

# SECONDARY TRIAGE

## INFORMATION FOR RESIDENTIAL AGED CARE FACILITY HEALTHCARE WORKERS

COVID-19 is acknowledged as a significant health risk particularly for the elderly. Transfer to hospital of a frail older person from RACFs may not be clinically necessary and increases the risk of delirium and other hospital acquired complications.

This service helps healthcare workers in RACFs caring for a resident with flu-like symptoms, access advice quickly. If hospitalisation is not required, residents can then be linked into appropriate community based services where appropriate avoid an unnecessary trip to the hospital emergency department.



**1. All calls from RACF to NSW Ambulance will be assessed for flu-like or COVID-19 symptoms**



**2. If the Resident meets this criteria, an Emergency Specialist Doctor will contact the RACF for an over-the-phone consultation.**



**3. The Emergency Doctor will determine a care plan suited to the patients care needs.**



If appropriate, referrals to community-based services (e.g. Hospital in the Home, Community Nursing and RACF outreach) are provided.

If the patient is clinically suitable to for hospital care, they will be transferred to hospital for further assessment and care



## What information do I need to prepare?

You will need to provide the patients details including name, date of birth, medicare number, pension number and GP details.

When providing clinical information, just remember **AAMPLER**

- **A**dvance Care Directive- what does it say?
- **A**llergies
- **M**edications- current list
- **P**ast history/ list of illness
- **L**ast set of observations
- **E**vents- what happened today?
- **R**esources available- what are they? When are they available?  
e.g. GP, Hospital in the Home, RACF Outreach

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## FREQUENTLY ASKED QUESTIONS

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### *Can I still contact my local hospital services directly?*

Definitely. For patients who have a clinical need that cannot be met by the residential aged facility, that is not an emergency, for example wound care, your Local Health District referral services should be the first point of contact.

If you are unaware of what these services are or how you can make a referral, please contact your local hospital.

### *What times will this service be available?*

The service will be provided 24 hours each day, 7 days a week.

### *What if my patient needs to come to hospital?*

Patients will be transported to hospital by Patient Transport Service, unless they clinically require an ambulance. Transport bookings to hospital will be made directly by the ED Physician and support team.

If a patient needs to be transferred to hospital for further care (and the residents advanced care directive supports this), the Emergency Doctor will ask you if there is preferred hospital to send the patient. This information will be included in the booking to Patient Transport Service or NSW Ambulance. If you are unaware of which hospital you should be sending your patient to, please contact your Local Health District.

### *Do we receive a record of the consultation?*

Yes. After the consultation the doctor will email or fax a consultation summary document to be included in the patient's record. If the patient's Medicare card number is provided, this can also be uploaded to My Health Record.