**SERVICE DIRECTORY – PART 1**

**Locum/deputising services directory**

Used for deterioration in a patient if their GP is not available. Non-emergency, medical care for urgent needs after hours.

|  | Locum/deputising services | GPs using this service | Hours of availability | Contact/referral process |
| --- | --- | --- | --- | --- |
|  | ***Enter name of service****i.e. Doctor* | ***Enter GP name in this space****i.e. Dr Smith, Dr Jones* | *i.e. ring/email after 4pm* | *Phone/email* |
|  | Healthdirect Fast Track After Hours GP services | If you have no access to a Locum service provided by the GP, Healthdirect Fast GP services may be able to assist you with a Telehealth consult. | Monday to Friday, 11pm – 7.30amSaturday from 6pmSunday and Public Holidays, all day | 1800 022 222<https://www.healthdirect.gov.au/after-hours-gp-helpline> |
|  | Urgent Care Clinic (UCC)*Add local centre details* |  |  |  |
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**After hours pharmacy directory**

|  | Pharmacy name | Address | Hours of availability | Contact details |
| --- | --- | --- | --- | --- |
|  | ***Enter name of pharmacy****i.e. Pills Galore* | ***Enter pharmacy address*** | *i.e. ring after 4pm* | *Phone/email* |
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**SERVICE DIRECTORY – PART 2**

**After hours services directory**

|  | Service | Description | Hours of availability | Contact details |
| --- | --- | --- | --- | --- |
|  | Dementia Behaviour Management Advisory Service (DBMAS) | Dementia behaviour management advisory service) available (through Dementia Services Australia).24 hour support for carers of patients already enrolled in this program. | 24 hours | 1800 699 799<https://www.dementia.com.au/dbmas> |
|  | Severe Behaviour Response Team (SBRT)  | Contact SBRT (severe behaviour response team, through DSA) for phone support.24 hour support for carers of patients already enrolled in this program. | 24 hours | 1800 699 799<https://www.dementia.com.au/who-we-help/health-care-professionals/services/sbrt> |
|  | Victorian Virtual Emergency Department (VVED) | For non-threatening health emergencies, low to medium acuity conditions. | 24 hours | <https://www.vved.org.au/>Patient consent and online registration required |
|  | Nurse on Call | A service that connects callers with a registered nurse for advice on declining health. Note that this is not to be used for emergencies. | 24 hours, 7 days a week | 1300 606 024<https://www.healthdirect.gov.au/nurse-on-call> |
|  | Palliative Care Advice Service | Offers free, confidential advice for all Victorians seeking information about life-limiting illness, palliative care or end-of-life care. | 7am –10pm, 7 days a week | 1800 360 000<https://www.pcas.org.au/> |
|  | Victoria Poisons Information Centre | Advice if someone has been poisoned or overdosed, made a mistake with medicine or been bitten or stung. | 24 hours, 7 days a week | 131 126*Callers who do not speak English can call via the interpreting service on 131 450*<https://www.austin.org.au/poisons/> |
|  | Mildura Base Hospital Residential in Reach  *(Rural City of Mildura)* | Services and possible reasons to refer: * Falls
* Catheter and PEG issues
* Gastro
* Respiratory illness
* UTI
* Constipation
* Pain management
* Palliative care
* Dementia Care
* Dehydration
* Wound care
* Medication management
 | 7am - 3.30pm, 7 days a week  | 03 5022 3258 / 0438 539 140  <https://www.mbph.org.au/services/other-services/> *If you are unsure which Residential in Reach service to use, phone* ***1300 65 75 85*** *and provide the postcode for your RACH.* |
|  | Albury Wodonga Health Residential in Reach *(Albury, Wodonga)* | Services include: * Medical treatment for new illness or injury
* Post falls assessment including wound closure
* Chest and urine infections
* Gastro/Respiratory outbreaks
* Sudden decline of resident
* PEG tube issues and changes
* Urinary catheter issues
* Deteriorating wounds/cellulitis
* Delirium
* Abnormal pathology results
 | 9am – 5pm, Monday, Tuesday, and Thursday  | 0437 087 973  *If you are unsure which Residential in Reach service to use, phone* ***1300 65 75 85*** *and provide the postcode for your RACH.*  |
|  | Northeast-Health Residential in Reach  *(Wangaratta, Benalla, Myrtleford, Bright, Mt. Beauty, Mansfield, Beechworth, Rutherglen, Yackandandah. Yarrawonga)* | Services and possible reasons to refer: * Investigation of fever
* Infusions
* Acute episode of a chronic disease
* Treatment of infection
* Management of catheter and PEG
* Falls management and bowel management
* New device or treatment plan requiring speciality care such as colostomy, drain tube, syringe driver or NG tube
* Trial of Void
* Complex Wound management
* Uncontrolled pain issues
* Unstable diabetes on insulin
* Challenging behaviours
* Chronic Diseases such as CHF, COPD
* Palliative/end of life support
* Inappropriate presentations to ED
* Aspiration Pneumonia
* Advance Care Planning
 | 8am - 4.30pm, Monday to Friday | 03 5722 5348 / 0408 711 461 *If you are unsure which Residential in Reach service to use, phone* ***1300 65 75 85*** *and provide the postcode for your RACH.* |
|  | Goulburn Valley Health Residential in Reach *(Shepparton, Mooroopna)* | Services and possible reasons to refer: * Falls management
* New device or treatment plan requiring speciality care such as colostomy, drain tube, syringe driver or NG tube
* Trial of Void
* Wound management
* Uncontrolled pain issues
* Unstable diabetes on insulin
* Challenging behaviours
* Chronic Diseases such as CHF, COPD
* Palliative / end of life support
* Inappropriate presentations to ED
* Dehydration issues
* Aspiration Pneumonia
* Advance Care Planning
 | 8.30am - 5pm, Monday to Friday (excluding public holidays)  | 0407 334 232 <https://www.gvhealth.org.au/our-services/aged-care/residential-in-reach/>*If you are unsure which Residential in Reach service to use, phone* ***1300 65 75 85*** *and provide the postcode for your RACH.* |
|  | Virtual Residential in Reach*(Hume Region for self-referrals. Available to all homes in VIC via VVED referral)* | * Suspected infections/exacerbations of chronic diseases and GP unavailable
* Behavioural disturbance and delirium
* Recurrent falls
* Pneumonia
* COPD exacerbation
* General decline, poor intake
* Complex family discussion regarding goals of care and advance care planning
* Care of the dying/ palliative care
* Complex post hospital discharge follow-up
* Post VVED review follow-up
 | 9am – 4pm, 7 days a week | Scan QR Code[www.nh.org.au/RIR](http://www.nh.org.au/RIR)**OR**03 8405 8712 (for urgent referrals) |
|  | Bendigo Health Residential in Reach*(Greater Bendigo)* | The services our in-reach team can provide include, but are not limited to, are:* Physical Assessment at the Residential Aged Care Facility
* Advanced Care planning
* Examination post fall
* PEG advice and management/care
* Indwelling catheter/supra-pubic catheter management and advice
* Wound consultancy
* In service education
* Palliative care
* Intravenous access and antibiotics administration
* Dehydration assessment and management
* Bowel management
 | 7am - 9pm, 7 days a week | 03 5454 6000 / 0428 173 482<https://www.bendigohealth.org.au/ResidentialinReach/>*If you are unsure which Residential in Reach service to use, phone* ***1300 65 75 85*** *and provide the postcode for your RACH.* |
|  | Echuca Regional Health Residential in Reach  *(Campaspe, Echuca, Moama)* | Services include:* Comprehensive nursing assessment
* Urinary catheter care
* Intravenous antibiotic treatment
* Dehydration management
* Wound care
* Providing support and education following a residents ED or hospital discharge
 | 8am – 4.30pm, Monday to Friday  | 03 5485 5236 / 0427 141 146 <https://erh.org.au/departmentservice/residential-in-reach-2/>  *If you are unsure which Residential in Reach service to use, phone* ***1300 65 75 85*** *and provide the postcode for your RACH.* |
|  | Swan Hill District Health Services Residential in Reach  *(Swan Hill)* | Services include:* Post hospital discharge follow up
* Consultation/review of acutely unwell residents
* Delirium, infection and sepsis screening.
* Specialty care: urinary indwelling catheters (includes SPC) & PEG
* Wound Management
* Uncontrolled pain issues
* Unstable diabetes
* Acute palliative care support, end of life
* Falls management plan
* Advice re: outbreak management i.e. Influenza, Covid-19, C-diff outbreak (In accordance with the Department of Health)
* Dementia with challenging Behaviours and Psychological symptoms support
* Chronic Disease management such as for CHF or COPD
* Inappropriate and/or frequent ED presentation
* Nutrition/Hydration issues
* Advance Care Planning
* Family support meetings
 | 8am - 4.30pm, Monday to Friday | 0483 115 039 / 03 5033 9288<https://www.shdh.org.au/our-services/residential-in-reach/> |

