

Rapid Allied Health @Home Referral Criteria

The RAH team prevents avoidable presentations to ED and hospital by addressing a client's immediate safety and function with rapid, short term Allied Health intervention. RAH also provides gap fill services to Western Health, Werribee Mercy and Melton Health catchments. Physiotherapy, Occupational Therapy and Social Work can be provided for two to three sessions.

Referral Inclusion Criteria:

- 16 years or above for all disciplines
- At risk of hospitalisation or presentation to the ED
- Clients potentially at risk include:
 - Recent hospital presentation / admission / multiple ED presentations
 - Sudden and significant deterioration in function resulting in dependence on others/carers
 - Significant carer stress
 - Risk of homelessness / currently homeless (RAH conduit to community service eg. Crisis accommodation)
 - Acute deterioration of cognitive function and lives alone
 - Family violence (including Elder Abuse)
 - Pressure care risk due to limited mobility and transfers
 - Manual handling risk to carer/s
 - Recurrent/High risk of falls and lives alone
- Clients who have self-discharged, who consent to post discharge Allied Health follow up to prevent readmission. This will not be done as an urgent visit.
- Clients who have capacity and who consent to intervention.
- Clients willing to engage in active intervention.
- If patients are being referred to a community service in Werribee or Melton and require PAC, please refer to RAH for gap fill. Gap fill may not be provided during COVID peak, and will depend on capacity and demand. Please call to discuss.

Referral Exclusion Criteria:

- Clients deemed unsafe for a home visit due to known or suspected high risk behaviors - these clients can still be offered telehealth or phone call follow up if indicated. Please call RAH to discuss prior to referral.
- Clients needing assistance with medium to long term housing requirements.
- Clients who have not provided consent to intervention.



Western Health

- Out of catchment clients, for example clients residing in Northern Health, Royal Melbourne or Central Highlands catchments. Please check patient's address prior to referral and refer to these catchments.
- Under 16 years old.

How to Refer:



- Complete a BOSSNET Community Services referral
- State “RAH” and discipline required on referral, and indicate timeframe required
- For urgent referrals:
Call **Mon-Fri** on 8395 9123 or 0435 547 689
Weekends ACE ED on 8345 0189



Western Health