

## Module overview

Please note: This module must be read in conjunction with the Fundamentals of the Framework (including glossary and acronym list) and Medical Services – Children’s module.

Medical services include a broad range of internal medicine services. These services focus on the prevention, early detection and management of acute and chronic disease. Effective resuscitation and stabilisation procedures and practices are essential in all levels of medical services.

Children have specific needs in health services—please refer to the relevant children’s services modules, including the Medical Services - Children’s module.

The capability of each service level is based on the:

- supporting clinical services required to diagnose, treat and manage the condition
- continuity of patient care, achieved through communication and collaboration between the health services in the local community—including the local hospital—and any medical service able to provide higher level medical services (e.g. Level 4 service providing support to Level 3 service) through documented processes
- skills and experience of the staff
- physical status of the patient
- availability of, and access to, transport and diagnostic services
- clinical decision-making processes within the service.

The types of medical services are illustrated in Table 1.

**Table 1: Medical services included in this module.**

Medical services	Medical services with dedicated CSCF module
<ul style="list-style-type: none"> <li>• Clinical genetics</li> <li>• Clinical immunology</li> <li>• Clinical pharmacology</li> <li>• Dermatology</li> <li>• Endocrinology</li> <li>• Gastroenterology</li> <li>• General internal medicine</li> <li>• Geriatric medicine</li> <li>• Infectious diseases</li> <li>• Neurology</li> </ul>	<ul style="list-style-type: none"> <li>• Addition medicine (Alcohol &amp; Other Drugs Services)</li> <li>• Cardiology (Cardiac Services module)</li> <li>• Children’s oncology (Cancer Services - Children’s module and Radiation Oncology Services - Children’s module)</li> <li>• Children’s medicine (Medical Services - Children’s module)</li> <li>• Clinical haematology, including haematological malignancy (Haematological Malignancy Services module)</li> <li>• Medical oncology (Medical Oncology Services module)</li> <li>• Palliative medicine (Palliative Care Services module)</li> <li>• Radiation oncology (Radiation Oncology Services module)</li> <li>• Rehabilitation medicine (Rehabilitation Services module)</li> <li>• Renal medicine (Renal Services module)</li> </ul>
<ul style="list-style-type: none"> <li>• Rheumatology</li> <li>• Sexual health</li> <li>• Sleep medicine</li> <li>• Thoracic medicine</li> </ul>	

Selection of appropriate services following patient presentation will be dependent upon the patient’s medical risk. Because a patient’s diagnosis may not be clearly established on presentation and their course may change during hospitalisation, it is essential to reassess patient status regularly. If the patient’s risk increases or their condition deteriorates, transfer to a more appropriate medical service is required. Optimum patient care and management depends on timely access to required medical expertise.

Children and adolescents have specific needs and supports from health services—please refer to the relevant children’s services modules.

## Service networks

In addition to the requirements outlined in the Fundamentals of the Framework, specific service network requirements include:

- access to intensive care services that may be either:
  - off-site, where the medical service can provide immediate resuscitation and short-term cardiorespiratory support until transfer of the patient to an off-site intensive care service occurs (it would not normally be expected that patients would need to access intensive care services)

or

- on-site, where the ability to continue longer ventilation is possible, including daily, requisite liaison with higher level services

- provide relevant clinical indicator data to satisfy accreditation and other statutory reporting obligation

**Table 2: Medical Services**

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Service description	<ul style="list-style-type: none"> <li>provides low-acuity, ambulatory medical care and chronic disease management (for a known diagnosis).</li> <li>services, including healthcare assessment and/or minor diagnostic and treatment services, usually provided by registered nurse, but may be provided by another suitably qualified health practitioner working within their scope of clinical practice.</li> <li>registered medical practitioner</li> </ul>	<ul style="list-style-type: none"> <li>may be provided as either ambulatory service or inpatient service providing overnight nursing care.</li> <li>patients under care of registered medical practitioner.</li> <li>inpatient services usually provided for low- to medium-acuity, single-system medical conditions with significant but stable comorbidities.</li> <li>patients with pre-existing significant comorbidities typically not admitted at this</li> </ul>	<ul style="list-style-type: none"> <li>provides ambulatory and inpatient care that may require subspecialty referral.</li> <li>patients do not require complex diagnostic investigation.</li> <li>patients under care of registered medical practitioner or visiting medical officer who may be registered medical specialist (consultant physician).</li> <li>Inpatient services usually provided for medium-acuity, single-system medical conditions with</li> </ul>	<ul style="list-style-type: none"> <li>provides definitive care for most medical patients, usually under care of registered medical specialist (consultant physician), except for patients with low-acuity, single-system medical conditions or pre-existing significant but stable comorbidities, who may be under care of registered medical practitioner (general practitioner)—scope of practice of credentialed</li> </ul>	<ul style="list-style-type: none"> <li>provides definitive care for all medical patients and generally includes, but is not limited to, cardiology, endocrinology, gastroenterology, general internal medicine, geriatric medicine, haematology, infectious diseases, neurology, oncology, renal medicine and thoracic medicine.</li> <li>patients must be admitted under care of registered medical specialist (consultant</li> </ul>	<ul style="list-style-type: none"> <li>provides highest level and most complex medical care.</li> <li>may include statewide and/or superspecialty service.</li> <li>generally provided at large metropolitan hospital by multidisciplinary team accessible 24 hours a day.</li> <li>patients must be admitted under care of registered medical specialist (consultant physician).</li> <li>provides approved outreach service</li> </ul>

