



# Older adults service directory for GPs 2025

## Overview of services

Sir Charles Gairdner Osborne Park Health Care Group (SCGOPHCG) has a strong focus on supporting the care of older adults and provides a range of services to meet their needs in the community.

These include acute and non-acute services for older adults living at home and for those who live in residential aged care homes.



### Services for older adults living at home 65+ or 50+ if Aboriginal

#### Acute services – Only for those at high risk of acute admission

##### **RAILS Rapid Response Team** **SCGH, OPH catchment areas**

RAILS is a **nursing** and **allied health** team providing a rapid response service for people over 65 years through home visits and phone consults. The team aims to make contact within 48 hours.

The program effectively prevents avoidable ED visits by supporting older adults within their home through provision of services, equipment and urgent nursing/allied health support.

**Refer via HealthLink at railsrrt or fax: (08) 6457 8405.**

RAILS clinical nurse is available to discuss referrals on (08) 6457 8315.

Please call if referring over the weekend period.

## Acute services – Only for those at high risk of acute admission

### Frailty Rapid Access Clinic (FRAC)

#### SCGH, OPH catchment areas

A multidisciplinary clinic for older adults at imminent risk of presenting to hospital with geriatric syndromes (eg: falls, pain, cognitive decline).

FRAC addresses the acute care needs and supports the patient to access ongoing health and community care as required.

**For urgent reviews (7-10 days), refer directly via fax (08) 6457 8405.**

Otherwise via CRS: Frailty Rapid Access Clinic. If unsure of suitability, contact the care navigator on 0491 369 932 (Mon-Fri, 8am-4pm).

## Non-acute services

### Geriatric specialty clinics

General, memory, falls, continence, fragile bone, Parkinson's.

*Refer via CRS.*

### Outpatient Allied Health Day Therapy Unit

(PT, OT, speech, dietetics, social work)

*Individual criteria apply.*

## Outpatient allied health – catchment differs for each service

A range of services and specialist clinics are available.  
See OPH website: [www.oph.health.wa.gov.au/Our-Services](http://www.oph.health.wa.gov.au/Our-Services)  
or SCGH: <https://www.scgh.health.wa.gov.au/Our-Services>

Service and catchment	Referral details
Physiotherapy (variable based on clinic type)	Strict criteria apply. See OPH website > Our Services > <a href="#">Physiotherapy</a> for details. <i>Referrals via CRS – Day Therapy Unit DTU'.</i>
Dietetics (OPH) 6017-6022, 6029, 6050 (Menora and Coolbinia only), 6059-6061, 6062 (Noranda only), 6066-6067, 6090.	For OPH - Referral form on OPH website > Our services > <a href="#">Dietetics and Nutrition</a>
Dietetics (SCGH)	For SCGH – Only internal referrals from SCGH consultants. GPs may refer to relevant speciality clinic via CRS. Once accepted, the consultant can on-refer if tertiary dietetic support if indicated.
Occupational Therapy (all of SCGOPHCG)	Contact details on OPH website > Our Services > <a href="#">Occupational Therapy</a>

Service and catchment	Referral details
Podiatry (SCGH/OPH) (6017-6037, 6059-6061, 6064-6065 only)	Strict criteria apply. See SCGH/OPH website > Our Services > <a href="#">Podiatry</a> for details.
Speech Pathology (OPH) 6017 – 6024, 6029, 6050 (Coolbinia and Menora only), 6059 – 6062, 6064, 6066 and 6090	Contact details on OPH website > Our Services > <a href="#">Speech Pathology</a> . GP referrals required for outpatient services, except for Parkinson's Clinic which requires CRS referral.
Speech Pathology (SCGH)	Only internal referrals from SCGH consultants. GPs may refer to relevant specialty clinic via CRS. Once accepted, consultant can on-refer.
Social Work (OPH) (catchment variable based on clinic type)	See OPH website > Our Services > <a href="#">Social Work</a> for details. GPs may refer to relevant specialty clinic, once accepted medically, can be on-referred to Social Work.
Social Work (SCGH)	Only internal referrals from SCGH consultants.



## Living in residential aged care homes

### Non-acute services

#### Residential Care Line (RCL)

##### All Perth metropolitan areas

RCL is a nurse practitioner-led service that supports staff and residents in aged care facilities to provide care in place and reduce the need for unnecessary ED presentations through phone consults and site visits.

The team provides timely access to appropriate care pathways to improve the quality of life of the older person living in residential care.

**Phone (08) 6457 3146 to discuss.**

#### Geriatric Residential Outreach (GRO)

##### SCGH, OPH & JHC catchment

GRO provides a visiting geriatrician review service at RACFs. Common referrals are increasing falls, cognitive or behavioural changes, Parkinson's disease, medication issues or recent unplanned hospitalisation.

#### Referrals via CRS.

To discuss urgent referrals, phone (08) 6457 8279 (Monday-Friday, 9am-4pm)

Standard outpatient specialty geriatric services remain available for ambulant RACH residents.



## Looking for a discharge summary?

1. Please check the patient's **My Health Record** first.
2. Send a request to the SCGH Freedom of Information Department:
  - [SCGH.GPdesk@health.wa.gov.au](mailto:SCGH.GPdesk@health.wa.gov.au)
  - **Fax:** (08) 6457 3523
  - **Phone:** (08) 6457 5427
  - Please include patient's consent (not required if our records show you are the patient's nominated GP).

**SCGOPHCG catchment:**\* 6005 (Crawley/Kings Park only), 6006 – 6012, 6014 – 6038, 6050 (Coolbinia and Menora only), 6059 – 6061, 6062 (Noranda only), 6064 – 6067, 6077 – 6078, 6090.

**\* Not all services listed in this directory service the full catchment area. Some OPH based clinics service a limited area. Details are indicated next to each service where applicable.**



### Do you have feedback about our services or need to contact the Liaison GP?

Contact the liaison GP either via email at [SCGOPHCG.HLGP@health.wa.gov.au](mailto:SCGOPHCG.HLGP@health.wa.gov.au) or use the secure form at [redcap.link/scgophcg.hlgp](https://redcap.link/scgophcg.hlgp)

The information provided is for information purposes only. If you are a patient using this publication, you should seek assistance from a healthcare professional when interpreting these materials and applying them to your individual circumstances.



### Sir Charles Gairdner Hospital

- Hospital Ave, Nedlands WA 6009
- General enquiries (08) 6457 3333
- Hearing impaired (TTY) (08) 6457 3900
- [scgh.health.wa.gov.au](https://scgh.health.wa.gov.au)

Information updated April 2025

This document can be made available in alternative formats on request.

© North Metropolitan Health Service 2025