

# General Program Information



The Melbourne Clinic

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## About the Program

The Outreach program provides mental health treatment through individual visits conducted in the home or community. The focus of this therapeutic support is to enable individuals to recover, develop coping strategies and stay well.

Community based treatment seeks to minimise the disruption that can occur in a person's day-to-day living by reducing the length and frequency of hospital stays or providing treatment at home as an alternative to hospitalisation.

Outreach clinicians also offer support to carers and family members when client consent has been granted.

Outreach services support a number of specialist inpatient and day programs provided by the participating hospitals, for example Eating Disorders, Anxiety and Depression, Aged Psychiatry and Mother and Baby treatment.

Outreach clinicians are highly skilled health professionals. They may be psychiatric nurses, social workers, occupational therapists or psychologists with significant experience in mental health.

The services of an interpreter may be used to assist people from a non-English speaking background.

## The Availability of Service

The Outreach Program is available to people referred through the following Healthscope psychiatric hospitals - The Melbourne Clinic, The Victoria Clinic and Northpark Private Hospital.

Once accepted, clients will have an outreach clinician appointed as their primary contact. This clinician will make contact to arrange a mutually convenient time for visiting, identify any additional support to be provided by the team, and liaise with the treating psychiatrist.

The Outreach Program operates from Monday-Friday during business hours. There is no service on public holidays. Occasionally early evening or early morning appointments are offered to meet specific needs such as meetings with family and carers and return to work support.

It is expected that each client has an after hours crisis or emergency plan which has been developed in conjunction with their treating psychiatrist.

## Assessment and Admission to the Outreach Program

Assessments of clinical risk and safety, together with the client's ability to work towards agreed goals, will determine their admission to the Outreach Program. The client is required to give informed consent to participate in the program and agree to meet any fees identified prior to the first Outreach visit.

## The Approach

A care plan will be developed with the patient and includes input from the treating psychiatrist and the outreach clinician. The plan is designed to set achievable goals, making them practical and attainable.

The care plan assists the client and their carer/s to

- Learn about the psychiatric disorder and ways to manage it.
- Identify stressors and signs of relapse and ways to protect against this.
- Enhance and maintain their life skills to promote recovery and function in their chosen pursuits.
- Assist the client to link to activities and services within their own community.
- Plan and manage discharge arrangements.

## Referral

For further information, please contact the Outreach Program on (03) 9420 9244

## Fees

Private health insurance is recommended. Funding may be provided by other agencies such as Workcover insurers and the Transport Accident Commission. Self funded clients are also welcome.