

## MENTAL HEALTH SERVICE BUSINESS RULE

### SESLHDBR/062

<b>Name</b>	Gower Wilson Memorial Hospital Lord Howe Island & South Eastern Sydney Local Health District Mental Health Service (SESLHD MHS) Pathway		
<b>What it is</b>	It is a guide to referral and escalation pathways for seeking specialist mental health clinical advice and/or arranging mental health admission within SESLHD MHS.		
<b>Risk Rating</b>	Low	<b>Review Date</b>	June 2029
<b>Who it applies to</b>	This business rule applies to all SESLHD MHS staff and the Lord Howe Island clinicians (Registered Nurses and/or General Practitioners) involved with Lord Howe Island residents or visitors who are experiencing mental health problems.		
<b>What to do</b>	<p>The Lord Howe Island (LHI) clinician identifies the need for specialist mental health clinical advice following comprehensive clinical assessment and medical review, including a detailed risk assessment (see <a href="#">APPENDIX A</a>).</p> <p><b>Business hours:</b></p> <ul style="list-style-type: none"> <li>• The LHI clinician contacts the SESLHD MHS Access and Pathway to Care Lead via mobile phone <b>0404 033 596</b> to communicate the requirement for specialist mental health clinical advice and/or transfer of a mental health client.</li> <li>• The SESLHD MHS Access and Pathway to Care Lead alerts the SESLHD MHS General Manager (or delegate). The relevant Site Executive at the identified venue is then contacted to support the request for higher level care and clinical/therapeutic/pharmaceutical discussion based on clinical need, site expertise and capacity.</li> <li>• The MHS Site Executive then alerts the Clinical Director/Duty Consultant (or delegate, including Medical Superintendent/Deputy Medical Superintendent). Depending on the required expertise, the task may be delegated to another Consultant Psychiatrist e.g. Early Psychosis, Perinatal Psychiatry or Duty Consultant.</li> <li>• The LHI General Practitioner contacts the Clinical Director or Duty Consultant Psychiatrist at the identified venue to support the request for higher level care and clinical/therapeutic/pharmaceutical discussion.</li> <li>• After clinical discussion between the LHI General</li> </ul>		

Practitioner and the Clinical Director or Duty Consultant Psychiatrist, the decision to transfer the person to a SESLHD MHS venue is made in consultation with the SESLHD MHS General Manager, SESLHD MHS Access and Pathway to Care Lead and Site Executive.

- Transfer dates, flight times and bed availability are then synchronised between the LHI clinician and the local site-based Patient Flow Manager.
- Contact details are to be exchanged between the sending facility, the escorting team and the receiving facility to enable communication.
- A comprehensive handover should occur as close as possible to the referred person departing the LHI facility. Handover is to include details of transport arrangements and expected time of arrival at the destination facility.

**After hours:**

- The LHI clinician identifies the need for specialist mental health clinical advice following comprehensive clinical assessment and medical review, including a detailed risk assessment. Where possible, requests should occur during business hours.
- In the **extraordinary event** (threat to life and/or safety to self or others) that the LHI clinician requires after hours assistance, the initial after hours point of contact is the SESLHD MHS General Manager.
- The General Practitioner contacts the SESLHD MHS General Manager via the routine SESLHD Executive on call (**02 9540 8866**) to communicate the requirement for extraordinary specialist mental health clinical advice and/or transfer of the person.
- The SESLHD MHS Director of Operations contacts the relevant Site Executive of the identified venue to communicate the request for higher level care and clinical discussion.
- The Site Executive (according to local provision) alerts the on call Consultant Psychiatrist and on call Psychiatry Registrar of the request by the LHI General Practitioner for higher level care and clinical discussion and/or transfer requirement.
- The LHI General Practitioner then contacts the on-call Consultant Psychiatrist of the identified venue to support the request for higher level care and clinical discussion.

