: 7am-8.30am

Venue: TBC

Register for catering purposes (nil cost): <https://www.trybooking.com/BGDQW>

We are pleased to see many have already registered for the events, and we look forward to seeing you there!

GP Liaison Service at Alfred Health – we are here to help!



Our GP Liaison team –Tracey O’Connell (Victorian Integrated Care Model Project Manager/GP Liaison), Mandi Van Beveren (GP Liaison - EReferral), Dr Josie Samers (GP Consultant) and Amelia Matlock (eReferral Lead) – are here to assist you in navigating Alfred Health. Whether it’s a missing discharge summary, assistance with getting an outpatient appointment or suggestions on how we can do things better, we are here to help. Our office is attended from Monday to Friday; phone 9076 2620 or email us gp.liaison@alfred.org.au.

If you do not wish to receive this newsletter, please email us at gp.liaison@alfred.org.au