

TELEHEALTH FOR GENERAL PRACTICE



Supporting patients with Complex Type 2 Diabetes
Responding to the COVID-19 Pandemic





How to Book

General Practitioners (including Practice Nurses optional) can book a **Diabetes Management Case Conference** with the WSD Clinical team (including Endocrinologists, Senior Registrar, RMO and Diabetes Educator).

WSD Telehealth clinic bookings: 8670 0082

Email: wslhd-wsdiabetes@health.nsw.gov.au

**Telehealth Clinic booking availability: 9am-4pm Monday-Friday.
If a booking slot is available when you call, an immediate case conference can proceed otherwise a time can be arranged.**

The patient can be at the practice or on their home computer (with a video camera) or using their smart phone capable of video calls.

If you have any issues or enquiries, please call Prof Glen Maberly, Director WSD, on 0451 991 553 or Sumathy Ravi, Program Manager WSD on 0433 211 343.

Top of mind for us at Western Sydney Diabetes (WSD), and the world, is to mitigate the spread of COVID-19 in the community and manage diabetes during the current developments.

The immediate of our first phase, is to focus on flattening the surge and slowing the case doubling rate so the peak becomes a curve. We know the virus disproportionately impacts the health of older people, especially those that have heart disease, diabetes, respiratory illness or are immune compromised.

We recognise that our world has changed, and these changes will stretch far beyond 2020. For sure, COVID-19 will have a long legacy and we are likely to manage things differently in the future.

Our Diabetes Hotspot and COVID-19

WSD have acknowledged that we are in a diabetes hot-spot with at least 12% of our adult population has diabetes. We are here to work together as a team to support General Practice and the community, to better manage diabetes during this challenging time.

WSD has been working for some time to enhance the management of diabetes in patients attending General Practice or in the community; and better integrate care between the community and acute services. We have been engaging patients through outpatient clinics, Joint GP and Specialist Case Conferences (JGPSCC), forums, masterclasses and other events to 'beat diabetes together'.

Clinical engagement up to now has largely been face-to-face with patients, GPs, Practice Nurses and other healthcare providers. COVID-19 now demands a different approach where we need to protect healthcare providers, and scale our programs to support patients, GPs and their teams to better manage patients with diabetes and lower the risk of poor outcomes and death.

Telephone

GP SUPPORT LINE FOR URGENT PATIENTS

If you have an urgent situation related to diabetes management, especially if hospital admission may be required, talk with the Endocrine Registrar or Endocrinologist 24/7 on the **GP SUPPORT LINE** on **1300 972 915**. This service remains the same as it has been.

WSD Telehealth Service

We have moved all our WSD Complex type 2 Outpatient clinics at Blacktown Hospital to telehealth. All WSD Joint GP Specialist Case Conferencing from the Blacktown and Westmead Hospital teams are moving entirely to telehealth.

Telehealth will be run through **MyVirtualCare**, a secure online portal developed by eHealth NSW and the Agency for Clinical Innovation. This was originally due to be rolled out later this year for telehealth across the state but we are fortunate to be able to trial the platform.

To access **MyVirtualCare** call **8670 0082** and speak with the WSD Administration staff for a booking and send referrals to wslhd-wsdiabetes@health.nsw.gov.au