**SERVICE DIRECTORY – PART 3**

**Mental health services directory**

|  | Service | Description | Hours of availability | Contact details |
| --- | --- | --- | --- | --- |
|  | Lifeline | Lifeline are a national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services. | 24 hours, 7 days a week | <https://www.lifeline.org.au/>13 11 14 |
|  | Beyond Blue | Beyond Blue works to equip older adults with the knowledge and skills to maintain their own good mental health and wellbeing, and recognise symptoms in people close to them, to prevent the development of a mental health condition. | 24 hours, 7 days a week | <https://www.beyondblue.org.au/>1300 224 636 |
|  | 13YARN | National crisis line support for First Nations Australians. | 24 hours, 7 days a week | <https://www.13yarn.org.au/>13 92 76 |
|  | Bush Support Line | Support for rural and remote health and aged care workforce and their families. | 24 hours, 7 days a week | <https://crana.org.au/mental-health-wellbeing/call-1800-805-391>1800 805 391 |
|  | Open Arms | For anyone who has served at least one day in the Australian Defence Force, and their families. | 24 hours, 7 days a week | <https://www.openarms.gov.au/>1800 011 046 |

**SERVICE DIRECTORY – PART 4**

**Infrastructure services directory**

|  | Service | Description | Hours of availability | Contact details |
| --- | --- | --- | --- | --- |
|  | *e.g. Electricity provider* | *To report faults and escalate remediation (hours open)* | *e.g. 8am – 5pm* | *e.g. 1800 call me* |
|  | *IT, Telehealth or software provider* |  |  |  |
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