

# Rozelle Total Health

Co-ordinated Care Clinic



Rozelle Total Health started its collaborative journey as an overwhelmed solo GP working in a sublet room.

Now we are more than 30 strong



We like to think of the Co-ordinated Care Clinic (CCC) as a Total Health Journey

The journey is for us as a practice and for each individual patient  
This may be the beginning of your journey



# Co-ordinated Care Clinics encourage

- Patient ownership of their health
- Proactive care
- A structured and systematic way to improve access to appointments
- Team care
- Happy patients
- Happy doctors
- A healthy bottom line

# Marketing to the team

- Reception-less urgent requests
- Nurses-more challenging work
- AHP –more involvement
- Doctors –more organised and financially rewarding
- Patients-many benefits

# Guacamole



# Patient Marketing

- Never run out of repeat scripts
- Always have current referrals
- Understand your health
- Set your own goals
- Have access to Allied Health Practitioner Medicare funded services
- Get an updated health summary and a PCEHR
- Have a co-ordinated team where you pick the team
- Have regular reviews by our Practice Nurse and your GP
- Be personally proactive with your health

## Chronic Health Care Clinics

Rozelle Total Health is committed to offering quality team care for those with ongoing care needs. We have designed a system to ensure the best possible health outcomes. Speak to your GP about joining our clinics.



**Rozelle  
Total  
Health**

Joining the CCHCs means you will:

- Never run out of repeat prescriptions.
- Always have current referrals for specialist appointments.
- Have access to all the Medicare funded services available for those with chronic or complex care needs.
- Get an updated health summary where you set clear goals with help from the RTH team.
- Have co-ordinated team care where you nominate your team.
- Have regular reviews by our Practice Nurse and your GP.
- Be personally proactive with your health.

Your GP will recommend the frequency of the clinic depending on your health needs. These appointments are designed to ensure all your ongoing care needs are met in a timely co-ordinated program. You are always welcome to arrange appointments outside this time to see your GP for your immediate health needs

My Clinic Appointments:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

# Doctor marketing





# The bottom line



# The bottom line

- GP Management Plan 721 =Fee: \$141.40
- Team Care arrangement 723=Fee: \$112.05
- Review of 721 or 723 =732 (x2)=Fee: \$141.30
- Case conferencing eg735=Fee: \$69.25
- Home Medication Review 900=Fee: \$151.75
- Health Assessment (eg75yrs +)707=Fee:\$263.55
- Practice Nurse 10997=Fee: \$12.00
- BB incentive 10990 =Fee: \$7.05 x no. items billed

# The patient controlled CCC folder

- A plastic sleeve folder
- DM management plan or Care Plan
- Clear goals and contact details of all team members on the TCA
- Copies of all results eg. Hba1c, letters from AHP and specialists
- A map of the year for recalls and request forms
- What do you need next time –please check your scripts and referrals?

# Your Journey

What will work for you is individual to your practice. There are no rules.



# Decisions



- When is the best time to run a clinic?
- Integrated or protected time?
- Patterns for booking-PN/GP times?
- Which team members are ready?
- Focus on one illness or multiple?
- What systems and processes do we need?

# Where to



- Believe in what you are doing
- Motivate the team-sell it
- Start small and watch the others follow
- Set up great systems-think about processes
- Good templates-worth any time you spend developing these or **STEAL SHAMELESSLY**
- Work on developing a sturdy recall system

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“ little ”  
by  
little,  
a little  
becomes  
**A LOT**

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TANZANIAN PROVERB

# Your journey

Setting goals is the first step in turning the invisible into the visible.

Tony Robbins

Good luck and enjoy the trip

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