

If the patient's care needs have become urgent, please call the Palliative Care registrar on call on 9076 2000.

To refer your patient to Specialist Outpatient palliative care clinics

Please send your referral to Alfred Specialist Clinics via **ConsultMed eReferral**. To log in or create a free [Consultmed account click here](#).

Alfred Health's preference is for all referrers to utilise eReferral; however, referrals can be sent via fax to (03) 9076 6938, or email to op.referrals@alfred.org.au whilst we transition our services to this secure platform.

Where appropriate and available, the referral may be directed to an alternative specialist clinic or service.

Please note a referral may be declined if it does not contain essential information required for triage, if the condition is not appropriate for referral to a public hospital, or is a condition not routinely seen at Alfred Health.

The clinical information provided in the referral will determine the triage category. The triage category will affect the timeframe in which the patient is offered an appointment. Waiting times to scheduled appointments vary across clinics and are impacted by factors including clinic demand, capacity and staffing. You can view waiting times to scheduled appointments for urgent and routine referrals [here](#).

The following patients are not routinely seen at Alfred Health:

- Patients who are already linked with another palliative care physician or clinic.
- Patients who are not known to or undergoing treatment at Alfred Health - consider referral to the relevant Community Palliative Care Service. Please contact our triage nurse on 0447032131 if you would like to discuss this.
- Patients with chronic, non-malignant pain are usually not suitable for review in the Palliative Care clinic. Please contact our triage nurse on 0447032131 if you would like to discuss this.
- Children under 18 years of age are generally not seen at The Alfred. If you are referring a patient under the age of 18 please visit the [Victorian Paediatric Palliative Care Program](#) website.

Specialist Clinic Referral Guidelines

PALLIATIVE CARE

Please include in the referral:

Demographic details: <ul style="list-style-type: none">• Date of birth• Patient's contact details including mobile phone number• Referring GP details• If an interpreter is required• Medicare number	Clinical information: <ul style="list-style-type: none">• Reason for referral• Duration of symptoms• Relevant pathology and imaging reports• Past medical history• Current Medications
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Please note: As our clinics are small we may call you regarding your referral to facilitate appropriate timing of review.

For urgent advice on a symptom control matter please call the Palliative Care Registrar via switchboard 9076 2000. After hours the covering registrar may be contacted via switchboard 9076 2000.

Community Palliative Care Services – Alfred Health does not have a community palliative care service. You can refer directly to community palliative care – refer to Palliative care Victoria website to find the right service – www.pallcarevic.asn.au
If you need assistance, call our triage phone 0447 032 131.

Resources

[Alfred Health Palliative Care](#)

[Palliative Care Victoria](#)