

Planning Guide

After-Hours Support Planning Toolkit for Residential Aged Care Homes (RACH)

Acknowledgements

This toolkit is based on a resource developed by Primary Health Tasmania and has been reproduced with their permission. We extend our gratitude to the dedicated staff from the following residential aged care homes, whose valuable input and feedback informed the development of this toolkit:

- Aged Care Deloraine
- Uniting Agewell Latrobe Community, Strathdevon
- Uniting Agewell Kings Meadows Community, Aldersgate
- Freemasons Home, Masonic Care Tasmania

Disclaimer

While the Australian Government provided funding for the initial version of this toolkit, it has not reviewed the content and is not responsible for any injury, loss or damage however arising from the use of or reliance on the information provided herein.

More information and feedback

We welcome questions and feedback about this toolkit. Please contact the aged care team at Adelaide Primary Health Network (Adelaide PHN) at ageingwell@adelaidephn.com.au or on 08 8219 5900.

Note

The terms “Facility” and “Residential Aged Care Home” have been used interchangeably throughout this document.

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Background

Primary Health Networks (PHNs) have received funding to support the Australian Government's response to the Royal Commission into Aged Care Safety and Quality. The Royal Commission examined complex circumstances faced by senior Australians using aged care services. Issues identified included difficulty in accessing after-hours medical services and inappropriate transfers to hospital, both of which lead to poorer health outcomes for senior Australians and increased pressure on the health system. Improving after-hours medical support and reducing inappropriate transfers to hospital has become a major focus of work for PHNs.

After-hours support is a critical component of care within Residential Aged Care Homes (RACHs). After-hours plans identify how to manage residents' health care in the after-hours period and increase awareness of support available in primary health care (including general practice and pharmacies) and in accessing other services across health that can assist residents to receive the best care in the best place.

Adelaide PHN has adapted the toolkit for improving after-hours support in RACHs developed by Primary Health Tasmania (Tasmania PHN). The toolkit was developed following consultation with RACHs and has been adapted to meet the needs of RACH in Adelaide metropolitan region.

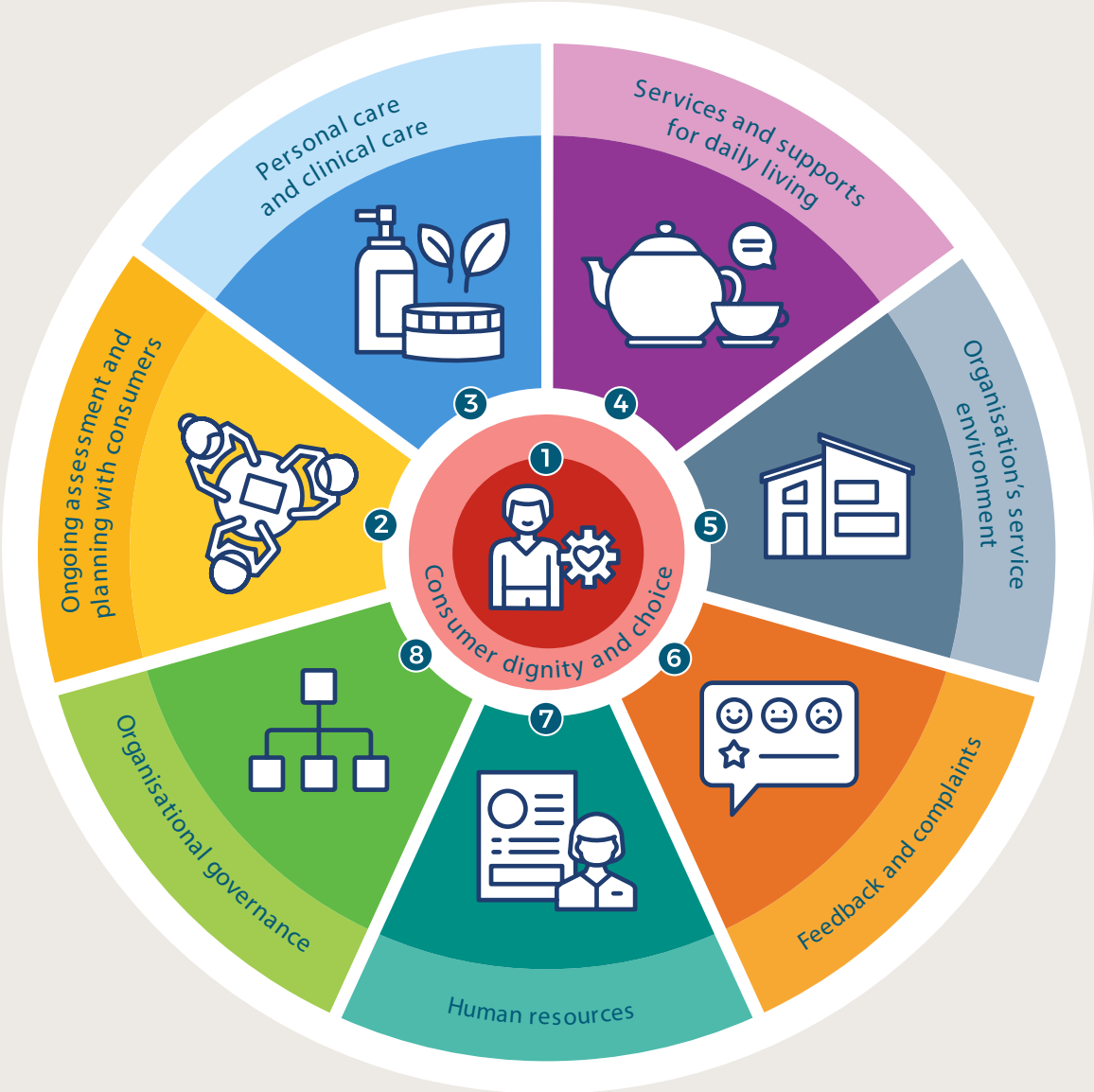
The purpose of this toolkit is:

