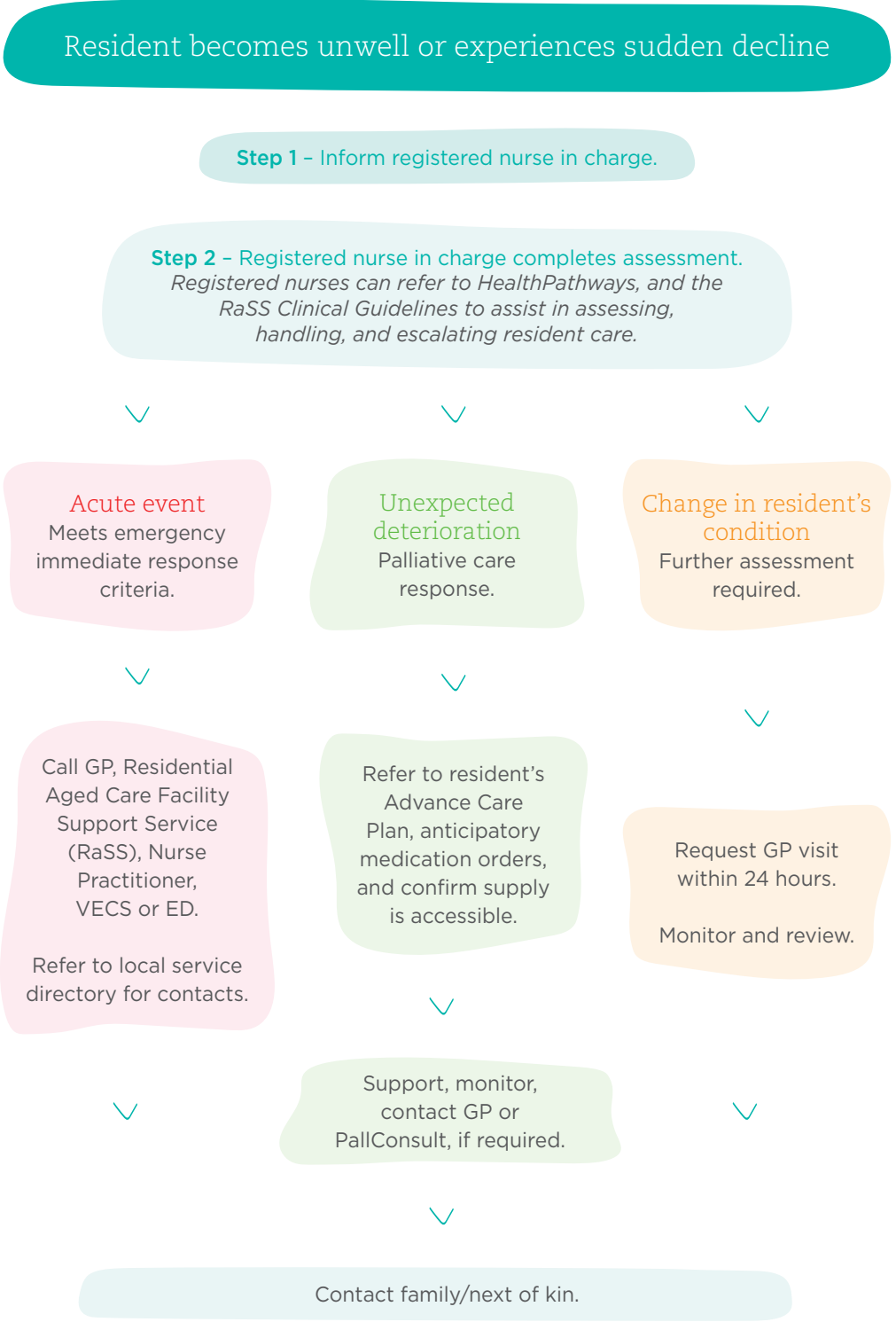


# After-hours Flow chart

Does each resident have an Advanced Care Plan?

Before calling for assistance	During the support call Communicate on the phone via the ISBAR format
<b>Assess the patient</b> <ul style="list-style-type: none"><li>» Undertake a nursing assessment, including vital signs.</li></ul>	<b>Identity</b> <ul style="list-style-type: none"><li>» Who you are/your title.</li><li>» Location of resident.</li><li>» Resident's name and date of birth.</li></ul>
<b>Check resident's preferences</b> <ul style="list-style-type: none"><li>» Advance Care Plan for level of medical intervention and location of care.</li></ul>	<b>Situation</b> <ul style="list-style-type: none"><li>» Main reason/concerns for calling.</li></ul>
<b>Contact</b> <ul style="list-style-type: none"><li>» GP/covering GP.</li><li>» Medical treatment decision maker/person responsible.</li><li>» Family.</li></ul>	<b>Background</b> <ul style="list-style-type: none"><li>» How long has the problem been present?</li><li>» Is it new or a recurring problem?</li><li>» Relevant medical history?</li><li>» Advance Care Plan, family, and GP request?</li></ul>
<b>After-hours hotlines</b> <ul style="list-style-type: none"><li>» Virtual Emergency Care Service (VECS) - Queensland Virtual Hospital - <b>13 43 25</b></li><li>» PallConsult's 24-hour Palliative Care Advice - <b>1300 725 527</b></li></ul>	<b>Assessment/Action</b> <ul style="list-style-type: none"><li>» Main symptoms.</li><li>» Main physical signs.</li><li>» What action has been taken?</li></ul>
	<b>Recommendations/Request</b> <ul style="list-style-type: none"><li>» What are you requesting - an assessment or review?</li></ul>

Resident becomes unwell or experiences sudden decline



Aged Care Clinical Pathways



FNQ HealthPathways  
Older Persons' Health



Townsville HealthPathways  
Older Persons' Health



Mackay HealthPathways  
Older Persons' Health



Residential Aged Care clinical/  
RaSS pathways webpage



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.



RACH After-hours Toolkit

After-hours Flow chart | 1



ISO 9001  
QUALITY

