

## GENERAL PRACTICES AND HOSPITALS DELIVERING AS 'ONE WESTERN SYDNEY HEALTH SYSTEM' DURING COVID-19 PANDEMIC

**14 April 2020 – FOR IMMEDIATE DISTRIBUTION**

In an Australian first, WentWest, the Western Sydney Primary Health Network (WSPHN) has teamed up the Western Sydney Local Health District (WSLHD) to provide a seamless transition of services and management of COVID-19 patients in the community in record time.

Under the leadership of WentWest and the WSLHD, organisational and professional barriers have been removed in Western Sydney, allowing innovative platforms such as CareMonitor and Western Sydney HealthPathways to be repurposed to respond to the needs of the region.

If someone tests positive for COVID-19 in Western Sydney, a GP or a community health team (based in a hospital) will now use the same risk assessment tool in the same system (CareMonitor) to determine the best treatment plan. Depending on whether they are assessed as low, moderate or high risk they will then receive the most appropriate care with support from the general practice or hospital team.

CareMonitor's software platform has been specifically repurposed for COVID-19 patients and will use advanced algorithms that monitor patients' biometric data such as temperature, oxygen saturation, blood pressure and heart rate remotely as well as sending out COVID-19 specific questionnaires adapted from NSW Health and UK's National Health Service (NHS) guidelines to better monitor the patient's condition.

This new and innovative approach is being trialed this week and is hoped to slow the spread of COVID-19, alleviate hospital pressures for others in the community and allow patients to be supported while they receive the highest quality and most appropriate care in their homes.

To complement this new way of triaging COVID-19 patients, Western Sydney HealthPathways, an online manual used by clinicians to help make assessment, management and specialist request decisions for over 550 conditions has also risen to the cause.

In response to the pandemic, a dedicated COVID-19 package was developed in record time by WentWest and the WSLHD to provide Western Sydney GPs with the information they require in one easy to find location.



WentWest would like to acknowledge the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We value their culture, identity, and continuing connection to country, waters, kin and community. We would like to acknowledge and give our respect to Elders past, present and future. We are committed to making a valued contribution to the wellbeing of all Aboriginal and Torres Strait Islander peoples.

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Progressing Health Now. Western Sydney Primary Health Network is operated by WentWest.

# MEDIA RELEASE

“We have made it a top priority that the Western Sydney HealthPathways COVID-19 package was very quickly available to GPs as a source of truth advising on best practice, which is also helpful when extending to management of COVID-19 patients at home,” said WentWest Clinical Lead and Riverstone Family Medical Practice GP, Michelle Crockett, OAM.

WentWest CEO, Ray Messom praised this new approach to collaboration. “I admire general practice and specialist teams in Western Sydney – they are collaborative and always have the best interests of the patients at the front of their minds.”

“They have come together to deliver a high-quality clinical service with a constantly evolving evidence base in a matter of a couple weeks. This a testament to the system we have built here in Western Sydney where primary, community and acute care are co-designing the best models of care. This has always been the mission of WentWest, and it is great to see patients in Western Sydney benefiting from these innovations when they need it most”, said Mr Messom.

Visit <https://wentwest.com.au/covid-19> for more information about WentWest’s COVID-19 response.



#### FOR MORE INFORMATION

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