- To assist RACHs in identifying, documenting and centralising the plans they have in place for the after-hours period.
- To consider components of an after-hours support plan including clinical governance, workforce, systems and processes, maintaining needs and accessing services, and infrastructure.
- To explore the after-hours support services that are currently available in a local area or region.
- To demonstrate how after-hours support interventions align with the Aged Care Quality Standards (see next page).

Background

Aged Care Quality Standards Wheel

Aged Care Quality Standards Wheel, Aged Care Quality and Safety Commission, Australian Government¹



Background

This toolkit includes:

After-Hours Planning Guide

Self-assessment questions to prompt exploration of current after-hours plans at the home level.

Resources and suggestions for what may be included in after-hours plans.

After-Hours Planning Workbook

Workbook to assist with centrally documenting after-hours planning for aged

After-Hours Quick Guide

Quick guide template where key information can be located.

The guide and planning workbooks are divided into themes which are the minimum requirements for inclusion in RACH after-hours plans as recommended by the Department of Health and Aged Care. These requirements are defined on the following page. Please note that alignment with the standards is a guide only and these standards are currently under review.

The after-hours plans and templates are designed to be dynamic, meaning facility and resident plans should be reviewed and updated regularly to reflect current policies and procedures, available services, and changes in care.

Disclaimer

This document does not intend to direct individual RACHs as to what they should include in after-hours medical support plans, but to explore the range of resources available across the state and within each region with the aim of maximising the use of the resources that are currently available.

Background

Minimum requirements for inclusion in a RACH after-hours plan and the relevant Aged Care Quality Standard.

Requirement	Definition	Relevant Aged Care Quality Standard
Clinical governance	Clinical governance refers to the set of relationships and responsibilities established by a health service organisation between its state or territory department of health, governing body, executive, workforce, patients, consumers, and other stakeholders to ensure good clinical outcomes ² . Within RACHs, clinical governance is comprised not just of the documents that articulate residents' care preferences, but many other documents that govern the actions of individual staff members and of the organisation more broadly.	Standard 1: Consumer dignity and choice Standard 2: Ongoing assessment and planning with consumers Standard 6: Human resources Standard 8: Organisational governance
Workforce	The health workforce includes all those involved in health care delivery, from those trained in the vocational education and training sector to medical specialists ³ . For the purposes of after-hours planning, consider the workforce available within the aged care home and their capabilities. Also consider the broader workforce that may need to be called upon to assist with the deterioration of a resident. This may include (but is not limited to) after-hours pharmacies, national telehealth hotlines and local general practices that offer after-hours clinics.	Standard 7: Human resources

Background

Minimum requirements for inclusion in a RACH after-hours plan and the relevant Aged Care Quality Standard.

Requirement	Definition	Relevant Aged Care Quality Standard
Systems and processes	Sets of principles and procedures that provide guidelines for how to meet the health and social needs of residents. Systems and processes include handover tools; checklists; instructions; clinical tools to monitor condition changes; and workflows that articulate processes to follow when residents require extra care and support.	Standard 3: Personal care and clinical care Standard 4: Services and supports for daily living
Meeting needs and accessing services	The location of a RACH and the availability of services in the local area will determine how support can be accessed and delivered. When writing an after-hours plan, it is useful to have an idea of what local, state, and national services may be available to offer support (e.g. national telehealth services, mental health hotlines and pharmacies).	Standard 7: Human resources Standard 8: Organisational governance
Infrastructure	Health infrastructure is physical and organisational facilities, spaces, services, and networks that enable health services to be delivered to the population ⁴ . In RACHs, this includes essential services including electricity and telecommunication services, that assist with the running of internal infrastructure (e.g. electronic medication management systems).	Standard 5: Organisation's service environment Standard 8: Organisational governance

How to use the toolkit

RACHs are encouraged to use the toolkit in the manner that best meets their needs. Adelaide PHN suggests facility management allocates time and takes a collaborative approach to identifying the strengths and gaps in both facility and individual resident after-hours plans.

