

## Mater Aged Care In an Emergency Fact Sheet

**Mater Aged Care in an Emergency (MACIAE) is a service dedicated to supporting aged care facility residents, their families, facility carers and GPs; with the goal of providing a seamless care transition between primary and tertiary sectors in order to ensure the highest and safest standard of care with the upmost compassion and dignity:**

MACIAE is facilitated by specialist aged care clinical nurse consultants who co-ordinate with all key partners involved in the care delivery of this unique population, to optimise their health outcomes and communication pathways between stakeholders. MACIAE aims to support the delivery of:

*“the right care, in the right place, at the right time ”*

MACIAE provides four key functions:



### Clinical Liaison and Support

- clinical telephone access is available for ACF nurses and GPs, when deciding whether or not to send a resident to hospital
- Monday – Friday 0800 – 1700 : MACIAE CNC
- After hours – support provided by MHB ED
- Telephone triage under clinical governance of emergency specialists or physicians as required .



### Telehealth Chronic Disease Management

- Access to Mater specialist appointments via Telehealth to assist with better management of complex health conditions, medications and coordinated care planning.
- All Telehealth appointments are coordinated and attended by a Mater physician.



### Hospital Complex Care Coordination

- Central point of co-ordinated care planning for residents appropriately admitted to Mater Adult Hospital to support the care continuum through to discharge.



### Educational Support

- Developed by Mater Education (RTO), custom designed skills development or annual competency attainment certificates are available for nursing staff of the residential aged care sector.

Clinical telephone support is available 24 hours, seven days a week. Complex care coordination and Telehealth specialist appointments are available Monday to Friday, 8am - 4pm. To request educational support, please contact the clinical coordinator.

**For information about Mater Aged Care in an Emergency, please contact the clinical coordinator:**

24 hour clinical support: **0401 900 367**

Email: [sophie.shrapnel@mater.org.au](mailto:sophie.shrapnel@mater.org.au)

Fax: 07) 3163 1969

**MACIAE referral flow chart**

