

Residential Aged Care Facilities - In-Reach Service

In-Reach Service

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

In-Reach will accept referrals directly from RACFs via the:

- **In-Reach team number, the Ambulance Secondary Triage Service** or the **Public Health Unit**
- **Website for updated symptoms** <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 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 PPE protocols.
- Call the In-Reach team and report symptoms
- Call the Public Health Unit 1300 066 055 as per usual care
- 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 and testing for Covid-19 and other clinical assistance as required
- Access to **Geriatrician support via the Nurse Practitioner**
- **Nurse practitioners can 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
- **Support for staff** with ongoing care requirements for residents.
- **End of life** and palliative care advice to RAC facilities.

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**