

HOW TO PROVIDE FEEDBACK

There are a number of ways to provide feedback

PHONE

North: 1800 008 001

North West: 1800 062 322

South: 1800 811 911

INTERNET

www.health.tas.gov.au/contact

WRITE TO US

Department of Health

GPO Box 125

HOBART TAS 7001

FOR GENERAL ENQUIRIES

North: comrrs.north@ths.tas.gov.au

North West: comrrs.nw@ths.tas.gov.au

South: comrrs.south@ths.tas.gov.au

This information sheet has been prepared by Tasmanian Health Service (THS) staff to assist you with queries related to Community Rapid Response Service.



Contact Details

The Community Rapid Response Service operates seven days a week including public holidays.

HOURS OF SERVICE:

7.30 am to 9.30 pm

TO CONTACT US:

North: 0438 395 023

North West: 0436 847 458

South: 6166 5403

If you require assistance outside of these hours your call will be redirected to GP Assist.

FOR URGENT MEDICAL ASSISTANCE:

Call 000

For more information visit

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



**COMMUNITY
RAPID
RESPONSE
SERVICE**

trusted • responsive • flexible



**TASMANIAN
HEALTH
SERVICE**





What is the Community Rapid Response Service?

Your General Practitioner (GP) has referred you to the Community Rapid Response Service as there has been a change in your health. This is complementary to community nursing services but has the ability to provide you with high level care to help prevent you going to hospital.

WE WILL ASSIST YOU WITH YOUR HEALTH CARE NEEDS FOR UP TO FOUR WEEKS.

What can you expect ?

Your first appointment may be made while you are with your GP. If not, one of our nurses will contact you to arrange a suitable time to visit you in your home. At the first visit, our nurse will talk with you about your health needs and together we will develop a plan for your care. This will then be shared with your GP.

THE COMMUNITY RAPID RESPONSE SERVICE IS PROVIDED TO YOU AT NO COST, BUT IF YOU REQUIRE ANY MEDICATIONS OR A REVIEW BY YOUR GP, YOU WILL NEED TO PAY FOR THESE.

Who will be involved in your care?

During your time with us we might identify a need to involve a range of health professionals in your care. These may include:

- GP
- Nurse Practitioner
- Community Nurses
- Allied Health Professionals like a physiotherapist and occupational therapist

Care can be provided up to four times a day if needed. Some examples of the types of health needs we can assist you with include:

- Physical assessment
- Intravenous medications (IV), infusions and fluids
- Urinary catheter management
- Referrals to other/ongoing services