Consumer Case Management Pathway

Our actions Your journey Feedback provided Feedback recorded Feedback provided by you to Mackay HHS Consumer Liaison Officer (CLO) records consumer feedback and checks about any immediate treatment needs **Receive contact** Consumer Liaison Officer (CLO) contacts Make contact CLO contacts consumer to explain you to ask if you would like your care Consumer Case Management Pathway reviewed externally and seeks consent (CCMP) to offer participation and seek Provide documents Signed consent and identification Case opened documents provided to Mackay HHS Clinical review - open case and review 1st appointment offered CLO contacts you to book in your telehealth appointment with Clinical Review Committee **Book appointment** CLO books in consumer for appointment with CRC **1st Telehealth appointment** Appointment with CRC to share your **Appointment held** experience and discuss any treatment CRC appointment to hear about needs (with your support person, consumer experience if desired) **Case review meeting** 2nd appointment invitation CRC discusses your case, need for any Receive offer of a follow up meeting with further treatment and agree outcomes you and your support person to discuss of their case review. outcome of CRC case review and referral CRC prepares outcome letter/s pathways, if any Meeting participation You attend meeting if offer accepted Follow up CLO to send letters to consumer with the outcomes of meeting (if held) and **Next steps** the CRC case review Receive letter and decide if you wish to accept any relevant referral/s offered **Next steps** CLO to arrange any relevant referral pathways including updating the **Connect with your GP** consumer's GP Discuss with your GP to support coordination of your regular ongoing health care

Referral Pathways*

Treatment Pathway

Compensation Assessment Pathway