

## Shared Transfer of Care Method

	CONSULT	GATHER	ORGANISE
PREPARE	<ul style="list-style-type: none"> <li><input type="checkbox"/> Receive referral</li> <li><input type="checkbox"/> Verbal communication with referrer to clarify any questions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Any other information available</li> <li><input type="checkbox"/> Who else has been involved?</li> <li><input type="checkbox"/> Have previous assessments been completed, and can you obtain a copy?</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Make sense of the information</li> <li><input type="checkbox"/> Discover the story</li> </ul>
	CONNECT	GOALS	AGREEMENT
ENGAGE	<ul style="list-style-type: none"> <li><input type="checkbox"/> Connect with the person</li> <li><input type="checkbox"/> Discover the person's story</li> <li><input type="checkbox"/> Identify important relationships</li> <li><input type="checkbox"/> Clarify information received</li> <li><input type="checkbox"/> Build upon assessment (if required)</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Listen to the person's goals and concerns</li> <li><input type="checkbox"/> Identify the person's strengths and the strengths of the people around them</li> <li><input type="checkbox"/> What goals are achievable for the person</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> With all the gathered information, provide the person with the treatment/ care options</li> <li><input type="checkbox"/> Through shared decision-making, create an agreed plan</li> <li><input type="checkbox"/> Provide time for the person to consider the plan and ask further questions</li> </ul>
	PLAN	SHARE/CONSULT	FOLLOW-UP
TRANSFER	<ul style="list-style-type: none"> <li><input type="checkbox"/> Generate the plan: complete referrals, gather information</li> <li><input type="checkbox"/> Document the plan: include contact details of services</li> <li><input type="checkbox"/> Check in with the person to ensure the plan meets the agreed goals and concerns</li> <li><input type="checkbox"/> Allow time for the person to ask questions</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Email/fax referral to appropriate provider or platform (i.e. My Aged Care Gateway) and general practitioner</li> <li><input type="checkbox"/> Follow up referral with phone call to clarify any questions</li> <li><input type="checkbox"/> Give written plan to person, and ensure they understand</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure plan contains contact details for person and providers to call back if issues arise</li> <li><input type="checkbox"/> Contact provider to check on progress</li> <li><input type="checkbox"/> Contact person within 48 hours to check progress (if organisational policies allow)</li> </ul>