

Helping to keep residents safe and well

The health of residents is our top priority.

We are committed to ensuring your family member living in aged care receive the care and support they need, 24 hours a day, every day of the year.

This resource is designed to support families and carers with after-hours arrangements

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What happens if someone becomes ill at night, or on the weekend?



- We have many options to make sure help is available quickly and consistent with any plans already in place
- We have a nurse available, plus direct links to doctors, other nurses, pharmacists, hospitals and the ambulance service.
- We are able to use “telehealth” – phone and video calls – to seek immediate expert advice, instead of waiting for a doctor to travel to the residential aged care home (RACH)
- Trips to the emergency department may be distressing, so where possible doctors and nurses will care for unwell family members in their own rooms.
- If you are listed as the emergency contact, we will call you in the event of an emergency.



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What can you do to help?



- Talk with us to make sure residents GP and other contacts are up to date. Together we can write up a plan for after-hours care.
- If you take your family member out for a health care visit, please ask for a treatment summary and share it with us when you return.
- If your family member has an advance care plan, or someone appointed to act on their behalf, make sure we have those details.

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What else can you do?



- Talk to your family member about an advance care plan to make sure their wishes are respected.
- Talk to us to ensure we have accurate and up to date information to provide the best allround care for your family member.
- There are some options that might be new for you. Consider looking at the website of the Victorian Virtual Emergency Department (vved.org.au) and searching the Department of Health's website (health.vic.gov.au) for "residential in-reach services".

