phn NORTH WESTERN MELBOURNE
An Australian Government Initiative

Mental health telehealth escalation pathway

Decision flow for nursing staff - from presentation to service and response.

Residents show behavioural or mental health change

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Assess presentation type and severity

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Dementia related behaviour

- Mild to moderate
- Escalating

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Dementia Behaviour Advisory Service
1800 699 799
(available 24/7)

Dementia Support Australia
1800 699 799
(available 24/7)

Same or next day phone consultation -
a behaviour support plan is provided.

Mental health concern

- Mild to moderate

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Older Minds
1300 514 811

Better Place Australia
(03) 9556 5333

2-3 minute initial phone response
Formal assessment in 2-4 weeks

Dementia related behaviour

- Severe
- Risk of harm

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Severe Behaviour Response Teams
1800 699 799
(available 24/7)

24/7 support line
Emergency visit within ≤ 48 hours

Mixed diagnosis

- Unclear
- Overlapping presentation

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Clinical judgement required

Escalate to Victorian Mental Health Triage
1300 874 243

Call Triple Zero (000) if your patient is experiencing an immediate life-threatening emergency.

This resource is based on the pathway created by Manor Court Aged Care.