



# MCH CDIS COUNSELLING & RECOMMENDED CONTACT PROCESSES

September 2016

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# Defining *Counselling, Referral & Recommended Contacts*

## Counselling

**\*\*Counselling is counted for reporting purposes from the Child History\*\***

- A counselling session is recorded when additional guidance is provided specific to an identified health concern
  - This is outside the range of information &/or in more specific depth than that expected to be provided at the KAS consultation
  - Usually an "Additional Consultation" will also require counselling to be included around that particular concern

## Referral

**\*\*Referral Reason(s) are counted for reporting purposes from the Child History\*\***

*(expect for Enhanced Maternal & Child Health where it is counted for reporting purposes from the Primary Caregiver History)*

- A referral is only recorded when communication is made to the referral agency with the consent of the Primary Caregiver
  - This includes a written letter or phone call to the referral agency, or a recording made in the parent-held *Child health* record
- The exception is in the case of mandatory reporting when Primary Caregiver consent is not required
- A referral implies that counselling has also occurred at the time of consultation
  - Record *Referral* and *Counselling*

## Recommended Contacts

- A Recommended Contact is when a person is given the option of contacting a external agency, but the formal referral procedure is not used
  - Contact details of the external agency may be given, but communication to the agency has not been specifically made by the MCH Nurse
- Record *Recommended Contacts* and *Counselling*

# Recording *Counselling* in Client (CHILD) History

**1** Programs

**2** Weight and Growth

**3** Counselling

**4** Child Reason

**5** Comments/Notes

**ALL Counselling is recorded from the CHILD HISTORY**

**\*\*Counselling is counted for reporting purposes from the Child History\*\***

If the Counselling is relevant to Mother/Family:

1. Enter counselling in CHILD History
  - a. Document in *Comments/Notes*: "see [relevant client's] history"
2. Ensure that the relevant client is *Open* (eg, Mother, Father, Caregiver etc)
3. Document in the Notes of that relevant Client History:
  - a. Child Consultation at which recommended contact was made
  - b. Relevant counselling notes
4. Follow-up as required per clinical judgement

1. In Client History, hover cursor over *Clinical Activity*
  - Move cursor down and Left click: *Consultations*
  - Select and commence appropriate consultation
2. Complete consultation as appropriate
3. Got to *Counselling*
  - i. Select *Child Reason* or *Mother/Family Reason* from look-up list
  - ii. Enter *Comments/Notes*
  - iii. Click + Add
4. Repeat if required
5. Click ✕ to delete entry

**3i** Child Reason

**3ii** Mother/Family Reason

**5** Comments/Notes

Emotional

Initial concerns re: speech reassured with discussion around age expected development ✕

## Example of Completed Recording *Counselling* in Client (CHILD) History

**CDIS - Notes**  
 2424660, Toddler MAV-TEST (Male), 23/03/2015 (17M09D)

Client Details | Clinical Activity | Assessments | History / Notes | Letters / Reports | Client File | Logout

From  To  Filter Clear

Date	Staff Member	Discipline	Type	Description
10/08/2016 12:03 PM	WILSON, Di	MCH Coordinator	Consultation	Consultation

Consultation completed on: 10/08/2016  
 Consultation type: Additional Consult  
 Site: COLLINS Centre

Weight and Growth Assessed: Yes  
 Weight: 10Kg 600g  
 Previous Ax:  
 Previous Weight:  
 Height/length: 82cm  
 Head circumference: 47.5cm

Nutrition  
 Nutrition assessed: Yes  
 Feeding type: Cows Milk  
 Solid foods: Yes  
 Progress: Family Food x 3

Notes  
 Observations & Discussions:  
 Enter notes here

Health Education & Recommendations:  
 Enter notes here

Management Plan:  
 Enter notes here

Counselling:  
 Communication Initial concerns re: speech reassured with discussions around age expected development  
 Emotional Long discussion around Father's mental health and self care - see Father's notes

Recommended Contact:  
 Supported groups Speech therapist facilitated playgroup, details given  
 Counselling Services See Father's notes

# Recording *Recommended Contact* in Client (CHILD) History

**Recommended Contact to be recorded from the CHILD HISTORY**

If the recommended contact is relevant to Mother/Family:

1. Enter recommended contact in CHILD History
  - a. Document in *Comments/Notes*: "see [relevant client's] history"
2. Ensure that the relevant client is *Open* (eg, Mother, Father, Caregiver etc)
3. Document in the Notes of that relevant Client History:
  - a. Child Consultation at which recommended contact was made
  - b. recommended contact notes
4. Follow-up as required per clinical judgement

1. In Client History, hover cursor over *Clinical Activity*
  - Move cursor down and Left click: *Consultations*
  - Select and commence appropriate consultation
2. Complete consultation as appropriate
3. Go to *Recommended contact*
  - i. Select *Agency* from look-up list
  - ii. Enter *Comments/Notes*
  - iii. Click + Add
4. Repeat if required
5. Click ✖ to delete entry

Aboriginal Services	Dental Services	Early Parenting Centre - residential program	Grief Counselling	Mental Health services	Paediatrician	QUIT	Telephone services
Audiology	Dietician	Emergency Housing	Hospital	Mother Baby Unit	Parenting Program	Self Help group	Websites
Child Care	Domestic Violence services	Enhanced MCH Service	Immunisation services	Obstetrician	Physiotherapist	SIDS & KIDS	
Child FIRST	Drug and alcohol services	Family Planning	Kindergarten	Occupational Therapist	Playgroup	Specialist Childrens Services	
Child Protection	Early Childhood Intervention Services (ECIS)	Family Support Services	Lactation services	Ophthalmologist	Podiatrist	Speech Therapist	
Community Health Centre	Early Parenting Centre	Financial assistance	Legal services	Optometrist	Police	Supported groups	
Counselling Services	Early Parenting Centre - day stay	GP	MCH Outreach	Other	Psychologist	Supported Playgroups	

## Example of Completed Recording *Recommended Contact* in Client (CHILD) History

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 Enter notes here

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Counselling:  
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