

Telehealth Psychiatry Service (TPS) - FAQs

Commissioned by Central and Eastern Sydney PHN and delivered by Dokotela

Service:

The Telehealth Psychiatry Service delivered by Dokotela, is a free service commissioned by Central and Eastern Sydney PHN.

The Telehealth Psychiatry Service (TPS) provides free consultations with psychiatrists to people who are living with severe and complex mental illness in the Central and Eastern Sydney region, who due to socio-economic barriers would not otherwise be able to access a private psychiatrist.

Eligibility:

People living in Central and Eastern Sydney aged 18+ experiencing significant and complex mental illness, who face socio-economic barriers to accessing psychiatric consultations and are not currently engaged with public psychiatry services. Particular focus on under-serviced and hard to reach groups.

Clients seeking treatment for ADHD or suspected ADHD will be required to hold a current Healthcare concession card to be eligible (Health care card, Family health care card or Pension concession card).

TPS requires a new referral for clients for the first 3 appointments each year. Noting that after the third referral a new referral letter is not needed for another 12 months.

Please note, the PHN online referral form only needs to be completed once. All subsequent referrals can be sent as a GP referral letter direct to Dokotela via fax on (02) 8569 1844, email to cesphn@dokotela.com.au or via Healthlink EDI: Dokotela

Service delivery:

The service is delivered via telehealth through Zoom or CoviU secure video conferencing.

This is available to take place at,

- Any GP practice in Central and Eastern Sydney
- The office of a psychosocial service provider
- Client's home (if appropriate based on the referral); or
- A teleconference hub. Hubs are designed for those in the community who do not have access to a smart phone/laptop or do not have the internet – or simply those that would prefer to access the service with the assistance of our care-coordinator who is co-located at the hub

Kindly note, GPs are encouraged to attend telehealth conferencing appointments via video conferencing. There are MBS items available for GP participation (see page 4).

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What is out of scope for referral and treatment?:

This service is for treatment only, request for form filling or report writing is not eligible. The TPS is not designed for Court Reports, NDIS or Disability Support Pension Assessments, RTA Forms or Workers Compensation reports.

The psychiatrist will write a detailed treatment plan after the initial assessment. With the psychiatrists permission the treatment plan may be attached as supporting evidence to an application for NDIS or DSP. To obtain a copy of the treatment plan the client must contact their referring GP and a request a copy be released to them. TPS is not an emergency or crisis service.

What is the collaborative model of care?:

The referring GP will remain the primary provider of patient care. The Psychiatrist will liaise directly with the GP via treatment plan, telephone and formal case conference sessions, if required. The psychiatrist will write the prescriptions. We encourage the GP to take over prescribing when comfortable.

If for some reason the psychiatrist has not provided the script, please kindly email our team at admin@dokotela.com.au and we will contact the psychiatrist and ask them to do so.

Dokotela GP Psychiatry instant messaging:

We have a group to enable asynchronous communication between GPs and our psychiatrists. GPs can ask patient specific questions such as, "should my patient take Seroquel BD or TDS" or more broad queries such as, "is Seroquel safe in pregnancy". This group can be used to ask anything that pertains to the patient, whether that be following up a script or querying a dosage, our psychiatrists are happy to answer any questions that come through this forum. If it cannot be answered via message the psychiatrist will try and arrange a time for a phone call to discuss further.

If asking a question in relation to a specific patient, please only include their initials and date of service with Dokotela (this ensures confidentiality is maintained).

To join the group, please email cesphn@dokotela.com.au with the GPs name and mobile number. The GP will need to download WhatsApp before we can send an invitation. This is an active group with many participants so GPs may like to silence notifications and read at their leisure.

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What are the frequency of appointments?:

Typically, the patient will have two appointments, comprised of an initial assessment and a follow-up appointment to review how the proposed management plan is working. If sooner or additional follow-ups are required these can be requested at any time by the referring GP or the clients support worker, noting the number of service sessions are entirely uncapped for the client.

Our Practice:

TPS is comprised of 35 psychiatrists and counting! – all with a vast range of prior experience and different subspecialties. Amongst us we have a broad reaching scope of practice, some examples include, psycho-geriatrics, perinatal psychiatrists and addiction specialists.

Many of our psychiatrists can also speak another language – or if they cannot speak the desired language, we can engage with the TIS interpreting service to arrange a free interpreter. The interpreter simply joins the telehealth session by video link.

How can I refer?:

Referrals can be submitted via the CESPHE Mental Health Online Service Referral Form, available here: <https://phncessub2ws.redicase.com.au/#!/referral/create>

Dokotela will then contact the client with information and to offer an appointment.

The following information is required, and if not submitted the referral may not be accepted:

- Current medication summary and response to past medications
- Patient medical history
- Patient psychiatric history including past admission discharge summaries or note there has been no admissions
- Correspondence from previous psychiatrists, or note there has been no previous psychiatric assessment

Who can I contact for more information about the Telehealth Psychiatry Service?:

Dokotela Specialists

P: (02) 8003 7668

F: (02) 8569 1844

cesphn@dokotela.com.au

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General Practitioner Case Conference Item Numbers

	MBS	Description
Organise and Coordinate a multidisciplinary case conference	743	Attendance by GP, where the conference time is at least 40 minutes
Participate in a multidisciplinary case conference	758	Attendance by GP, where the conference time is at least 40 minutes

These services are for patients who:

- Have at least one medical condition that has been (or is likely to be) present for at least six months; or is terminal.
- Require ongoing care from a multidisciplinary case conference team which includes; a medical practitioner, and at least two other members, each of whom provides a different kind of care or service to a patient and is not a family carer of the patient, and one of whom may be another medical practitioner. May include allied health practitioners; mental health workers; psychologists; registered nurses; social workers; home and community service providers, or care organisers, such as: interpreters. Dokotela can organise free interpreters or engage our case coordinator.

This resource is intended to be for general guidance only. Health professionals are responsible for ensuring that appropriate MBS Items are billed, visit: www.mbsonline.gov.au