

# Closing the Gap Riverland (CTGR)

## Client Information

### ***Improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions through care coordination services***

#### **What is the CTGR Program?**

CTGR's team of Registered Nurses (Care Coordinators) provide care coordination services to Aboriginal and Torres Strait Islander people with chronic health conditions. Through the development of a care plan, CTGR support individuals to self-manage their health and link with other relevant services that contribute to health goals. CTGR provide coordinated, multidisciplinary care that improves access to culturally appropriate mainstream primary care services.

#### **Who Can Access the program?**

Aboriginal and Torres Strait Islander people of any age who have a diagnosed chronic health condition.

#### **What to Expect:**

After you make contact with FocusOne Health, a Care Coordinator will support you to access a referral through your General Practice of choice. You will work with the Care Coordinator to develop a care plan that is achievable and meaningful for you.

CTGR is not a long-term service and we aim to empower you to take control of your own health by developing a care plan and linking you with the programs and services that will support you to manage your chronic health condition long term.

Clients can expect to receive:

- Care coordination services to support you to manage your chronic health condition
- Collaborative approach to care with your GP and other services involved in your health care
- Support in accessing the most appropriate service and supportive referral pathways
- Client centered approach to care
- Confidential service
- Excellent service provision from a team of highly skilled and qualified Registered Nurses

#### **Fees and Location:**

This service is free and available at the following locations:

- Berri - FocusOne Health, 3 Riverview Drive Berri (Riverland region)

#### **Referral:**

To access this service contact FocusOne Health on 08 8582 3823. Our team of Care Coordinators will support you to access a GP appointment and obtain a referral to the CTGR service.

*If you are in need of immediate care or in an emergency situation phone 000. FocusOne Health is not a crisis or emergency service. This information flyer should be read in conjunction with FocusOne Health's Customer Service Charter and Consumer Information Flyer.*

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