

Residential In-Reach

Residential In-Reach (RIR) is a free service that provides on-site clinical support to individuals living in Residential Aged Care Facilities (RACF), providing an alternative option to review in the hospital Emergency Department. The treating General Practitioner should be contacted as the first option of care. RIR can be contacted to assist with assessment and to liaise with the GP to establish a plan of care. RACF staff can also refer directly to RIR for acute clinical assessment and treatment for a range of issues where the GP is not available. RIR staff also offer education to RACF clinical and care staff to support patients with additional care needs including wounds, PEG tubes and catheters.

RIR Staff include a Nurse Practitioner and Advanced Practice Registered Nurse:

RIR aims to:

- Facilitate optimum health care and health outcomes for individuals living in RACF's
- Provide timely clinical support to RACF to enable individuals to remain in their home environment
- Assist individuals, facility staff and families to coordinate care through the hospital system

HOW TO REFER: Mon-Fri:8 am-0430 pm

- Non – Urgent: Through Internal referral form on SHDH intranet or alternatively using a MR78
- Urgent: Phone office: 5033 9229 or RIR mobile 0438 115 039 \ 0457 326 006

WHO CAN REFER?

General Practitioner
Emergency Department
Wards
Allied health
Residential Aged Care Facilities
Ambulance Victoria
Individuals
Carers

SERVICES AVAILABLE:

Services available include, but are not limited to:

- Individual assessment in RACF
- Advanced Care Planning coordination
- New device or treatment plan requiring specialty care.
- Indwelling catheter/supra-pubic catheter education and support
- Wound consultancy
- Palliative care support and management
- Dehydration management
- Bowel management
- Diabetes support
- Behavior management support
- Dementia Care Support
- Pain Management
- Provide in-service education to RACF staff as required



FOR MORE INFORMATION :

Swan Hill District Health, District Nursing Service

Address: 28 High Street, Swan Hill

Phone: (03) 5033 9229 | **Email:** ResidentialInReach@shdh.org.au



**Swan Hill
District Health**

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