Step 1

Read the after-hours planning toolkit and review the requirement definitions and self-assessment questions.

Step 2

Complete an after-hours facility plan (one per facility). Define your facility's after-hours period (the period of time that is considered to be outside of usual business hours of operation). Where answers to the questions are clear, or plans or processes exist, write these into the after-hours

Step 3

Enhance your facility plan with suggested resources, tools and services provided in the after-hours planning toolkit. Review your after-hours facility quick guide and fill any gaps.

Step 4

Review your after-hours facility quick guide and fill any gaps.

Step 5

Complete the facility after-hours quick guide. Consider how staff may access these documents quickly when required.

Step 6

Provide feedback on the toolkit to Adelaide PHN.

***Consider that your facility's after-hours period may differ from the after-hours period for a pharmacy or general practice.**

After-Hours Care Planning Guide

Read the self-assessment questions and practical examples to guide the review of your facility's current after-hours plan and individual residents' plans.

Clinical governance



Self-assessment questions

- What documents underpin the way we work in our organisation? Where can they be found?
- What is our process for escalating a resident's care in the after-hours period, and who is responsible for escalating that care?
- How is the process for escalating a resident's care in the after-hours period communicated to all staff?
- What plans, processes and structures do we have in place to determine how care is administered?
- What role does the resident play in determining how their care is administered if they become unwell after-hours?
- How could we introduce more patient and family-centred care into the after-hours support process?
- Where and how are the facility and individual plans recorded?
- What and who do we need to consult when a resident becomes unwell after-hours (e.g. family, advance care plan, facility manager)?
- Who decides how and when we consult others when a resident becomes unwell after-hours?
- When and how do we report incidents, and how do we monitor and control for risk?
- How do we ensure/what process do we have in place to ensure that individual and RACH plans are regularly reviewed and updated?

Examples of what this could look like in practice

- Internal processes are followed when a resident becomes unwell after-hours.
- The organisation has charters of responsibilities: mission, vision, code of conduct, employee agreements, etc.
- Compliance with sector safety and quality standards.
- Adherence to specific disciplinary codes of conduct and codes of ethics (e.g. Australian Health Practitioner Registration Agency guidelines, Nursing and Midwifery Board of Australia's code of ethics).
- There is a plan to communicate with a resident's family when the resident becomes unwell after-hours (e.g. clear emergency contacts).
- Having a conversation with the resident and their family about their after-hours care preferences.
- Taking a flexible approach to residents' after-hours care preferences as they change.
- Considering a resident's cultural and/or religious background and associated care preferences.

Clinical governance



Suggested resources

Advance care planning is the process of planning for future health care. It relates to the health care an individual would or would not like to receive if they were to become seriously ill or injured and unable to communicate their preferences or make decisions. This can often relate to the care received at the end of life. Advance care planning in South Australia involves completing the Advance Care Directive. While completing the directive, a substitute decision maker needs to be appointed.

Advance Care Directive is a document that allows an individual to specify the health care and treatment they would and would not like if they lost the ability to communicate and make decisions. The writer can also nominate someone to make decisions on their behalf if they are not able to do so. This person becomes the substitute decision maker, and the process of appointment requires completion of the Advance Care Directive Form. These processes and considerations are not mandatory; however they are useful in embedding person-centred care and could be encouraged for consideration by residents and their families.

Professional standards, codes, and guidelines: Nurses and midwives must be registered with the Nursing and Midwifery Board of Australia and meet the Board's professional standards to practise in Australia.

The Aged Care Quality Standards: The Aged Care Quality and Safety Commission expects organisations providing aged care services in Australia to comply with these standards, which

Links

- [Advance care planning](#)
- [Advance Care Directive](#)
- [Instrument Appointing substitute decision maker form](#)
- Professional standards, codes, and guidelines
- [The Aged Care Quality Standards](#)

Workforce



Self-assessment questions

- Who within our organisation knows what to do to care for a resident who has become unwell in the after-hours period?
- Who in our organisation can complete a comprehensive physical assessment of a resident who becomes unwell?
- What is the role of a non-clinical staff member in the after-hours support plan?
- Who within our organisation requires training in the use of any or all the following: The Yellow Envelope, Emergency Decision Guidelines, ISOBAR, comprehensive physical assessment? How often do we have refreshers on our training?
- Who else might we consult when a resident becomes unwell after-hours?
- What plan do we have in place with our local GP for when a resident becomes unwell after-hours?
- What are the nearby facilities that provide after-hours care?

