

Gold Coast Rural Telehealth Service

Palliative care advice to rural and remote clinicians and services to their patients are being expanded in South West Queensland and the Darling Downs. GPs and other clinicians caring for patients with terminal illnesses can now access additional advice and support through Queensland's Specialist Palliative Rural Telehealth Service in the Gold Coast. Urgent phone advice for prescribers is also available 24/7 through Queensland's new 1300 PALL DR hotline (1300 7255 37).

Who is the service for?

The Gold Coast Rural Telehealth Hub aims to support clinicians and patients with terminal illnesses in the following spoke regions:

- South West Queensland
- Areas of the Darling Downs (excluding the Toowoomba region), including:
 - South Burnett
 - West Darling Downs
 - South Darling Downs

Patients who might be appropriate for referral are patients with terminal illnesses plus one of the following:

- Symptoms which the primary care team requires further advice to manage optimally
- Psychosocial needs that require specialist assessment
- The patient is dying and the primary care team requires further advice or support.

The service unfortunately is unable to support patients with chronic pain not associated with a progressive terminal illness, nor is it for patients with complex psychiatric diseases.

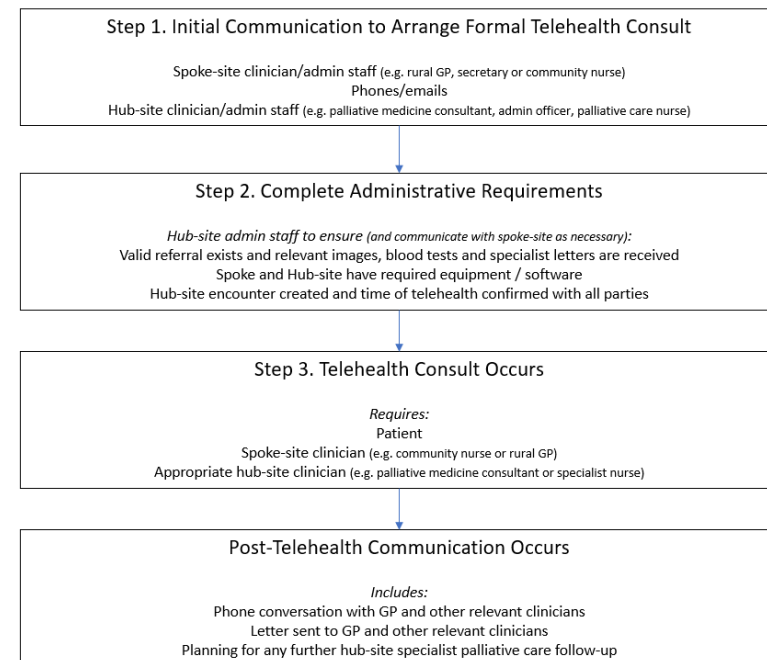
Making a referral

GPs and other specialists can make a referral by completing a referral form and faxing it to (07) 5668 6070 and phoning 1300 618 486 to determine where and when the telehealth consult will occur.

The telehealth consult itself can occur at the following locations, preferably with a clinician present with the patient:

- The patient's home
- A Residential Aged Care Facility (RACF)
- GP Practice
- Hospital

The process of arranging a telehealth consult is shown below:



Need Phone Advice?

A palliative medicine doctor, nurse and allied health clinicians are available on the phone Monday to Friday during business hours.

Gold Coast Direct Line (admin or clinician)
1300 618 486

For URGENT consultant advice
0472 846 361

24/7 prescriber advice available via Metro South hotline
1300 PALL DR (1300 7255 37)

Fax Number to send referrals to
(07) 5668 6070



Gold Coast Rural and Remote



Palliative Care Telehealth Service