## Rozelle Total Health

Co-ordinated Care Clinic



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

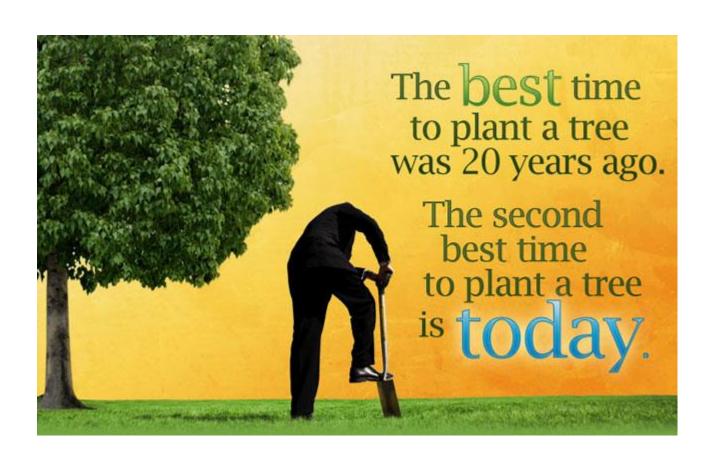
Now we are more than 30 strong



# 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

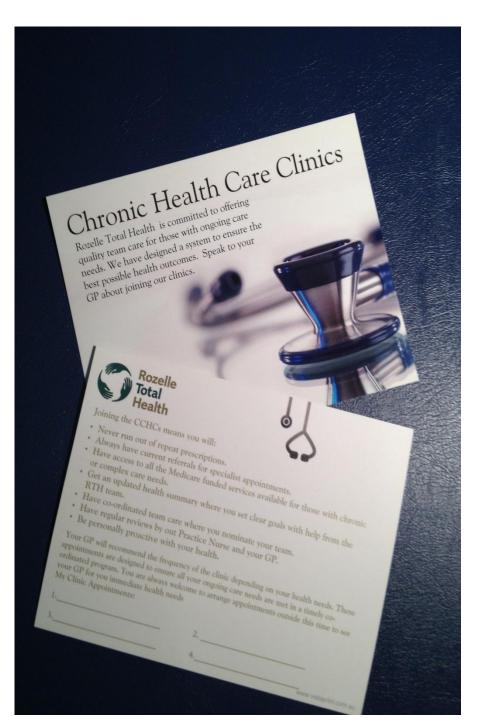
- Patient ownership of their health
- Proactive care
- A structured and systematic way to improve access to appointments
- Team care
- Happy patients
- Happy doctors
- A healthy bottom line

## 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

#### 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.



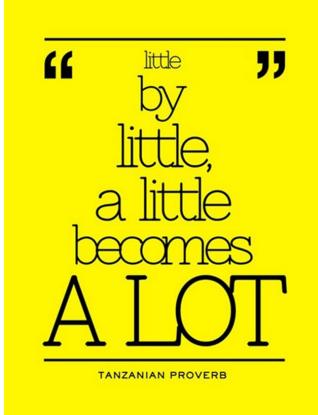
#### **Decisions**



- 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

- to start
- 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



#### Your journey

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

**Tony Robbins** 

Good luck and enjoy the trip www.rozelletotalhealth.com.au

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#### **Acknowledgements**

This program is funded by the Australian Government Department of Health