	<ul style="list-style-type: none"> <li>After clinical discussion, the decision to transfer the LHI person to a SESLHD MHS venue is made in consultation with the SESLHD MHS General Manager, Mental Health Site Executive and the Duty Consultant Psychiatrist.</li> </ul>
<b>Factors to consider prior to transfer</b>	<p>It is essential that sufficient clinical, historical and risk information is communicated prior to transfer to ensure the transfer is appropriate, necessary, viable and in the person's best interests.</p> <p>In the <b>extraordinary event</b> of an involuntary transfer, direct counsel from the SESLHD MHS Clinical Director is required regarding navigating the process of transportation. Consideration must be undertaken to ensure appropriate transport options have been identified for an involuntary transfer, such as ambulance transfer i.e. Medical Retrieval Unit (MRU).</p> <p>The <i>Mental Health Act 2007</i> (NSW) (Sections 78, 80 and 81) must be acknowledged, particularly Section 78 – Notifications of Designated Carer.</p> <p>The temporary NSW accommodation requirements of the visiting next of kin/designated carer/escorting family members from Lord Howe Island are to be facilitated by the General Practitioner prior to transfer.</p> <p><b>Factors which may prevent, limit or defer transfer to a SESLHD MHS venue:</b></p> <ul style="list-style-type: none"> <li>The person is medically unstable, requiring urgent medical treatment.</li> <li>The person is exhibiting signs of delirium or overt confusion, or is manifesting a decreased level of consciousness.</li> <li>The person is intoxicated with alcohol or illicit substances.</li> <li>The primary diagnosis is dementia, developmental disability or traumatic brain injury (unless there is a significant coexisting psychiatric disorder).</li> <li>The person has a physical frailty that endangers his/her management in the mental health environment.</li> <li>There is nil acute capacity within SESLHD MHS.</li> </ul>
<b>When to seek further advice</b>	<p>Where disputes occur regarding higher level care and clinical recommendations or site acceptance for transfer:</p> <ul style="list-style-type: none"> <li>The LHI General Practitioner should contact the SESLHD MHS Clinical Director in order to negotiate a satisfactory solution.</li> </ul>
<b>Why the rule is necessary</b>	<p>This business rule is necessary so that SESLHD MHS may provide Gower Wilson Memorial Hospital with a pathway to obtain mental health service/support.</p> <p>Specifically:</p> <ul style="list-style-type: none"> <li>To ensure people are treated with dignity and respect.</li> </ul>

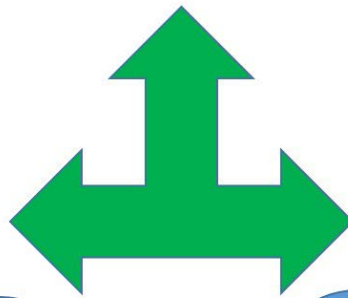
	<ul style="list-style-type: none"> <li>To ensure people receive care in the least restrictive environment, consistent with their needs and available resources.</li> <li>To ensure that sufficient information exchange occurs prior to the transfer of people and that both sites are in agreement regarding the transfer.</li> <li>To minimise preventable delays in communication and transfer.</li> <li>To provide a pathway for negotiation and resolution of disputes regarding transfer of people during business hours and after hours.</li> </ul>
<b>Who is responsible</b>	Responsible staff include all SESLHD MHS staff and the Lord Howe Island clinicians (Registered Nurses and/or General Practitioners) involved with Lord Howe Island residents or visitors who are experiencing mental health problems.
<b>Ministry of Health / SESLHD reference</b>	NSW Ministry of Health <ul style="list-style-type: none"> <li><a href="#">Mental Health Act 2007 (NSW)</a></li> <li><a href="#">PD2019_020 Clinical Handover</a></li> </ul> SESLHD <ul style="list-style-type: none"> <li><a href="#">SESLHDBR/033 On-Call Responsibilities for Mental Health Service Registrars and Consultants in Psychiatry</a></li> <li><a href="#">SESLHDBR/040 Clinical Handover for Mental Health Services (ISBAR)</a></li> </ul>
<b>Executive Sponsor</b>	Dr Nick Babidge, Clinical Director, Mental Health Service
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## Version and Approval History

Date	Version	Version and approval notes
June 2015	0	Marni Cudmore, SESLHD MHS Access and Service Integration Manager. Draft sent to SESLHD MHS Clinical Operations Managers, SESLHD MHS Service Directors and SESLHD MHS Access and Service Integration Team for comment with no revision.
August 2015	0	Endorsed by SESLHD MHS Clinical Council.
August 2018	1	Minor revision. Major review to be completed by February 2019. Endorsed by Executive Sponsor.
November 2018	1	Daniella Taylor, SESLHD MHS Access and Service Integration Manager. Minor revision relating to change of title from Chief Psychiatrist to Clinical Director and Patient Flow Manager to Access and Service Integration Manager. Change of risk rating from medium to low.
December 2018	1	Endorsed by the MHS Clinical Council
May 2019	2	Minor review. Risk rating changed from Medium to Low. Position title change from Chief Psychiatrist to Clinical Director and Patient Flow Manager to Access and Service Integration Manager. Approved by A/Director Operations, SESLHD Mental Health Service. Processed by Executive Services prior to publishing.
March 2024	3	Reviewed by Access and Pathway to Care Lead. Updated Operations Manager to General Manager. Updated referenced document links.
May 2024	3	Endorsed SESLHD MHS Document Development and Control Committee Endorsed by the Clinical Council
14 June 2024	3	Document published.

### Mental Health Need Identified

The Lord Howe Island clinician identifies the need for specialist mental health clinical advice following comprehensive clinical assessment and medical review, including a detailed risk assessment



### Business Hours

The LHI clinician contacts the SESLHD MHS Patient Flow Manager via mobile phone

**0404 033 596**

To communicate the requirement for specialist mental health clinical advice and/or transfer of a mental health client

### After Hours

*Extraordinary* event that requires after hours assistance

Event cannot await business hours contact

The General Practitioner contacts the SESLHD Executive on call via phone

**02 9540 8866** to communicate the requirement for extraordinary specialist mental health clinical advice and/or transfer of the person