



# Chronic Pain Service

## What do we offer?

At our pain service, we can offer individual and group support to help you:

- understand the science behind your pain,
- retrain your brain's response to pain,
- understand flare-ups, and
- develop practical strategies to move with greater ease and confidence and get back to doing more of what matters to you.

We take an evidence-based, whole-person approach. Our team of professionals, — such as pain physicians, physiotherapists, occupational therapists, psychologists, and care coordinators — will work together to support your physical, emotional and social wellbeing.

If you are aged 18 years and over, experiencing chronic pain and live in the Hume, Darebin, Merri-bek, Yarra, Melbourne, Mooney Valley, or Macedon Ranges local government areas, you may be eligible for our service

*Free/No Cost: This service is supported by North Western Melbourne Primary Health Network.*

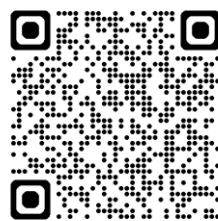
## What can I expect?

You can expect an empathic and inclusive care experience, using a mix of education, movement-based therapy, coaching, and psychological support, tailored to your individual needs.

We will ask you to complete questionnaires to help us understand your needs and evaluate our service.

We ask you to take an active lead in the service and your recovery.

You will need a referral from your doctor. They can send the referral directly to our Service Access team, who will contact you to talk about the service.



Scan the QR code or follow the link for referral forms and more info:

[Chronic pain service - Holstep](#)

## Chronic Pain Service

# Non-Attendance, Cancellation and Discharge Policy

Missed appointments increase waiting times for everyone and, to provide timely access to our service for people in pain, we need your help.

- If you are unable to attend an appointment or group session, please let us know *at least 24 hours before*.
- If you cancel an appointment, it is your responsibility to contact Holstep Health reception, your clinician or Care Coordinator to re-book your appointment.
- If we cancel your appointment or group session due to unforeseen events, we will attempt to contact you via your preferred contact mode (phone or email) to re-book.
- If you do not hear from us within 14 days (2 weeks), please contact your Care Coordinator.

### *Discharge from Chronic Pain Service*

- While exceptional circumstances will be considered, if you miss a total of 2 appointments or group sessions without adequate notice, our policy is that you will be discharged from the service.
- If we don't hear from you within 14 days (2 weeks) of our attempt to contact you via phone, email or letter, you may be discharged from the service.

### *Re-entry to the Chronic Pain Service after discharge*

- When it is the right time for you to start, or continue, your pain care journey, and it is less than 12 months from the date on your referral letter, you may be able re-enter our service by contacting your Care Coordinator:

E-mail: [chronicpainservice@holstephealth.org.au](mailto:chronicpainservice@holstephealth.org.au)

Phone: 03 9319 9445 (Rosy) or 03 9319 9427 (Amanda).

- If it is more than 12 months from the date on your referral letter or you have a new diagnosis/significant change in health status, you will need a new referral to go onto our waiting list for assessment.