

FREQUENTLY ASKED QUESTIONS

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

What is HealthPathways?

A practical online manual, which can be use at the point of care, providing evidence-based best practice guidelines, local referral templates and educational resources for clinicians and their patients.

HealthPathways is the result of 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 the local context.

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

What are the benefits for patients?

- ✓ The right treatment and specialist care with shorter waiting times.
- ✓ Educational resources that can be shared with patients to improve self-management of the condition.

What are the benefits for GPs?

- ✓ Efficient access to evidence-based assessment and management options.
- ✓ Locally agreed care pathways and 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 of the Murray PHN are Dr Amy Greene, Dr Jaskarandip Singh and Dr Jayant Banerji.



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, national and local health priorities, and 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 request free access to the Murray PHN HealthPathways website. Contact our team for further information or visit: <https://murray.communityhealthpathways.org/>

Can patients access HealthPathways?

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

How can I add my service to HealthPathways?

To have your service included on HealthPathways fill out the [Murray HealthPathways Service Referral Information](#) form.

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 as a subject matter expert. You can email the team to express your interest.

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

 **SEND FEEDBACK**

What is the review process?

Every HealthPathways 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.

How do I contact the HealthPathways team?

Email infohealthpathways@murrayphn.org.au

Or call your nearest office and ask to speak to a member of the HealthPathways team:

- 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

Where can I learn more?

Visit Murray PHN's website <https://murrayphn.org.au/healthpathways/>



Leadership



Collaboration



Respect



Accountability



Innovation