

# RESIDENTIAL AGED CARE

## After-hours services in the North Brisbane and Moreton Bay region

People living in residential aged care can experience rapid health deterioration during the after-hours period, but immediate transfer to hospital is not always clinically necessary.

This resource has been developed for residential aged care staff to support awareness of available local after-hours services and the development of appropriate After-Hours Action Plans.

Utilising after-hours services can support residential aged care staff with advice and medical assistance to provide the best care for residents and reduce unnecessary hospital presentations.

Clinical judgement is required to determine the most suitable after-hours option for the acute incident being managed. Transfer of care to hospital may be appropriate when a resident's acute healthcare needs exceed the scope of the aged care facility staff and is consistent with consumer and / or decision maker's wishes. Dial Triple Zero (000) for an ambulance in an emergency.

Where possible, early identification and clinical assessment of a deteriorating resident can facilitate more timely care.

## After-hours options

### General Practitioner (GP)

It may be possible to establish an on-call arrangement through your local GP, or the resident's usual GP may engage a particular medical deputising service to provide after-hours care.

### Emergency after hours services

#### Virtual Emergency Department (Virtual ED) – Metro North Health

Virtual ED provides primary healthcare providers with access to specialist emergency medical advice, by telephone or video conferencing with an emergency physician. Suitable for patients who would otherwise be transported to the Emergency Department. Older Persons Emergency Network (OPEN) should be used in the first instance (see next page for further information).

1300 847 833 (8.00 am - 10.00 pm, 7 days a week)

<https://metronorth.health.qld.gov.au/refer-your-patient/virtual-emergency-department>

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## Queensland Ambulance Service (QAS)

QAS provide a range of emergency and non-emergency pre-hospital patient care and transport services.

000 (24 hours a day, 7 days a week)

[www.ambulance.qld.gov.au](http://www.ambulance.qld.gov.au)

## Residential Aged Care District Assessment and Referral Service (RADAR) – Metro North Health

### Local RADAR teams

RADAR teams are available for consultation regarding your residents and will work with Residential Aged Care Facility (RACF) staff, the resident, their family/carers, GPs, Queensland Ambulance Service (QAS) and community providers to ensure better health outcomes.

Region	Contact Details	Hours of Operation
RADAR Caboolture	07 5316 5444	7.00 am - 9.00 pm, 7 days a week
RADAR Redcliffe	07 3049 6868	7.30 am - 4.00 pm, 7 days a week
RADAR TPCH	07 3139 6896	8.00 am - 4.00 pm, 7 days a week
RADAR RBWH	07 3647 4627	8.00 am - 8.00 pm, Monday to Friday 10.00 am - 6.00 pm, Saturday to Sunday

### Older Persons Emergency Network (OPEN) formerly RADAR Rapid Response Team

OPEN is an emergency department substitution service offering emergency care for older people in their own home (including in Residential Aged Care facilities). OPEN is suitable for older persons who have emergent care needs and would benefit from acute care in the RACH rather than transfer to the hospital emergency department. This service is a QAS co-responder ED substitution service and works in conjunction with local RADAR teams.

1300 072 327 (8.00 am – 8.00 pm, 7 days a week)

[Older Persons Emergency Network \(OPEN\) - Metro North Health](#)

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## After-hours medical deputising services

Medical deputising services provide after-hours primary health care to patients at home and in residential aged care facilities, on behalf of the patient's regular GP. Medical deputising services in the North Brisbane and Moreton Bay region are listed below.

<b>Consulting hours for all services:</b>	
<b>Monday to Friday: 6.00 pm – 8.00 am</b>	
<b>Saturday: from 12.00 pm</b>	
<b>Sunday and Public Holidays: 24 hours</b>	
<b>After Hours Support Services</b>	<b>Contact Details</b>
13SICK National Home Doctor	13 74 25 <a href="https://homedoctor.com.au/aged-care-facilities-info">https://homedoctor.com.au/aged-care-facilities-info</a>
247 DOCTOR	1800 247 477 <a href="https://www.247doctor.com.au/">https://www.247doctor.com.au/</a>
Dial A Home Doctor Service	13 99 99 <a href="https://myhomedoctor.com.au/about/consulting-hours/">https://myhomedoctor.com.au/about/consulting-hours/</a>
Hello Home Doctor Service	13 41 00 <a href="http://www.hellohomedoctor.com.au">www.hellohomedoctor.com.au</a>
House Call Doctor	13 55 66 <a href="http://www.housecalldoctor.com.au/home-doctor-brisbane/">www.housecalldoctor.com.au/home-doctor-brisbane/</a>
13CURE Home Visiting GP Service (Mount Kilcoy area)	13 28 73 <a href="https://www.13cure.com.au/locations/queensland/mount_kilcoy-12957">https://www.13cure.com.au/locations/queensland/mount_kilcoy-12957</a>

## After-hours pharmacies

Healthdirect have a 'Find a health service' function on their website. You can select 'Pharmacy' service and the location in the below link for a list of pharmacies and their open times.

