

The EPC MBS items at a glance:

## Case Conferences

(Items 734 –779)

### **Purpose of case conferences**

*An opportunity for a GP to organise and coordinate a meeting, or participate in a meeting, with two or more allied health professionals or community service providers, in order to discuss and identify care needs of a patient with a chronic medical condition, or terminal illness*

*To provide GPs with the opportunity to shift short term episodic fragmented care to whole person care that is integrated with other health care providers*

### **Improvements for your patients**

*Minimisation of potential health risks and improved health outcomes such as quality of life and efficiency of care with more appropriate use of medication, home care and other services*

### **Who is eligible?**

- Patient of any age who has a chronic medical condition or terminal illness AND requires multidisciplinary care with at least two other key health providers
- Patient may be at home (community case conference), in hospital or day hospital (discharge case conference) or in an aged care facility.
- For details see current *MBS Schedule book* and *Supplement*

### **How often?**

- Up to five times per year for community case conferences
- Once for each hospital admission

### **How long does it take?**

- At least 15 minutes, often 15-30 minutes, can take in excess of 45 minutes

### **What MUST I do before beginning a case conference**

- Refer to the detailed step by step approach to case conferencing in the guidelines
- Identify and discuss benefits of case conference with patient
- Inform patient of any costs they will incur for the case conference
- Inform patient of need to share information with other providers; allow patient to specify any information they do not want shared
- Obtain and record patient's informed consent
- Develop list of diagnoses/problems and identify patient's health needs and goals
- Identify other participants/team members for the case conference
- Involve patient and/or carer in case conference where possible
- Prepare for and organise case conference

**What MUST I do during the case conference?**

- ∅ **Ensure that a minimum of three care providers are present for the whole of the case conference, either face to face, by telephone, by video-link or a combination of these**
- ∅ **Introduce participants, establish who will lead discussion, confirm patient's consent**
- ∅ **Outline purpose and goals of conference**
- ∅ **Outline patient's problems, identified needs and goals**
- ∅ **Invite participants to contribute additional information**
- ∅ **Identify care needs and outcomes to be achieved**
- ∅ **Develop agreed management plan, identify tasks and allocate to team members**
- ∅ **Arrange how and when the tasks will be reviewed**

**What should I do next?**

- ∅ **Prepare a written summary of the case conference and keep with the patient's record**
- ∅ **Discuss outcomes and recommendations from case conference with patient and carer**
- ∅ **Ask patient to sign the summary and give patient a copy**
- ∅ **Give each other provider a copy of the summary, identifying patient goals and their tasks**
- ∅ **Schedule date for review to assess achievement of stated goals**
- ∅ **Finalise Medicare Benefits Schedule claim**

**You may NOT**

- ∅ **Conduct a care plan and a case conference on the same day for any one patient**

**What MUST I do when contributing to someone else's case conference or discharge case conference**

- ∅ **Ensure patient has consented to the case conference and is aware of any costs involved**
- ∅ **Communicate with the professional preparing the case conference or discharge case conference either face to face, by telephone, by video-link or a combination of these (at least 10 minutes)**
- ∅ **Request a copy of the relevant part of the plan for inclusion in your patient's medical record**

**What documentation MUST I keep with patient's record?**

- ∅ **Evidence of patient's informed consent**
- ∅ **Documentation of date, time, place of case conference and details of all participants**
- ∅ **Detailed written summary of the case conference, signed by the patient**
- ∅ **Evidence that a summary of the case conference was given to the patient and each of the health care providers identifying patient goals and their tasks**

**Source: Adapted from RACGP 'Standards and Guidelines for the Enhanced Primary Care Medicare Benefits Schedule Items.'**