

Queensland Emergency Ostomate Support Service

Introduction and background

The Queensland Government (through its Community Self Care programme) has recently provided in principle support for an after-hours emergency service to support Queensland ostomates. The objective of the program is to help reduce the number of non-essential ostomate visits to hospital for non-complex stoma related problems/queries, particularly now that COVID cases are forecast to rise through the relaxation of Queensland border restrictions. The Ostomate Emergency Service is available to all Queensland Ostomates and is delivered on behalf of all Queensland Stoma Associations.

Service Methodology

The Queensland Emergency Ostomate Support Service emergency service will be monitored between 8am and 9pm 7 days per week and can be reached by calling the dedicated mobile number 0432 522 311, or by email to qldostomatehelp@gmail.com. Requests for support will be assessed by the support coordinators (Phone - Michelle Martens, Email - Kylie McGrory), and the required action determined. Actions may include referring the caller back to his/her home association if assistance is sought during the associations normal business hours, providing the caller with general non-clinical information, arranging for a call back from the service's qualified Stomal Therapy Nurse (for general stomal therapy advice only - Helleen Purdy), or recommending that the caller seek medical assistance if they have a complex or clinical problem. We can also organise for a limited quantity of generic emergency supply to be made available via collection from a local pick-up point or via express post satchel to cover the member until they can arrange to obtain a SAS supply through their usual stoma association. The emergency support request will be handed over to the caller's home association for further follow up once the initial emergency support request is complete. At this stage, there will be no charge to the caller for either emergency supplies or postage of emergency supplies, however this may be reviewed subject to service demand and funding.

Communicating the Service to Queensland Ostomates

All Queensland Stoma Associations have been asked to communicate to their members the availability of the Queensland Emergency Ostomate Support Service through their websites, social media platforms, and newsletters. A facebook page "Queensland Ostomate Information and Support" has also been established to provide useful information to Queensland ostomates, and to disseminate information about matters affecting Queensland ostomates and QLD associations. The Facepage page link is <https://www.facebook.com/qldostomatehelp>

Should you receive a call from an ostomate asking for emergency products, please feel free to refer them to the Queensland Emergency Ostomate Support Service for assistance.

Kind regards

Kylie McGrory on behalf of the

Queensland Ostomate Information and Support Service

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