




Riverina Medical and Dental Aboriginal Corporation

Clinical Model of Care Policy

Policy Number	C35
Policy Name	Clinical Model of Care
Version	1
Applicability	This policy applies to all RivMed workers.
Policy Status	Approved
Date of Approval	March 2022
Date Last Amended	March 2022
Date Reviewed	March 2022
Approved by	 Joanne Grant – A/Chief Executive Officer
Policy Context: - this policy relates to	
Standards or external requirements	QIC 7 th 2.4.1, 5.1.3 RACGP 5 th C1.1, C2.1, C3.4, C4.1, GP2.1, GP2.4
Legislation or other requirements	
Contractual Obligations	NSW Health, Indigenous Australian Health
Previous Versions	n/a
Review Due Date:	March 2025

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POLICY STATEMENT

Riverina Medical and Dental Aboriginal Corporation (RivMed) provides comprehensive primary health care to Aboriginal people and their families, as an Aboriginal Community Controlled Health Organisation (ACCHO).

Our services aim to deliver high quality, culturally safe, multidisciplinary and integrated comprehensive primary health care to the local community to allow for the complex care needs of our clients to be met. RivMed wraps services around the pillars of Community, Culture, Country, Family and the Emotional wellness of our clients.

PURPOSE

The model of care policy broadly defines the way our services are delivered.

PROCEDURES

RivMed Model of Care describes the way in which services are provided to our clients. RivMed's whole of life care model emphasises nurturing young people, wellness and recovery and end of life care.

Our model place the client family at the centre of care. It outlines the processes and flows of activities, from arrival, through diagnosis, treatment and referral. It includes the key linkages and clinical pathways that might be necessary for clients in assisting them towards the best possible outcomes for whole of life health and wellbeing.



RivMed provides holistic wrap around client care through our various services, which include:

- Medical Services
- Dental Services
- Family Health and Well-being
- Intensive Family Based Services
- Permanency Support Program
- Family Functional Therapy
- Integrated Team Care

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RivMed Model of Care Diagram



The model of care is underpinned by five pillars to support the culturally safe delivery of primary health care to Aboriginal people and their families, being:

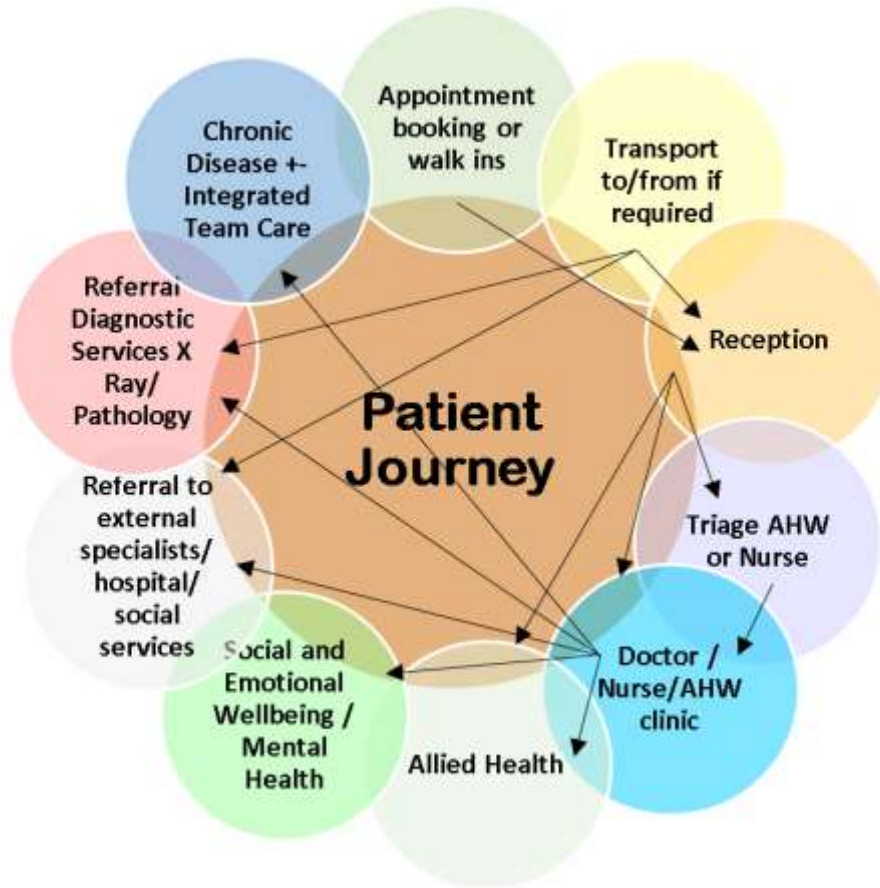
- Community – a sense of belonging, being part of an extended family which provides connection and social supports
- Family – generational support and guidance underpinned by respect and recognition within family groups
- Culture – the tangible and intangible objects which provide song lines and connections to the land which has been nurtured by Aboriginal people for thousands of years
- Country – recognition of where family groups belong
- Emotional – the positive and negative influence history and current practices affecting Aboriginal people

Services	Community	Family	Culture	Country	Emotional
Medical Clinic – all ages	✓	✓	✓	✓	✓
Dental Clinic	✓	✓	✓	✓	✓
Mental Health & Drug/Alcohol	✓	✓	✓	✓	✓
Allied Health	✓	✓	✓	✓	✓
Immunisations	✓	✓	✓	✓	✓
Child and Maternal Health	✓	✓	✓	✓	✓
Integrated Team Care	✓	✓	✓	✓	✓
Transport	✓	✓	✓	✓	✓
Health Education & Promotion	✓	✓	✓	✓	✓
Family Health & Well-being	✓	✓	✓	✓	✓

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Patient Journey

The patient journey through services at RivMed enable client service provision based on the needs of the individual.



DOCUMENTS RELATED TO THIS POLICY

*All RivMed Policies and Procedures
Client information brochures*

POLICY REVIEW

This *Policy* shall be reviewed every three years or in the event of any information, incident, or legislative change that would demonstrate a need for review.

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Location:	Shared Drive				
Author/s	RivMed	Reviewed:	Mar 22	Review due:	Mar 25
Original Policy/Document:	n/a	Approved/Reviewed by:	Joanne Grant A/CEO	Page 4 of 4	