



Referral Information for Hospitals

Who are The District Nurses?

The District Nurses, known as Hobart District Nursing Service Incorporated, is an autonomous "not-for-profit" organization. We provide general and specialist nursing care, personal care and home help to individuals and their families in their own home and in the community

What areas do The District Nurses cover?

The District Nurses primarily provides community nursing to the City of Glenorchy. The boundary extends from Creek Road to Granton, and includes Glenorchy, Moonah, Lutana, Goodwood, Montrose, Claremont, Chigwell, Rosetta and Collinsvale. This boundary is extended for our DVA and private clients.

Do The District Nurses offer a Veteran's Service?

The District Nurses are proud providers of Veteran Care services. The service is available throughout Southern Tasmania and undertaken by our experienced DVA team. Please call our office for more information. Phone: 03/6273 3000 Fax: 03/6273 3002

Who can make a referral to The District Nurses?

The District Nurses accepts referrals from a number of different sources:

- Hospitals
- Medical Practitioners
- Family
- Friends
- Client self-referral
- Other health and welfare services

Accepting a referral is dependant on:

- Client consent to the service
- Available resources
- Safety considerations

Referrals are to sent to Tasmania Carepoint who then assess the client by phone and then forward the referral onto the service provider.



What services to The District Nurses provide?

The District Nurses provides the following services:

- Home Nursing Care, or "in-home nursing"
- Wound Care and Dressing Management
- Medication Administration
- Post-Acute Care
- Health Promotion and Education
- Stomal Therapy
- Continence Management
- Diabetes Monitoring and Care
- Aged Care
- Palliative Care
- Home Help and Maintenance Service
- Personal Support
- Day Centre
- Assessment and Referral
- Care Management/Co-ordination
- Carer Monitoring/Advice/Support
- On-site Foot Clinic

How much do The District Nurses charge?

The District Nurses has remained a "private not-for-profit" organization. We do however provide services on behalf of the Government's 'Home and Community Care (HACC) Program. As such, our service is available to anyone who has a genuine need for home nursing care.

A fee is payable for services provided by The District Nurses. The fee structure is set by HACC. The current fee is \$5.00/visit up to a maximum of \$10.00/week. There are provisions in the Act to waiver all or part of the fees. The waiver process takes essential medical costs and living expenses into consideration. **No client is refused services because of an inability to pay fees.**

A fee scale is provided for Motor Accident Insurance Board (MAIB), workers compensation and private.

How do I refer my patient to The District Nurses?

Complete the discharge summary (as per your hospital/facility) form, ensuring all fields/pages are complete. The more information we have, the better we can plan service provision.

Fax the completed referral form and discharge summary to Tasmanian Carepoint.

Phone: 1300 769 699

Fax: 1300 721 611

Please make sure ALL pages are faxed.



When will the community nurse visit my patient?

On receipt of a referral The District Nurses will contact the client (your patient) to arrange a suitable time to visit. The community nurse will carry out a full health assessment and, in consultation with the client, develop a plan of care. The community nurse will attend to referrals to allied health and/or other support services where appropriate.

What if my patient has complex needs?

If your patient is likely to require complex nursing care and/or extra support to stay at home, it would be appreciated if you could provide this information on your referral form, with advance notification of hospital discharge. Complicated referrals may require multidisciplinary input and service coordination, so early discharge planning is paramount.

What if my patient requires medication administration?

If you need The District Nurses to administer medication (including the filling of dosette boxes), **a medical authority in the form of a DRUG CHART** is required. Please telephone our office staff to request a drug chart, and a District Nurses' drug chart will be faxed to you.

What happens if my patient is discharged on a Friday or at the weekend?

It is important to remember that referrals sent after 1200 hrs on a Friday will not be processed until the following Monday. As such, **any patient discharged on a Friday afternoon or weekend will not be able to receive home nursing until the following week.**

How do I contact The District Nurses?

Our office is open Monday to Friday between 0800 and 1630. A message service is available after hours, on weekends and public holidays, for urgent messages. Our contact details are as follows:

Address: [2 Birdwood Avenue, Moonah, 7009](#)

Postal Address: [PO Box 1025, Glenorchy, 7010](#)

Phone: [\(03\) 6273 3000](#)

Fax: [\(03\) 6273 3002](#)

Email: hdns@thedistrictnurses.org.au

Web site: www.thedistrictnurses.org.au