



ST VINCENT'S HOSPITAL SYDNEY

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

To improve patient experience and access to specialist multidisciplinary care, St Vincent's Hospital Sydney is offering telehealth to suitable patients.

What is telehealth?

Telehealth provides a means of accessing specialist pain services when patients are located in areas not serviced by a pain clinic locally. The advantages of using telehealth is that it enables provision of a specialist service in a mode that is highly accessible without the costs and challenges involved in transport and accommodation.

Telehealth is a secure video assisted healthcare consultation, achieved remotely via an internet based video-call application. This will enable you to see, speak with and hear your clinician during your appointment, almost as though you were there in person.

Pain Clinic Team

Director: Prof Steven Faux (Pain and Rehabilitation)

Pain Specialists: Dr Clive Sun, Dr Martine O'Neill and Dr Raj Anand

Chronic Pain Fellow

Psychiatrist: A/Prof Tony Richardson, Dr Kate Mullin

Clinical Nurse Consultant: Aine Killeen

Psychologist: Dr Jane Wheatley

Physiotherapists: Irina Grassi and Mandy Lau

SVHS Pain Clinic location

St Vincent's Hospital Sydney
Ambulatory Care—Xavier level 3
390 Victoria Street
DARLINGHURST NSW 2010
Enquiries - please call Susan Webster,
Telehealth Administration
02 8382 3537

Telehealth Pain Clinic

Referral Criteria

- Pain has significant impact on self-care necessitating the assistance of others
- Pain is impacting on sleep, mobility, work, study, recreation, relationships, emotions
- Pain exacerbations have resulted in frequent Emergency Department presentations or hospital admissions
- There seem to be complex psychosocial influences relating to pain behaviour requiring specialised assessment and care
- Current or past history of addiction or prescribed medication use seem to be complicating current management
- Difficult to control 'neuropathic' pain is suspected
- Persistent pain following trauma or surgery where there is concern regarding transition to chronic pain

Referral Process

1. A **named referral** is required from the treating doctor.
2. Telehealth is available for rural & remote patients and also residential aged care residents via GP: <https://svhs.org.au/home/our-services/list-of-services/pain-medicine>
3. Referrals are triaged by the Nurse Consultant.
4. Appointments are made by SVH ambulatory care administration and patients are advised by mail of their appointment and a copy is faxed to the GP practice to book in to their schedule.
5. **Referrals** can be electronically sent by GPs participating in eHealth or **Faxed to 02 8382 2788** or Email: **SVHS.ChronicPainService@svha.org.au**

All referrals require the following information

Patient name, date of birth, address, phone number, email address, **addressed to Prof Steven Faux**, Interpreter required? If yes, language spoken, Medicare number, reason for referral, history of pain experience, current medications and any relevant scans.

Need help
for your
pain?



www.aci.health.nsw.gov.au/chronic-pain

