

# Secondary Triage

## COVID19 Response for NSW Ambulance and Residential Aged Care Facilities

All non-urgent flu and COVID-19 related calls from Residential Aged Care Facilities to NSW Ambulance will now be secondarily triaged by a remote accredited emergency physician consultation service.

All clinically appropriate patients will be diverted to community-based models of care, keeping in line with Public health recommendations.

### When will this service operate?

The model will be live from Wednesday 25th March at 9am and will ramp up to operate 24 hours a day, 7 days a week.

### How will patients be referred to community based services?

Working together the RACF onsite staff and remote Emergency Physician will plan the appropriate clinical management plan based on available community based services at the facility. A consultation summary document will be provided to the RACF to facilitate referrals.

### What if the patients' needs to come to hospital?

The remote emergency physician will decide and book on the most appropriate mode of transfer for the RACF resident, including Patient Transport Service. Where needed and clinically appropriate, they will be transported by NSW Ambulance.

### How is the hospital destination determined for patients requiring admission?

The remote emergency physician and RACF staff will together advise on the most appropriate hospital site for transfer, which will be then provided to the Patient transport service or NSW Ambulance.

### What information will be provided to the Community Based Service?

The RACF will be able to share the care plan and summary from the consultation with the remote Emergency Physician with the Community based service providers. Care plans will also be uploaded to My Health Record where appropriate.

