



26 August 2022

Dear GP Practice teams,

As you would be aware, the Southern Adelaide Local Health Network (SALHN), and the broader health system, is currently experiencing high levels of demand for emergency services and is working extremely hard to provide timely and high-quality care under challenging circumstances.

Your continued support during this time is sincerely appreciated. If you could help us by ensuring Emergency Department referrals are for patients requiring management of acute health episodes that would be appreciated. If clinically appropriate, other avenues for care should be considered.

GPs, GP nurses and GP staff are now able to contact the SALHN “Out Of Hospital” Nurses (OOH), if they would like assistance in navigating the various Urgent and Acute care services that are now available (e.g. Priority Care Centre and My Home Hospital). The OOH nurses can be contacted on 0467 798 312, 7 days a week, 8am-4pm (hours may vary depending on staff availability). These alternative pathways to ED are an efficient one-stop point of care for referred patients and pathways are also in place should patients need on-referral to ED. A list of alternative urgent care services can be found [here](#).

Please be reassured that when you do need to refer your patients to SALHN Emergency Departments, that staff will continue to provide high quality care and are dedicated to doing this each and every day. Patients will continue to be triaged according to clinical priority when presenting, and every effort is made to ensure patients are seen as quickly as possible.

Improving access to SALHN services and reducing demand requires a whole of network response, not just the Emergency Department. SALHN is focused on improving the patient journey through our services from end to end and have a number of initiatives underway to address this.

We are grateful to have your assistance as we work together to provide the southern community with access to the care they need, when they need it.

Kind regards,

The SALHN GP Integration Unit

Please contact us at [Health.GPIntegrationUnit@sa.gov.au](mailto:Health.GPIntegrationUnit@sa.gov.au) to be added/removed to our mailing list or with any other enquiries. We welcome your feedback.

We acknowledge the Kaurna people are the traditional custodians of the Adelaide Plains and pay respects to Elders past, present and future. I recognise and respect their cultural heritage, beliefs and relationship with the land. I acknowledge that they are of continuing importance to the Kaurna people living today

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