



Artwork by Joy Cross.
"Rounding the family up
to go to the doctors, but
the eldest son doesn't
want to go."

Integrated Team Care / GP Fact Sheet

Care Coordination and Supplementary Services for Aboriginal and Torres Strait Islander patients in the ACT

Aboriginal and Torres Strait Islander people with chronic disease from your practice can receive help to manage their ongoing medical care through the Integrated Team Care (ITC) Program (previously known as Care Coordination and Supplementary Services).

Arranging and attending appointments, taking medication and understanding their chronic disease can be difficult and overwhelming for many patients.

The ITC Program is run by Grand Pacific Health (GPH), and funded by Capital Health Network through the ACT PHN programme. It provides eligible Aboriginal and Torres Strait Islander patients with a dedicated Care Coordinator to work closely with them, their GP, practice nurse, allied health practitioners and specialists that they need to access as part of their ongoing care.

How can the GPH Care Coordinator help?

- **Arrange the health services identified in a GP Management Plan (GPMP) or Team Care Arrangements (TCA)**
- **Organise patient transport for appointments**
- **Assist the patient to participate in regular reviews from their primary care providers**
- **Support the patient's adherence to treatment regimes (e.g. medication compliance)**
- **Support and encourage the patient and their family to develop self-management skills for their chronic condition**
- **Link the patient and family with appropriate community-based services providing support for daily living**
- **Negotiate specialist and allied health fees where affordability prevents access to service**

Contact: Grand Pacific Health (GPH)
Phone (02) 6298 2902
Fax (02) 6298 2982

Postal PO Box 1204, Fyshwick ACT 2609
Mobile 0436 189 481
Secure Messaging Argus.gphsouthern@gph.org.au

Who is eligible for the ITC program?

Aboriginal and Torres Strait Islander patients are eligible for the patient if they:

- Live in the ACT;
- Have a chronic medical condition which may include, but is not limited to, diabetes (including eye conditions associated with diabetes), chronic respiratory disease, chronic cardiovascular disease, chronic renal disease, mental health conditions, cancer and many other diseases and conditions; and
- Have a current GPMP or TCA.

What services can be funded?

The ITC Program can provide funding to assist patients to access medical specialists, allied health services and some medical equipment. Program funds are limited and not all requests for payments can be supported. Funds may be available for:

- Transport costs to attend appointments (where there is no local transport available or the cost is prohibitive for the patient)
- The 'Gap' between MBS rebates and private specialist or allied health provider fees
- Allied health provider fees (where MBS rebates are not available)
- Specific types of medical aids.

Program funds CANNOT be used to purchase services:

- To cover all follow-up care required by the patient
- When other publicly funded services are available in a clinically acceptable timeframe.

How are Program funds accessed?

ITC Program funds are accessed by:

1. Referral of an eligible client by their GP and an eligible GPMP or TCA.
2. The GPH Care Coordinator will assess the application using a comprehensive decision making framework for care coordination and fund allocation.

As program funding to support patient visits is limited, priority is given to the most urgent need.

How do I refer to the ITC Program?

1. Complete the ITC referral form available as a Best Practice or Medical Director template and send via Argus, OR complete the referral form available online (www.gph.org.au) and fax to the GPH care coordinator: (02) 6298 2982.
2. The patient's GPMP and TCA must also be attached to the referral form.

Care coordination contacts

- **Taylor Carriage is a Registered Nurse and current Care Coordinator for the program.**
- **Darcy Trindall is an Outreach Worker for the program, and also works with local Aboriginal and Torres Strait Islander communities to implement health promotion activities and engage with primary health care.**