

# Service directory – fillable template

**Create your own localised list relevant to your facility.**

Healthdirect is Australia’s National Health Services Directory containing information about services, businesses and resources that are available throughout Australia. These directories may be of use in the process of formulating RACF after-hours plans.

## After-hours medical care

Name of clinic or service	Purpose and open hours	Phone number
<p>Residential In-Reach Service  <a href="https://www.health.vic.gov.au/publications/residential-in-reach-services-resident-and-representative-information-sheet">https://www.health.vic.gov.au/publications/residential-in-reach-services-resident-and-representative-information-sheet</a></p> <p>Metropolitan health services Information Sheet  <a href="https://bit.ly/3LLlcGT">https://bit.ly/3LLlcGT</a></p>	<p>Residential In-Reach services, delivering clinical care to aged care residents at home, are delivered through health services in Victoria. These services are staffed by hospital-based nurses and doctors who provide telephone support and on-site assessment of the aged care resident.</p> <p>Examples of care include:</p> <ul style="list-style-type: none"> <li>• Urinary tract infections or urosepsis</li> <li>• Post falls assessment, including head strike with minor injuries.</li> <li>• Pain and other distressing symptoms</li> <li>• Acute infections (pneumonia, gastroenteritis, influenza, cellulitis, COVID-19)</li> <li>• Acute confusion or delirium</li> <li>• Acute exacerbation of chronic disease; COPD/CCF/Diabetes/HT</li> <li>• Urinary catheter care or urinary retention</li> <li>• End of life assessment and care planning</li> <li>• Open hours dependant on each service</li> </ul>	<p>Centralised number: 1300 65 75 85</p> <p>See <b>Metropolitan health services Information Sheet</b> for direct contact details</p>
<p>VVED (Victorian Virtual Emergency Department)  <a href="https://www.vved.org.au/">https://www.vved.org.au/</a></p>	<p>24-hour support for non-threatening health emergencies.            **Online registration required</p>	
<p>Dementia Behaviour Management Advisory Service (DBMAS)  <a href="https://www.dementia.com.au/dbmas">https://www.dementia.com.au/dbmas</a></p>	<ul style="list-style-type: none"> <li>• Dementia behaviour management advisory service available 24 hours (through Dementia Services Australia)</li> <li>• 24-hour support for carers of patients already enrolled in this program</li> </ul>	
<p>Ambulance Victoria’s Residential Aged Care Enhanced Response (RACER) program  <a href="https://www.ambulance.vic.gov.au/the-racer-pathway/">https://www.ambulance.vic.gov.au/the-racer-pathway/</a></p>	<p>The RACER pathway is an alternative care pathway that aims to better connect and coordinate Triple 000 calls from residential aged care facilities (RACFs) to meet the patient’s needs and avoid unnecessary ambulance dispatch and transport to hospital emergency departments.            24-hour support.</p>	<p>000</p>
<p>Palliative Care Advice Service  <a href="https://www.pcas.org.au/">https://www.pcas.org.au/</a></p>	<p>The Palliative Care Advice Service offers free, confidential advice for all Victorians seeking information about life-limiting illness, palliative care, or end-of-life care.            Open hours 7am-10pm</p>	<p>1800 360 000</p>

## Locum/Deputising Services

Name of clinic or service	Purpose and open hours	Phone number

## Mental Health Care

Name of clinic or service	Purpose and open hours	Phone number

## Pharmacy

Name of clinic or service	Purpose and open hours	Phone number

## Infrastructure

eg. Electricity provider	To report faults and escalate remediation (hours open)	Phone number