

Silverchain provides a specialised service in metropolitan Perth, designed to reconnect and support vulnerable adults with ongoing health concerns to access the primary health care they need.

Primary Care at Home (PCAH) is a non-urgent service provided by nurse practitioners and registered nurses in a safe place, whether that be at home, a hostel, a community residential facility, or in a partner organisation facility. This service is provided at no cost to patients, as it is funded by the WA Primary Health Alliance.

Some of the common chronic conditions we treat as part of our PCAH service include anxiety, arthritis, chronic obstructive pulmonary disease, diabetes, depression, chronic pain, heart, and liver disease.

### Services we provide



Upon referral to our service, patients will be contacted within one week to arrange an initial assessment.

Our nurse practitioners and registered nurses will then provide integrated chronic disease care coordination which may include:

- a comprehensive physical assessment
- pathology tests and other investigations, including follow up of results if required
- diagnostics investigation/screening and follow up of results
- pharmacological and medication management when required

- case management, advocacy and health service navigation
- motivational interviewing, coaching and guidance towards developing their own self-management care plan
- health literacy and knowledge to self-manage their condition, and
- help to connect with and receive the services they need.

### Working with you



Our team works alongside other community organisations to meet the needs of individual patients.

This service specifically includes:

- linking the patient with a general practitioner (GP) if they don't have one and assisting them to build a lasting relationship
- high level advocacy, clinical discussions and collaboration with current providers and GPs for ongoing health management
- collaboration with the patients' community support workers to help them achieve their health outcomes, and to ensure they receive provide holistic care
- referrals and collaboration with other health providers to provide wrap-around support.

# Primary Care at Home

Information for referrers

## Patient profiles



Patients are typically aged 35 to 55. They may have had difficulty connecting with GPs, understanding health matters and medical information, or are simply disconnected from the health care system.

They may be vulnerable, have limited access to transport or unable to afford medical services. Cohorts may also include people of Aboriginal and Torres Strait Island descent, LGBTQIA+, and people who may have alcohol or drug dependencies.

## Patient eligibility

- Patients aged 18 years or over, residing in the Perth metropolitan area (from Two Rocks to Pinjarra and Wooroloo to the East)
- Have a diagnosed or suspected chronic condition (including physical and mental health conditions) or are at risk of developing one
- Are disengaged with primary care – i.e. do not have a GP or only sees a GP for prescriptions, and/or are reliant on drop-in services
- Are aware of and consent to, the referral to this service.

People receiving Home Care Package Level 3 to 4 are not eligible for this service.

## How to refer

Referrals can be received from any community organisation such as RUAH, Richmond Wellbeing, 55 Central and the Salvation Army. Referrals cannot be received from GPs, in-patient hospitals, or patients themselves.

To refer, download and complete the Primary Care at Home referral form available on our website at:



[silverchain.org.au/refer-to-us/western-australia/chronic-disease-support-services](https://silverchain.org.au/refer-to-us/western-australia/chronic-disease-support-services)

Send the referral form to us either via:

- fax to **1300 601 788**; or
- email [screferrals@silverchain.org.au](mailto:screferrals@silverchain.org.au)



You can also call **1300 300 122** and ask to speak to our Case Co-ordinator or Program Manager Primary Care and Chronic Disease, available 8.00am to 4.00pm Monday to Friday.

## About Silverchain

Silverchain is Australia's leading not for profit in-home and community care specialist. We provide health and aged care services to more than 115,000 clients a year, many of whom are living with complex care needs. We have been trusted by Australians to deliver individualised, safe, and expert care for almost 130 years.

We partner with our clients, governments, hospitals, and other health services to provide services in Western Australia, South Australia, Victoria, Queensland, and New South Wales.

**Our goal is to create a better home care system for all Australians.**

This information is correct as of June 2023.

## Contact us

**Silver Chain Group Ltd**

National enquiries: 1300 650 803

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[silverchain.org.au](https://silverchain.org.au)

Health. Human. Home.