

SERVICE NAME: McGrath Breast Care Nurse Service

DESCRIPTION:

The McGrath Breast Care Nurse Service provides physical care, psychosocial support, education and care coordination to breast cancer patients and their families. The service starts from diagnosis, throughout treatment (surgery, chemotherapy, immunotherapy, hormone therapy, radiotherapy) for curative for palliative intent and follow up services. This is a free service and there is no fee charged to the client (the letter sent out to client does mention fees so please inform the client there is no fee).

CLINICAL LEAD: Taryn Robinson

Contact details: taryn.robinson@basscoasthealth.org.au

Days of work: Monday Tuesday, Wednesday and Thursdays 9am to 3 pm

ELIGIBILITY:

As per all new referrals,

Includes those that;

- Reside in the [Bass Coast catchment area](#)
- Has a diagnosis or highly suspicious diagnosis of breast cancer
- Eligible at any point of the breast cancer diagnosis or treatment phases
- Can have multiple referrals or be existing patients of the Medical Oncology Clinic, the Radiation Oncology Clinic or the Breast Surgery Clinic
- Medically stable

Clinically recommended guidance for referrers is available through [Gippsland Pathways](#).

All referrals are acknowledged within 3 working days. Referrals are triaged for urgency by a triage clinician and a **referral outcome** is to be communicated within 8 working days of receiving a valid referral. i.e., if the referral has been;

- **Accepted and an appointment has been scheduled**
- **Accepted and the patient has been placed on a service waiting list**
- **Not accepted and the reasons why**

PRIORITY:

Emergency	Conditions requiring immediate emergency care. Acute referrals requiring same day assessment or admission. Recommend or contact '000' to arrange immediate transfer to emergency
Urgent	Assigned to patients that have a condition with potential to deteriorate quickly, with significant consequences for health and quality of life if not managed promptly. Aim to schedule an initial appointment within 7 days see program or discipline details below when this varies.
Routine	Assigned to patients when their condition is unlikely to deteriorate quickly or have significant consequences for health and quality of life if the specialist assessment is delayed. Routine appointments are scheduled (where possible) or transferred onto a service waitlist. Aim to schedule an initial appointment within 7 days see program or discipline details below when this varies.

REFERRAL

The **preferred mode** for external referrals to the Access Department is Fax; (03) 9102 5307. Internal referrals from within BCH can be sent via email (Access@basscoasthealth.org.au).

For further information on new referrals and services provided via the BCH Access Team on (03) 5671 3175 or by email to Access@basscoasthealth.org.au

Relevant referral form template guides:

[Ambulatory Care Referral Form \(MR-313\)](#)

[Self-referral form](#)

Referrals accepted from: (please select all that apply):

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Self-referral/responsible person | <input checked="" type="checkbox"/> GP | <input checked="" type="checkbox"/> Specialist |
| <input checked="" type="checkbox"/> Internal BCH medical staff | <input checked="" type="checkbox"/> Health Care Professional | <input checked="" type="checkbox"/> Caseworker |

INCLUSION: *Specialities, services and groups;*

- | | |
|-----------------|--|
| • Breast Cancer | • Breast Cancer in Palliative intent phase |
|-----------------|--|

DISCIPLINES/CLINICIANS:

- | |
|---------------------------|
| • Nursing |
|---------------------------|

REFERRAL REDIRECTION OR Addition:

Service Request	Redirect to
Referrals for clients over 65 years of age DO NOT need to go through My Aged Care.	Remain with BCH Breast Care Nurse.


SAFETY RISK SCREENING – RED FLAG CONDITIONS:

Red flags signal the most serious clinical risks and need for same-day assessment or admission

Presenting need(s) or conditions	Action
• Existing known clients with treatment complications such as diarrhoea and vomiting).	Assisted by the Breast Care Nurse to the right service option(s).
• Metastatic breast disease with intractable pain	Direct to nearest Emergency Department
• Fungating mass with haemorrhage	
• Post-surgical wound with dehiscence or sepsis	

TRIAGE:
Decision making scope

Access triage clinician	Speciality key triage contact
Access Team to register all new referrals after the Breast Care Nurse has contacted the client and arranged the first appointment.	Breast Care Nurse does not have a wait list and arranges their own appointments, then notifies Access of the need for MasterCare admission and messaging function.

