

## Principles of shared care for allergic diseases

### Overarching principle

Ensuring people with allergic disease receive the right care, at the right time by the right healthcare professional(s), in the right place.

### Guiding principles

The guiding principles of the shared care model are that it:

#### 1. Is patient centred

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- Patients and their whole person care must be the focus for all healthcare professionals, addressing quality of life issues, mental health, ability to access care, optimising care for the individual and consideration of carers. This includes referral to credible patient support organisations.
- Care must be evidence-based, culturally responsive, encourage health literacy and facilitate self-management.

#### 2. Provides safe quality care

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- Provision of care must be in accordance with minimum evidence-based standards, guidelines and protocols.
- Standardised individual patient reported outcome measures and evaluation processes are used to support safe, quality care of patients.
- Provision of care adheres to shared care principles and pathways (once developed).

#### 3. Supports interdisciplinary teamwork and care

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- Consult, collaborate and communicate. All relevant healthcare professionals must be supported in the delivery of shared care through early involvement.
- Clearly defined referral guidelines/pathways and scope of practice are available to assist healthcare professionals to provide optimal care.
- All healthcare professionals (including specialists) must be supported through the provision of evidence-based education and resources.
- Deliver sustainable healthcare through education and training, outreach support and making efficient use of resources.
- Interdisciplinary teamwork is supported by incentives or remuneration.

#### 4. Is accessible to public and private patients

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- Care must be provided to the patient locally where skills and equipment can accommodate.
- The limited capacity of tertiary services is acknowledged.
- Transitioning of paediatric patients to adult care must be timely and effective.
- Addresses the affordability of appointments, tests and medications/treatments.
- Telehealth should be considered where appropriate and available.
- Is innovative and considers new ways of organising and delivering care.

#### 5. Supports integrated care

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- Care of the patient must be coordinated through timely and effective communication, and clarification of the roles and responsibilities of the care providers.
- Recognises variability in local resources and region-specific pathways.
- Information sharing between healthcare professionals and the patient and/or carer must have a process, be timely and meaningful and acknowledge receipt of information/follow up.
- Patient health information should ideally be shared electronically where a My Health Record exists, in addition to ongoing two-way communication between healthcare professionals.
- Provision of care must focus on early intervention, prevent under diagnosis, misdiagnosis and delayed diagnosis.