FLOW CHART – CASE CONFERENCE

Eligibility

Chronic/ terminal condition which has been present at least 6 months or likely to be Present for 6 months

Contact Patient

Contact patient to organise case conference
(either by telephone or use recall system to send letter)

Practice Staff

Arrange Patient Visit

Arrange time to discuss benefits of case conference with patient
Inform patient of need to discuss with other providers
Obtain & record patient consent

GP / Practice Staff

Prepare for Case Conference

Develop list of diagnoses/problems and identify patients health needs and goals
Identify other health professionals for case conference
Involve patient and/or carer in case conference where possible

GP

Contact Other Health Professionals

Telephone other health professionals to organise time for case conference; either by teleconference, face to face or video link (or a combination of these)
Arrange teleconference by phoning 1800 011 080
Advise other health professionals of teleconference time
Arrange face-to-face meeting time and place (from all those involved)
If appropriate, arrange Video link by phoning 1800 011 080
Advise other health professionals of video link time

Practice Staff

Conduct Case Conference

Confirm patient consent
Ensure 2 other health professionals are involved for whole of case conference
Outline purpose & goals of case conference
Outline patient's problems, identify needs and goals
Invite participants to contribute additional information
Identify care needs and outcomes to be achieved
Develop agreed management plan, identify tasks and allocate to team members
Schedule date to review achievement / goals reached

GP

Document Case Conference

Document date, time and place of case conference and details of participants

GP / Practice Staff

Write detailed summary of case conference

GP

Arrange for patient to sign copy of case conference
Send copy to patient and each health provider involved in case conference
Schedule a review – up to 5 times per year

GP / Practice Staff

Finalise Item Nos

Finalise MBS claim Item Nos: 740 - 765

Practice Staff