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<p>(including general practitioner) may intermittently provide a medical service.</p> <ul style="list-style-type: none"> <li>where transfer to higher level service required, a Level 1 service will manage care until patient transfer is possible.</li> <li>continuity of patient care achieved through communication and collaboration between the local health services and Level 3 (or higher) medical service through documented processes.</li> </ul>	<p>service level except in palliative care situations.</p> <ul style="list-style-type: none"> <li>may host outreach services.</li> </ul>	<p>significant but stable comorbidities.</p> <ul style="list-style-type: none"> <li>in case of unstable patients, liaison with registered medical specialist (consultant physician) may be necessary to provide guidance on care management and whether patients should be transferred to higher level service.</li> <li>may have access to close observation care area / beds for unstable patients.</li> <li>may host approved outreach services.</li> </ul>	<p>registered medical practitioner (general practitioner) is limited to care of patients with low-acuity, single-system medical conditions or pre-existing significant but stable comorbidities.</p> <ul style="list-style-type: none"> <li>if patient under care of registered medical practitioner (general practitioner) becomes unstable, patient must be immediately referred to registered medical specialist (consultant physician).</li> </ul>	<p>physician), except for patients with low-acuity, single-system medical conditions or pre-existing significant but stable comorbidities, who may be under care of registered medical practitioner (general practitioner)—scope of practice of credentialed registered medical practitioner (general practitioner) limited to care of patients with low-acuity, single-system medical conditions or pre-existing</p>	<p>to lower level services.</p> <ul style="list-style-type: none"> <li>may include statewide referrals.</li> </ul>

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				<ul style="list-style-type: none"> <li>high-risk medical patients should be treated by higher level medical service with on-site intensive care service support.</li> <li>some medical subspecialties may be available.</li> <li>may host and/or provide outreach service to lower level services.</li> </ul>	<p>significant but stable comorbidities.</p> <ul style="list-style-type: none"> <li>if patient under care of registered medical practitioner (general practitioner) becomes unstable, patient must be immediately referred to registered medical specialist (consultant physician).</li> <li>treats complex and critically ill medical patients and takes a multidisciplinary team approach to patient care.</li> </ul>	
<b>Service requirements</b>	As per module overview, plus: <ul style="list-style-type: none"> <li>life support equipment or</li> </ul>	As per Level 1, plus: <ul style="list-style-type: none"> <li>basic and advanced life support</li> </ul>	As per Level 2, plus: <ul style="list-style-type: none"> <li>capacity to appropriately store and</li> </ul>	As per Level 3, plus: <ul style="list-style-type: none"> <li>on-site 24-hour medical</li> </ul>	As per Level 4, plus:	As per Level 5, plus: <ul style="list-style-type: none"> <li>access to addiction medicine,</li> </ul>

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<p>access to paramedic or other emergency services.</p> <ul style="list-style-type: none"> <li>nurse-led services with ability to monitor and stabilise the patient using basic 12-lead electrocardiography, pulse oximetry, spirometry and automated external defibrillator until transfer or retrieval to higher level of service.</li> <li>emergency birth bundle on-site, and training and reliable communication systems to deal with imminent births where maternity</li> </ul>	<p>equipment and medications for all services, except in case of after-hours registered medical practitioner (general practitioner) service located on hospital campus, where paramedic services may provide advanced life support.</p> <ul style="list-style-type: none"> <li>capacity to continuously monitor patients with single-lead electrocardiography and oximetry.</li> <li>access to 12-lead electrocardiography and spirometry.</li> </ul>	<p>monitor blood products.</p> <ul style="list-style-type: none"> <li>capacity to monitor patients with intermittent 12-lead electrocardiography and spirometry.</li> <li>access to basic mechanical ventilation pending transfer to higher level service.</li> <li>documented processes established with Level 5 services.</li> <li>registered medical practitioner and/or visiting medical officer available within 10 minutes in normal circumstances.</li> </ul>	<p>emergency team (however titled).</p> <ul style="list-style-type: none"> <li>capability for bi-level positive airway pressure / continuous positive airway pressure for acute care.</li> <li>mechanical and emergency ventilation pending patient transfer to appropriate intensive care unit (ICU).</li> <li>care for high-risk medical patients provided only in on-site ICU.</li> <li>endoscopy service and access to bronchoscopy (where an endoscopy service provided, refer to specific requirements in Perioperative</li> </ul>	<ul style="list-style-type: none"> <li>access to cardiac catheter laboratory.</li> <li>access to haemodialysis.</li> <li>emergency endoscopy and bronchoscopy services.</li> <li>access to neurological investigations and monitoring (e.g. electroencephalography and electromyography).</li> <li>access to respiratory investigations, including full respiratory function testing and sleep studies.</li> <li>access to negative / positive pressure rooms.</li> </ul>	<p>clinical genetics, clinical</p> <ul style="list-style-type: none"> <li>pharmacology, dermatology, immunology and allergy, palliative medicine, persistent pain services, rare diseases expertise, rehabilitation and rheumatology.</li> <li>cardiac investigations, including interventional cardiology (therapeutic procedures).</li> </ul>

