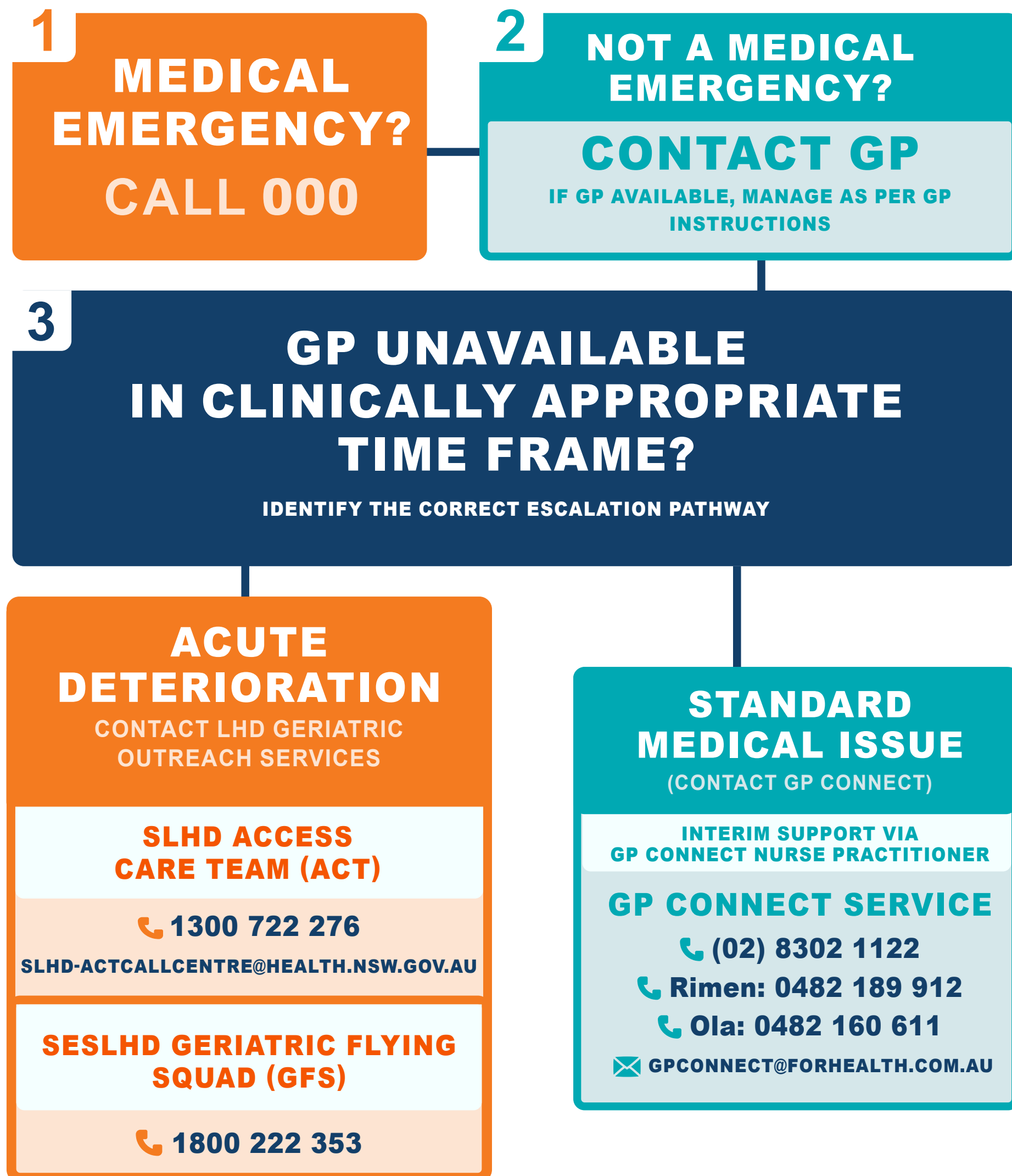


GP CONNECT: Care when your usual GP is unavailable

REFERRAL FLOWCHART



GP CONNECT:

Care when your usual GP is unavailable

WHAT GP CONNECT IS

GP Connect is a **time limited clinical support service** used when a resident's usual GP is **temporarily unavailable** at the time a clinical decision is required, and for limited, time bound support for residents without a regular GP.

The service provides timely access to a Nurse Practitioner as the initial point of clinical support to bridge short access gaps, supporting resident safety and timely decision making **without disrupting established GP-resident relationships**.

GP Connect provides:

- **Immediate clinical advice or limited prescribing** for a defined issue
- **Clear documentation** sent to the resident's usual GP
- **Explicit transfer of care back** once the issue is resolved

WHEN GP CONNECT MAY BE USED

The service may only be used **after reasonable attempts to contact the usual GP**, who **retains overall clinical responsibility at all times**.

GP Connect may be accessed **only when all of the following apply**:

- The residents' regular GP is **unavailable for a clinically appropriate timeframe**
- A **time-sensitive clinical decision** is required
- Hospital or ambulance escalation is **uncertain or feels disproportionate**

Typical scenarios include:

- **Urgent medication issues requiring same day action**
- **Short-term changes in a resident's condition requiring advice such as acute pain, nausea and vomiting, symptom management and end-of-life care**
- **Discharge medication clarification where delays pose risk**

SCOPE

To protect continuity of care, GP Connect **will not**:

- Assume any ongoing GP care or replace any existing GP attendance arrangements for residents with a regular GP
- Provide routine reviews, chronic disease management, or care planning
- Deliver ongoing follow up beyond the immediate issue

NB: GP Connect can provide limited, time bound support for residents without a regular GP for up to 8 weeks while attempting to source a regular GP.

HANDOVER AND ACCOUNTABILITY

- A mandatory handover note is sent to the usual GP and the RACH facility for record
- All actions are documented as interim support only
- Care is formally transferred back once regular GP access resumes

BENEFITS OF GP CONNECT

GP Connect is designed to **reduce risk**, not replace care. **GP Connect steps in briefly - then steps back**. Its sole purpose is to support residents **until their usual GP is able to resume care**, and in doing so:

- Helps prevent unnecessary ambulance call outs and ED presentations
- Reduces medication related risks during access delays
- Supports timely, safe decisions without fragmenting responsibility