After Hours Support
Residential Aged Care

After-hours support resources guide

This document describes how Residential Aged Care Homes (RACHs) may use these resources to support after-hours planning.

Why should you use these resources?

- Support your RACHs compliance with the Aged Care Quality Standards.
- Improve access to services and triage options when care requires escalation after-hours.
- Build your RACHs digital capability to enhance connected care for your residents.
- Reduce potentially preventable hospitalisations.

How to use these resources:

A. Start with the after-hours preparation audit

- This maps after-hours considerations to the Aged Care Quality Standards.
- It can also support your continuous quality improvement or 'plan' 'do' 'check' 'act' (PDCA) cycle.

B. Use the support kit to help with your audit

- There are three domains in this support kit, they can be considered in any order.
- The information below describes how you might consider using them.
- The domains affect each other impacting quality of care and access to services.
- No domain should be considered without consideration to the others

Domain 01 - Escalation of care

- Review your after-hours protocols.
- Identify opportunities for improvement.

Domain 02 - Digital capability

- Learn about the benefits of digital health in aged care.
- Consider telehealth, My Health Record and other digital health tools.

Domain 03 - Available services

- Find the providers you need to close service gaps during after-hours.
- Consolidate your after-hours network of servicing GPs and specialists.

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Document index

Domain	Document
Escalation of Care	• Escalation of Care Flow Chart (simple) • Advanced care planning support • Recognising Clinical Deterioration • Clinical Handover
Digital Capability	• Digital Health in Aged Care • My Health Record in Aged Care • My Health Record Checklist • My Health Record Usage Clinical Considerations • Glossary – My Health Record • Telehealth Guidance • Visionflex telehealth orientation flyer for agency staff
Available Services	• Service Finder • Clinician Assist WA user registration guide. • Access Checklist • Access Template for external providers • Services Directory (Excel format) • Services Directory (Word format) • ECHO Telehealth skills Flyer • WAVED service Flyer • GP TH Flyer

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