

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

Queensland Virtual Hospital

Virtual Emergency Care Service - Metro North Health

This service provides GPs with access to specialist emergency medical advice, by telephone or video conferencing with an emergency doctor. 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)

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)



Residential Aged Care District Assessment and Referral Service

(RADAR) – Metro North Health – Local teams

RADAR teams are available for consultation regarding your residents and will work with Residential Aged Care Home (RACH) staff, the resident, their family/carers, GPs, Queensland Ambulance Service 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 OPEN will receive RADAR calls directly on weekends and public holidays	07 3139 6896	8.00 am – 4.00 pm, Monday to Friday 8.00 am – 8.00 pm, Saturday to Sunday
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)

Formally known as 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 homes). 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** (select 1 for OPEN) (8.00 am – 8.00 pm, 7 days a week)
- [Older Persons Emergency Network \(OPEN\) - Metro North Health](#)

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.

Consulting hours for all services:

- Monday to Friday: 6.00 pm – 8.00 am
- Saturday: from 12.00 pm
- Sunday and public holidays: 24 hours

After-hours support services	Phone
13CURE Home Visiting GP Service	13 28 73
13SICK National Home Doctor	13 74 25
247 DOCTOR	1800 247 477
Dial A Home Doctor Service	13 99 99
Hello Home Doctor Service	13 41 00

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.

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.

Specialty services

PallConsult

1300 PALLCR offers a nurse and allied health professional advice hotline. Community and RACH 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)

Severe Behaviour Response Team (SBRT)

Dementia Support Australia

1300 PALLCR offers a nurse and allied health professional advice hotline. Community and RACH 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 MH CALL

Mental health 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)

13HEALTH

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)

Quick view of after-hours services

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																										
RADAR Caboolture																										
RADAR Redcliffe																										
RADAR TPCH																										
Monday - Friday																										
Saturday - Sunday																										
RADAR RBWH																										
Monday - Friday																										
Saturday - Sunday																										
Virtual Emergency Care Service																										
QAS																										
Medical Deputising Services																										
Monday - Friday																										
Saturday																										
Sunday & Public Holidays																										
PallConsult																										
Severe Behaviour Response Team																										
1300 MH Call																										
13HEALTH																										

 Open hours



www.brisbanenorthphn.org.au

Level 1, 14 Banfield Street
Chermside Qld 4032
PO Box 2013 Chermside Centre Qld 4032
07 3630 7300

Additional resources

For registered nurses:

- [Guiding principles for medication management in residential aged care facilities](#)
(Department of Health, Disability and Aging)
- [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)
- [1800 Medicare](#)
(Department of Health, Disability and Aging)

For GPs:

- [Standards for after-hours and medical deputising services 5th edition](#)
(The Royal Australian College of General Practitioners (RACGP))
- [Aged care clinical guide \(Silver Book\) 5th 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

