

Residential Aged Care Acute Support Services

Residential Aged Care Acute Support Services (RaSS) is a partnership between GPs, residential aged care facilities (RACFs), hospital and health services and community service providers to ensure the right care is provided at the right place and at the right time. The service aims to improve patient choice of care setting and the quality and safety of care provided across the care continuum. The RaSS is a single point of contact for RACF staff and GPs with residents who have acute health care needs beyond existing capabilities.

Experienced clinicians are available to provide:

- Telephone triage – telephone assessment of acute care needs and matching the care need to the most appropriate care delivery service
- ED substitutive care – acute assessment or 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
- Geriatric nursing assessment for RACF residents presenting to ED or admitted to hospital
- Discharge planning, co-ordination and transitional communication for RACF residents presenting to ED or with an acute admission, including for residents who have presented to and been discharged from ED after-hours
- Follow-up of all RACF residents at seven days (earlier if clinical need requires)
- Specialist consultative services for RACF residents via telehealth or in-person visits (where resources allow).

“RaSS provides patient-centred care in their location of choice, whether that be the residential care home, Emergency Department or hospital setting. Respecting patient choices is our main goal in ensuring person-centred care. GPs can contact our geriatricians directly to refer patients and even call to let us know a patient is coming to ED, which can reduce delays.”

- RaSS Clinical Nurse Consultant

Find out more about RaSS, including referral pathways, [here](#).