

Residential Aged Care In-Reach RAC-I

8:00am – 4:30pm

1300 223 555

ACE/RACI Website:

<https://ace.hnehealth.nsw.gov.au>

Username: aged

Password: care

Non-Clinical Enquiries:

HNELHD-AdminRACI@health.nsw.gov.au

Please help us
improve our RACI
service by scanning
the QR code with your
phone camera, to
share your feedback
as a resident, family
member, or staff
member.



Health
Hunter New England
Local Health District

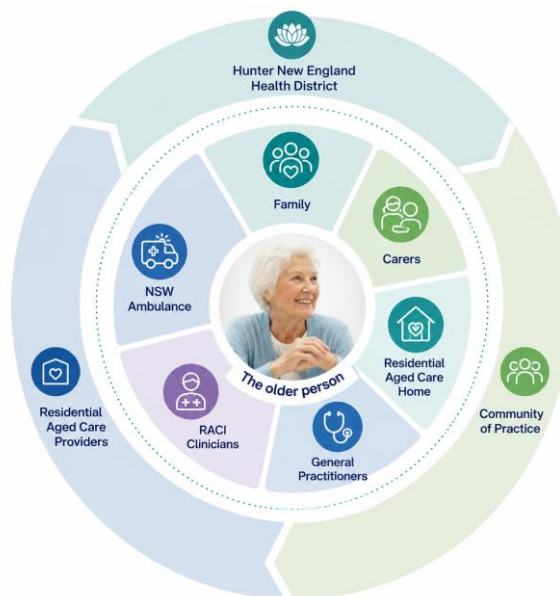


Health
Hunter New England
Local Health District

Medical Emergencies:

Phone 000

(Unrelieved chest pain, suspected stroke,
severe respiratory distress, unexpected loss of
consciousness & severe abdominal pain).



Supporting the right care, in the
right place at the right time.

healthdirect

Residential Aged Care In-Reach RAC-I

8:00am – 4:30pm

7 days per week

Including Public
Holidays

Automatic Diversion in place during the after-hours to

Healthdirect 1800 022 222

1300 223 555

RACI/ACE takes calls

8am – 4:30pm

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Healthdirect 1800 022 222



Health
Hunter New England
Local Health District

Residential Aged Care In-Reach (RACI)

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The RACI service provides timely care and support to acutely unwell residents.

Collaborative service to support:

- ✓ People living in aged care homes, their families & important others
- ✓ Residential Aged Care (RAC) staff
- ✓ HNELHD Hospitals & Community Services
- ✓ General Practitioners (GP's)
- ✓ NSW Ambulance (NSWA)

Hospital catchment areas included:

Belmont
Calvary Mater
Cessnock
John Hunter
Manning
Maitland
Tomaree
Singleton

Contacting the RACI service:

In preparation to contact the RACI service attend a comprehensive assessment (ISBAR4AC), including consulting the GP/NP before contacting the service.

If the GP/NP is unable to respond, please contact:

1300 223 555

Operating hours
8:00am to 4:30pm
7 days per week
Including Public Holidays

- ✓ Clinical advice & assessment
 - ✓ Videoconferencing
- ✓ Pro-active handover if transfer to ED is required
- ✓ In-reach visits where available & appropriate

RACI multi-disciplinary Team:

Geriatricians
Career Medical Officers
Nurse Practitioners
Registered Nurses
Physiotherapists

Conditions Appropriate:

- ✓ Medically deteriorating or unstable
- ✓ Infections; such as urinary tract
- ✓ Respiratory conditions & infections
 - ✓ Falls
 - ✓ Gastroenteritis
- ✓ Minor injuries; sprains, lacerations
 - ✓ Closed limb fractures
 - ✓ Minor burns
 - ✓ Device issues

1300 223 555

8:00am – 4:30pm

After-hours your call will be diverted to Healthdirect (**1800 022 222**)

For general service enquiries email:
HNELHD-AdminRACI@health.nsw.gov.au
Please see our QR code on back for feedback.