

# SECONDARY TRIAGE

## INFORMATION FOR RESIDENTS AND THEIR FAMILIES

Your care is important to us. NSW Health has introduced a process so we can best manage your care requirements if you become unwell with COVID-19 (or 'Novel Coronavirus') like symptoms. This process is called secondary triage and it ensures you receive the best clinical care for your condition, and you are not transferred to hospital unnecessarily.

### What is the importance of this process?



COVID-19 is acknowledged as a significant health risk particularly for older people.

This service helps healthcare workers in RACF caring for a Resident with flu-like symptoms, access advice for acute medical conditions and in some cases, avoid an unnecessary trip to the hospital emergency department by linking appropriate community-based services to the patient.

### How does it work?



All calls to NSW Ambulance from RACF with flu-like symptoms or at risk of COVID19 will be provided with a consultation by an accredited Specialist Emergency Doctor over the phone.

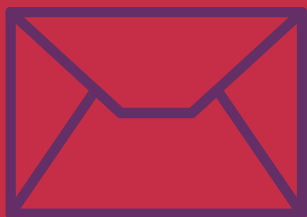
The Emergency Doctor will determine a care plan suited to your care needs. If clinically suitable for hospital care, you will be transferred to hospital for further assessment and care. If clinically appropriate, the Emergency Doctor will refer you to community based services from the local hospital (e.g. Hospital in the Home, Community Nursing and RACF in-reach), which could be provided at the RACF.

### What does the service cost?



There are no additional costs to the Resident. This service is provided for all appropriate calls from Residential Aged Care Facilities to NSW Ambulance during NSW Health's management of COVID-19.

### Will the GP be advised of my care and treatment?



The GP will remain your primary healthcare provider. After the Emergency Doctor consultation is completed, a care plan is prepared and shared with the RACF, who is responsible for sharing this information with your GP.

If a Medicare card number is provided, this can also be uploaded to My Health Record.

### How can I participate with decision in my own care?



Advance care planning provides information on how you would like to be treated if you become unwell. So we can better understand how you would like care to be provided to you, please consider completing an Advance Care Directive with your primary care provider.