

EMERGENCY RESPONSE



Murray PHN is continuing to liaise with local health services, public health units and government agencies to coordinate effective measures and stay across health issues caused by the floods both now and in the longer-term.

Health services and their staff can access helpful information and resources listed below.

Emergency response

<p>Disaster Management HealthPathways</p>	<p>HealthPathways aims to guide best-practice assessment and management of common medical conditions, including when and where to refer patients, with guidance on what information is needed.</p>	<p>Login or request access:</p> <ul style="list-style-type: none"> • murray.communityhealthpathways.org <p>Direct pathway links:</p> <ul style="list-style-type: none"> • Preparing a General Practice for a Disaster - Community HealthPathways Murray • General Practice Management During a Disaster - Community HealthPathways Murray • Preparing Patients for a Disaster - Community HealthPathways Murray
<p>Emergency Response Planning Tool</p>	<p>The Victorian Department of Health is funding fully subsidised access to the Emergency Response Planning Tool (ERPT) for rural and regional Victorian general practices in 2022. The ERPT is managed by Healthpoint ANZ and was developed in collaboration with the Royal Australian College of General Practitioners.</p>	<ul style="list-style-type: none"> • murrayphn.org.au/erpt/
<p>Employee Assistance Program</p>	<p>An Employee Assistance Program (EAP) provides access to free and confidential assessments, immediate counseling and coaching services to help manage personal or work-related issues and prioritise mental health and wellbeing.</p>	<p>Call 1300 361 008 and quote <i>Murray PHN General Practice</i></p>
<p>Emergency Volunteer Register</p>	<p>Health professionals can register their interest in volunteering in an emergency.</p>	<ul style="list-style-type: none"> • murrayphn.org.au/emergency-volunteer-register/

Flood support

Health professional flood support	<ul style="list-style-type: none"> • murrayphn.org.au/servicefloodsupport/
Community flood support	<ul style="list-style-type: none"> • murrayphn.org.au/communityfloodinfo/
Mental health support	<ul style="list-style-type: none"> • murrayphn.org.au/wp-content/uploads/2022/11/focus-on-mental-health_V1.pdf

Infection, prevention and control

Infection Prevention Helpline service	<ul style="list-style-type: none"> • murrayphn.org.au/ipc/
Infection Prevention and Control information support and consultancy for ACCHOs	<ul style="list-style-type: none"> • https://youtu.be/V8IVy8gS3vM
Best practice infection prevention and control in community pharmacy	<ul style="list-style-type: none"> • https://youtu.be/RvO2UfkrZRw
Performing spirometry in primary care in the COVID-19 pandemic	<ul style="list-style-type: none"> • https://youtu.be/a0wyvc_Bog4
Enhanced PPE Bundles Available for GPs, ACCHOs and GPRCs willing to manage COVID positive patients face-to-face in the home.	<ul style="list-style-type: none"> • murrayphn.org.au/ppebundle/
VTPHNA webinar	<p>Learn how to explain the principles of infection control and chain of infection, define standard and transmission-based precautions, the importance of protective equipment and hygiene, plus how to handle sharps, spills and staff immunisation.</p> <ul style="list-style-type: none"> • vtpdna.org.au/news-and-education/online-learning/infection-prevention-and-control/

Digital health

Telehealth	Murray PHN's digital health team offers free setup for new healthdirect general practice Video Call users. For more information and support, e: digitalhealth@murrayphn.org.au	<ul style="list-style-type: none">• murrayphn.org.au/telehealth/
Provider Connect Australia	Provider Connect Australia maintains the accuracy of healthcare service and practitioner contact details. Healthcare provider organisations will soon be able to use Provider Connect Australia to change and automatically notify business partners of service delivery detail changes.	<ul style="list-style-type: none">• murrayphn.org.au/providerconnect/
My Health Record	Through the My Health Record system, authorised health care professionals can access timely information about their patients, such as shared health and discharge summaries, prescription and dispense records, pathology and diagnostic imaging reports.	<ul style="list-style-type: none">• murrayphn.org.au/my-health-record/
eScripts	Electronic prescriptions allow healthcare professionals to prescribe and dispense, and patients to claim medicines without the need for a paper prescription.	<ul style="list-style-type: none">• murrayphn.org.au/escrpts/
ePathology	Electronic pathology is the safe and secure exchange of pathology information between the requesting clinical software and the nominated pathology laboratory information system. By actively eRequesting via eligible laboratories, results can be shared directly with My Health Record by labs and viewed immediately by the health provider.	<ul style="list-style-type: none">• murrayphn.org.au/epathology/
eReferral	eReferral is a structured and encrypted electronic document that is sent electronically from one provider to another to facilitate a better exchange of information	<ul style="list-style-type: none">• murrayphn.org.au/ereferral/

For further information or support please contact your local [Quality Improvement Consultant](#), email: gpsupport@murrayphn.org.au or visit the general practice support page on our [website](#)