

SERVICES PROVIDED	WHO CAN REFER?	HOW TO REFER?	SERVICE LOCATION
<b>Austin Health – Medical Outpatient Clinics</b>			
Assessment and treatment of non-admitted (ambulatory) patients Staffed by medical, nursing and allied health For a full list of all the consultative outpatient clinics, refer to the GP access page of the Austin Health website: <a href="http://www.austin.org.au/">www.austin.org.au/</a>	Referrals by medical staff only	Phone: <b>9496 2900</b> Fax: <b>9496 2097</b> Email: <a href="mailto:gporeferral@austin.org.au">gporeferral@austin.org.au</a>  Outpatient GP liaison nurse - Ann Steven Phone: <b>9496 2533</b> Pager: <b>#1006</b> Email: <a href="mailto:gporeferral@austin.org.au">gporeferral@austin.org.au</a>	Austin Hospital campus: Level 3, Lance Townsend Building  Repatriation campus: Ground Floor, Tobruk Building
<b>Austin Health - Urology Nurse Consultants</b>			
<ul style="list-style-type: none"> <li>➤ Assessment of continence &amp; arrangement of prescription orders for continence aids</li> <li>➤ Coordination of the video uro-dynamics clinic and follow ups as required</li> <li>➤ Provision of diagnostic assessments such as voiding flow rates</li> <li>➤ Coordination &amp; management of intravesical therapies including:               <ul style="list-style-type: none"> <li>- Bacillus Calmette Guerin (BCG)</li> <li>- Dimethyl Sulfoxide (DMSO)</li> <li>- Mitomycin (MMC)</li> </ul> </li> <li>➤ Provision of education &amp; support to clients, families &amp; community providers</li> <li>➤ Liaison with community service providers – GPs, RDNS, Continence services</li> <li>➤ Assist, recommend or provide expert advice on urological management including:               <ul style="list-style-type: none"> <li>- intermittent self catheterisation</li> <li>- catheter &amp; drainage bag management (in dwelling and suprapubic)</li> <li>- artificial urinary sphincters</li> <li>- nephrostomy tube management</li> <li>- erectile dysfunction management</li> <li>- trial of void</li> </ul> </li> </ul> <p>The service is provided by Urology Nurse Consultants – Robyn Bolger &amp; Paul McGivern</p>	Health professionals Patients can also self refer  Patients do NOT need to have been an Austin Health patient	Phone: <b>9496 4915</b> Pager: <b>#2996</b> Monday – Friday (excl public holidays) Email: <a href="mailto:urologynurseconsultant@austin.org.au">urologynurseconsultant@austin.org.au</a>	Austin Hospital campus
<b>Austin Health – Sexual Health Service</b>			
<ul style="list-style-type: none"> <li>➤ Assessment/education/information on sexual difficulties/concerns to inpatients, outpatients and family members</li> <li>➤ Provision of equipment to patients with sexual difficulties</li> <li>➤ Provision of patient information on all areas relating to sexuality</li> <li>➤ Information/education on sexual health issues to staff/community providers</li> <li>➤ Assessment/discussion on issues impacting on self esteem and body image.</li> </ul> <p>Patients can be seen for multiple sessions Good links with psychology services at Austin Health There are no geographical boundaries, if patients are willing to travel The service is provided by Sexual Health Nurse Consultants – Thea Connor &amp; Sue Dickson</p>	Health professionals Patients can also self refer  Patients do NOT need to have been an Austin Health patient	Phone: <b>9490 7232</b> Pager: <b>#4871</b> Monday, Tuesday, Thursday, Friday Email: <a href="mailto:sexualhealth.service@austin.org.au">sexualhealth.service@austin.org.au</a>	Royal Talbot Rehabilitation campus
<b>Austin Health - Regional Continence Service</b>			
