**Physiotherapy - Adult**

The aim of this service is

- To provide treatment for a range of acute and chronic injuries, pain or health conditions
- To assist clients to remain active in the community through self-management, education and advice
- To restore and maximise movement and mobility

Physiotherapy services can be either centre based or home based and can be delivered via a number of programs, including Domiciliary Care and Community Rehabilitation Program (CRP)

<table>
<thead>
<tr>
<th>Categories for Appointment</th>
<th>Clinical description</th>
<th>Timeframe for Appointment</th>
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</table>
| Category 1 - Urgent        | • Recent fractures of the upper limbs and lower limbs  
• Recent (<2 weeks) acute musculoskeletal injury – significantly impacting dependence (e.g. off work, requires maximal assistance to perform Activities of Daily Living (ADLs), unable to care for dependents because of this problem  
• Acute onset of dizziness (e.g. Acute onset of BPPV, labyrinthitis, vestibular disorders)  
• Significant deconditioning or exacerbation of pain/health that may place client at risk of further deterioration and hospital re-admission  
• Acute **neurological conditions** including stroke and neurological surgery and acute exacerbation of Multiple Sclerosis, Parkinson’s Disease  
• Cancer support  
• Recent onset of cognitive change with potential to impact on safety and independence  
• High falls risk >1 fall in past month  
• Refer to physiotherapist where cause for fall is known and not requiring geriatrician input and mobility assessment can be completed  
• Significant difficulty with personal ADLs | Within 2 weeks |
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<tr>
<th>Category 2 - Routine</th>
<th>Steady decline in any of the above conditions</th>
<th>Next available appointment</th>
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<tbody>
<tr>
<td>Emergency</td>
<td>N/A</td>
<td>Immediate via Emergency Department</td>
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### Eligibility Criteria

This service is suitable for individuals who:

- Are residents of the Frankston-Mornington Peninsula catchment
- GP referrals are required for some physiotherapy services and preferred for all
- Self-referrals to some physiotherapy services are accepted

### Exclusions

This service is unsuitable for individuals who:

- Are under the age of 5 years of age
- Women’s Health Physiotherapy for antenatal patients
- Children birth to school entry with significant developmental delay - ELMS (ECIS)
- DVA Gold Card holders whilst not excluded are entitled to unlimited private allied health services and are encouraged to use private services.
- Clients seeking service related to Work cover or TAC claims, whilst not excluded are able to access subsidized private services and should be advised of this option

### Alternative Referral Options

- Women’s Health Physiotherapy for musculoskeletal problems for all Peninsula Health Antenatal patients during pregnancy and up to 3/12 post- partum
  - Frankston Hospital  FAX 9784 7661  PH :9784 7455
  - Southern clients to Rosebud CRP FAX 5981- 2267
- Children birth to school entry with significant developmental delay - ELMS (ECIS)
- Children birth to school entry – Community Health Children’s Physiotherapy

### Clinic Information

Referrals via ACCESS Mon-Fri 08:30 -17:00

- **ACCESS Phone:** 1300 665 781
- **ACCESS Fax:** 9784 2309
- **ACCESS Referral Form**
The Physiotherapy programs are run at the following locations:

**Frankston Community Health**
Frankston Integrated Health Centre
Hastings Road
FRANKSTON 3199

**Hastings Community Health**
185 High Street
HASTINGS 3915

**The Mornington Centre**
Mornington Community Rehabilitation
24 Separation Street
MORNINGTON 3931

**Rosebud Community Rehabilitation**
1527 Point Nepean Road
ROSEBUD VIC 3939

**Golf Links Road Rehabilitation Centre**
125 Golf Links Road
FRANKSTON VIC 3199

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<tr>
<th>Minimum Referral Information Required</th>
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<tr>
<td>(Please note, cannot be processed if minimum information is missing)</td>
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</table>

- Referring practitioner name, provider number and signature.
- Date of referral
- Patient’s name, address, date of birth, Medicare number and phone number.
- Clinical details and reason for referral.
- Relevant medical history
- Medications
- Allergies
- Results of all recent and relevant investigations

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<td>This service is a fee for service arrangement. Clients who are on Home Care Packages 3 &amp; 4 will be charged a cost of $95.</td>
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