



# FREQUENTLY ASKED QUESTIONS

Murray HealthPathways is a localised, collaborative and structured approach to coordinating patient care between acute and primary health services.

## What is HealthPathways?

HealthPathways is a health system coordination process that brings together general practitioners (GPs), specialists and other health professionals to confirm optimal assessment, management and specialist referral decisions within a local context.

HealthPathways aims to reduce variations of care, particularly for patients with complex and/or chronic conditions and improve the quality and timeliness of referral processes and care coordination.

HealthPathways provides evidence-based best practice guidelines and local referral templates for clinicians. This results in a practical online manual used at the first point of care, primarily by GPs. Included are resources for the clinician, as well as educational resources for the patient.

## What are the benefits for patients?

- ✓ The right treatment and/or specialist care with shorter waiting times
- ✓ GPs can share patient educational resources aimed at self-management with patients

## What are the benefits for GPs?

- ✓ More efficient way to access assessment and management options to assist evidence-based medicine
- ✓ Locally relevant information
- ✓ Information on how to refer to local services

## What are the benefits for hospitals?

- ✓ Reduction in referrals to specialists for those patients who can be managed in the community
- ✓ Decreased waiting times in specialist clinics
- ✓ Improved referral information and diagnostics provided by GPs

## Who else is involved?

Murray PHN has partnered with five health services across our region: Albury Wodonga Health, Bendigo Health Care Group, Goulburn Valley Health, Mildura Base Public Hospital, and Northeast Health Wangaratta. Other hospitals, community health and private allied health and specialists are also working with us in the HealthPathways process.

## What is a Clinical Editor?

A Clinical Editor is a local, practicing GP who oversees the localisation of HealthPathways content. They research other Australian and New Zealand HealthPathways and evidence-based guidelines, and resources to identify what information is needed.

Clinical Editors complete the initial drafting of HealthPathways and collaborate with local specialists and other GPs in clinical work groups. Current Clinical Editors at Murray PHN are Lead Clinical Editor Dr Ann-Marie McKinnon, Dr Amy Greene, Dr Jaskarandip Singh and Dr Jayant Banerji.

## What is a Medical Advisor?

Medical Advisors are practicing GPs that have extensive clinical and educational experience. They work closely with our clinical editors to ensure the needs of general practice are being met. Murray PHN's medical advisors are Dr Susan Furphy, Dr Wendy Connor and Dr Philip Webster.



Leadership



Collaboration



Respect



Accountability



Innovation



## What is a Clinical Work Group?

A Clinical Work Group (CWG) consists of a team of approximately six subject matter experts. CWGs generally include GPs, specialists from regional hospitals and other relevant health staff. Work groups come together to discuss what is working well locally and where there are barriers for patients with specific conditions. They work collaboratively to localise HealthPathways.

## Who prioritises pathways?

Choosing the priority of pathways to be developed is based on population health data, Statewide Referral Criteria, and national and local health priorities. With this the HealthPathways team takes a pragmatic approach to the identification process, ensuring community and populations needs are met.

## How can I access HealthPathways?

All you need is an internet connection. All public and private health professionals working within the Murray PHN catchment area can receive no-cost access to the Murray PHN HealthPathways website. Access can be individualised, Automatic or provided via Intranet Key. You can contact our team for further information.

[Request to access Murray HealthPathways](#)

## What is the review process?

Every HealthPathway has a scheduled review between 12-36 months to ensure information stays evidence-based, in addition to updates made in response to clinical changes and user feedback.

## Can patients access HealthPathways?

Patients can only access resources with their medical professional at the time of consultation.

## How can health professionals get involved?

Murray PHN requires a range of GPs, medical specialists, nurses, allied health and other healthcare professionals with varying specialities to participate in our clinical working groups or as a Subject matter Expert.

Health professionals can provide feedback via the blue 'send feedback' button on each HealthPathways page to suggest topics for localisation and provide suggestions for improvements.



## Contact us

Email the Murray HealthPathways Team at [infohealthpathways@murrayphn.org.au](mailto:infohealthpathways@murrayphn.org.au) or call and ask to speak to a HealthPathways team member at the location nearest to you:

- Central Victoria (Bendigo VIC and surrounds) | 03 4408 5600
- Goulburn Valley (Shepparton VIC and surrounds) | 03 5831 5399
- North East Victoria (Albury NSW / Wodonga VIC) | 02 6041 0000
- North West Victoria (Mildura VIC /Buronga NSW) | 03 4040 4300

## For more information

Visit Murray PHN's website: <https://murrayphn.org.au/focus-areas/digital-health/healthpathways/>



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