HARP Service Facilitation  
(Hospital Admission Risk Program)  
Referral Pathway

Who is eligible:
- At risk of presenting to the emergency department or have had a recent hospital admission
- Require support to address complex medical or psychosocial issues impacting on their capacity to manage health, engage with mainstream services and / or their risk of hospital re-presentation
- Live in the council areas of Moonee Valley, Melbourne, Moreland and those in surrounding areas who receive all their care from RMH
- Consent to receive service from HARP

Who is not eligible:
- Those eligible for community or specialist services (i.e. housing, mental health, drug and alcohol, case management providers) and who are able to engage in these services independently
- Those with urgent medical requirements or 24 hour support needs

HARP Service Facilitation
Operates from cohealth and is made up of Registered Nurses, with support available from an Occupational Therapist, Physiotherapist and Allied Health Assistant.

SFT services include:
- Intensive care coordination, assessment, advocacy
- Support during periods of diagnostic investigations, diagnosis confirmation, future health planning
- Education and monitoring of general health and engagement of planned discharge services
- Facilitating engagement with housing, employment, mental health, other specialist health services

Client characteristics may include:
- Poor engagement with hospital and primary care service systems
- Mental health issues (where the client is not eligible for specialist mental health services)
- Poor health literacy, decreased functional ability or impaired cognition
- Fragile support systems i.e. carer stress / socially isolated / lives alone / not coping
- Family disputes / domestic violence issues / family and community breakdown
- Financial disadvantage / insecurity, risk of homelessness, or living in insecure housing
- Drug and Alcohol problems, hoarding issues

Accessing the service

Wait times: Clients are contacted within 3 days of referral receipt, first appointment is within 10 working days
Cost: Nil
Referral: Fax your referral to the Direct Access Unit on (03) 8387 2217. Referrals to include: medical history, medications, current management plan and reason for referral. Refer to the HARP SFT Referral guide for details. Call HARP Liaison (03) 9342 4530 with any queries.
Website: https://www.thermh.org.au/health-professionals/clinical-services/community-services/harp-complex-care

Contact
HARP Service Facilitation Team Leader (03) 9448 6671 or 0425 854 442
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