

RACH referral process for Fast Track service



healthdirect Assessment & Risk Stratification

healthdirect



RACH Nurse* calls
healthdirect on
1800 867 221

*Must be: Registered Nurse and/or Enrolled Nurse initiated & from onboarded RACHs in the after hours period



Connection to Care



RACH nurse provides:

- Consumer demographics
- Facility details
- Reason for call
- Clinical info

Initial assessment undertaken and tier identified by healthdirect.



RACH nurse is placed on the GP helpline call back list

RACH nurse will be provided with estimated call back time.



- Tier 1**
Call back 30 minutes
- Tier 2**
Call back 120 minutes



GP helpline calls RACH nurse and completes assessment with consumer and RACH to undertake consultation.

Care advice and further referral pathway options.

E-scripts as required.



Information sharing to facilitate continuity of care



- Event Summary & Prescription Record uploaded to MHR



- Correspondence sent to regular GP via Secure Messaging



- RACH nurse provided with e-script