

Mater Aged Care In an Emergency Fact Sheet

Mater Aged Care in an Emergency (MACIAE) is a Mater Adult Hospital service developed to guide and support aged care facilities with clinical care decision making when their residents become unwell.

MACIAE is facilitated by a clinical coordinator who is an expert in acute and aged care, and combines consultative and hands on nursing care, complex case management and education to enhance care delivery within the aged care community. As an adjunct to medical treatment provided by Mater's Emergency Department, this complementary approach ensures your patient receives the best care, in the right environment, at the right time.

It is a collaborative care partnership between aged care facilities, GPs and Mater to improve care and communication pathways, resulting in better health outcomes for residents/patients who have previously presented to Mater for emergency care.

MACIAE provides four key functions:



Clinical Liaison and Support

- 24/7 clinical telephone access for ACF nurses and GPs when deciding whether or not to send a resident to hospital.
- Telephone triage under clinical governance of emergency specialists or physicians when required.



Telehealth Chronic Disease Management

- Access to Mater outpatient specialist appointments via Telehealth to assist with better management of complex health conditions, medications and coordinated care planning.
- All Telehealth appointments are coordinated and attended by a Mater physician.



Hospital Complex Care Coordination

- Central point of co-ordinated care planning for residents appropriately admitted to Mater Adult Hospital to support the care continuum through to discharge.



Educational Support

- Education support for aged care facilities may be considered in areas of clinical suitability to increase the skill mix amongst staff in areas of relevance to patient care.

Clinical telephone support is available 24 hours, seven days a week. Complex care coordination and Telehealth specialist appointments are available Monday to Friday, 8am - 4pm. To request educational support, please contact the clinical coordinator.

To contact MACIAE:

24 hour clinical support and referrals telephone: 0401 900 367

Fax: 07 3163 1969

MACIAE Clinical Coordinator: Sophie McIntosh

Telephone: 07 3163 8864 (business hours)

Email: sophie.mcintosh@mater.org.au

MACIAE referral flow chart

