After-hours Flow chart

phn GIPPSLAND
An Australian Government Initiative

Does each resident have an advanced care plan?

If a resident is unwell and you require support:	
BEFORE CALLING FOR ASSISTANCE	**DURING THE SUPPORT CALL - COMMUNICATE ON THE PHONE VIA ISBAR FORMAT**
Assess the patient: • Undertake a nursing assessment, including vital signs	**IDENTITY** • Who you are/title • Location of resident • Residents name and date of birth
Check residents preferences • Advance Care Plan for level of medical intervention and location of care	**SITUATION** • Main reason/concerns for phoning
Contact • GP/covering GP • Medical Treatment Decision maker/person responsible • Family	**BACKGROUND** • How long has the problem been present? • Is it new or a recurring problem? • Relevant medical history? • Advance Care Plan, family and GP request?
	ASSESSMENT/ACTION • Main symptoms • Main physical signs • What action has been taken
	RECOMMENDATIONS/ REQUEST What are you requesting, an assessment or review?

Resident becomes unwell or experiences sudden decline

Step 1 - inform Registered nurse in charge

Step 2 - Registered Nurse in charge completes assessment

Acute Event
Meets emergency immediate response criteria

Unexpected Deterioration - Palliative care response

Change in resident condition
Further assessment required

Call GP, Residential In Reach, Nurse Practitioner, VVED or ED. Refer to local service directory for contacts.

Refer to resident's advance care plan, anticipatory medication orders and confirm supply is accessible

Request GP visit within 24 hours
Monitor and review

Support, monitor, contact GP or after hours alternative, if required

Contact family/next of kin.