

# After hours escalation of care flow chart

**Resident appears unwell**

**What is the state of deterioration?**

Be guided by your site protocols and clinical decision making tools

**Is deterioration an acute event?**

Meets emergency response criteria?

**Is the deterioration anticipated?**

Palliative Care Response?

**Is deterioration a non-acute event?**

Further Assessment Required?

**Consider the care plans in place**

Consider Family or Next of Kin

Consider what is on My Health Record



**Further Intervention Required?**

Yes

No

**Consider information on CIS and My Health Record**

Prepare Clinical Handover

ISOBAR



**Consider required service, request within 24 hours**

Consider your service directory

Consider telehealth



**Referral & Triage**

**Consider your service directory and alternative on-call arrangements**

Consider Telehealth



**Provide Care / Support and Monitor**

**Processes to consider where appropriate:**

- Updating digital records and notes
- Communication with management
- Documentation and My Health Record:
  - Event summary
  - Discharge summary
  - Aged care transfer summary



**Outcomes**

Hospital Transfer advised

or

Onsite clinical actions advised

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