

# Residential Aged Care Facility Support Service (RaSS)

A program for high quality collaborative acute healthcare delivery to residents of aged care facilities

## What is a RaSS?

A RaSS is a partnership between general practitioners (GPs), residential aged care facilities (RACFs), hospital and health services and community service providers.

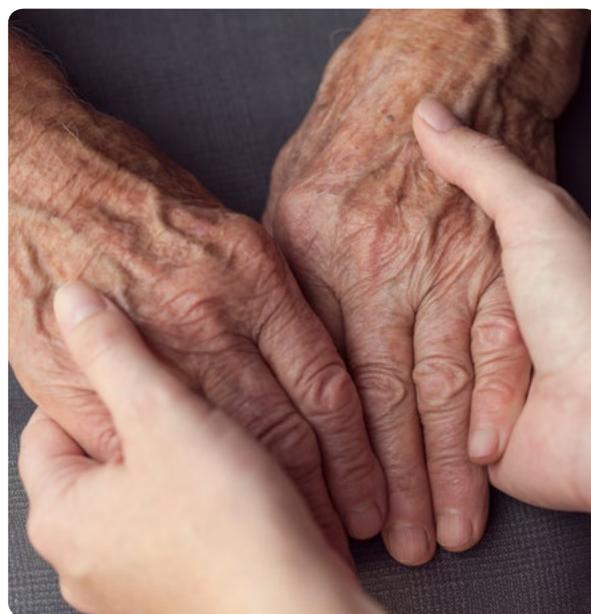
The RaSS is a single point of contact for RACF staff and GPs with residents who have acute health care needs, where these exceed the capability of the GP and RACF to manage independently.

The service aims to support the best care for residents of aged care facilities, in the most appropriate location.

Clinical advice is provided via telephone with experienced clinical nurse consultants, who have emergency assessment skills and are supported by specialist doctors.

Examples of types of care able to be delivered in the RACF include:

- clinical assessment and care planning when you require a second opinion
- IV therapies
- linking of residents to community based providers or hospital based services.



## Aims

The RaSS aims to improve quality of care for residents of aged care facilities, while also improving efficiency of service delivery.

It provides clinical advice and collaborative care planning and may link residents with acute health care needs to:

- community based services
- hospital based services
- a visit in the facility or a telehealth consultation by a RaSS nurse practitioner or a specialist in emergency medicine or geriatrics.

RaSS hours of operation:

RaSS contact details:

## How does it work?

In a medical emergency, particularly where the resident has unstable vital signs, RACF staff should always dial 000 to call an ambulance unless the resident has an Advance Care Directive or Advance Care Plan, expressing a preference not to be transferred and where such transfer would not improve quality of life.

Your enquiry will be answered by a clinical nurse consultant, who has access when required to a specialist in emergency medicine or geriatrics.

## BEFORE calling the RaSS, RACF staff should:

- assess vital signs and confirm stable
- consult the *Management of acute care needs of RACF residents* clinical pathways
- consult the residents' GP for advice
- if the GP recommends and the resident or relative provides consent, contact the RaSS.



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Information for health professionals

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