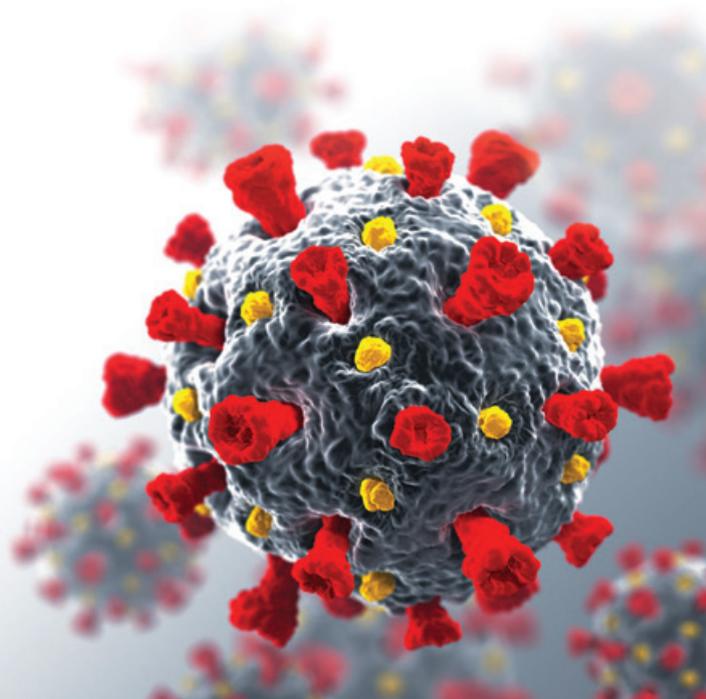
Appointment slots of 30 minutes are now available from 9am to 4pm Monday-Friday.

Our Admin staff will be available to explain the technical requirements and assist you to get on-line. We have tested the system and it works very well. Yes you can do it!

The First Appointment

All patients will commence the telehealth service as new referrals. This includes patients that have been cancelled from our clinics or have previously used Joint Specialist Case Conferencing. We are doing this because we are not able to see patients face-to-face. The first consultation in the new WSD Telehealth clinic will be conducted as a Joint General Practice Specialist Case Conference format. Please refer to the brochure attached for further information.

The GP (and optionally the Practice Nurse) and patient need to be on the Telehealth platform for the first consultation. From the Specialist team we will have an Endocrinologist (or Advanced Trainee Registrar) and Diabetes Educator on-line. For those who have had Case Conferences with our WSD teams this will be very familiar to you.



The patient can be in the GP's room at the Medical Practice or at home utilising video/audio on their preferred internet enabled device, including smart phones. Patients who need help with technology may need to be at the Medical Practice. Audio and visual elements to the appointment will assist diagnosis and engagement with the patient to the GP.

During the call we will develop a management plan and arrangement for on-going appointments or follow up support.

Some of the additional tools we are developing and may be able to offer patients during the call could include:

- If the patient needs further diabetes education or stabilisation, we can arrange follow-up Telehealth clinic bookings with our specialists and educators.
- For patients who will benefit from stabilisation of blood sugar levels, we can offer H2Sync App to be downloaded on their smart phone and we will be able to see their blood sugar profile from the cloud platform. We will be able to message the patient from this application.
- For patients who would greatly benefit from Continuous Glucose Monitoring (CGM), WSD will post an Abbott Flash sensor to the Medical Practice. This can be used to link with the patient's smart phone to enable real-time sharing of their blood sugar over two weeks.

- Following telehealth consultations we will be able to send patients a link to their phone or e-mail to access bundles of educational material using the GoShare Healthcare platform. These bundles were developed by WSD to allow mass distribution of diabetes education material using our '**Diabetes Together App**'. We expect this service to be available from March 27, 2020.

Billing

All first appointments will be conducted using existing Case Conferencing billing arrangements (see the attached brochure). They will all be conducted on Telehealth rather than face to face. MBS billing for GPs remains the same as outlined in the attached brochure.

Individual follow up consultations with patients will be using the new COVID-19 MBS item for telehealth.

We are all facing this unprecedented challenge together and learning new ways of working. No doubt there will be learning issues for us all as we make this new service immediately available. Please be patient and work with us as we deploy and enhance this service.

Please keep well.

Essential Referral Information

The following is essential referral information for the WSD Telehealth Clinic.
Please send a referral letter that includes this information:

Patients Details

- Name, address, phone and mobile number, DOB, Medicare number
- Indicate if an interpreter is required

Clinical Details

- Reason for the referral/concerns
- Duration of diabetes
- Current medication
- Allergies
- History and comorbidities
- Weight; BMI; BP
- Recent investigation and results: HbA1c; EUC; LFT; TSH; FBC;
- Fasting lipids; urine ACR

General Practitioner Details

- Name and practice
- Provider number
- Practice address, phone and fax number.

www.westernsydneydiabetes.com.au