

Residential Aged Care Facility (RACF) acute care support services (RaSS)

RaSS are Queensland Health funded services that provide some or all of the following acute care services to residents of residential aged care facilities:

- Telephone triage – telephone assessment of acute care needs and matching the care need to the most appropriate care delivery service
- Geriatric nursing assessment for RACF residents presenting to Emergency Department (ED) or admitted to hospital
- Discharge planning, co-ordination and transitional communication for RACF residents presenting to ED or admitted to hospital, including for residents who have presented to and been discharged from ED after-hours
- Follow-up of all RACF residents at 7 days (earlier if clinical need requires) to ensure fulfillment of referrals, resolution of care need
- ED substitutive care – acute care in the RACF environment as an alternative to ED transfer; the types of care able to be delivered will be determined by the scope of practice of individual RaSS staffing models; and
- Specialist consultative services via telehealth to RACF residents

Contact the RaSS closest to you

HHS	Facility	Service Name	Telephone Triage
Cairns	Cairns Hospital	Older Persons Integrated Health Service	0408 816 916
Central Queensland	Rockhampton Hospital	Geriatric Evaluation and Rapid Intervention Team (GERI)	4920 6211
	Gladstone Hospital		
Darling Downs	Toowoomba Hospital	AGES - RaSS	4616 6671
Gold Coast	Gold Coast University Hospital	RaSS	1300 004 242
	Robina Hospital		
Metro North	Royal Brisbane and Women's Hospital	RADAR RBWH	3647 4627 CN 1300 072 327 NN
	The Prince Charles Hospital	RADAR TPCH	3139 6896 CN 1300 072 327 NN
	Redcliffe Hospital	RADAR Redcliffe	3049 6868 CN 1300 072 327 NN
	Caboolture Hospital	RADAR Caboolture	5316 5444 CN 1300 072 327 NN
Metro South	Princess Alexandra Hospital	CARE-PACT	0427 026 319
	Queen Elizabeth II Hospital		
	Logan Hospital		
	Redland Hospital		
Sunshine Coast	Sunshine Coast University Hospital	RaSS	0437 173 358
	Nambour Hospital		
	Gympie Hospital		
Townsville	Townsville Hospital	Frailty Intervention Team	4433 7533
West Moreton	Ipswich Hospital	RaSS	3810 1530
Wide Bay	Maryborough Hospital	TBC	TBC
	Hervey Bay Hospital		
	Bundaberg Hospital		