



FAQ FOR GENERAL PRACTITIONERS

How will the HeadtoHelp mental health hubs work with general practice?

This is an additional service option to help you to manage the number of patients who are experiencing stress and anxiety at this time. The 1800 595 212 Intake service provides support for your patients, with the appropriate level of mental health care.

If you have a patient who needs support to get back on track, you can refer them to the free HeadtoHelp 1800 595 212.

How will HeadtoHelp be different to how I currently work with patients who may need ongoing mental health support?

The HeadtoHelp hubs' multidisciplinary teams of mental health workers, including psychologists, mental health nurses, social workers, and alcohol and drug workers, will coordinate with the patient's regular GP – or help them find a regular GP if they do not have one. The service is free to the consumer and it recommends low to high intensity service options for consumers depending on their needs from all parts of the mental health care system, state, Commonwealth and private.

All hub providers will be working in a collaborative care manner and will support you to determine the level of mental health support appropriate for your patient or consumer.

What health care services will be available at the HeadtoHelp hubs (eg psychologists, mental health nurses)?

As the hubs are scaled-up, each hub will have a multidisciplinary team from a variety of professional backgrounds delivering a range of service types. Hubs will have GPs and mental health workers, including psychologists, mental health nurses, social workers and alcohol and drug workers, who can support people onsite at a hub, through telehealth or referral to other services

The central intake will use the Initial Assessment and Referral (IAR) (see below) decision support tool. This tool was developed by the Commonwealth as a decision support tool for primary mental health evaluation.

- People with level 1 and 2 needs will be connected with existing lower intensity services.
- Those with Level 3 and 4 needs may receive care at the hubs, either onsite or through telehealth, or other more suitable services.
- Level 5 will be connected to specialist or acute mental health services, including into emergency care or into an area mental health triage.

Initial Assessment and Referral (IAR)

LEVELS OF CARE

Level of Care 1 Self Management	Level of Care 2 Low Intensity	Level of Care 3 Moderate Intensity	Level of Care 4 High Intensity	Level of Care 5 Acute and Specialist
<p>Typically no risk of harm, experiencing mild symptoms and/or no /low levels of distress- which may be in response to recent psycho-social stressors.</p> <p>Symptoms have typically been present for a short period of time.</p> <p>The individual is generally functioning well and should have high levels of motivation and engagement.</p>	<p>Typically minimal or no risk factors, mild symptoms/low levels of distress, and where present, this is likely to be in response to a stressful environment.</p> <p>Symptoms have typically been present for a short period of time (less than 6 months but this may vary).</p> <p>Generally functioning well but may have problems with motivation or engagement. Moderate or better recovery from previous treatment</p>	<p>Likely mild to moderate symptoms/distress (meeting criteria for a diagnosis).</p> <p>Symptoms have typically been present for 6 months or more (but this may vary). Likely complexity on risk, functioning or co-existing conditions but not at very severe levels.</p> <p>Also suitable for people experiencing severe symptoms with mild or no problems associated with Risk, Functioning and Co-existing Conditions</p>	<p>A person requiring this level of care usually has a diagnosed mental health condition with significant symptoms and/or significant problems with functioning.</p> <p>A person with a severe presentation is likely to be experiencing moderate or higher problems associated with Risk, Functioning and Co-existing Conditions.</p>	<p>A person requiring this level of care usually has significant symptoms and problems in functioning independently across multiple or most everyday roles and/or is experiencing:</p> <ul style="list-style-type: none"> • Significant risk of suicide; self-harm, self-neglect or vulnerability. • Significant risk of harm to others. • A high level of distress with potential for debilitating consequence.
Evidence based digital interventions and other forms of self-help	Services that can be accessed quickly & easily and include group work, phone & online interventions and involve few or short sessions	Moderate intensity, structured and reasonably frequent interventions (e.g., psychological interventions)	Periods of intensive intervention, typically inc. multi-disciplinary support, psychological interventions, psychiatric interventions and care coordination	Specialist assessment and intensive interventions (typically state/territory mental health services) with involvement from a range of mental health professionals

Australian Department of Health, National Initial Assessment and Referral for Mental Healthcare Guidance, 2019

Do I need to write a referral for my patients for this service?

No. In the first instance, please contact the HeadtoHelp hub via phone on 1800 595 212. Our mental health team may request further information to assist the consumer into the most appropriate care. If your patient is going to receive intervention in the hub, you will be contacted for further information and shared care planning

Will my patients need a mental health care plan to access HeadtoHelp services?

No, not in the first instance. However, should your consumer need a mental health treatment plan to access other mental services, a HeadtoHelp team member will be in contact with you.

What is the process if my patient has been directed by HeadtoHelp staff to another mental health care provider? Will this be reported back to me?

Yes, with consumer consent. The outcome of all your referrals will be communicated back to you.

Will support for my patient be face-to-face or is there an option for telehealth?

We will help to determine the level of care your patient needs – this may include online, telehealth or face to face options as suitable. Our face to face services will be held in a COVID-safe environment



Will I receive feedback on my patient's care from other providers?

Yes. We encourage the use of shared care plans through a consumer's mental health journey.

What hours is the hub available.

Primary Health Networks are taking a staged approach to ramping up local multidisciplinary teams within hubs over the coming months.

This is not a crisis service, so initially our services will operate during business hours 8.30 to 5pm Monday to Friday. Callers during business hours will be given the option of leaving a message and receiving a call back, while after hours callers will hear a recorded message with details of other appropriate services.