

SECONDARY TRIAGE

UPDATED INFORMATION FOR RESIDENTIAL AGED CARE FACILITY HEALTHCARE WORKERS



1. When Residents become unwell or RACF healthcare workers need some additional advice to manage Residents, healthcare workers should contact the Resident's GP or local hospital service.

2. If the GP or local hospital services are not available; or if the Resident requires an emergency response, please contact NSW Ambulance



3. All calls from RACF to NSW Ambulance will be screened to see if they meet the criteria for Secondary Triage.

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



5. 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 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

What is the criteria for secondary triage?

The Resident should be at their baseline level of consciousness, mobility and be undistressed, with the exception of palliative patients.

The Emergency Physician Consultant is able to provide assessment on a range of different conditions, including:

- COVID-19
- Influenza-like symptoms
- Catheter Management
- Falls
- Wound Management, including skin tears
- Care reviews for abnormal observations (e.g. fever, hypertension)
- Care reviews for abnormal imaging and/or blood results (e.g. blood tests, urine microscopy)
- Seizure management
- Cellulitis
- PR Bleeding
- Urinary Tract Infections
- Behavioral Management
- Back Pain
- Abdominal Pain

What if my Patient has been reviewed by a Hospital Service or GP?

If your Resident has been reviewed by an hospital service, (e.g. Outreach Team, Hospital in the home, Geriatric Flying Squad, etc.) or GP, please advise the NSW Ambulance call taker, as this information will be considered in the review for Secondary Triage.

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 patients Medicare card number is provided, this can also be uploaded to My Health Record.

For more information, please contact your Local Health District