

# CARE MANAGEMENT PATHWAY

## FOR PALLIATIVE CARE MANAGEMENT

**RACF STAFF IDENTIFY DETERIORATING RESIDENT WITH SUSPECTED PALLIATIVE CARE NEEDS**

**DURING OFFICE HOURS:**

**CONTACT RESIDENTS OWN GP FOR ADVICE**

GP consider further supports available

**PENINSULA HEALTH PALLIATIVE CARE PHYSICIANS 9784 8600**

Ask for specialist covering ward  
Arrange telephone consultation for GPs only

**PENINSULA HOME HOSPICE RACF GP CONSULTANCY 9783 6177**

Generic referral tools in patient management software (VSRF preferred)

**SPECIALIST PALLIATIVE CARE ADVICE**

Refer to Peninsula Home Hospice (PHH)

**ELIGIBILITY CRITERIA FROM PHH WEBSITE**

Direct referral from nurse with GP support. Telephone advice is available to discuss whether referral is warranted  
9783 6177

**FAX SCTT TOOL FORMS TO PHH 9770 2798**  
**SCTT TOOL FORMS REQUIRED:**

- Referral cover sheet and acknowledgement
- Consumer information
- Summary and referral info
- Consent to share info
- Palliative care supplementary info

**IF GP SUPPORT UNAVAILABLE**

Discuss with RIR-CRS  
0800 - 1800 weekdays  
0439 117 955

**INFO REQUIRED**

Recent vital signs  
ACP preferences  
MEPOA details

**OUT OF HOURS:**

**CONTACT RESIDENTS OWN GP FOR ADVICE**

GP consider further support available

**PENINSULA HEALTH PALLIATIVE CARE PHYSICIANS 9784 8600**

Ask for specialist covering ward  
Arrange telephone consultation for GPs only

**IF GP SUPPORT UNAVAILABLE**

**DISCUSS WITH RIR-CRS 0439 117 955 0900 - 1700**  
Weekends and public holidays

**INFO REQUIRED**  
Recent vital signs  
ACP preferences  
MEPOA details

**DECISION ASSIST NATIONAL TELEPHONE ADVISORY SERVICE 1300 668 908**

- 24/7 palliative care advice for GPs and aged care staff
- Advanced Care Planning advice 8am until 8pm daily

**KEY:**

**RACF** – Residential Aged Care Facility  
**VSRF** – Victorian State-wide Referral Form  
**PHH** – Peninsula Home Hospice  
**RIR-CRS** – Residential In-Reach Clinical Response Service