

Emergency Department alternative referral pathways

	Medical Rapid Access Clinic (MRAC) Monday to Friday 7.30 am – 3.30 pm	Preventative Integrated Care Service (PICS) Monday to Friday 7.30 am – 3.30 pm	Minor Injury and Illness Clinic 7 days a week 8 am – 10 pm	Hospital in the Home (HITH) 7 days a week 7 am – 7 pm
About this service	Refer patients who would normally be sent to the ED with medical pathology who would benefit from rapid specialist physician review but are otherwise stable to be managed in the community. Patients will be seen between 24-72 hours after the referral is accepted.	PICS provides rapid access (review within 24-48 hours) to intensive multi-disciplinary management delivered by a team of medical, nursing, and allied health clinicians, with a specific focus on supporting people with diabetes, cardiology, and respiratory chronic conditions to avoid a potential hospital presentation or admission.	The Minor Injury and Illness Clinic at Ripley Satellite Hospital provides urgent care. It is not an Emergency Department. If your patient requires an urgent ultrasound, CT or formal pathology, please refer them to the Emergency Department.	HITH provides acute care for patients with conditions requiring care equivalent to or a component of an acute hospital admission. HITH care includes home-based IV therapy for infections and fluid overload, warfarin and other medication titration, close monitoring of bloods or observations (including blood glucose), delirium monitoring and management, post-acute allied health intervention, post-acute wound care and long-term IV antibiotics. Patients will be admitted as inpatients during their care period with HITH and contacted daily and therefore Medicare billing is not permitted.
Eligibility	Phone to discuss patient before making referral	Phone to discuss patient before making referral	Phone to discuss patient before making referral	Phone to discuss patient before making referral
Telephone	3413 5868	CNC triage line: 0409 594 866	Triage nurse: 3436 3765	Intake line: 0418 177 831
Fax	3810 1253	3447 2893		
Exclusions	<ul style="list-style-type: none"> Unstable and undifferentiated patients best seen in the Emergency Department Age <16 Aggressive and agitated patients Pain Infections requiring isolation (Influenza, covid, TB) 	<ul style="list-style-type: none"> Clinically unstable requiring emergent/immediate assessment and management All residential aged care residents Age <16 years for patients 	<ul style="list-style-type: none"> Chest pain Difficulty breathing Decreased consciousness Sudden severe headache Severe abdominal pain Severe burns Late pregnancy complications Severely ill children 	<ul style="list-style-type: none"> Patient too unwell to stay home Patient not consenting to HITH care Patient requiring therapy not amenable to HITH (interventions > 12 hours per day, complex wound care, chronic wound care) Age < 15 Patient must reside in HITH catchment area (approx. 30 mins from Ipswich Hospital) or willing to attend HITH clinic in Ipswich Hospital