



Medical Referral Options for Residents of Aged Care Facilities

Patient Centred Care is focused on the resident's values and preferences and supporting their decisions. Informed consent is essential and should come from the resident. In situations where they do not have capacity their Advanced Care Instructional Directive or Medical Treatment Decision Maker should be consulted.

LOW TO MEDIUM ACUITY

Available 24-hours, 7-days
Refer via QR code or vved.org.au



**Virtual
Emergency
Department**

REFERRAL OPTIONS

1. GP
2. Residential In-Reach
3. Victorian Virtual ED



EXAMPLES OF LOW TO MEDIUM ACUITY CONDITIONS

- Post fall or head injury assessment
- Vomiting, diarrhoea, constipation
- Non-severe pain or discomfort
- Acute confusion or delirium
- Dizziness or near faint
- Challenging behaviours
- Complex wounds
- Respiratory infection
- Urinary infection
- Catheter care
- Cellulitis or other skin infection
- Fever of unknown cause
- Functional decline
- Abnormal blood tests

HIGH ACUITY



**Ambulance
Victoria**

CALL TRIPLE ZERO (000)

If AV assess an emergency response is not required they may refer the resident to a GP, Residential In-Reach or Victorian Virtual ED either:

- at the point-of-call (triage) or
- when on-scene at the facility

Save Triple Zero (000) calls for Emergencies

PALLIATIVE CARE & END OF LIFE CARE



**Palliative Care
Advice Service**

REFERRAL OPTIONS

1. Local Palliative Care Service
2. Residential In-Reach
3. Palliative Care Advice Service
4. Victorian Virtual ED

**Available 7am - 10pm, 7-days
Phone 1800 360 000**