



Case Conference Items 734, 736, 738

GUIDE FOR GPs

Steps for conducting a Case Conference

- 1) Identify resident's need for a case conference
 - 2) Ask a staff member to assist you to coordinate the case conference
 - 3) Determine which health professionals will be involved
 - 4) Set a time and venue
 - 5) Develop an agenda and send to participants
 - 6) Obtain consent
 - 7) Conduct the case conference
 - 8) Record information
 - 9) Bill item according to duration of conference
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1. Identify residents requiring a Case Conference

Eligible residents are those who suffer from at least 1 medical condition that has been, or is likely to be present for at least 6 months, or is terminal, and requires care from the GP and at least 2 other formal health care providers.

2. **Coordinator:** Ask a staff member to assist you to coordinate the case conference. The staff coordinator should be the single point of contact for the health professionals and relatives.
3. **Case conference members:** must include at least the **GP and two other team members** whom provide different care to the resident. Determine which health professionals will be involved. Either the GP or staff coordinator to liaise with health professionals and determine if they charge costs that the resident will have to pay. It is recommended that the resident and a relative be included in discussions, although they are not counted as participants for meeting the MBS requirements.
4. **Arrange a time** with the Aged Care Home (usually at least 4 weeks in advance).
5. **Develop an agenda and letter** and send to participants. The GP or staff coordinator can undertake this task. The Division has templates available.
6. **Consent** must be gained from the resident and or their relative/carer. Verbal consent is all that is necessary. Staff coordinator can assist with this task. Consent form template available from the Division.
7. **Conduct the case conference.** Members of the team must communicate at the one time for the whole of the conference, either face to face, by telephone, video link or a combination. Discuss:
 - Patient's history
 - Review previous goals
 - Identify multidisciplinary care needs
 - Identify outcomes to be achieved by members of the case conference team
 - Identify tasks that need to be undertaken in order to achieve outcomes and allocate tasks to team members
 - Assess whether previous identified outcomes have been achieved
8. A **record** of the case conference must be kept in the patient's medical records. Copy should be offered to patient/relative. The Division has a case conference record template available, which meets the reporting requirements of the MBS item.
9. **GP lodges MBS claim.**

It is expected that a patient would not require more than 5 Case Conferences in 12 months.

GP organises case conference
Item 734 (15-30 minutes)
Item 736 (30-45 minutes)
Item 738 (> 45 minutes)



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Templates available from the Division:

- agenda
- letter
- consent form
- Case Conference patient info sheet
- Case Conference record