

Metropolitan Referral Unit

Information for Residential Care Facilities

The Metropolitan Referral Unit (MRU) provides a centralised single point of contact for referral to a range of services to support hospital avoidance and discharge support services for SA Health public hospitals. The team of clinicians in the MRU review and assess referrals to link individuals to the most appropriate service model and response to avoid hospital admission or support an early return home.

What services can residential care facilities access via the MRU?

Residential Care Facility staff and General Practitioners contact the MRU for short term clinical services to support immediate hospital avoidance for residents that are at risk of a hospital presentation. SA Community Care is the model of care that is most utilised by Residential Facilities. The MRU receives referrals for immediate hospital avoidance support within Residential Care for a number of services that include:

- > IV antibiotic therapy
- > Continence management
- > Blood Transfusion – low risk
- > End of Life Terminal care
- > Other nursing

If you have a resident who you think we could assist in avoiding a public hospital presentation please contact the clinicians in the MRU and discuss your residents individual needs.

How to contact the Metropolitan Referral Unit?

The MRU is open between 8am and 8pm, 7 days a week including public holidays. Referrals are accepted by telephone or fax. Please note that the service is not an emergency response and usual processes for emergency care should be followed.

Telephone: 1300 110 600

Fax: 1300 546 104

A referral form and other information related to specific service that you may need to access are found www.sahealth.sa.gov.au/MRU

Once we have received your referral we will contact you and confirm a service for eligible patients within one hour.

Do you need a site visit from team to provide education and update?

Please contact the MRU Coordinator on 1300 110 600 if you would like to have the team from the MRU arrange a time to visit your organisation and discuss directly the services that can be provided.

For more information

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Fax: 1300 546 104

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