

## Who can I talk to if I have any concerns?

You should continue to discuss any concerns with your GP or your relatives GP and the director of nursing or registered nurse in charge at the RACF.



Queensland Health



Contact the RaSS team at:

Information for residents of aged care facilities and resident relatives

Queensland Health would like to acknowledge with thanks the Metro South Hospital and Health Service in the production of this information



## Residential Aged Care Facility Support Service (RaSS)

A program for high quality collaborative acute health care delivery to residents of aged care facilities



## What is a RaSS?

A RaSS is a partnership between general practitioners (GPs), residential aged care facilities (RACFs), hospital and health services and community service providers to ensure right care is received at the right place at the right time.

The service aims to provide the best care for residents of aged care facilities.

The RaSS provides clinical advice via telephone with experienced clinical nurse consultants, who have emergency assessment skills and are supported by specialist doctors.

## Aims

The RaSS aims to link residents of aged care facilities with acute health care needs, to the most appropriate service.

If you or your relative becomes unwell, the GP or nursing staff at the RACF, can contact the RaSS for advice and support.

If necessary, the RaSS can arrange for a specialist nurse or doctor to visit the RACF. This means that you or your relative can receive care in familiar surrounds.

If transfer to hospital is required, the RaSS can ensure that the receiving emergency department is made aware of the transfer.

## How does it work?

If you or your relative is unwell, the GP and RACF staff will assess you or your relative.

If the GP and RACF staff determine you or your relative are critically unwell, an ambulance will be called, unless you or your relative have expressed a wish to not be transferred to hospital.

If your GP requires advice, the RaSS may be contacted.

The RaSS may then refer to:

- a community based service
- a hospital based service
- a visit in the RACF or a telehealth consultation by the RaSS nurse practitioner or a specialist in emergency medicine or geriatrics.

## Will my GP be contacted if I am unwell?

Yes - the GP is integral to care and will be contacted prior to the RaSS referral.

If this has not occurred, the RaSS service will contact the GP to involve them in any care decisions made.