Examples of what this could look like in practice

- Identifying and documenting the appropriate after-hours doctors and their contact details.
- Staff appropriately trained in after-hours processes.
- Agreed plans with GPs and alternatives to emergency departments such as home visits with the resident, or virtual consultation.
- An orientation for new staff that includes reference to after-hours support processes.
- Refresher training at set intervals is planned and regular.
- Knowledge of eHealth technology and systems.
- Building staff competency and confidence to manage deterioration in a resident's health and assess what steps need to be taken.
- Easily accessible information about who to contact when a resident becomes unwell after-hours and needs support.

Workforce



Suggested resources

[BRIDGE online learning](#) offers online training for the aged care workforce and offers continual professional development accredited training.

[Advance Care Planning Australia Learning](#) supports health care practitioners, care workers, students, individuals, and substitute decision makers to learn about advance care planning.

Aged and Community Care Providers Association (ACCPA) has a range of [learning and professional development](#) options for those working in aged care services.

[Palliative Aged Care Outcomes Program \(PACOP\)](#) has developed a range of resources for clinicians, residents of RACHs and their families to systematically improve palliative and end-of-life care.

[End of Life Direction for Aged Care \(ELDAC\)](#) provides information, guidance and resources to health professionals and aged care workers to support palliative care and advance care planning.

Relief agencies

- [Your Nursing Agency \(YNA\)](#)
- [Health Care Australia \(HCA\)](#)
- [Medi-Serve Nursing Agency](#)
- [Medstaff](#)

See Appendix 1 for contact details for after-hours support in your region, and additional national and statewide services that may be of assistance in the after-hours space.

Links

- [Bridge online learning](#)
- [Advance Care Planning Australia Learning](#)
- [ACCPA learning and professional development options](#)
- [Palliative Aged Care Outcomes Program \(PACOP\)](#)
- [End of Life Direction for Aged Care \(ELDAC\)](#)
- [Your Nursing Agency \(YNA\)](#)
- [Health Care Australia \(HCA\)](#)
- [Medi-Serve](#)
- [Medstaff](#)

Systems and processes



Self-assessment questions

- What are our operating and after-hours period as an aged care home?
- What is the first thing we do if we notice that a resident is deteriorating or becoming unwell after-hours? What is the sequence of intervention after noticing?
- What assessment tools do we use with residents who become unwell after-hours?
- What plans, processes and structures do we have in place to determine how care is administered?
- How are we going to check that our after-hours support plan is working?

Examples of what this could look like in practice

- Appropriate record management, including systems for capturing and sharing relevant information with the regular GP and/or hospital. Information including instances of after-hours services, assessment, advice given.
- Planned approaches for the transfer to hospital if needed. Processes including communications, information transfer, etc.
- Easily accessible contact details for triage and GPs.
- A simple workflow we could follow to ensure care is being administered consistently.
- A Plan-Do-Study-Act cycle to evaluate our after-hours process.

Systems and processes



Suggested resources

[McGreer's Definitions](#) for Healthcare Associated Infections for Surveillance in Long Term Care Facilities is a checklist that provides standardised guidance for infection surveillance activities and research studies in RACHs and similar institutions.

[Pain assessment scales and tools](#) can be used to measure pain, and a range of resources are available on the Department of Health and Aged Care website.

Links

- [McGreer's Definitions](#)
- [Pain assessment scales and tools](#)

Meeting needs and accessing services



Self-assessment questions

- Who is our external contact for after-hours primary care support (e.g. local GP, 1300CALLTHEDR)?
- Who is our back-up option for after-hours primary care support if we can't reach our preferred option?
- Do we have an after-hours support arrangement in place with local pharmacies? Which is our closest after-hours pharmacy? What are their hours of operation?
- What mental health supports might we call upon after-hours?

Examples of what this could look like in practice

- Communication and planning with GPs for the after-hours support they will offer.
- Planning which alternative service to call after-hours if required for residents.
- List of local pharmacies that are open later than usual business hours.
- Back-up national and statewide services that can be used if local services are not available.

Meeting needs and accessing services



Suggested resources

See the service directory within this document for contact details for a preliminary list of after-hours support in your region, and/or national and state-wide services that may be of assistance in determining after-hours medical care. Please be advised that the list will not be monitored or updated by Adelaide PHN and that contact details for services and organisations are subject to change.

