



Ambulance (Life Threatening)

1. 000
 2. Dr/ Nurse on Call
 3. NOK/ Emergency contact
 4. Care Manager / HCP provider
 5. Incident Report
- Further notification might include:
Health care team
Support workers

No Pulse
Blocked airway/ choking
Stroke
Major blood loss
Loss of consciousness/ collapse
Chest pain
Respiratory Distress
Suspected overdose/ poisoning
Acute mental health episode including convulsion/fitting
Suspected Fractures or major injury
Severe burns or scalds
Cyanosis
Drowning
Severe allergic reaction



GP, Nurse, Allied Health, Pharmacy (Non- Life Threatening)

1. NOK/ Emergency contact
 2. Medical professional team/Dr or Nurse on Call
 3. Care Manager / HCP provider
 4. Incident Report
- Further notification might include:
Ambulance
Elder Abuse
SIRS

Fall with head strike or injury
Medication management concerns
Pressure injury
Slow to heal wounds
Unexplained cuts/wounds/bruising
Lacerations
Suspected infection
Urinary Tract Infection (UTI)
Dehydration
Dysphagia/ dysphasia
Weight loss /Loss of appetite
New and/or untreated incontinence
Constipation
Increased confusion/ cognitive decline
Unexplained persistent pain
Unresolved pain
Minor allergic reactions
Coughing at mealtimes
Disturbed sleep
Dental issues



Police matter

1. 000
 2. NOK/ Emergency contact
 3. Care Manager /HCP provider
 4. Incident Report
- Further notification might include:
Elder Abuse
OPAN
SIRS

Missing from care
Elder Abuse
Welfare checks
Dangerous behaviour/ behavioral management
Carer fearing for safety
Suspected Abuse
Family Violence
Drug or alcohol influence posing a risk



Family matter

1. Care Manager /HCP provider
2. NOK/ Emergency contact

Further notification might include:
Incident Report
Elder Abuse
OPAN
State Guardianship

Unmet needs – electricity, food, clothes, basic needs
Items gone missing – bank card, phone, belongings
Grief
Transport needs
Voicing loneliness
Faulty equipment
Missed care
Dental issues
Refusal of care
Driving safety
Declining cognition
Signs of deterioration or change



Additional information

This items listed are examples only, it is not a complete list.

Events can move from one column to another depending on the severity. For example, it might be appropriate to see a GP for dehydration, however if it is severe, it would be more appropriate to call an ambulance.

Groups or individuals not listed in the communicate chain might need to be involved depending on the circumstance of the event. For example, Guardianship might be sought for a client who is no longer able to make decisions for themselves.

It is recommended that all carers, both formal and informal should be first aid trained and have adequate first aid supplies available.