

Specialist Menopause Service

What is a Specialist Menopause
Service and who can be referred?





What is the South Western Sydney Local Health District (SWSLHD) Specialist Menopause Service?

The SWSLHD Specialist Menopause Service provides specialist medical, allied health and nursing care assessment and management for women who experience **severe and complex menopause symptoms**.

This service is one of four publically funded NSW menopause Hubs, providing comprehensive care to women across South West NSW including Murrumbidgee, Nepean Blue Mountains and Western NSW Local Health Districts.



What support services does SWSLHD Specialist Menopause Service provide?

1. **Assessment and management options** for menopausal women with severe and/or complex symptoms
2. **Education and training opportunities to increase clinician capacity** in primary care in managing menopause

What clinical services will be provided from the SWSLHD Hub service?

Clinical services provided by the SWSLHD Specialist Menopause service include:

Medicine: Endocrinology, Gynaecology, Rheumatology, Haematology

Allied Health: Physiotherapy, Dietetics, Mental Health Worker (Social Work | Clinical Psychologist)

Nursing: Clinical Nurse Consultant

Who can be referred to the SWSLHD Specialist Menopause service?

Women with severe and / or complex menopause symptoms or risk factors:

Among women younger than 55 years who are post-menopausal, 1 in 4 experienced moderate to severe bothersome symptoms.

NSW Health has defined severe menopause as symptoms that are disabling and impact quality of life, employment and personal relationships despite treatment in primary care. Management is defined as complex when menopause occurs:

- early, known as premature ovarian insufficiency (POI)

- secondary to medical treatments, such as chemotherapy, radiotherapy or surgery
- in women who have a complex medical history (e.g. VTE, IHD/AMI, CVA, cancer risk, migraine with aura, high risk of fracture)

Please complete the attached SWSLHD Specialist Menopause Referral form, which is also available for download onto your medical software via SWSLHD PHN at :

[Search Resource Library | South Western Sydney PHN](#) (swsphn.com.au) (search menopause)

Referral will only be accepted from **general practitioners** via **email** sent to: **SWSLHD-SpecialistMenopauseService@health.nsw.gov.au**





How does the Specialist Menopause Service work and how do I refer a patient?

The Specialist Menopause Service is a 100% virtual service, giving patients the flexibility to attend their appointments via telehealth and having minimal interruptions to their daily schedules.

The virtual model is an 'opt out' model and face: face consults are only provided on an ad-hoc negotiated basis when virtual options are not appropriate.

Outreach options will be provided for priority populations whereby menopause team member(s) attend a pre-arranged government/community based location to facilitate access to and navigation of digital technologies with patients. These sessions will be facilitated by support officers including culturally appropriate members of the health care and/or community teams and interpreters where appropriate.

How will primary care providers be supported by the Specialist Menopause Service with Menopause Training & Education?

SWSLHD Specialist Menopause Service acknowledges the importance of the patient/GP relationship in what is a normal physiological transition for women.

The service provides a clinical touchpoint for specialist opinion / management when severity and/or complexity warrants.

The SWSLHD Specialist Menopause Service uses GP CASE CONFERENCING when GP clinicians refer patients who **DO NOT** meet

eligibility but may require some support/ advice regarding ongoing menopause management for their patient(s) after an unsuccessful trial of therapy.

There are two primary ways that we provide training and education for clinicians:

1. Case conferencing
2. MenoECHO



What is Case Conferencing and what are the benefits of Menopause case conferencing?

- Access to **Medicare bulk billed** specialist care for patients who **do not meet** the criteria of “severe and complex menopause”, **despite having trialled therapy as per advice through the Health Pathways Menopause page.**
- Menopause case conferencing can increase primary care clinician’s capacity to manage menopause in the community whilst providing a consultation for the patient with regards to their menopause needs.

How does Menopause Case Conferencing work?

Case Conferencing requires a referring GP to engage with the Menopause Team Endocrinologist | Nurse and/or allied health clinician in a video conference session.

1. GP presents the patient case | issues
2. Expert panel discuss the patient case and makes clinical recommendations for care
3. GP meets with patient online to explain | present management recommendations
4. Expert Panel provide summary of patient management plan



Can GP Medicare Bill for a Case Conference?

The following MBS billable codes are available for eligible menopause case conferencing for General Practitioners.

NB: hospital-based specialist will Medicare bulk bill patients with their consent noting primary care physicians are able to bill a gap at their discretion.

MBS Code	Benefit
747	Fee: \$57.20 Benefit: 75% = \$42.90 100% = \$57.20
750	Fee: \$98.00 Benefit: 75% = \$73.50 100% = \$98.00
758	Fee: \$163.10 Benefit: 75% = \$122.35 100% = \$163.10

** Correct as of 1st May 2024

What is MenoECHO and how does this work?

MenoECHO is an online webinar series which is held once every two months, where patient cases are discussed by a panel of experts. Interactive webinar chats enable questions to be put forward to the expert panel with regards to the case being discussed.

CPD points are redeemable and are managed by MenoECHO.

To join MenoECHO, please sign up via:

aci.health.nsw.gov.au/networks/menopause/menoecho

For Contact Details and all Enquiries:

Operation Hours:

Monday – Friday, 8.00am – 16.00pm
(not available on public holidays)

SWSLHD-SpecialistMenopauseService@health.nsw.gov.au

Specialist Menopause Service Coordinator


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