
Q&A Mental Health Multidisciplinary Services – Host Sites (PAC140) RFT

1. Question

Will case management software being used or will practices be expected to use their own?

Answer

CHN anticipates required case management software will be determined and supplied by the commissioned Hub service provider.

2. Question

Who will be the Hub provider

Answer

The Procurement to select a provider for the Hub is in progress.

3. Question

Scope of MDT providers - can include the potential list for employment from program guidance.

Answer

Eligible workers may include but are not limited to; social workers, occupational therapists, appropriately qualified counsellors and psychotherapists, mental health workers, nurses (including mental health nurses), First Nations practitioners, health workers and/or social and emotional wellbeing workers, and peer/lived experience workers (collectively referred to as 'mental health workers'). Please note the Hub will be required to employ the multidisciplinary practitioners.

4. Question

What are the referral requirements? Are patients required to have a Mental Health Plan from their GP? Can patients self-refer?

Answer

- Initially, potential program participants must be identified and referred by a GP, Nurse Practitioner or equivalent Practitioner working within a General Practice, Aboriginal Community Controlled Health Organisation, community health centre, or similar primary care setting.
- Additional referral pathways may be considered in the future in response to program operational needs.
- Program participants must have complex mental health needs.
- An IAR-DST assessment score between 3 – 5 is an eligibility requirement for referral to the program.
- Participants are not required to have a Mental Health Plan to access the program. However, many participants would have a Mental Health Plan and may utilise the Better Access Initiative alongside this program.

5. Question

Please confirm that the Hub will provide the multidisciplinary practitioner/s to the host site?

Answer

Yes, the Hub will be responsible for employing and managing the multidisciplinary practitioner/s and the Host will provide a consultation space for the multidisciplinary practitioner/s.

6. Question

Are appointments to be in person always or Telehealth is acceptable as well?

Answer

It is expected that most appointments will be attend by the participant in person. However, telehealth may be provided based on individuals' care needs.

7. Question

If we host a multidisciplinary practitioner/s 2 days a week but there are no patients booked to see them, is that ok?

Answer

Yes, the Host will not be responsible for ensuring that consultations are booked. However, please note the Host is required to accept bookings for their own patients, as well as patients referred to the program from other general practices. Accordingly, the Hub will work with the Host and communicate the patient lists/bookings

8. Question

- a. Who will manage bookings/appointments?
- b. If not us, how do we know whether there are patients booked with us?
- c. If we are to manage it, we will have to add the multidisciplinary practitioner/s on our Doctors list (via Hotdoc - online booking system) in order for patients to be aware of them. Is that the expectation?

Answer

- a. The Hub provider will be responsible for managing participant bookings/appointments.
- b. The Hub will communicate with Hosts to advise of their expected participant appointments for each session.
- c. The multidisciplinary practitioner/s would not be available on HotDoc as appointments would be scheduled by the Hub.

9. Question

From the webinar last Tuesday, you mentioned the various multidisciplinary practitioners that could potentially see patients. How do we know if the multidisciplinary practitioner is the suitable practitioner the patient requires for that appointment?

Answer

The Hub will book participant appointments with multidisciplinary practitioners relevant to the participants' clinical and non-clinical needs including location and availability. Referring GPs can liaise with the Hub to understand and recommend suitable practitioner types as necessary.