

General Practitioner Factsheet



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What is the Community Rapid Response Service?

The Community Rapid Response Service (ComRRS) is a GP referral only service. We provide management and treatment for people in the community who are at risk of hospitalisation with an acute illness, injury or deterioration in a pre-existing condition.

The ComRRS Clinical Team

- The ComRRS team are highly skilled, advanced clinicians and are led by a nurse practitioner.
- The nurse practitioner leads the delivery of care and when clinically appropriate the service provides prevention, investigation, diagnosis, treatment and management of health care conditions.
- THS Community Nursing Services and allied health professionals may also be involved in the delivery of care as required.

How does it work?

SHARED CARE



Care is delivered with a shared care approach in partnership by the client's General Practitioner (GP), the ComRRS team and other health professionals as required. Under this arrangement, the GP maintains clinical governance, develops the care plan and works with the ComRRS team to review and monitor client care.

FLEXIBLE TREATMENT



Treatment will be provided wherever it best meets the client's needs; this might be in their home, a residential aged care facility, a community health centre or place of employment.

COST NEUTRAL



Care is cost neutral to the ComRRS client - a Medicare-eligible person should not incur costs over and above those they would have incurred in relation to their GP visit (i.e. GP consultation fee and cost of pharmaceuticals).

What do we provide?

Health conditions managed by ComRRS include, but are not limited to the following:

Acute injury
e.g. falls, lacerations

Infections
e.g. respiratory tract, cellulitis, urinary

Exacerbation of chronic health conditions e.g. Chronic Obstructive Pulmonary Disease, heart failure, diabetes

Acute renal or urinary conditions
e.g. acute urinary retention

Nutritional deficiencies
e.g. anaemia, dehydration

Acute illnesses
e.g. Influenza, gastroenteritis

Treatments provided include, but are not limited to:

Rapid assessment with direct feedback to the GP

Medication management or infusions, including intravenous antibiotics

Intravenous or subcutaneous fluids

Urinary catheter management

Acute wound management
e.g. burns and cellulitis.

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Referral & Eligibility

In order for a general practitioner to refer a client directly to the Community Rapid Response Service, the below criterias for eligibility and ineligibility must be considered.

ELIGIBILITY CRITERIA:

Client must be referred by a General Practitioner

Client or Guardian must consent to referral

Clients must be at least 12 years of age

Clients living in the community (inclusive of Residential Aged Care), within the designated geographical area.

Clients to have access to a working telephone

Client to have access to a safe environment* where treatment can be delivered

INELIGIBILITY* CRITERIA

Pregnant women greater than 20 weeks gestation

Those with an acute primary Mental Health condition (primary reason for referral)

Complex care which exceeds the capability of ComRRS

Sub-acute services otherwise provided by THS or NGO Community Nursing services

Client currently a hospital inpatient or ED patient.
Clients that present to ED but are discharged from ED may remain in ComRRS care.

*ComRRS will undertake a risk assessment with all clients. This will ensure the home environment is safe for staff and clients for the duration of their admission to ComRRS.

*Individuals ineligible for ComRRS support



Hours of Operation

This service operates 7.30 am to 9.30 pm seven days a week (including public holidays). After hours GP Assist will provide advice and support from 9.30pm-7.30 am.

To make a referral contact us on

NORTH

Mobile: 0438 395 023 Fax: (03) 6336 5165

NORTH WEST

Mobile: 0436 847 458 Fax: (03) 6441 5947

SOUTH

Phone: (03) 6166 5403 Fax: (03) 6173 0832

www.dhhs.tas.gov.au/thr/rapidresponse

Areas of Service

NORTH: The Greater Launceston region.

NORTH WEST: ComRRS North West is located in Burnie Community Health Centre and Devonport Community and Health Services Centre. Services are provided within a 25-minute radius from Burnie and Devonport Community Health Centres covering Wynyard to Sheffield to Port Sorell

SOUTH: Located in Glenorchy Health Centre and cover a 30-minute radius (encompassing the municipalities of Glenorchy, Brighton, New Norfolk, Hobart and Clarence).

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