The COVID-19 pandemic places vulnerable patients at greater risk, especially Residential Aged Care residents. To ensure their safety, it’s best to provide treatment at their usual residence if it’s clinically safe to do so.

To enable this, NSW Health and NSW Ambulance have partnered to provide the My Emergency Doctor Service for Residential Aged Care Facilities in lower-priority situations requiring low-acuity emergency management.

The My Emergency Doctor Service is staffed by FACEMs, qualified Medicine Specialists, who provide clinical assessment via telehealth and can develop care plans, generate referrals to GP, or reach out to LHDs or hospitals when clinically appropriate.

3. Secondary Triage for RACF Operational Group:
Enhances the secondary triage service delivery through information sharing and improved communication, monitoring and evaluation of services between NSW Health, NSW Ambulance, HealthShare Patient Transport Service and My Emergency Doctor.

Good data for good decisions
The governance structures will allow us to capture all relevant information to inform good decisions about its operation. We will monitor, track and evaluate:

- Activity performance
- Clinical audits
- Complaint incident reviews
- Education needs – RACFs, LHD, clinicians, NSW Ambulance staff
- Communications
- Protocols/Pathways

The Secondary Triage for RACFs program will be evaluated October - December 2020 by an external consultant.

Good governance
Robust, multi-level governance groups with a broad variety of stakeholder members will help ensure the program is safe and managed well. The governance structures include:

1. Secondary Triage for RACF Governance Committee:
Governs all aspects of service provision by multiple agencies (including NGOs) to ensure safe and effective care and for patients in aged care facilities. Due to interagency and NGO involvement, complexity, and the issues that may arise, this governance is necessary to minimise risk.

2. Secondary Triage for RACF Clinical Quality and Safety Committee:
Ensures quality, optimal clinical outcomes and a shared and coordinated approach to care as essential to meeting patient, family and provider needs.