

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. 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.

How does it work?

If you become unwell and a call is made to NSW Ambulance, you may be provided with a consultation by an accredited Specialist Emergency Doctor over the phone. The consultation will usually occur with the staff caring for you.



The Emergency Doctor will determine whether you need to be transferred to a hospital near by for further assessment, or if you can be referred to a community based service (e.g. Hospital in the Home, Community Nursing and Hospital Outreach Teams), which could be provided to you within your home.

What is the importance of this process?

If your GP or other community health services are not available, the secondary triage process can provide advice for acute medical conditions to the healthcare workers looking after you. In some cases unnecessary trips to the hospital Emergency Department may be avoided by referring you to an appropriate community-based service.



What does the service cost?

There are no additional costs to you. This service is provided to support Residential Aged Care Facilities and NSW Ambulance during NSW Health's management of COVID-19.



Will my GP be advised of my care and treatment?

Yes. The GP will remain your primary healthcare provider. After the Emergency Doctor consultation is completed, your care plan is prepared and shared with the healthcare staff looking after you. The healthcare staff are responsible for sharing this information with you and your GP.



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

How can I participate with decision in my own care?

We encourage and support your involvement in planning your 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 GP.



For further information, please speak with the staff looking after you.