

## North Shore Ryde Frequently Asked Questions

**Referral** – we provide priority to referrals received from North Shore Ryde Child and Family Health clinicians including Child and Family Health Nurses, Child and Family Speech pathologists, Child and Family physiotherapist and the Out of Home Care coordinator. If one of these clinicians initiates the referral, they will make a clinical note in your child's medical record. Otherwise, we request you forward a written medical referral provided from your child's usual medical practitioner specifying the reason for the referral.

**Who will be Seeing Me?** The Child and Family Paediatric Medical Service doctors all have paediatric experience. Our part-time staff includes a Community Paediatrician with Specialist Community Child Health qualifications and an Advanced Trainee Paediatric Registrar on rotation from Sydney Children's Hospital for 6-12 months. Your child will be seen by one or more of our doctors in medical appointments. Wherever possible, we will try to provide the same doctor through the episode of care. However because our doctors do change on a regular basis, this is not always possible. Our doctors document clinical notes in an electronic medical record so that all clinicians involved in your child's care have access to previous medical records and correspondence to assist with continuity of care at subsequent appointments. Our service is also associated with medical student teaching programs and a medical student may be present and assist during your child's consultations.

**Is There a Cost?** : Our services are provided to children who are eligible for Medicare. The service is a community outpatient service and there is no cost to the client.

**Is My Child Eligible for the Service?** : We accept new referrals for children aged 15 years and under, and are able to continue to provide subsequent medical consultations whilst your child attends school, up until 18 years of age. Referrals are accepted for medical consultations for developmental and behavioural concerns. This includes – severe speech and language delay, Autism Spectrum Disorder, ADHD, significant delays in learning, behavioural problems when there is an associated developmental concern, global developmental delay, toileting problems, early onset eating problems in children under 5 years, failure to thrive and obesity.

Our service will prioritise children referred by our internal Child and Family Health clinicians. We also prioritise children under 6 years.

Your child needs to live in one of the Local Government Areas for North Shore Ryde. Our Administration Staff will be able to advise if your residential address is eligible.

**How can I Request an Appointment?** Phone 9462 9200 and speak to a Child and Family Administration Officer. The Administration Officer will be able to access the electronic medical record if an internal referral has been provided by one of our Child and Family clinicians. Otherwise they will ask a number of questions to register your child and will then provide you with the details so you can forward the written medical referral. The administration officer will also send an intake questionnaire for all new referrals and as well if your child is under 6 years of age you will be provided with a developmental questionnaire to complete at home and return. In addition we do request if you have allied therapy reports, documentation from educational environments including long daycare, preschool, school and psychology reports including psychometric assessments that these be forwarded with the completed intake questionnaire and medical referral.

**Am I able to request medical appointments be provided by telephone or email?** Our service is not able to provide telephone or email consultations. Child and Family is not an accredited telehealth provider. All Medical appointments require the child to attend the medical consultation.

**How Long Should I Allow for my Appointment?** For a new referral, we conduct the initial medical consultation over 2 sessions. Please allow approximately 45 minutes for each session. Subsequent follow-up appointments are usually between 20-45 minutes.

**What Will Happen in the Appointment?** As this is a medical appointment for your child, we require your child to be present. The doctor will have reviewed any relevant information you have forwarded ahead of the first consultation, and then will discuss and take a medical history, undertake informal observations of your child in the consultation room, and undertake a physical examination.

**Who should attend the medical appointment?** Your child is required to attend all medical consultations. We also encourage parents as well as significant carers to attend medical consultations. We can assist with medical attendance certificates on the day. Please advise our medical staff in the appointment if you require this documentation to verify your attendance.

**Can I bring my other children to the appointment?** : We request that if you have other children in your care, that you make other care arrangements on the day of the appointment as it is preferable to only have the child referred for the medical appointment in the consultation room.

**Is my child required to be in the consultation room?** : Yes, as this is a medical appointment for your child, your child will be in the consultation room.

**Do you provide supervision for my child to leave the consultation room?** No, our staff are unable to provide supervision outside the consultation room. Child and Family waiting rooms and reception areas are unsupervised and your child/children are required to remain in parental/carer supervision in these areas at all times.

**If I Require an Interpreter Will You Provide One?** Yes. Please advise our administration staff at the time of referral of your preference. If an interpreter is required, it is possible for appointments to be allocated a longer time to allow for adequate time for discussion.

**Do you provide acute or urgent appointments?** Child and Family is a community outpatient service. The service is not able to provide acute or urgent medical appointments. If you have an urgent concern with your child, it is recommended that you seek review with your child's General Practitioner. If this is not possible and you are worried and require immediate support, please attend your local Emergency Department.

**Does my GP Receive Information Following my Appointment?** Yes. A medical letter is sent to your child's GP after the initial appointment/s. Our service recognises that your GP is your child's primary health care provider and will be able to assist you with implementing any recommendations following medical consultations. Our medical practitioners may also recommend that your child

accesses Allied health therapists as well as Psychologists/ Behavioural counselling to address the issues identified in the consultation.

Medicare has a number of programs that your GP can activate to assist you with ongoing management and to access Medicare rebates. Therefore your GP's involvement in implementing recommendations is very important.