

Residential Aged Care Facilities – In Reach Service

In Reach Service

The RACFs **In Reach Teams** are provided to support Residential Aged Care Facilities (RACF) and GPs to respond to concerns about COVID-19 and other clinical matters as required. The service is to assist and support GPs and RACF's to keep their residents safe at home.

In Reach will accept referrals directly from RACFs and GPs via the:

- **In Reach team number, the Ambulance Secondary Triage Service, or the Public Health Unit**
- **Website for updated case definition** <https://www.health.nsw.gov.au/Infectious/diseases/Pages/2019-ncov-case-definition.aspx#h3-epidemiological-criteria>

If you are worried about a patient who is acutely unwell:

Call the Ambulance. If clinically indicated, the secondary triage service in liaison with the GP may direct care to the **In Reach team** or the resident may be transferred to hospital.

If a resident has flu like symptoms, please

- Isolate resident/s in a single room and use IP&C and PPE protocols
- Call the GP and In Reach team and request swabbing is not already available through pathology or internal resources
- Call the Public Health Unit 1300 066 055
- Identify other symptomatic residents/staff and start a line list

Out of hours:

- For suspected **COVID19 cases**, call the **Public Health Unit Infectious Diseases number on 0439882752**. Also leave a message on the **In Reach Team number 66294157**.
- For **non-infectious conditions**, call the GP or Ambulance as per usual care.

In Reach Services available to Residential Aged Care Facilities include

- The **In Reach team** will liaise with Nurse Practitioners and Registered Nurses who can provide advice related to testing for COVID-19, transfers back from hospital and IP&C practices and other clinical assistance as required
- Access to **Geriatrician support via the Nurse Practitioner**
- **Nurse practitioners can work with the team to provide** COVID 19 screening, management / action plans for chronic and complex care needs and assistance with managing dyspnoea in Palliative Care patients, among other skills within their scope of practice.
- **Education** for RAC facility staff on more complex tasks, refreshers on catheterisations, post fall assessment etc
- **Support for staff and GPs** with ongoing care requirements for residents.
- **End of life** and palliative care support advice to RAC facilities and GP's.

In-Reach Team Services

In Reach Team Phone: 02 66294157

Operating Hours: 7 days 08:30-4:30pm

COVID-19 Screening Criteria

Sudden onset of symptoms AND at least one of the following respiratory symptoms

1. ***Cough (new or worsening)***
2. ***Sore throat***
3. ***Shortness of breath***

AND at least one of the following systemic symptoms:

1. ***Fever (may be absent in the elderly)***
2. ***Malaise***
3. ***Headache***
4. ***Myalgia***
5. ***New confusion***