

Environmental Health Clinical Referrals

A Working Guide for Environmental Health Practitioners

What to do after receiving the clinical referral



1

Make Contact with:

- The tenant to organise a time to visit so you can do the house assessment (HHA).
- The Housing Provider to make sure the house is managed by them and to let them know you will be entering the house and why. Invite them to come along on the visit.



2

Get prepared

- Grab the relevant disease fact sheet for the health condition on the referral.
- Organise the tools or equipment you might need to reduce the risk factors for that disease such as plumbing, pest control spray, soap, etc.



3

Take action

- Do the whole of house assessment (HHA).
- Fix what you can.
- Refer what you can't fix.
- Add notes in the App about the action you will take to address issues in the house that are not working but are related to the disease referred.
- Send the HHA PDF report to both the Clinician and the Housing Provider.



4

Follow up

- Assist the tenant to access other resources like bed frames, washing machines or mattresses if needed.
- Contact other services in the community that may be able to assist the tenant such as the Thrive program.
- If you told the tenant you would take some action such as coming back to spray for pests, follow up on this action.
- Follow up with the Housing Provider to make sure they received the PDF report and will plan the maintenance.

For more information, contact the clinic.