



GP Factsheet: Seeking clinical advice from EMHS for COVID-positive patients

This factsheet provides general information on how general practitioners can access **clinical advice** for COVID-positive patients who live within the East Metropolitan Health Service (EMHS), which comprises Royal Perth Hospital (RPH), Bentley Hospital, Armadale Health Service (AHS), Kalamunda Hospital and St John of God Midland Public Hospital (SJGMPH). Please only contact EMHS hospitals for patients who reside in the [EMHS metropolitan catchment area](#).

The **WA COVID Care at Home Service** delivers home monitoring care for COVID-positive people who require it due to having risk factors which put them at greater risk of requiring hospitalisation. Please [click here](#) for more information on the WA COVID Care at Home Service.

The **COVID Positive Home Visiting and Telehealth Service** supports the management of COVID-positive patients at risk of unnecessary hospitalisation who:

- live in residential aged care facilities (RACFs),
- live in licensed private psychiatric hostels (PPHs), or
- are experiencing homelessness or are street present who have alcohol and/or other drug related conditions and are isolating in State Quarantine Facilities (quarantine hotels).

Please click [here](#) for more information on the COVID Positive Home Visiting and Telehealth Service.

For COVID-positive patients residing in the [EMHS metropolitan catchment area](#):

Please first refer to:

- [HealthPathways: COVID-19 Assessment and Management](#).
- [Home-care guidelines for patients with COVID-19](#) (released by the Royal Australian College of General Practitioners)
- [COVID-19 information for Health Professionals](#) (released by the WA Department of Health)





EMHS Clinical advice on COVID-related health problems

1. How do I access COVID therapeutic advice for my COVID-positive patient who is not eligible for therapy via the PBS but may still be considered a high-risk patient?

Royal Perth and Bentley Hospitals	Please ring RPH switchboard on (08) 9224 2244, identify yourself as a GP and ask for the On Call Infectious Diseases Consultant .
Armadale Health Service and Kalamunda Hospital	Contact RPH (see above).
St John of God Midland Public Hospital	Contact RPH (see above).

2. How do I seek urgent clinical advice on managing COVID-related health problems for my COVID-positive patient?

Royal Perth and Bentley Hospitals	Please ring RPH switchboard on (08) 9224 2244, identify yourself as a GP and ask for the On Call Infectious Diseases Consultant or On Call Respiratory Registrar (based on symptoms of concern)
Armadale Health Service and Kalamunda Hospital	Please ring AHS switchboard on (08) 9391 2000, identify yourself as a GP and ask for the COVID Consultant of the day
St John of God Midland Public Hospital	Please ring the SJGMPH GP Hotline on (08) 9462 4222, identify yourself as a GP and ask for the COVID Consultant of the day

3. How do I seek clinical advice (including accessing social supports) on my COVID-positive patient who was recently discharged?

Call 13 COVID [13 26 843] for welfare and general/social support.	
Royal Perth and Bentley Hospitals	Please ring RPH switchboard on (08) 9224 2244, identify yourself as a GP and ask for the COVID Care Navigator
Armadale Health Service and Kalamunda Hospital	Please ring AHS switchboard on (08) 9391 2000, identify yourself as a GP and ask for the Duty Nurse Manager
St John of God Midland Public Hospital	Please ring the SJGMPH GP Hotline on (08) 9462 4222, identify yourself as a GP and ask for the COVID Consultant of the day



4. How do I access specialist care for my patient experiencing suspected post-COVID syndrome?

Refer to specialty according to symptom(s) of main concern via usual outpatient referral pathways.

EMHS Clinical advice on non-COVID-related health problems in COVID-positive patients

5. How do I seek urgent clinical advice on non-COVID-related health problems for my COVID-positive patient?

Royal Perth and Bentley Hospitals	Please ring RPH switchboard on (08) 9224 2244, identify yourself as a GP and ask for the relevant specialist team on call
Armadale Health Service and Kalamunda Hospital	Please ring AHS switchboard on (08) 9391 2000, identify yourself as a GP and ask for the MAU admitting consultant
St John of God Midland Public Hospital	Please ring the SJGMPH GP Hotline on (08) 9462 4222, identify yourself as a GP and ask for the relevant specialist team on call

6. How do I seek urgent clinical advice on geriatric-specific issues (e.g. delirium, agitation) for my elderly COVID-positive patient?

Royal Perth and Bentley Hospitals	Please ring RPH switchboard on (08) 9224 2244, identify yourself as a GP and ask for the On Call Geriatrician
Armadale Health Service and Kalamunda Hospital	For an elderly person living in a Residential Aged Care Facility, please ring the Residential Care Line on (08) 6457 3146 (8am-6pm, 7 days a week). For an elderly person living at home, please ring AHS switchboard on (08) 9391 2000 and ask for the Older Adult Liaison Service (Mon-Fri 8am-4pm). For out-of-hours enquiries, please ring AHS switchboard on (08) 9391 2000, identify yourself as a GP and ask for the General Medical Consultant On Call .
St John of God Midland Public Hospital	Please ring the SJGMPH GP Hotline on (08) 9462 4222, identify yourself as a GP and ask for the On Call Geriatrician





7. How do I seek clinical advice on end of life/symptom control for my COVID-positive patient?

Please ring the **state-wide Palliative Care Outreach Service** on 1300 55 86 55 (24 hour advisory service for doctors and nurses). Enquiries will be taken by a Palliative Care Consultant.

COVID-19 information for patients and visitors of Royal Perth Hospital is available [here](#), Bentley Hospital is available [here](#), Armadale Health Service is available [here](#), and St John of God Midland Public Hospital is available [here](#).

