

Outreach Health Services Program (OHSP) FAQ Worksheet

Program Overview

Q: What is the Outreach Health Services Program (OHSP)?

A: The OHSP is a program under the Northern Territory Primary Health Network (NT PHN) designed to improve the health and wellbeing of people in regional and remote Northern Territory. It aims to increase access to a range of health services, including expanded primary health care for Aboriginal and Torres Strait Islander peoples.

Q: How is the OHSP funded?

A: The program is funded by the Australian Government's Department of Health through two main streams: the Medical Outreach Indigenous Chronic Disease (MOICD) Program and NT PHN Core Flexible Funding.

Service Provision

Q: How are services scheduled?

A: Service allocation and scheduling are conducted through consultations between NT PHN, providers, and host health services. Providers receive a service schedule from NT PHN, and visits are planned considering school/public holidays, existing specialist visit schedules, and travel logistics.

Q: What are the pre-visit requirements?

A: Providers must check for potential schedule conflicts, ensure alignment with scheduled flight days and times, and enter visit dates into the PHN Outreach Services Manager (POSM) system at least three months in advance.

Training

Q: What training is required for providers?

A: Providers must complete cultural awareness training, 4WD training for unsealed road travel, and relevant patient record system training (PCIS or Communicare) before their first visit.

Q: How is new employee orientation handled?

A: NT PHN provides an orientation package and supports travel and absence from practice payments for a new provider orientation to a community when accompanied by an existing provider. Training in the POSM system is also provided.

Service Reporting

Q: What reporting is required from service providers?

A: Providers need to enter their travel dates and logistics requirements into the POSM system, and report on visits within seven days of the visit end date. Regular feedback and data are also collected for biannual reports to working groups and the Department of Health.

Emergency Procedures

Q: What should be done in case of an incident?

A: Providers must submit an incident form to ohsp@ntphn.org.au and immediately report incidents to the health centre manager. Specific procedures are outlined for rental vehicle damage and other emergencies.

Q: How is rental vehicle damage handled?

A: Providers must notify the police (if required), exchange details with involved drivers, and inform the rental

company, Corporate Traveller, and the NT PHN outreach team. Costs associated with damage may be recoverable through NT PHN's corporate travel insurance policy.

Working in Remote Communities

Q: What are some considerations when working in remote communities?

A: Providers should be aware of limited or no mobile phone coverage, long stretches of travel with little or no mobile access, and the need for safety equipment such as satellite phones or SPOT devices.

Q: What support is available for new providers?

A: New providers receive cultural awareness training, and NT PHN covers course fees for approved training programs. Orientation and ongoing support are also provided to ensure providers are well-prepared for working in remote communities.

Contact Information

Q: How can providers contact NT PHN for support?

A: Providers can contact NT PHN through the following email addresses for various needs:

- General inquiries and incident reporting: ohsp@ntphn.org.au
- Access to the POSM system: outreach team (details provided upon service initiation).