The Pharmaceutical Society of Australia has a pharmacist advice line operating from 6pm to midnight, 7 days per week. It is free for all South Australians. This advice line is not for emergencies and does not prescribe. Phone 08 8272 1211.

Links

- [Service directory](#)
- [The Pharmaceutical Society of Australia](#)

Infrastructure



Self-assessment questions

- What software do we currently use to monitor the resident and share information about their condition?
- What tools would we like to access, use and train our staff in the use of, to improve our capacity to provide support after-hours?
- What is our internet connection like – is it reliable enough to support telehealth?
- Who do we contact if the power or internet goes out?
- Who do we contact if we need IT support, and where is their phone number kept?
- What procedures do we follow if we cannot access IT systems that contain resident information?
- Do we need a separate space to assess and treat residents who need after-hours medical care?

Examples of what this could look like in practice

- Telecommunication services and networks that are available to support practice software.
- Using fit-for-purpose practice management software.
- Internal telehealth infrastructure (e.g. tablets, phones, telehealth care solutions).
- Dedicated treatment rooms for residents who require treatment/are unwell and require medical review.

Infrastructure



Suggested resources

There is a variety of person-centred digital clinical care systems available that assist facilities with administration and management tasks, including: reporting, electronic care planning, medication management, communication, clinical analysis, mobile data entry, family communication, health monitoring and pathology.

Disclaimer: Adelaide PHN does not endorse or promote the use of any particular digital solution for RACHs.

The following systems are available in Adelaide and were identified during consultation with RACHs:

Digital patient management solutions

- Autumncare
- LeeCare
- ICare Health
- Epicor
- E-Case
- ECare Brevity
- AlayaCare (Procura)
- Leecare
- Management Advantage (also known as Manadplus)
- Medimap

Medication management

- Medmobile
- Medimap
- Best Med
- Webstercare

Pathology

Clinpath Pathology dedicated aged care service and hotline 1800 570 573.

Available between 8am and 6pm, 7 days a week.

Communication devices

Spectralink

Feedback form

The after-hours support planning toolkit aims to enhance the capacity of RACHs in Adelaide to plan for the after-hours period. We hope this resource has been helpful and value your feedback. Fill out the below form and post to PO Box 313, Torrensville Plaza SA 5031 or email to digitalhealthinfo@adelaidephn.com.au.

RACH name (optional)

1. How would you rate your facility's after-hours plan prior to engagement with Adelaide PHN? (1 – No plan in place, 5 – Strong plan in place)

- 1 – No plan
 2
 3
 4
 5 - Strong plan

2. How useful was the after-hours support organisational self-assessment for analysing and enhancing your organisation's after-hours support plan? (1 – Not useful, 5 – Very useful)

- 1 – Not useful
 2
 3
 4
 5 - Very useful

3. How helpful did you find the guidance provided in the toolkit? (1 – Not helpful, 5 – Very helpful)

- 1 – Not helpful
 2
 3
 4
 5 - Very helpful

4. How was your experience engaging with Adelaide PHN?

5. What do you think is important for us to know to improve our work with the aged care sector?

6. Does your aged care home use GP Assist as part of its after-hours support plan?

- Yes No

7. Would you like to be contacted to discuss your answers?

- Yes No

If yes, please provide your contact details below

Name

Role

Facility

Service directory

Healthdirect Australia's [National Health Services Directory](#) is a regularly reviewed nationwide service directory. This directory may be of use to identify services that can assist RACH after-hours plans. The following watermarked tables are a snapshot in time of what is available as drawn from the National Health Service Directory, and each facility can draw similar information that can be used in their plan.

It is important to note that the watermarked examples are not an exhaustive list of after-hours support providers in Adelaide. There are many clinics around that state they provide after-hours medical care. However, many of them are not able to service residents in RACHs due to an inability to provide home visits and limitations on providing telehealth consultations to new patients.

There may be some circumstances in which a resident can access after-hours telehealth services from a private clinic in Adelaide. The circumstance under which this would take place is likely to be a pre-established relationship with a clinic from before the resident entered a RACH, and these appointments (usually telehealth and occasionally home visits) would be given at the discretion of the clinic. For example, where an individual resident had a long-running relationship with a clinic or specialist in the community prior to RACH admission, that clinic or specialist may opt to provide ongoing consultation and contact via telehealth.

Disclaimer

Please be advised that the following list will not be monitored or updated by Adelaide PHN and contact details for services and organisations are subject to change.

Appendix 1

Medical Care National

13SICK National
Home Doctor
Adelaide
13 7425

Their doctors are on the road from 6pm weeknights, 12 noon Saturday, all day Sunday and public holidays. Their doctors treat patients with acute, episodic conditions (e.g. gastro, UTI, migraine, respiratory infections) on weeknights, weekends and public holidays. There are over 400 Doctors who currently work with this national medical network.

