

MEDICAL RAPID ACCESS CLINIC

Phone: (07) 3413 5868

Fax: (07) 3810 1253

What Is MRACs

Medical Rapid Access Clinics (MRACs) have been established at Ipswich Hospital as an innovative strategy targeting a reduction in Emergency Department presentations and medical admissions as well as reduced lengths of stay within the ED and Medical Department, by allowing alternative pathways to early specialist review and follow-up.

MRACs is co-located with the Medical Assessment and Planning Unit in 7A Ipswich Hospital Ward Block. The clinic space consists of patient waiting and treatment areas, confidential clinic areas and a procedure room, all of which are shared with the MAPU.

What do we want from GPs

To 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. The program is in its infancy and targeted presentations and operating hours are likely to evolve with the service and the team here will communicate this with our GP community as the changes happen.

What to refer

- Abnormal investigation finding requiring early specialist review
 - Imaging and Blood tests
 - where a patient has been sent for an outpatient investigation with an abnormal or unexpected result, but if the investigation was normal, they wouldn't be referred to hospital
 - Eg New Hyperthyroidism, deranged LFTs, imaging lesions not able to wait specialist outpatient follow-up
- New presentation of diabetes
- Hypertension
- First presentation seizure – prior to neurology referral
- Vertigo
- TIA
- Anaemia,
- Iron deficiency
- Patients requiring diagnostic and therapeutic procedures
 - Large volume paracentesis, diagnostic thoracocentesis, lumbar puncture, Synacthen Stimulation Tests
- Social Work
 - Carers stress where the patient would otherwise be sent to ED, or this is impacting on the health of the patient or carer.

Exclusion Criteria

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- Unstable and undifferentiated patients best seen in the Emergency Department
- Age <16
- Aggressive and agitated patients
- Non-medical complaint
- Pain
- Infections requiring isolation (Influenza, covid, TB)
- Patients residing outside of WMHHS catchment
- Patients requiring long term follow-up, these patients are best seen through existing clinic pathways, but may be referred to RAC for brief treatments and assessments to avoid hospitalisations

How to refer

Step 1

- Contact the Rapid Access Clinic consultant on call on (07) 3413 5868 to discuss the suitability of referral

Step 2

- Secure email or fax written referral to
 - Email: wm-mapuracs@health.qld.gov.au
 - Fax: (07) 3810 1253

Step 3

- Organise relevant investigations in the community
 - Some procedures can be completed faster in the community whilst being bulk-billed (eg ultrasound). MRAC is not Medicare backed so access to outside pathology and radiology companies is limited.

Step 4

- The MRAC team will contact your patient to organise a clinic time as soon as practical (within 48 hours excluding weekends, dependant on clinical need).

Step 5

- Correspondence from the clinic will follow, and the patient may be asked to follow up with yourself, within the rapid access clinic, or another service at the hospital.

Hours of operation

Clinic hours:

Monday to Friday 0800-1530

Referral hours:

Monday to Friday 0730-1530

(Aiming for 7 days a week 0730-2000 when phone line allows)