The Alfred HIV Chronic and Complex Care Management

Alfred Pink Sheet

Alfred Red Contact Sheet

Integrated Care Program

Level 1: Chronic or advanced disease, palliative care, advanced disease, multiple co-morbidities; including D&A, psych, dementia. Complex health and social needs with a key feature of a public health risk or chaotic live. High level use of multiple health, social and community services.

Response: Requires a high level of support and coordination to access and engage in services. An integrated service approach is required with someone needed to engage them and coordinate or case manage their care. Care Plan and Case Manager or key contact required.

Level 2: Chronic or advanced disease, palliative care, advanced disease, multiple co-morbidities; including D&A, psych, dementia. Complex health and social needs with periods of or manageable levels of chaos within their life. High level use of multiple health, social and community services. Person is able to access services and coordinate their care with a level of independence.

Response: Requires a level of support to coordinate their care and ensure integration of care. Key contact and care plan required.

Level 3: HIV chronic illness which includes episodes of acute illness and/or toxicities. They may have complex health issues or co-morbidities. Psychosocial issues may exist but these do not impact on their ability to self manage their access health services or coordinate their own care. Intermittent support to coordinate aspects of their health or social needs may be required. Multiple services involved.

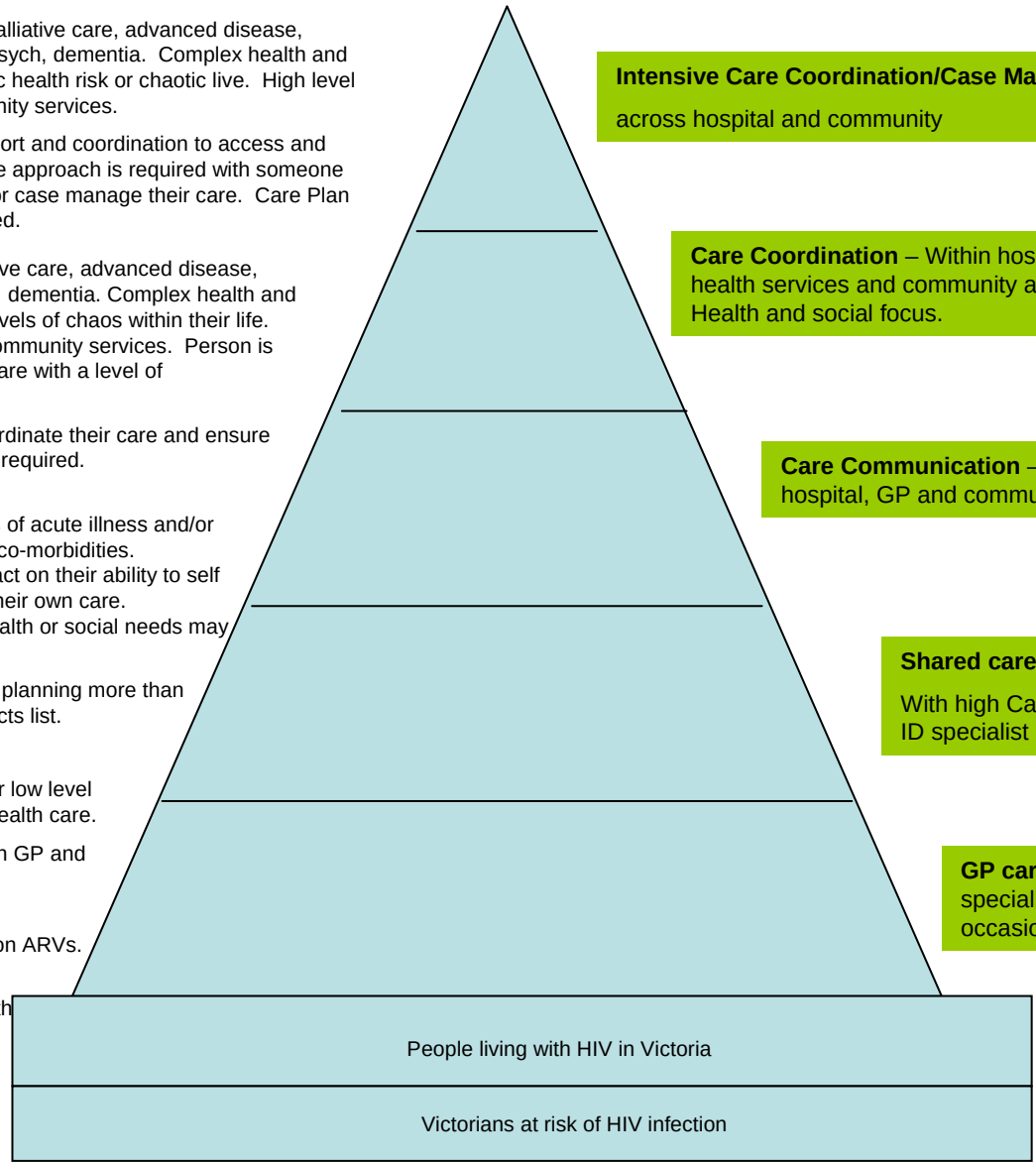
Response: Requires sharing of communication and planning more than coordination. Usually a key service provider. Contacts list.

Level 4: General good health. On ARV's. At risk of hospitalisation or limited access to hospital. Limited or low level of psychosocial issues. Independent with access to health care.

Response: Pink sheet. Communication. Link between GP and Specialist.

Level 5: Physically well with controlled virus. May be on ARVs. Limited social needs.

Response: Pink Sheet. Primarily managed by GP with involvement of specialist or hospital services.



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