

Residential In Reach Program

Information for residents and families

What is Residential In-Reach?

Residential In-Reach is a rapid response service made up of Northern Health Doctors and Nurses specialised in Geriatrics (care of the older person). The team provides assessment, treatment and follow-up for people living in Residential Aged Care Facilities who are acutely unwell or have complex health conditions.

Our aim is to provide people living in Residential Aged Care with an alternative to presenting to an emergency department.

RIR does not replace the care provided by your Residential Aged Care Facility, your regular doctor, or your other healthcare services - we provide short-term specialist support and work alongside your usual care team.

Who is this service for?

Anyone living in a Residential Aged Care Facility who:

- have a sudden change in their health
- becomes acutely unwell
- have a complex health condition
- may otherwise need hospital care.

You (or a family member) may be referred to our service by your Residential Aged Care Facility staff, your General Practitioner, the Victorian Virtual Emergency Department, Ambulance Victoria, or following a recent hospital admission.

What we do?

Our service provides medical and nursing consultations at the Residential Aged Care Facility you live in. We work closely with you, your family, facility staff, your regular doctor and other specialists to:

- support your health and wellbeing
- help prevent avoidable future hospital admissions
- help you plan for possible changes in your health and make informed decisions about your future care.

The type of support we provide will depend on your individual needs.

This may include:

- health assessment for acute, chronic and deteriorating conditions
- administration of medication and treatment
- medication reviews
- coordinating investigations (e.g. X-ray, ECGs and Pathology)
- family support meetings
- education for you and your carers about medical conditions
- goals of patient care discussions
- palliative care support
- post hospital follow-up.

Common Questions

What is the cost?

There is no cost for the service.

Do I have to attend appointments?

No. We see you at your Residential Aged Care Facility, either in person (if local) or by phone or video telehealth. We will also discuss your preferences for care - including whether you would want to be treated at the facility or go to hospital if your health were to deteriorate in future. If you have other outpatient appointments, we can review the need to attend these with you.

What about my medical care?

Throughout your contact with our service, your local doctor remains responsible for your medical care. Our team works together with your local doctor to optimise your health care.

What about the care I am receiving at the Residential Aged Care Facility?

The staff at the facility will continue to provide your day-to-day care and remain your primary contact. We aim to work in partnership with them, and with you, on your overall health care plan.

How long does the service continue for?

Our service is short term. If your condition changes again after discharge from our program, we may be involved again if required, with your consent.

Where are we located?

The team is located at the Northern Hospital, 185 Cooper Street, Epping, VIC 3076.

Further Information:

If you would like to know more about our service you can contact us on T. (03) 8405 8712.

We would also encourage you to speak to the staff at your Residential Aged Care Facility and your local doctor.

Our service operates from Monday to Sunday from 8.00am - 4.30pm.

This information is general only.
Northern Health encourages you to ask questions
and get specific advice from your treating team.

Northern Health



If you need an Interpreter or
the support of an Aboriginal
Liaison Officer, please speak
to a staff member.



www.nh.org.au

Privacy and Confidentiality

Information for patients, consumers and families

Key points

- This information sheet outlines the way your information is managed by Northern Health.
- We are committed to protecting the confidentiality of your information.
- The privacy of your information is protected by law.

What information is collected and why

- Information is collected during your visit to Northern Health to provide you with the best care.
- Examples of information collected includes; your name, address, gender, past medical history, your general practitioner etc.
- It is important that you inform us at any point if your information changes.

How is my information used?

- Northern Health will use the information we hold about you primarily to provide your healthcare and treatment.
- Once you have been discharged from the service, Northern Health will send information relating to your stay to your General Practitioner.
- Your information may also be used to monitor and assess the service we provide to our patients and within internal audits.
- Any research projects which seek to use Northern Health patient information must be approved both by a National Health and Medical Research Council (NHMRC)-certified Human Research Ethics Committee, and by the Northern Health Research Development and Governance Unit.
- Northern Health is uploading patient information (if applicable) to your My Health Record under an implied consent model. Patient information will be uploaded unless Northern Health is advised otherwise.
- If you do not wish for Northern Health to upload into your My Health Record, please inform your doctor, key clinician or contact nurse. Alternatively, you can manage your information on My Health Record via www.myhealthrecord.gov.au

Do you share my information?

- Northern Health will share your information to other health professionals or health services in order for you to receive any required medical care/treatment.
- There are some instances when we receive a request for your information and before releasing we will seek your authority first.

- Some information may be shared with your family and/or carer support person. We will discuss this with you, if you are able.
- Information will be shared in specific cases as prescribed within legislation such as the Mental Health and Wellbeing Act 2022 (VIC), and including mandatory reporting, such as Family Violence Protection Act 2008, Health Services Act 1988 (VIC) and Health Records Act 2001 (VIC).
- Northern Health is mandated by law to report and provide selected data to external agencies such as the Department of Health Victoria.

How can I access my information?

- Release of Information: If you require your information from Northern Health to be sent to another health care provider for follow up care, another opinion, or to assist with your care/treatment – Northern Health can send your information upon your direction and with your consent.
- Freedom of Information: Patients can request a copy of their Medical Record from Northern Health under the Freedom of Information Act 1986 (VIC).
- If you feel your information is inaccurate, incomplete or out of date, you are able to request a review/amendment under the FOI Act.

Is my information safe?

- All Northern Health staff are bound by Privacy Legislation and the Northern Health Privacy Procedure.
- The primary reason Northern Health collects information is to provide a service to patients.
- All computers have security measures including password protection and audit trails. The Information Technology department have a number of measures to ensure all information within the network is secure.
- If you have any concerns around your information or the way in which Northern Health manages your information, please place all concerns in writing and address to the Northern Health Privacy Officer 185 Cooper St, Epping VIC 3076, or send an email to NHS-Privacy@nh.org.au

Further Information:

- Please discuss with the team providing your care.
- If you need your information sent to a health professional please contact: Release of Information on T. (03) 8405 8180, F. (03) 8405 8007, E. roi@nh.org.au
- If you would like a copy of your medical record/information please contact: Northern Health website www.nh.org.au and search 'Freedom of Information' or, 'FOI' T. (03) 8405 8258 E. foi@nh.org.au

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My healthcare rights

Australian Charter of Healthcare Rights

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



08/2025

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services