“We don’t have patients like that!”
The project purpose

Increase the number of people in WA cured of hepatitis C in line with WHO goals

By creating a
- competent
- confident workforce
  capable of prescribing DAA treatment

By strengthening
- skills and
- knowledge
Let’s start at the very beginning

November 2018 - project commenced for the Metro Area

SHBBVP did the background work

- Contacted GPs by letter
- Patient details and information about the GPLN and to expect contact.
- Gave them an opt out window of 10 days
- List of 50 GPs to *HepatitisWA* and the project was under way following an algorithm as in the next slide

*HepWA
GPLN contacts GP who has not opted out

- GP to treat
  - Provide Medicare Billing information as required
  - Need support/resources?
  - Do other GPs/Ns in practice need training/support/resource?
  - Willingness to undertake a patient database search for potential HCV cases
  - Willingness to take on other PTs from within practice and from other practices?
  - Willing to be added to HWA website as a treating GP?

- GP reluctant to treat due to inexperience
  - Offer DEEN Clinic Support
  - Walk through process Step by Step
  - Offer/provide links, tools and information
  - Offer Remote Consultation Request Link/paperwork
  - Provide Medicare Billing information?
  - Follow up with GP if agreed
  - IF/AT FOLLOW UP ASK
    - Would GP be willing to talk to other GPs/staff Re: the process?
    - Would GP be willing to be added to HWA website as a treating GP?

- GP declines to treat
  - Discuss referral pathways

- GP in practice?
  - DEEN Clinic – send details
  - Only HCV Rx
  - If PT agrees report provided back to GP following Rx completion

- HWA receives contact details of GPs who wish contact
- HWA receives details of OPT out GPs – to ensure no contact is made
How does the magic happen?

One phone call at a time

• Process…
  • GP sends a patient off for bloods which include a Hep C serology …
  • if +ve DOH notified …
  • DOH sends GP a letter
  • GP doesn’t opt out
  • List of GPs no patient details

• GPLN makes *that* phone call and perhaps another and another
Since then 4 more lists of 50 GPs forwarded to HepWA
• GPLN currently on the 5th list

**Contact methods:**
• Phone call
• Emails
• Face to Face
• Snail mail

• Stilted conversations to start with – but is more streamlined now
• Gps may be not available
• Don’t get back
• Speak with Practice Managers
Flow on effect

- Practice visits
- GPs referral to Deen Clinic
- People who call HepWA helpline
- Conferences/events
- International Hep Awareness Day
Spin offs from the project

- Corporate practices
- CPOP pharmacists
- Other pharmacists
- Cockburn Wellness Clinic
- WAPHA
- Model sent to TAS and SA
“We don’t have patients like that!”

The take away message
“Oh yes you do!!”

“You just don’t know who they are because you haven’t looked!”

There are people in the community who have HepC but they just don’t know