

Medical Referral Options in Aged Care

LOW TO MEDIUM ACUITY

REFERRAL OPTIONS

1. GP
2. Residential In-Reach
3. Victorian Virtual ED



VICTORIAN VIRTUAL
EMERGENCY DEPARTMENT

vved.org.au

Available 24/7

COMMON CONDITIONS

- Post fall or head injury assessment
- Vomiting, diarrhoea, constipation
- Non-severe pain or discomfort
- Acute confusion or delirium
- Dizziness or near faint
- Respiratory infection
- Fever of unknown cause
- Cellulitis / skin infection
- Urinary infection
- Hypertension
- Chronic illness exacerbation
- Challenging behaviours
- Abnormal blood test results
- Functional decline
- Complex wound

PALLIATIVE & END OF LIFE CARE

REFERRAL OPTIONS

1. GP
2. Residential In-Reach
3. Community Palliative Care Service
4. Palliative Care Advice Service
5. Victorian Virtual ED



**Palliative Care
Advice Service**

1800 360 000

Available 7-days

HIGH ACUITY

CALL TRIPLE ZERO (000)

If AV staff assess an emergency response is not required they may refer to GP, Residential In-Reach or Victorian Virtual ED either at point-of-call (triage) or when on-scene.



**Ambulance
Victoria**

**Save Triple Zero (000)
for Emergencies**

Patient Centred Care is focused on the resident's values and preferences and supporting their decisions. Informed consent is essential and should come from the resident. When the resident does not have capacity their Advance Care Instructional Directive or Medical Treatment Decision Maker should be consulted.