



14 January, 2008

Dear Doctor

Re: Austin Fast Track X-Ray

We are pleased to inform you that a new **Fast-track X-ray service** for residents of aged care homes is being trialled by the Austin Hospital.

The purpose of this letter is to provide:

- **Information about:**
 1. **Eligibility**
 2. **Hours of operation**
 3. **Forms required to use this service**
 4. **Other information, including how results are reported**
 5. **Key contact numbers and hours of operation**

Included with this letter are:

- **A flow chart for GPs** (Aged care homes have also been provided with their own flow chart on how this service should be used)
- **A picture of the red Austin Fast Track X-ray request form** (pads will be sent to aged care homes for the use of GPs)
- **A copy of the Austin Fast Track Radiology Notification & Patient Registration Form** (which is to be filled out by aged care home staff and faxed to the Austin)

1. Who is eligible ?

- The service is only **for residents of aged care homes. Other criteria are:**
 - ❖ the clinical situation is NOT urgent
 - ❖ the resident requires ambulance transport due to frailty or other condition
 - ❖ the resident does NOT require Emergency Department assessment
 - ❖ the resident IS expected to be returned to the aged care home for ongoing care
 - ❖ the resident requires an **X-ray**, (ultrasound or CT scan **not** available via fast track service)
If resident requires ambulance transport and needs non-urgent ultrasound or CT, contact Austin main campus Radiology on 9496 5092
- The service is **not** for staff, nor residents in Independent Living Units or SRSs, nor for the broader community.

2. 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. Forms required to use this service

There are **TWO** forms needed to use this service:

- **Austin Fast Track X-ray request form (red)** – for completion by GP
- **Austin Fast Track Radiology Notification & Patient Registration Form** – for completion by aged care home

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 94964163*)

3.1 Austin Fast Track X-ray request form (red)

The Austin has requested that GPs use this red form for Fast Track X Ray requests.

- A single form is enclosed
- **A pad of these forms will be provided to each aged care home** to retain for the use of the visiting GP.
- **GPs may download the form or a medical director template of the form from the Division's website www.nevdgp.org.au.** These will be on the website from about the end of January 2008.
- An X-Ray can only be requested by the GP
- The red request form needs to be signed by the GP.
- On the request form Include:
 1. **clinical scenario and instructions** to ED consultant depending on possible X-ray result
 2. your contact details and **preferred method of contact** in case ED consultant needs to discuss X-ray result

These forms may be re-ordered from Austin Radiology. Contact Melanie Rayner by telephone on 9496 2256 or by email : melanie.rayner@austin.org.au

3.2 Austin Fast Track Radiology Notification & Patient Registration Form

- This form allows the Austin ED clerk to start generating a UR number for the resident before they arrive
- This form is for aged care home staff to complete. (We have already emailed this Form to DONs and Managers. A hard copy is provided with this letter for your information.)
- It is very important that the ED receives a fully completed form that is clear and legible when faxed. This has been emphasised in our correspondence to the aged care homes.

Both these forms will be sent to aged care homes and will also be available on the Division's website www.nevdgp.org.au from the end of January 2008.

4. Other information

4.1 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.

4.2 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 from the radiologist 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

4.3 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)

4.4 What if the X-ray result is complicated?

- The ED consultant will decide whether to:
 - ❖ admit the resident to ED
 - ❖ follow GP instructions included on the Austin Fast Track Radiology request form
 - ❖ attempt to contact the GP to discuss management options

5. Key contact numbers

Austin ED re fast track radiology
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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.*

Please read this information closely before using the service.

We welcome any feedback & thank those who have already called us to report both their satisfaction with the service and to inform us of a number of teething problems. Please contact me or Clare Chiminello at the North East Valley Division of General Practice on 9496 4333.

Kind regards

**Dr Alison Sands
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Project Coordination Team**