

What does 'enrolment' in the Wellness Clinic mean?

When you become enrolled in our Wellness Clinic, a change is triggered in the way services for you are delivered and funded. This is designed to support you as you progress through the stages of a condition, injury or event that is likely to impact on your health for at least 6 months.

Longer consultations are assigned with your Nurse and Doctor to plan, provide and coordinate care that responds to all of your health needs including social, lifestyle and self management.

Regular 3 to 6 monthly visits mean that we can provide greater coordination & collaboration of care with other referred services (for example, specialists, physiotherapists, podiatrists). We will also be able to proactively support you in reducing your risk of further conditions.

The Wellness Clinic aims to ensure people get the right care, at the right time, by the right team in the right place. This should assist you in maintaining your independence, feel supported in achieving your health outcomes and reduce the need for hospital visits.

All visits to nurses and GP's will be bulk billed for all participants.



What is the service delivery going to look like within the Wellness Clinic?



Contact: We will contact you within 3 working days of receiving notice of your enrolment to arrange an appointment with a nurse and GP.



Health Assessment: A "top to toe" health assessment will be performed with our practice nurse on enrolment. Any pathology, imaging or specialist referrals will be identified during the health assessment and completed by the appropriate health professionals.



Care Plan & Team Care Arrangements: Together with you, our Nurse and Doctor will make a plan to help you manage your condition and identify goals in achieving your desired outcomes, including relevant referrals to other practitioners. This is also an opportunity to develop the knowledge, skills and confidence to become an active partner in your health care and making decisions to take actions towards the results you want. From there we can help monitor and coach you towards those.



Case Conferencing: Health professionals involved in your care will review your progress and discuss suggested changes with you.



Reviews: We will initiate recalls every 3-6 months to proactively check whether things have improved or not and follow up any correspondence with other services. If needed alternative courses can be planned if no progress has been made.



Evaluation: Results will be progressively recorded against a set of outcome measures that are identified and targeted in your management plan.



Withdrawal: You may withdraw from the Wellness Clinic at any time. Please advise our staff if this is your decision.