

Acute Demand Navigation Service - Guiding Patients to the Right Care at the Right Time.

Why are we doing this?

The purpose of the Navigation Service is to relieve seasonal pressures on the local health system, during winter months. Our goal is to ensure that patients receive the right care from the right place at the right time. Given the consistent demand across Primary Care, Urgent Care, and Emergency Departments, the navigation service aims to reduce the number of people seeking care from urgent care providers and increase health literacy among patients to encourage them to seek appropriate care options. The service is funded for the five months ending on September 30, 2023.

Referral Process

Canterbury based health professionals will have this information available through HealthPathways from 26th May.



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".

Acute Demand Navigators

The Navigation Service builds on the existing Acute Demand Service by utilising local knowledge and established relationships. Navigators within the service 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.

A Collaborative Service

By working together, we can effectively streamline patient referrals and ensure that individuals receive the most suitable care, benefiting both patients and the local health system.

Costs and Operating Hours

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

Partnering and Feedback

Healthcare professionals and service providers can partner with Navigation Service by referring patients to the service. We encourage proactive feedback from our partners to ensure continuous improvement of the service and will be seeking this from referrers as the service gets up and running.

For further information or inquiries, please contact Acute Demand Navigation Service.

To make a referral:

 **0800 111 900**