Call the Doctor
1300 640 471

Call The Doctor is a bulk billed after-hours locum doctor home visit service that provides the best care for the greater Adelaide area. They operate from Monday till Friday before 8am and after 6pm, Saturdays before 8am and after 12pm and all-day Sundays and public holidays.

Hello Home Doctor
134 100

Hello Home Doctor Service, is a fully accredited Medical Deputising Service provider. They offer an after-hours home visiting doctor service to patients at their home or aged-care facility on behalf of the regular GP. As a Medical Deputising Service, they act for and on behalf of general practice, general practitioners and their patients in continuing GP care in the after-hours for conditions which are not an emergency but warrants an after-hours doctor. Outside of their service's operating hours, they refer all patients back to their regular general practitioner.

Poisons
Information Centre
13 11 26

Call this number if you think someone has taken an overdose, made an error with medicine or been poisoned. You can call 24 hours a day, 7 days a week from anywhere in Australia

Medical Care Statewide

Hello Home Doctor
(08) 7078 7063

Hello Home Doctor Service, is a fully accredited Medical Deputising Service provider. They offer an after-hours home visiting doctor service to patients at their home or aged-care facility on behalf of the regular GP. As a Medical Deputising Service, they act for and on behalf of general practice, general practitioners and their patients in continuing GP care in the after-hours for conditions which are not an emergency but warrants an after-hours doctor. Outside of their service's operating hours, they refer all patients back to their regular general practitioner.

Care 24-7
(08) 8227 7077

Care 24-7 is Australia's leading provider of specialist-led, private hospital emergency departments, delivering fast, expert care. Their emergency department operates 24-hours a day, every day of the year, including public holidays. They are situated at the Calvary Adelaide Emergency Department in South Australia.

Family Home Doctors
After Hours GP
(08) 7231 1610

This is an online platform to request telehealth consultation via a booking form request. Email - admin@familyhomedoctor.com.au (only monitored between 8am to 4pm Monday to Friday, for non-urgent enquiries.)

Mental Health National

Suicide Callback Service

1300 659 467

The Suicide Call Back Service is a 24-hour, nationwide service that provides free telephone, video, and online counselling. The service is available for anyone who is feeling suicidal, anyone who is worried about someone who is suicidal, anyone who is caring for someone who is suicidal, anyone who has lost someone to suicide, and health professionals who are supporting people affected by suicide.

Lifeline

13 11 14

Lifeline is a 24-hour crisis support line that can provide phone and text chat support to people experiencing crises. Lifeline can also provide support for people who are supporting others experiencing mental health concerns.

Beyond Blue

1300 22 4636

Beyond Blue provides a free, short-term telephone and online counselling service 24/7 for everyone in Australia. Counsellors can provide direct support and/or provide support for others who are in a caring role.

13YARN

13 92 76

13YARN is a 24-hour crisis support line for Aboriginal and Torres Strait Islander peoples. Staffed by Lifeline-trained Aboriginal and Torres Strait Islander crisis supporters for mob who are feeling overwhelmed or having difficulty coping.

SANE

1800 187 263

SANE drop-in services provide mental health support from 10am to 10pm every day, staffed by a qualified team of counsellors and people with lived experience of mental health issues who can provide free digital and telehealth support, information, and referrals. Please note that this is not a crisis service.

My Home Hospital

1800 111 644

My Home Hospital is a public hospital-level service that delivers medical care to patients in the comfort and privacy of their own homes. The service is available at no charge to eligible public patients 24 hours a day, 7 days a week across the metropolitan Adelaide area, Gawler and Mount Barker regions and their surrounds.

Mental Health National

Open Arms
1800 011 046

Open Arms provides 24/7 counselling for anyone who has served at least one day in the Australian Defence Force, and their families. Open Arms offers face-to-face, telephone and online counselling for individuals, couples, and families.

CATT- The Crisis
Assessment and
Treatment Team
13 14 65

A CATT responds to urgent requests to help people in mental health crisis 24 hours a day, 7 days a week. Whether at home or elsewhere, a CATT assesses the person's current mental state, their psychiatric history, what social support they have and more. They will work with the person involved and their family and/or carer to determine the best way to help.

One option is to provide intensive treatment, care and support at home, and this is what they hope to do. But there are times when treatment in hospital is needed. If so, they will help the person get to hospital by arranging referrals and transport.

CATTs also work with other services such as police, ambulance, alcohol and drug services, child protection and community services where necessary.

Mental Health Statewide

Urgent Mental Health Care Centre

(08) 8448 9100

A welcoming place for people experiencing a mental health crisis. A free service, open 24 hours a day, 7 days a week.