The Regional Continence service offers a multidisciplinary service to people with bladder or bowel dysfunction, including incontinence. Services provided include: <ul style="list-style-type: none"> <li>➤ comprehensive assessment</li> <li>➤ specialised investigations</li> <li>➤ individual treatment &amp; management plans</li> <li>➤ advice &amp; arrangement of continence appliances</li> <li>➤ In home assessments (<i>for frail aged clients that live within the LGA of Banyule</i>)</li> <li>➤ treatment such as pelvic floor exercises and bladder re-training.</li> </ul> <p>The service is for anyone over the age of 16 years. Clinical nurse consultants and physiotherapy staff are available. There are no geographical boundaries if patients are willing to travel.</p>	Anyone can refer, including self referrals.  Health professional referrals are preferred.	Referrals are made via the Aged Care ACCESS & Information service:  Phone: <b>9496 2489</b> Fax: <b>9496 -2613</b> Email: <a href="mailto:intake@austin.org.au">intake@austin.org.au</a>  General continence enquiries: Phone: <b>9496 2531</b>  Referrals should include the patient's medical history and current medications	Repatriation campus
<b>Austin Health - Endocrine Men's Health Clinic</b>			
Appropriate referrals include: <ul style="list-style-type: none"> <li>➤ endocrine care of men with prostate cancer</li> <li>➤ androgen deficiency/hypogonadism</li> <li>➤ other issues specific to men's health:               <ul style="list-style-type: none"> <li>- erectile dysfunction</li> <li>- cardiovascular risk assessments</li> </ul> </li> </ul> <p>The Men's Health Clinic is staffed by the following Endocrinologists: ➤ Dr Mathis Grossmann, Dr Katherine Bates &amp; Prof Jeffrey Zajac There is no geographical restriction for patients attending the clinic.</p>	Referrals by medical staff only	Phone: <b>9496 2444</b> Fax: <b>9496 2097</b> or  Further information can also be obtained by contacting Dr Grossmann via Austin Health switch on <b>9496 5000</b>	Repatriation campus - Endocrine centre
<b>Northern Health – Ambulatory Care Outpatient Department</b>			
Assessment and treatment of non-admitted (ambulatory) patients Staffed by medical, nursing and allied health For a full list of the medical speciality clinics & timetable, refer to the GP access page of the Northern Health website: <a href="http://www.nh.org.au/">www.nh.org.au/</a>	All health professionals GPs, External Specialists, HMOs, VMOs & allied health	Phone: <b>8405 8335</b> Fax: <b>8405 8761</b> Referrals to be completed on the Outpatient/Ambulatory Care GP referral form	The Northern Hospital
<b>Northern Health - BECC Continence Clinic: Continence Support</b>			
Assessment, diagnosis & management strategies to assist in bladder/bowel control For persons of any age (including Children's continence service) living in: <ul style="list-style-type: none"> <li>➤ Darebin</li> <li>➤ Banyule</li> <li>➤ Shire of Nillumbik</li> <li>➤ City of Whittlesea</li> </ul>	Anyone can refer, including self referrals.	Contact ACCESS BECC Phone: <b>9495 3109</b> Fax: <b>9495 3183</b>  Referrals need to be on the VSRF form & include patient's details; DOB; contact numbers, reason for referral, relevant test results, language spoken & consent for contact.	Bundoora Extended Care Centre campus

OTHER RELEVANT SERVICES					
<b>Continence Foundation Helpline</b>	<b>Victorian Continence Resource Centre</b>	<b>The Cancer Council Victoria</b>	<b>The Cancer Council Helpline</b>	<b>Prostate Cancer Foundation of Australia</b>	<b>Mensline Australia</b>
Free national helpline to provide resources and confidential advice from continence nurse advisors on managing bowel and bladder problems <b>Contact: 1800 33 00 66</b> <a href="http://www.continence.org.au">www.continence.org.au</a>	283 Cotham Road Kew <b>Contact: 9816 8266</b> <a href="http://www.continencevictoria.org.au">www.continencevictoria.org.au</a>	For information on cancer, its treatment & side effects, support services, medical terminology, and research <b>Contact: 9635 5000</b> <a href="http://www.cancervic.org.au">www.cancervic.org.au</a>	A confidential telephone information and support service where people can talk to cancer nurses about their concerns/needs, and can be provided with information on local services. Cost of a local call <b>Contact: 13 11 20</b>	This group can put men in touch with other men who have had prostate cancer through its extensive network of prostate support groups. <b>Contact: 1800 220 099</b> <a href="http://www.prostate.org.au">www.prostate.org.au</a>	An anonymous, professional telephone counselling service available 7 days/week Cost of a local call Can also provide support for sufferers, carers, the bereaved & their families <b>Contact: 1300 78 99 78</b>