*The EMR Alcohol and Other Drug*

***Service Coordination Project***

**What is the EMR AOD Service Coordination Project**

Alcohol and Other Drug (AOD) agencies across Melbourne’s Eastern Region (EMR) are committed to working together and engaging with other service sectors, to deliver the best possible care to our community. Over the last 3 years, the sector has therefore come together, through the EMR AOD Service Coordination project, to develop systems and practices that support improved access, continuity and coordination of client care. We have developed and implemented a range of new processes to ensure a consistent approach to service coordination across the sector. These include:

* **Streamlined referral processes** to ensure that clients can access services as quickly and easily as possible and that referrers are informed of the client’s progress
* **Early identification of clients’ treatment history** and engagement with other service providers

* **Timely communication** with other services involved in a client’s care
* Ensuring that when an inappropriate referral is received, the **client is supported to access the appropriate service** to meet their needs.

**What can you expect from us?**

* **When you make a referral** to an EMR AOD agency, we will send you a fax acknowledging that your referral has been received and actioned. Periodic updates will then be provided as the client progresses through the service
* **When we identify that we are working with a shared client** you will be notified that the person is enrolled in the AOD service and provided with the worker’s contact details. Upon discharge, you will be sent another fax including a brief discharge summary and follow up plan.

*Please note: The above practices are all conducted with consideration of the relevant Privacy and Consent Legislation and are therefore dependent upon receiving informed consent from the client.*

***How can you support effective service coordination for your AOD clients?***

In order to ensure that we can minimise the duplication of assessment (for both clients and staff), it remains our priority to ensure that we share relevant information across the client’s care team. You can assist by:

* **Providing the client with a copy of relevant information** (e.g. assessment, care plan or discharge summary) that they can take to other relevant appointments
* **Making assisted referrals** to the relevant agencies
* **Providing relevant handover information** in a timely manner. In order to support timely information sharing, EMR AOD agencies have introduced a ‘***Request for Information’*** template that includes details of the service that the client has been enrolled in, evidence of client consent to share information and details about the type of information we require to support their care. It would be much appreciated, if this could be actioned ASAP.

***To identify the appropriate AOD agency for your client, you can contact:***

**DirectLine:** 1800 888 236

**Drug and Alcohol Community Advisory Service (DACAS):** 1800 812 804