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Name  
Title  
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14 January, 2008

## Re: Austin Fast Track X-Ray

We emailed Directors of Nursing (DONs) and Managers in the latter part of 2007 about this exciting new service provided by the Austin Hospital for residents of aged care homes who require ambulance transport to access non urgent X-Ray.

The purpose of this letter is to provide:

- **More detailed information on:**
  1. **Key contact numbers**
  2. **Forms required to use this service**
  3. **How to use this service, with new detail included**

Included with this letter are:

1. **a pad of red Austin Health Fast Track X-ray Request Forms** (which we did not have available before- now enclosed.)
2. **the latest version of the Austin Fast Track Radiology Notification & Patient Registration Form**
3. **a flow chart for aged care homes**
4. **a flow chart for GPs**

### Key contact numbers

#### Austin ED for fast track radiology

Ph: 9496 4898  
Fax: 9496 3572

#### Non urgent Ambulance\*

Ph: 1300 366 313  
Fax: 1300 366 314

*\* The non urgent ambulance needs to be arranged by the Aged Care Home, not by the Austin ED*

### Forms required to use this service

There are **TWO** forms you need to use this service

1. **Austin Fast Track Radiology Notification & Patient Registration Form** – for completion by the aged care home
  - i. We have already emailed this form to DONs and Managers. A hard copy is provided with this letter. You may photocopy or print these.
  - ii. This form is to be completed by the aged care home staff
  - iii. It is very important that the ED receives a **fully completed** form that is **clear** and **legible** when faxed.
  - iv. Please see enclosed flowchart for more details on use of this form.
2. **Austin Health Fast Track X-ray Request Form** – (*Pad of red forms*) - for completion by the GP

**Note:** this fast track service is based at Austin main hospital campus next to the Emergency Department & is **NOT the same as the Austin Repatriation**

**Radiology service**, which only takes residents who do not require ambulance transport and uses a burgundy request form. (The contact number for this Repat based service is 9496 4163.)

## **2. Austin Health Fast Track X-ray Request Form (continued)**

- i. The Austin has requested that GPs use this red form for Fast Track X Ray requests.
- ii. A pad of these forms is enclosed for each aged care home to retain for the use of the visiting GP. (These forms have not been sent to GPs' practices.)
- iii. An X-Ray can only be requested by a GP
- iv. The red request form needs to be signed by the GP
- v. The completed form should include name, address, phone and fax details of the referring GP (in the 'Requesting Doctor' section). The name of the Aged Care Home, its phone and fax numbers should be written in the 'COPY TO' section of this form so that a copy of the final report can be faxed to the Aged Care Home as soon as possible.
- vi. To re-order more Austin Radiology forms, contact Melanie Rayner by telephone on 9496 2256 or by email : [melanie.rayner@austin.org.au](mailto:melanie.rayner@austin.org.au)

**Both these forms and a Medical Director template of the red request form will be available from the Division's website [www.nevdgp.org.au](http://www.nevdgp.org.au) from about the end of January 2008.**

### **How to use this service- extra details**

#### **1. Who is eligible?**

- This service is for residents of aged care homes only. (Not staff, nor Independent Living Unit residents, nor patients living in the broader community)
- This service is for non urgent X-ray only, not for CT or ultrasound. If resident needs non-urgent ultrasound or CT scan
  - if resident needs ambulance transport, contact Austin main Campus Radiology on 9496 5092
  - if resident is mobile, not ambulance transported and will not require nursing care, contact Austin Repat Radiology on 9496 4163

#### **2. What are the hours of operation?**

- This service is available 24 hours a day 7 days a week (Remember that this is for NON URGENT X-Ray only)

#### **3. Where does the resident go?**

- The resident will be taken to the Austin Hospital emergency department (ED) and given a UR number by triage, but will NOT be admitted to ED.
- The X-ray will be performed in the small X-ray room adjacent to ED.

#### **4. How will the X-Ray be reported?**

- The X-ray will be viewed by an ED consultant, who will write a report which will accompany the resident back to the aged care home along with the X-ray films
- A final report will be faxed and posted by Austin Radiology to the referring GP within about 2 days. A copy of the final report will also be faxed to the aged care home if the 'COPY TO' section was completed on the red Austin Health Fast Track X-ray request form
- If you have not received the final radiology report within 5 days of the X-ray, please telephone Austin Radiology on **9496 2516**, or alternatively, contact Melanie Rayner, General Practitioner & Consultant Liaison, Austin Radiology by telephone on 9496 2256 or by email: [melanie.rayner@austin.org.au](mailto:melanie.rayner@austin.org.au)

#### **5. When is the resident likely to return?**

- The ambulance will wait while X-Ray and ED consultant's report are done (expected turn around time at Austin will be about 15 minutes)

Please read the Flow Chart for Aged Care Homes that accompanies this letter.

We welcome any feedback on this service. (Ph 9496 4333) *(Alison-I had cut this to save space and fit on the page, but looks like we'll have to roll over the page anyway, so might as well put it back.)*

**Kind regards**

**Dr Alison Sands  
NEVDGP Aged Care GP Panels Initiative  
Project Coordination Team**