

# Help us keep residents safe and well

**The health of residents is our top priority.**

We are committed to ensuring they receive the care and support they need, 24 hours a day, every day of the year.

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



- ▶ We have lots of options to make sure help is available quickly.
- ▶ 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 care home.
- ▶ Trips to the emergency department may be distressing, so where possible doctors and nurses will care for ill residents in their own rooms.
- ▶ If you are listed as an emergency contact, we will call you if there is cause for concern.



**Ambulance  
Victoria**



VICTORIAN VIRTUAL  
EMERGENCY DEPARTMENT  
Northern Health

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## 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 a resident out for a health care visit, please ask for a treatment summary and share it with us when you return.
- ▶ If the resident has an advance care plan, or someone appointed to act on their behalf, make sure we have those details.

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## What else can you do?



- ▶ Talk to the resident about an advance care plan to make sure their wishes are respected.
- ▶ If needed, discuss setting up a power of attorney or appointing a medical treatment decision-maker.
- ▶ Talk to us to ensure we have all the information needed to provide the best all-round care for your resident.
- ▶ There are some treatment options that might be new for you. Consider looking at the website of the Victorian Virtual Emergency Department ([vved.org.au](http://vved.org.au)) and searching the Department of Health's website ([health.vic.gov.au](http://health.vic.gov.au)) for "residential in-reach services".

