

Your Health,
Our Priority

Residential In-Reach Service

General Information

Improving the health and wellbeing
of the East Gippsland community
by providing accessible, high quality
and sustainable health care.



Bairnsdale Regional Health Service RESIDENTIAL IN-REACH SERVICE

Clinical Nurse Consultant
0427 435 126 or 51503394
Emergency Dept. After Hours
5150 3332

BRHS
Bairnsdale Regional
Health Service

We welcome feedback at:

Bairnsdale Regional Health Service

PO Box 474, Bairnsdale VIC 3875

P (03) 5150 3241 E feedback@brhs.com.au

www.brhs.com.au

Bairnsdale Regional Health Service is located on the traditional land of the Gunaikurnai people.

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing.

What is Residential In-Reach?

The primary aim of the Residential In-Reach Service is to provide residential specialist assessment.

It will implement clinical management of residents within East Gippsland Residential Aged Care Facilities (RACF's) in order to prevent avoidable presentations to the emergency department.

This will reduce risks to the older person associated with the presentation to hospital and will also reduce the demand on ambulance services and the emergency department.

Residential In-Reach services are not intended to replace the care that the resident usually receives from the RACF or their own GP.

The residents GP will be consulted regarding the involvement of the Residential In-Reach team.

Residential In-Reach is intended to be a team approach to providing and implementing management of acute/chronic medical conditions or changes in a residents health status that would otherwise see the resident transferred to hospital via ambulance.

What services do we offer?

The services our In-reach team can provide include but are not limited to are:

- Assessment in Residential Aged Care Facilities (RACF)
- Advanced Care planning
- Examination post fall
- PEG management/care
- Indwelling catheter/supra-pubic catheter management
- Wound consultancy
- Palliative care
- Intravenous access and antibiotics
- Dehydration management
- Ferrinject infusions
- Bowel management
- General clinical advice/triage line for RACF at all levels
- Provide in-service education to RACF staff as required
- Assist RACFs to determine what equipment is required to assist them in providing more advanced care for the resident
- Portable electrocardiogram, Doppler ultrasound and bladder scanner

Our Aims and Goals

The Residential In-Reach team needs to be informed about any resident that is going to be transferred to hospital.

This helps us assist in prioritising care for the resident which can help "fast track" the resident through the emergency department, prevent lengthy stays and delays, and where appropriate, prevent presentation and admission to hospital altogether.

Key Elements of the Service

- Consultation with the resident, resident's GP and family members
- A resident can then be referred to the service via telephone
- A nurse consultant triages the phone call and can perform a telehealth consult or attend a facility to assess the resident.
- Specialist assessment of the resident.
- Development of a plan of care in consultation with the resident, their family, their GP and the aged care facility.
- Discharge of the resident from Residential In-Reach service, development of a management plan and transfer of care to appropriate services e.g.: Hospital In the Home, palliative care.

CONTACT

The Residential In-Reach service is run by clinical nurse consultants from BRHS and operates Monday to Friday 8am to 4.30pm with after-hours emergency support offered by the Emergency Department nurses.

Clinical Nurse Consultant
0427 435 126 or
5150 3394
rir@brhs.com.au

Emergency Dept. Nurse In Charge
(After Hours)
5150 3332

Emergency Rapid Access Triage (RAT) Phone Senior Medical Officer
0427747013