

Northern Adelaide Local Health Network

Medical Quick Access Clinics (QACs)

Quick Access Clinics, known as QACs, is a new general medicine service introduced by the Northern Adelaide Local Health Network (NALHN).

The initiative aims to enhance services provided by both the Lyell McEwin and Modbury hospitals' Outpatients Departments, and improve access for a distinct group of acute patients

What do Quick Access Clinics (QACs) offer?

Quick Access Clinics provide an alternative for medical patients who do not need to be seen at an emergency department, but cannot safely wait for an outpatient appointment.

Patients with complex presentations, who otherwise would have to attend multiple sub-specialist departments, can attend a Quick Access Clinic, as well as patients with undiagnosed conditions.

Patients can receive all the necessary assessments, tests and follow-ups in one or limited visits before they are discharged back to their General Practitioner (GP) or home with a management plan.

QACs have been developed to help reduce inpatient admissions and length of stay, as well as assist in decreasing emergency department presentations.

Patients will be seen by one of several experienced practitioners in the field of medicine, many of whom are dual-trained in various sub-specialities, or by one of the registrars under their supervision.

Who can access Quick Access Clinics?

Quick Access Clinics are a medical service for non-emergency patients and are available to general medicine patients only.

A written referral is required from the referring doctor.

Services are not currently available for walk-in or self-referrals, or for assessment

of patients with surgical, mental health, obstetric or paediatric (under 18 years) conditions.

QACs currently operate at both Lyell McEwin Hospital and Modbury Hospital.

Suitability for Quick Access Clinic review will be determined by the designated site registrar and/or a QAC consultant. An alternate pathway will be recommended if the patient is not suitable for these clinics.

GPs may be asked to complete some initial diagnostic evaluation prior to the appointment, at the request of the triaging registrar. Any relevant investigation results should be included in the written referral.

The rapid initial assessment will occur within 24 to 96 hours of referral from a GP.

Any patients needing emergency care should continue to present to an emergency department.

How to make a referral?

Lyell McEwin Hospital

GPs must fax Quick Access Clinic referrals to **8182 9615**.

These referrals will be clinically reviewed daily and patients will be contacted directly by Outpatient booking staff with an appointment.

If GPs are unsure if the patient meets the criteria for a QAC appointment, they can discuss the referral with the AMU Registrar on-call by phoning direct on **8282 0406**, or calling the Lyell McEwin Hospital Switchboard on **8182 9000**.



A follow up faxed referral must then be sent to **8182 9615**.

Modbury Hospital

All QAC referrals will first need to be discussed with the On-Call Medical Registrar via the Modbury Hospital Switchboard on **8161 2000**.

Once accepted, all verbal referrals to QACs must be followed with a written referral.

This should be faxed to **8161 2591**.

The Lyell McEwin Hospital and Modbury Hospital phone consultation service is only available Monday to Friday, between 8.30am and 4pm.

Clinic staff and times

Lyell McEwin Hospital

LMH Quick Access Clinics are staffed by the following consultants:

- > Dr K Taylor
- > Dr S Lath.

Clinics are held at the following times:

- > Monday & Thursday from 1pm until 4pm

Modbury Hospital

Modbury Hospital QACs are staffed or supervised by the following consultants:

- > A/Prof J McNeil
- > Dr W Cheung
- > Dr T Ho
- > Dr M Morton
- > Dr G Norton
- > Dr J Ninan.

Clinics are held at the following times:

- > Mondays & Wednesday from 2pm until 5pm
- > Tuesdays, from 9:30am until 11:30am

For more information

**Northern Adelaide Local Health Network
Lyell McEwin Hospital Outpatients Department
Telephone: 8282 0406
Fax: 8182 9615**

**Modbury Hospital Outpatients Department
Telephone: 8161 2000
Fax: 8161 2591**