Uniting SA

North:

(08) 8281 2929

South:

(08) 8392 0200

West:

(08) 8440 2220

Northern Country

(08) 8649 3716

Uniting SA offers specialist services to support individuals living with a mental illness or mental health concern in regional and metropolitan South Australia. They work closely with government mental health services, to support people in living safely in the community.

Locations:

North - 94 Waterloo Corner Road, Paralowie, SA 5108

South - 111 Beach Road, Christies Beach, SA 5165

West - George Martin Centre, Cnr Port Road and Glebe Street, Alberton, SA 5014

Northern Country - Joan Gibbons Hub, 5-7 Head Street, Whyalla Stuart, SA 5608

Older Person's Mental Health Service

Eastern Team:

(08) 7425 6400

Northern Team:

(08) 7425 6300

Southern Team:

(08) 7117 5037

Western Team:

(08) 8426 0600

The focus of Older Persons Mental Health Service (OPMHS) in South Australia is to support older people to maximise their mental health. This is achieved through working with the community, ageing and primary health care sectors to prevent or reduce the incidence and/or escalation of mental health issues.

Services are for people aged 65 years and older and for Aboriginal and Torres Strait Islander people aged 50 years and older, who have a diagnosable mental health disorder or symptoms of an underlying issue or issues, including: first onset of a psychiatric illness or disorder whilst in these age brackets; dementia complicating a pre-existing psychiatric illness; dementia with severe behavioural and psychological symptoms, requiring specialist mental health input.

Telehealth Services National

National
Telemedicine Doc-
tors
(02) 8834 7760

National Telemedicine Doctors provides a national telehealth service from 9am to 9pm Monday to Friday, and 9am to 1pm on Saturdays and Sundays. No bulk billing. The doctors cannot prescribe schedule 8 medications. The doctors can provide advice to RACH staff.

Doctors on Demand

Doctors on Demand provides a national telehealth service 24 hours per day, 7 days per week. No bulk billing. According to the Medical Board APHRA, the doctors are not allowed to prescribe via telehealth unless the patient has had regular consultations with the same GP.

Bookings can be made online and credit cards are required for payment.

Dementia Australia
1800 100 500

Dementia Australia can provide various kinds of phone and email support including counselling, National Dementia Helpline, and support for families and carers.

Dementia Support
Australia
1800 699 799
(24-hour helpline)

Dementia Support Australia delivers support that is tailored to the needs of older people. The team will help determine the most appropriate service - and this can change over time. You can learn more about their programs via the attached link.

healthdirect
after-hours GP
helpline
1800 022 222

All South Australians have access to free after-hours medical advice through the national healthdirect Australia telephone helpline. Registered nurses at healthdirect Australia provide information and advice.

Telehealth Services National

GP2U

1300 058 805

GP2U offers online consultations (they also have an app for iOS and Android) with GPs for diagnosis, specialist referrals, prescriptions and medical certificates. The service also offers prescriptions faxed to the nearest chemist or a delivery service.

Instant Consult

1300 003 310

Instant Consult offers a range of GP services including consultations, medical certificates, prescriptions, specialist referrals and more. An app is available for iOS and Android.

Telehealth Services Statewide

SA Virtual Care Service

The state-wide service provides an individualised assessment service via video link for urgent patients on-scene with SA Ambulance crews, regional clinicians or aged care staff. Their team provides clinical assessment via a video link in partnership with SA Ambulance Service, regional hospitals, community care teams and Aged Care Facility staff who are on-scene with a patient. They then provide the most appropriate care and pathway for treatment, often providing care at home, arranging a transfer or using care options in the community.

The service is available 8am to 10pm, which have been identified as peak demand for emergency resources and operates every day of the year.

Palliative Care

Palliative care support line for clinicians

1300 673 122

If unsure about the specialist palliative care service required, this 24/7 service will direct you to the relevant palliative care consultant based on your location.

Appendix 2

In this appendix, we have only included information for pharmacies that are available until 8.00pm or later.

Pharmacies Northern Adelaide Metropolitan Region

United Discount Chemists
(08) 8258 3120

Located at 513 Bridge Road, Para Hills. Open Monday to Friday 9am to 10pm, Saturday, Sunday and public holidays from 9am to 9pm.

Hampstead Medical Center
Pharmacy
(08) 8260 3344

Located at Shop 5, 237 Hampstead Road, Northfield. Open Monday to Friday 8:30am to 11pm, Saturday 8am to 5pm, Sunday 9am to 5pm.

National Pharmacies Elizabeth
(08) 8255 4615

Located at Shop 95, Elizabeth City Centre, 50 Elizabeth Way, Elizabeth. Open Monday to Wednesday and Friday 9am to 7pm, Thursday 9am to 9pm, Saturday 9am to 5pm, Sunday 11am to 5pm, and closed public holidays.

