

## Rapid CARE Centre

Making care better together for older people



### WELCOME TO OUR NEW SERVICE

You called 000 today because you needed help. We aim to give that help without you needing to go to an Emergency Department. Hopefully this means that you can return home sooner. We are part of the health team specialising in care for older people. We are based at the Repat Health Precinct.

For more information about our new free service, please scan:



### How can we help?

We provide a free same day service, including assessment by a doctor specialising in older people. Our service is available between 9am and 5pm. We aim to return you home today but, if more medically appropriate, we arrange transfer to a hospital. SAAS together with CARE triage will determine if CARE is the right place for you.

Due to the COVID-19 situation, please speak to our staff about whether possible to have family present.

### What to expect from our visit?

We work with you to understand what help you need today.

*Please tell us if you're feeling worse or if you're worried about anything during your time with us. In an Emergency, press the red button on the wall.*

Our specialist team includes doctors, nurses, physiotherapists, occupational therapists, and social workers.

### What if I need an interpreting service or support as an Aboriginal or Torres Strait Islander?

We access free telephone interpreting services in many languages. We also offer the telephone services of our Aboriginal Hospital Liaison Service (Karpa Ngarrattendi). Please ask.

### What next?

We plan with you what to do next. Please let us know if you'd like us to involve your family or anyone else in these discussions. Your **Suggested Next Steps** (next page) will be completed.

### Any questions or concerns after you leave?

For questions about this visit, please contact 7425 0330. For any other non-urgent health queries, please contact your local GP.

In an Emergency, phone 000.

## What to expect from us?

We provide a high-quality service which is respectful and supportive. We aim to communicate well with you and with each other.

You have rights about what to expect from our health service. For more information, please either do a web search for: [HCSCC Charter of Healthcare Rights](#); or ask any member of our team.

## How can I give feedback?

Your feedback is always welcome.

Please speak with us at any time or contact our **Consumer Advisory Service** via Phone: **8204 5433**; Email: [HealthSALHNConsumerAdvisory@sa.gov.au](mailto:HealthSALHNConsumerAdvisory@sa.gov.au); or by writing: **Consumer Advisory Service, Level 2 Flinders Medical Centre, Flinders Drive, BEDFORD PARK SA 5042**

We may ask if you agree to us phoning you for feedback about your experience with us. Your feedback helps us to improve our service.

## Your Suggested Next Steps

**In an Emergency, phone 000**

## For more information

### Complex and Restorative Care (CARE)

Bangka Strait  
Gate 6, Repatriation Health Precinct  
Daws Road, Daw Park 5041

Hours:

CARE Centre - 8am – 10pm, 7 days a week.  
Home Visits (Eyes on Scene team) – 8.30am-  
8pm, 7 days a week

Telephone: 7425 0330

[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)