

Residential In-Reach (RIR)



RIR is a free service that provides on-site clinical support to residents living in RACF, providing an alternative option to review in the hospital Emergency Department. The treating General Practitioner should be contacted as the first option of care. RIR can be contacted to assist with assessment and to liaise with the GP to establish a plan of care. RACF staff can also refer directly to RIR for acute clinical assessment and treatment for a range of issues where the GP is not available.

RIR staff also offer education to RACF clinical and care staff to support patients with additional care needs including wounds, PEG tubes and catheters.

RIR aims to:

- ✓ Facilitate optimum health care and health outcomes for residents living in RACF
- ✓ Provide timely clinical support to RACF to enable residents to remain in their home environment
- ✓ Assist residents, facility staff and families to coordinate care through the hospital system

Who can refer to Residential In-Reach?

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| ✓ General Practitioners | ✓ Family |
| ✓ Residential Aged Care Facilities | ✓ Friends |
| ✓ Emergency Departments | ✓ Carers |
| ✓ Ambulance Victoria | ✓ Residents |

Clinical support provided:

- ✓ Initial needs assessment and treatment plan development
- ✓ General clinical advice and support
- ✓ Change or troubleshoot urinary catheters
- ✓ Percutaneous Endoscopic Gastronomy (PEG) tube management
- ✓ Wound consultation, assessment and management
- ✓ Palliative care support
- ✓ Advance care planning, support and education
- ✓ Support, advice and education to staff following discharge from the acute care setting
- ✓ Develop Asthma / COPD Action Plans with GP support
- ✓ Coordinate non-urgent blood transfusions and iron transfusions
- ✓ Coordinate PEG tube changes

 **0438 539 140**

(leave a message after hours)

The Service is staffed 7 days a week between the hours of 7.30am and 4pm.

Fax: (03) 5022 3207