

## How to contact the Rapid Assessment Unit

### Telephone Triage

To contact the RAU, call **(02) 6244 4401**. The RAU triage nurse will answer the phone and ask you some questions. From your answers they will suggest ways to manage your problem. Options might include advice on how to manage your problem at home, attending the RAU for treatment or attending the emergency department.

The triage number is staffed 24/7.

### Referrals

Other people, including your consultant, their registrar, and your cancer nurse specialist may refer you to RAU for management of a particular problem.

### What to bring

When you attend RAU, you should bring:

- This leaflet
- Your current medications or a list of these
- Any recent scans or test results
- The information about your current cancer treatment that you received from the nurse during the pre-treatment information and education session.

## For more information

My name is \_\_\_\_\_

My Date of Birth is \_\_\_\_\_

My type of cancer is \_\_\_\_\_

My cancer specialist is Dr \_\_\_\_\_

My vascular access is a \_\_\_\_\_

My treatment plan is \_\_\_\_\_

## Contact information

### Rapid Assessment Unit

Canberra Region Cancer Centre  
Building 20, The Canberra Hospital,  
Yamba Dr, Garran ACT 2605.

**Telephone (02) 6244 4401**

**Triage (02) 6244 4401**  
(24 hours)

**RAU opening hours:**  
Monday–Friday, 9am–5pm.

### Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



Interpreter

If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit:  
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# RAPID ASSESSMENT UNIT

Canberra Region  
Cancer Centre



## About the Rapid Assessment Unit

The RAU provides a dedicated point of access for cancer patients who have urgent care needs related to their cancer diagnosis or the treatment they are receiving as an **alternative to attending the emergency department**. The unit is staffed by specialist doctors and nurses who will be able to assess you, order any necessary investigations, and start the most appropriate treatment for your presenting problem. This may include treatment within the unit, providing you a prescription for medication to take at home, or recommending that you be admitted to hospital, which will be facilitated directly from the RAU.

## Who can access RAU?

Patients with a cancer diagnosis with an emergent care need who are:

- About to start chemotherapy or radiotherapy
- Currently receiving chemotherapy or radiotherapy
- Within 3 months of completing chemotherapy or radiotherapy
- Under care of the palliative care team

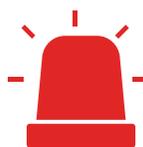
## When to call RAU

You should call the RAU if you have a medical concern related to your cancer or treatment.

Examples include but are not limited to:

- Fever/feeling unwell
- Nausea/vomiting
- Diarrhoea
- Sudden loss of sensation
- New pain/pain not responding to medication
- Not able to eat or drink
- New rashes or lesions
- Loss of mobility/muscle function
- Infection
- Shortness of breath
- Constipation
- Mouth pain/difficulty swallowing
- Fatigue
- Bleeding
- Confusion
- New incontinence
- Problems with your central line such as bleeding, redness, or discharge
- New severe bruising

IN AN EMERGENCY  
**CALL 000**  
FOR AN AMBULANCE



## DO NOT CALL RAU FOR:

- **Non-urgent issues**
- Issues relating to appointment times
- Asking to speak to your consultant
- Repeat prescriptions
- Existing medical issues **not related to your cancer or its treatment**
- Second opinions on advice from your GP or other health professionals
- Referral to other health professionals
- Information about your treatment
- Test results

**Triage (02) 6244 4401**  
(24 hours)

**No admissions are accepted after 2:30 pm, only phone advice**

