

# Helping to keep residents safe and well

## The health of residents is our top priority.

We are committed to ensuring your family receives the care and support they need, 24 hours a day, every day of the year. This resource is designed to support families and carers with after-hours arrangements.

### 1.

#### What happens if someone becomes ill at night, or on the weekend?

- » We have many options to make sure help is available quickly and consistent with any plans already in place.
- » We have a nurse available, plus direct links to doctors, other nurses, pharmacists, hospitals and the ambulance service.
- » We are able to use “telehealth” – phone and video calls – to seek immediate expert advice, instead of waiting for a doctor to travel to the residential aged care home (RACH).
- » Trips to the emergency department may be distressing, so where possible doctors and nurses will care for unwell family members in their own rooms.
- » If you are listed as the emergency contact, we will call you in the event of an emergency.



### 2.

#### What can you do to help?

- » Talk with us to make sure residents GP and other contacts are up to date. Together we can write up a plan for after-hours care.
- » If you take your family member out for a health care visit, please ask for a treatment summary and share it with us when you return or ask the GP to upload to My Health Record.
- » If your family member has an advance care plan, or someone appointed to act on their behalf, make sure we have those details.



# 3.

## What else can you do?



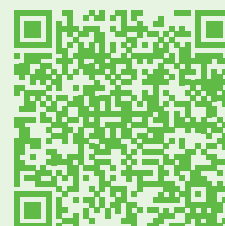
- » Talk to your family member about an advance care plan to make sure their wishes are respected.
- » Talk to us to ensure we have accurate and up to date information to provide the best all round care for your family member.
- » Some options that might be new for you include:
  - consider looking at the website of the Queensland Virtual Hospital Virtual Emergency Care Service ([qvh-virtual-emergency-care-service.health.qld.gov.au](http://qvh-virtual-emergency-care-service.health.qld.gov.au)), or
  - searching the Department of Health's website ([health.qld.gov.au](http://health.qld.gov.au)) for "residential aged care services."

# 4.

## What else do we do to keep people well.



- » Nurses, working with GPs and other specialists, develop care plans to manage the health needs of people living in aged care.
- » Medication Advisory Committees that include pharmacists and other clinicians, review and ensure best practice in use of medicines.
- » We use different digital systems, including telehealth and electronic medical records, so that all people caring for your family member have access to the same information.
- » People can choose to activate their My Health Record so information can be shared with outside services in emergencies, including a hospital, if needed.
  - To activate a My Health Record account, scan the below QR code.



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