National Pharmacies Salisbury
(08) 8258 3666

Located at Shops 1 and 2, 85 John Street, Salisbury. Open Monday to Saturday 8am to 9pm, Sunday 9am to 9pm, public holidays 9am to 9pm.

PharmaSave Elizabeth Day/Night
Pharmacy
(08) 8255 2409

Located at 5/55 Spruance Road, Elizabeth East. Open every day 8:30am to 10pm including public holidays.

Pharmacies Southern Adelaide Metropolitan Region

Brighton Day/Night Pharmacy
(08) 8296 7147

Located at 479 Brighton Road, Brighton. Open 9am to 9pm, 7 days.

healthSAVE Pharmacy Glenelg
(08) 8295 7466

Located at 95 Jetty Road, Glenelg. Open Monday to Friday 9am to 10pm, Saturday and public holidays 9am to 9pm, Sunday 10am to 9pm.

Christies Beach Day/Night Chemplus
(08) 8382 2311

Located at 45 Beach Road, Christies Beach. Open 9am to 9pm, 7 days.

Darlington Day/Night Chemist
(08) 8296 1702

Located at 62a Seacombe Road, Darlington. Open Monday to Saturday 9am to 8pm, Sunday 10am to 6pm.

National Pharmacies Morphett Vale
(08) 8384 1661

Located at 188a Main South Road, Morphett Vale. Open Monday to Saturday 8am to 9pm, Sunday 9am to 9pm, public holidays 9am to 9pm.

National Pharmacies Mitcham
(08) 8271 7465

Located at 109 Belair Road, Torrens Park. Open Monday to Saturday 8am to 9pm, Sunday 9am to 9pm, and public holidays 9am to 9pm.

Terry White Chemists Marion
(08) 8276 8600

Located at 746 Marion Road, Marion. Open 9am to 9pm, 7 days.

Pharmacies Central Adelaide Metropolitan Region

Midnight Pharmacy (08) 8232 4445	Located at 192-198 Wakefield Street, Adelaide. Open Monday to Saturday 7am to midnight, Sundays and public holidays 9am to midnight.
John Quinn Norwood Pharmacy (08) 8364 5676	Located at 188 The Parade, Norwood. Open Monday to Friday 7am to 10pm, Saturday to Sunday 8am to 10pm.
Campbelltown Discount Chemist (08) 8337 9060	Located at 2/610 Lower North East Rd, Campbelltown. Open Monday to Friday 9am to 8pm, Saturday 9am to 5pm, Sunday 11am to 5pm, and closed public holidays.
National Pharmacies Findon (08) 8356 7619	Located at Shops 15 and 16, Findon Shopping Centre, 303 Grange Road, Findon. Open Monday to Saturday 8am to 9pm, Sunday 9am to 9pm, and public holidays 9am to 9pm.
Woodlakes Pharmacist Advice (08) 8268 3881	Located at Woodlake Shopping Centre, Shop 3/20-28 Frederick Road, West Lakes. Open Monday to Friday 9am to 9pm, 7 days a week.
Pharmasave Alberton Late Night Pharmacy (08) 8240 0706	Located at 33 Fussell Place, Alberton. Open 8am to 10pm, 7 days.
Chemist King Pharmacy Frewville (08) 8379 1697	Located at Shop 4, Foodland Shopping Centre, 177 Glen Osmond Road, Frewville. Open Monday to Friday 8:30am to 9pm, Saturday 8:30am to 5pm, Sunday 11am to 5pm.
Chemist King Wayville (08) 9274 1544	Located at 43-51 Goodwood Road, Wayville. Open Monday to Friday 8:30am to 9pm, Saturday 8:30am to 6pm, Sunday 11am to 6pm.
Craig Roberts Pharmacy (08) 8449 6799	Located at 126 Semaphore Road, Semaphore. Open Monday to Saturday 8:30am to 8:30pm, Sunday 9am to 8:30pm.

References

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2. Australian Commission on Safety and Quality in Health Care. National Model Clinical Governance Framework [Internet]. Sydney: Australian Commission on Quality and Safety in Health Care; 2017 [cited 2022 Oct 31]. 44p. Available from: <https://www.safetyandquality.gov.au/sites/default/files/migrated/National-Model-Clinical-Governance-Framework.pdf>

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4. Infrastructure Australia. Australian Infrastructure Audit 2019: Social Infrastructure. Canberra: Commonwealth of Australia; 2019 [cited 2022 Oct 31]. 108p. Available from: <https://www.infrastructureaustralia.gov.au/sites/default/files/2019-08/Australian%20Infrastructure%20Audit%202019%20-%206.%20Social%20Infrastructure.pdf>

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