

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), or
 - searching the Department of Health's website (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.



ISO 9001
QUALITY



Cairns

p: (07) 4034 0300
Level 5, 111 Grafton Street
Cairns, Qld 4870

Townsville

p: (07) 4796 0400
Building 500, Level 3
1 James Cook Drive, Douglas, Qld 4814

Mackay

p: (07) 4963 4400
2/45 Victoria Street (Ground Floor)
Mackay, Qld 4740

