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
Residential In-Reach Service https://www.health.vic.gov.au/publications/residential-in-reach-services-resident-and-representative-information-sheet Metropolitan health services Information Sheet https://bit.ly/3LLIcGT	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. Examples of care include: • Urinary tract infections or urosepsis • Post falls assessment, including head strike with minor injuries. • Pain and other distressing symptoms • Acute infections (pneumonia, gastroenteritis, influenza, cellulitis, COVID-19) • Acute confusion or delirium • Acute exacerbation of chronic disease; COPD/CCF/Diabetes/HT • Urinary catheter care or urinary retention • End of life assessment and care planning • Open hours dependant on each service	Centralised number: 1300 65 75 85 See **Metropolitan health services Information Sheet** for direct contact details
VVED (Victorian Virtual Emergency Department) https://www.vved.org.au/	24-hour support for non-threatening health emergencies. **Online registration required	
Dementia Behaviour Management Advisory Service (DBMAS) https://www.dementia.com.au/dbmas	• Dementia behaviour management advisory service available 24 hours (through Dementia Services Australia) • 24-hour support for carers of patients already enrolled in this program	
Ambulance Victoria's Residential Aged Care Enhanced Response (RACER) program https://www.ambulance.vic.gov.au/the-racer-pathway/	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.	000
Palliative Care Advice Service https://www.pcas.org.au/	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	1800 360 000