



Peninsula Health

# Community Care for Falls, Infection, and Deterioration

If your usual GP or Locum service is unable to respond quickly, call Peninsula Health's

## Residential In Reach Service

**9788 1700**  
8.00am - 9.00pm

**Victorian Virtual  
Emergency Department**  
[vved.org.au](http://vved.org.au)  
9.00pm - 8.00am

For effective communication use the **ISBAR framework**:

### **Identify** ▼

Who you are and the role, location of resident, their name and date of birth

### **Situation** ▼

Main reason/concern for the call

### **Background** ▼

New or recurrent problem, past medical history, Advanced Care Plan, family & GP concerns

### **Assessment/Action** ▼

Time of assessment, who completed it, main symptoms/physical signs, what action has been taken?

### **Recommendation/Request** ▼

What do you think is required?

When calling please have the following information available:

- › Your assessment/observation of the resident, including: *temperature, blood pressure, heart rate, respiratory rate, O<sup>2</sup> saturation, pain score, level of consciousness.*
- › **Residents Advance Care Directive** or **Goals of Care**
- › Details of the resident's GP and Medical Treatment Decision Maker
- › Medication Chart
- › Residents past medical history

**In an emergency call 000**