NGS Footcare Program: Referral Pathway for NGS Personal Care Clients (August 2014)

DCW & client identifies issue

- Change in foot condition noted

DCW Action

- Complete *checklist for the identification of foot problems*
- Complete *NGSC Incident/Concern Form*

ALTERNATIVE: Client may choose to make appointment

Assessment Officer receives documentation

ACTION

1. Assessment Officer refers client to podiatry (EWHS or SRH) OR
2. Assessment Officer notifies case manager of change in client's foot condition OR
3. Assessment Officer advises clients podiatrist of change in client's foot condition

Forms SCTT via Connecting Care

OR Case Manger makes podiatry referral

Referral to Podiatrist

EWHS – received by Central Intake, INI completed & referral forwarded to Podiatry

SRH – received by Podiatrist

ALTERNATIVE Entry Point

Referral not made through NGS Footcare Program (eg. Self-referral, GP, Case Manger)

Intake/Podiatrist identify that Client receives NGS Personal Care Support

Appointment made

Podiatrist contacts client to make appointment

Client attends appointment

OUTCOME 1: No DCW support required

ACTION: Podiatrist advises NGSC that client attended podiatry

FORM: HACC/NGS Outcome of Referral

NGS informed of outcome

OUTCOME 2: Podiatrist recommends intervention that requires DCW support

ACTION – Podiatrist communicates client's support needs for footcare to NGSC/Case Manager

FORM – HACC Request for Personal Care: Footcare Support

NSC Implements podiatrist's recommendations

OUTCOME 3: Podiatrist recommends intervention that requires a handover before DCW can provide support

FORM – HACC Request for Personal Care: Footcare Support (Including date & time of appointment)

DCW accompanies client to a Podiatry appointment

ACTIONS - Podiatrists demonstrates & explains intervention to client & DCW

Communicates confirmation of DSW client specific training & recommendations to NGSC

FORM - HACC Request for Personal Care: Footcare Support

NGS Implements podiatrist's recommendation after DCW completes client specific training