Key contact/s for triage and escalation

Name: Taryn Robinson	Name: Outpatient Nurses
Email: taryn.robinson@basscoasthealth.org.au	Email: Outpatients.Nurse@basscoasthealth.org.au
Role: Breast Care Nurse	Role: Nursing

FUNDING/REPORTING: Individual appointments = Breast Care McGrath Foundation
Groups = SOCs NUR – BC (not relevant for Access Team)

Funding stream to report activity:

<input checked="" type="checkbox"/> SOCS	<input type="checkbox"/> SACS	<input type="checkbox"/> CH
<input type="checkbox"/> HCP	<input type="checkbox"/> HACC PYP	<input type="checkbox"/> CHSP
<input type="checkbox"/> TAC	<input type="checkbox"/> WC	<input type="checkbox"/> HACC NDIS
<input type="checkbox"/> Full cost recovery (other)	<input type="checkbox"/> NDIS	<input type="checkbox"/> DVA
<input type="checkbox"/> MBS	x Other	

Decision making for funding stream:

- ☒ Single source of funding available
 ☐ Multiple options – selection made as per funding prioritisation guide
 ☐ Other:

Software used for referral and activity reporting:

<input checked="" type="checkbox"/> MasterCare	<input type="checkbox"/> iPM	<input checked="" type="checkbox"/> SharePoint
<input type="checkbox"/> IRISi	<input checked="" type="checkbox"/> Liquidfiles	<input type="checkbox"/> Other

Discipline/Group: Nursing

Clinic Name: McGrath Breast Care Nurse

Key Contact: Taryn Robinson taryn.robinson@basscoasthealth.org.au

[State-wide Referral Criteria](#) applies to this condition ☒ Yes ☐ No

Brief description	When to refer (criteria)	Additional Information to be included in referral	Urgent	Routine
<ul style="list-style-type: none"> Breast Care Nurse Service provides physical care, psychosocial support, education and care coordination to breast cancer patients and their families. 	<ul style="list-style-type: none"> The service starts from diagnosis, throughout treatment (surgery, chemotherapy, immunotherapy, hormone therapy, radiotherapy) for curative for palliative intent and follow up services. 		<ul style="list-style-type: none"> Newly diagnosed patients 	<ul style="list-style-type: none"> Patient who has had surgery / treatment and transfer of care from one breast cancer nurse to another.

APPOINTMENT SCHEDULING INFORMATION

Clinician Specific Scope

Discipline/Group	Clinician	In scope	Out of scope	Comments
Nursing	Taryn Robinson	All clients who reside/work in Bass Coast Health catchment	Clients out of Bass Coast health	Will support a client with a highly suspicious diagnosis

CLINIC INFORMATION

Service	Location/s	Days	Appointments/ Schedule	Additional comments
Breast Care	<p>Appointments can take place in the client's home or in the clinic.</p> <p>The Clinician will decide location from the referral information.</p>	Mon – Thursdays 9:00am - 15:00pm	New/Review times are variable and dependent on client needs and phase of their care.	<ul style="list-style-type: none"> If a patient calls and needs to speak to someone urgently, Access Team to contact Breast Care Nurse Taryn Robinson via phone/email and ask her to contact the client as soon as possible. If it is a day Taryn Robinson does not work, Access Team will send her an email advising her of the clients call and provide client with the information below on other support services available: <ul style="list-style-type: none"> Pip Bells McGrath Telephone Support Nurse 1800 183 338 Monday to Friday 9 am to – 1700 pm Cancer Council VIC Trained Oncology nurse helpline 13 11 20 Breast Cancer Network Australia Telephone support line Breast Care Nurses – 1800 500 528 If Access process a referral for a client to attend the Medical Oncology Clinic, the Radiation Oncology Clinic or the Breast Surgery Clinic and client confirms they would like to see the McGrath Breast Care Nurse refer accordingly.

GROUP INFORMATION

Group Program	Location/s	Days	Appointments/Schedule	Additional comments
Nil				No groups post Covid 19