



COVID-19 Positive Care Pathways program

Fact sheet for clients

Purpose

This fact sheet about the COVID-19 Positive Care Pathways program (the program) is for people and their families who tested positive for coronavirus (COVID-19). It provides information about this new service, including eligibility and referral pathways.

What is the COVID-19 Positive Care Pathways program?

A selection of metropolitan health services, community health providers and regional health services deliver the program. All Victorians who test positive for coronavirus (COVID-19) are contacted by a triage and assessment (intake) provider for that geographic catchment. Where consent is provided, each case is triaged into one of three pathways (low, medium, or high severity) based on clinical risk, severity of illness and social needs. This ensures people with coronavirus (COVID-19) are able to move between care pathways depending on their needs.

The program aims to give all patients with coronavirus (COVID-19) access to high quality care and support at the right time and in the right setting. Care will ideally be provided in the home through telehealth or other remote monitoring platforms. If your clinical care needs are higher, you may need to access care through your local hospital, either in your home or as an inpatient. The COVID-19 Positive Care Pathways program will facilitate this level of care for you.

You will also receive access to the social and welfare supports you will need to isolate safely. The program can connect you with the right care to assist you to manage any other health or social needs you have. If you are unable to isolate in your home, COVID-19 Positive Care Pathways program will organise an assessment for you to access emergency accommodation.

Am I eligible?

All Victorians with coronavirus (COVID-19) are eligible to access the COVID-19 Positive Care Pathways program, except for residents of residential aged care facilities; Supported Residential Services and disability accommodation where those facilities are receiving care through an outbreak management response; or those in emergency accommodation supports.

How do I access COVID-19 Positive Care Pathways program?

Local health services and their community health providers are aware of people with coronavirus (COVID-19) in their areas. An intake centre will contact you within days of your positive test result to seek your consent to participate in the COVID-19 Positive Care Pathways program local to you.

If you change your mind or haven't heard from your local health service, please ring your regular doctor who can organise a referral to the COVID-19 Positive Care Pathway program in your area or coordinate your healthcare needs.

To find out more information about coronavirus and how to stay safe visit [DHHS.vic – coronavirus \(COVID-19\)](https://www.dhhs.vic.gov.au/coronavirus)

[<https://www.dhhs.vic.gov.au/coronavirus>](https://www.dhhs.vic.gov.au/coronavirus)

If you need an interpreter, call TIS National on 131 450

For information in other languages, scan the QR code or visit [DHHS.vic –Translated resources - coronavirus \(COVID-19\)](https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19)

[<https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19>](https://www.dhhs.vic.gov.au/translated-resources-coronavirus-disease-covid-19)



For any questions

Coronavirus hotline 1800 675 398 (24 hours)

Please keep Triple Zero (000) for emergencies only

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