

Acute Demand Navigation Service Frequently Asked Questions

What is the Acute Demand Navigation Service?

The Acute Demand Navigation Service is an extension of the services provided by the Acute Demand Service. Where our traditional Acute Demand Service is focused on reducing hospital admissions, the Navigation Service has a focus on ensuring our communities have access to acute care as they need it. This involves a patient being triaged by a health professional, and then referred into the service if they do not need to be seen urgently. From there our navigators discuss other options available to the patient to ensure they get the best care for their needs. This may be a virtual consultation or an appointment with a physiotherapist or dentist for example.

What is the purpose of the Navigation Service?

There has been an increase in acute and semi acute presentations across the health system. The numbers presenting to our emergency departments and urgent care providers are higher (up to 25% some weeks) and general practice is working with high demand seeing patients with complex needs as well as those who are acutely unwell.

The aims of the Navigation Service are:

- Overall activity manages acute patient demand on the Canterbury health system, ensuring patients are getting care that is appropriate to their health needs.
- Supports and streamlines the patient journey, providing appropriate options to best meet their health needs.
- Increases the health literacy of our community on the health care options available to them including how to access care, how to use portals, virtual providers, self-care resources and so on.
- Provides learning back into the system for future development about how our communities access health care, allowing us to better understand the anecdotal feedback around access to care

How does the service work?

A key component of this service is the initial triage required to refer a patient into this service. A brief triage is required to ensure the patient does not need urgent or emergency care and can safely wait for a Service Navigator to contact them to discuss and guide them through their options.



TRIAGE

Patients will be triaged by a health professional from your team.

REFER

Patient is referred to the Navigation Service by the health professional by calling Acute Demand on **0800 111 900**.

CONTACT

Navigator gathers necessary information and contacts patient directly.

DISCUSS

Navigator will discuss treatment options that align with patient needs.

HEALTHONE

Navigator will update the patient's HealthOne record under "Encounters".

What hours does the service operate?

The Navigation Service operates 24 hours a day for referrals. If between 11pm-7am please leave a voicemail and our team will make contact with the patient during the day.

Why is this Navigation Service connected to the Acute Demand Team?

The Acute Demand Co-ordination team have a long-standing track record of coordinating acute demand care for patients and clinicians, including booking scans and appointments, arranging transport and social care. They are often troubleshooting around the edges of the traditional acute demand scope of “hospital avoidance”.

The Navigation Service within Acute Demand takes advantage of the already very skilled coordinators to “navigate” patients, the existing general practice relationships that have been developed over more than a decade, the well-known Acute Demand phone number for referrals (0800 111 900), and the support of the Acute Demand nursing and medical cover to assist the Navigators when needed.

Are Service Navigators clinicians?

Service Navigators are experts in guiding patients through appropriate pathways, allowing clinical staff to focus on providing patient care. They provide advice to triaged patients regarding alternative care options, which may include Allied Health or virtual options. It's important to note that Navigators are not clinical professionals, but experts in helping triaged patients find the best option to suit their needs.

What am I able to claim as a GP for this?

This service requires little input from your practice team and there is no funding for referring into it. If you have the capacity to undertake a brief triage this will help ensure your patient is accessing the care they need within the timeframe they need it, and assist in managing our acute and urgent care services. If you do not have capacity within your team to provide this triage, then we would encourage your general practice team to advise your patients to call Healthline (0800 611 116) rather than present acutely to a service. The team at Whakarongorau can triage directly into the Navigation Service.

What are the costs for the patient?

There are no additional fees or costs associated with referring into the service. However, patients may encounter fees for accessing specific care options beyond the Navigation Service, similar to fees associated with urgent care.

How will my patients who are referred into the service be managed?

We have sent all general practices an [Acute Demand Navigation Service Preference Form](#). This is designed to gather feedback from individual practice teams around their preferences for their patients, especially if they are referred into the Navigation Service by other providers such as St John or urgent care.

How will I know if my patient has used this service?

After connecting successfully with a patient, the Service Navigator will update the patients HealthOne record under ‘Encounters’.

Can you give me an example of how this will work?

Below are some common scenario's examples.

Scenario 1:

GP Practice receptionist is taking calls and they are fully booked – they can try and have the patient triaged either by a practice nurse or Healthline, and the patient can be then referred to the Navigation service from Healthline

Scenario 2:

A patient may be referred by Healthline after hours and is safe to wait and the Healthline's recommendation is to see their GP in next 1-2days. The Navigator will contact the practice in the morning to hand this patient over, and if the practice doesn't have capacity the navigator will arrange for the patient to be seen by UC or a virtual provider.

Scenario 3:

Ambulance may call the Navigation Service after hours with a patient with a toothache for example – navigator may help them be seen by a virtual or UC provider for pain relief, and also advise of the dentists with acute appointments, and even going through to book the appointment for the patient if needed.

How can I provide feedback on the Acute Demand Navigation Service?

For this service to make a difference we need to work together to best support our communities. To help us do this we have set up a feedback form to help us get an understanding of what is and isn't working.

You can access the Acute Demand Navigation Service Feedback Form [Here](#).

How long is the Navigation Service available?

The service is funded for the five months ending on September 30, 2023.

To make a referral:

 **0800 111 900**



24 HOUR
SURGERY