<https://www.healthdirect.gov.au/australian-health-services>

The Pharmacy Guild of Australia have a 'Find a Pharmacy' tool on their website. Enter in your location and select 'all services' from the menu for a list of pharmacies and their open times.

<https://www.findapharmacy.com.au/>

# RESIDENTIAL AGED CARE

## Specialty services

### PallConsult

1300 PALLCR offers a nurse and allied health professional advice hotline. Community and RACF nurses and allied health professionals caring for patients at the end of life can phone to speak directly with a specialist palliative care nurse.

1300 725 527 (24 hours a day, 7 days a week)

<https://www.health.qld.gov.au/clinical-practice/referrals/statewide-specialist-services/palliative-rural-telehealth-service/pallconsult>

### Severe Behaviour Response Team (SBRT) – Dementia Support Australia

The SBRT offers a telephone support for severe behaviours of dementia and mobile dementia specialists that can respond within 48 hours on the ground. SBRT offers tailored advice and strategies to address individual needs.

1800 699 799 (24 hours a day, 7 days a week)

<https://www.dementia.com.au/who-we-help/health-care-professionals/services/sbirt>

### 1300 MH CALL After hours medical help and advice – Queensland Government

1300 MH CALL is a confidential mental health telephone triage service that provides the first point of contact to public mental health services. This service is available is staffed by trained and experienced professional mental health clinicians.

1300 642 255 (24 hours a day, 7 days a week)

<https://www.qld.gov.au/health/contacts/advice/after-hours#1300mhcall>

### 13HEALTH After-hours medical help and advice – Queensland Government

Registered nurses provide health-related advice over the phone for health information and assessment of symptoms. This includes a comprehensive telephone assessment resulting in a recommendation of a time and place of care.

13 43 25 84 (24 hours a day, 7 days a week)

<https://www.qld.gov.au/health/contacts/advice/after-hours#13health>

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## Quick view of after-hours services

 Opening hours

7 Day After Hours Service	AM														PM													
	0	1	2	3	4	5	6	7	730	8	9	10	11	12	13	14	15	16	17	18	19	20	2030	21	22	23		
OPEN (formerly RADAR RR)																												
RADAR Local Teams																												
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RADAR Redcliffe																												
RADAR TPCH																												
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Sunday & Public Holidays																												
PallConsult																												
Severe Behaviour Response Team																												
1300 MH Call																												
13HEALTH																												

Brisbane North PHN – Healthy Ageing Team

T: 07 3630 7300

W: [brisbanenorthphn.org.au](http://brisbanenorthphn.org.au)

E: [agedcareprojects@brisbanenorthphn.org.au](mailto:agedcareprojects@brisbanenorthphn.org.au)

Date: 11 Dec 2023

# RESIDENTIAL AGED CARE

## Additional Resources

### For Registered Nurses:

- [Guiding principles for medication management in residential aged care facilities](#)  
(Department of Health and Aged Care)
- [Residential Aged Care clinical pathways](#)  
(Queensland Health)
- [Communication – using ISBAR for clinical handover](#)  
(Australian Nursing & Midwifery Federation, Victorian Branch)
- [Yellow Envelope Clinical Handover Tool](#) for resident transfers to and from hospital  
(Brisbane North PHN)
- [Early Detection of Deterioration in Elderly Residents \(EDDIE+\)](#) training material for residential aged care staff (Australian Centre for Health Services Innovation)

### For GPs:

- [Standards for after-hours and medical deputising services 5<sup>th</sup> edition](#)  
(The Royal Australian College of General Practitioners (RACGP))
- [Aged care clinical guide \(Silver Book\) 5<sup>th</sup> edition Part B. Provision of after-hours aged care services](#)  
(RACGP)
- [HealthPathways for the Brisbane North region: Older Adults' Health](#)  
(Brisbane North PHN)
- [GP Advice Service \(GPAS\)](#) to help manage behavioural and psychological symptoms of dementia (BPSD)  
(Dementia Support Australia)  
24/7 advice line 1800 699 799
- [PALLDR 24/7 phone advice service](#) support for clinicians delivering end of life care  
(PallConsult)  
24/7 advice hotline 1300 725 537