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<p>service not available locally.</p> <ul style="list-style-type: none"> <li>documented referral pathways to allied health professionals.</li> <li>local policies regarding transport of blood (as required) to an accredited laboratory.</li> <li>staff with venepuncture skills.</li> <li>staff may have licence to take plain-film x-rays.</li> </ul>	<ul style="list-style-type: none"> <li>team of at least two staff on each shift.</li> </ul>		<p>Services module).</p> <ul style="list-style-type: none"> <li>cardiac investigations (including cardiac stress testing, Holter monitoring and echocardiography).</li> <li>access to other clinical measurements, as required.</li> <li>may have specialist services in chronic disease management.</li> </ul>		
<b>Workforce requirements</b>	<p>A Level 1 service requires:</p> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>registered medical practitioner available.</li> </ul> <p><b>Nursing</b></p>	<p>As per Level 1, plus:</p> <ul style="list-style-type: none"> <li>minimum one staff member on-site each shift trained in advanced life support or basic life support if ambulance service within</li> </ul>	<ul style="list-style-type: none"> <li>As per Level 2, plus:</li> </ul> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>minimum one staff member on-site each shift trained in advanced life support.</li> </ul>	<ul style="list-style-type: none"> <li>As per Level 3, plus:</li> </ul> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>access—24 hours—to registered medical practitioner (general practitioner)</li> </ul>	<p>As per Level 4, plus:</p> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>lead clinician responsible for clinical governance of service with overall responsibility for medicine (e.g.</li> </ul>	<ul style="list-style-type: none"> <li>As per Level 5, plus:</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>experienced allied health professionals with advanced specialty skills.</li> <li></li> </ul>

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<ul style="list-style-type: none"> <li>access—24 hours—to registered nurse trained in advanced life support.</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>access to preventative and rehabilitation services (may be provided in the community or home-based setting), including allied health services either local, visiting or via telehealth.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islander health workers, as required.</li> <li>access to scientific officers, as required.</li> </ul>	<p>close proximity (able to attend within 30 minutes in normal circumstances).</p> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>registered medical practitioner with relevant credentials available 24 hours.</li> <li>registered medical practitioner competent in advanced life support available within 30 minutes in normal circumstances.</li> </ul> <p><b>Nursing</b></p> <ul style="list-style-type: none"> <li>suitably qualified and experienced registered nurse in charge on each shift.</li> </ul>	<ul style="list-style-type: none"> <li>registered medical practitioner or registered medical specialist (consultant physician) available.</li> </ul> <p><b>Nursing</b></p> <ul style="list-style-type: none"> <li>suitably qualified and experienced registered nurse in charge of each shift for each clinical unit.</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>access—during business hours—to allied health professionals (including dietitians, occupational therapists, physiotherapists, psychologists, speech pathologists or</li> </ul>	<p>and/or registered medical specialist (consultant physician).</p> <ul style="list-style-type: none"> <li>registered medical practitioner (general practitioner) and registered medical specialist (consultant physician) competent in providing advanced life support.</li> </ul> <p><b>Nursing</b></p> <ul style="list-style-type: none"> <li>nurse manager (however titled) in charge of medical services.</li> <li>nurse manager (however titled) within each medical unit.</li> </ul> <p><b>Allied health</b></p>	<p>Director of General Internal Medicine, Director of Medical Services or physician representative on Medical Advisory Committee).</p> <ul style="list-style-type: none"> <li>access—24 hours—to registered medical specialists (consultant physicians).</li> <li>access to registered medical specialists with credentials in appropriate subspecialty.</li> <li>registered medical practitioner (excluding ED staff) on-site 24 hours.</li> </ul>	<ul style="list-style-type: none"> <li>involved in education and research appropriate to their specialty, as required.</li> </ul>

	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	<ul style="list-style-type: none"> <li>access to technical support, as required (e.g. biomedical engineering).</li> </ul>	<ul style="list-style-type: none"> <li>nursing staff with qualifications and experience appropriate to service.</li> <li>all facilities with overnight inpatients have staffing levels dependent on clinical need.</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>access—during business hours—to allied health professionals, as required.</li> </ul>	<p>social workers), as required.</p>	<ul style="list-style-type: none"> <li>access—24 hours—to physiotherapist where ICU located on-site.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>access to Aboriginal and Torres Strait Islander liaison service, as required.</li> </ul>	<ul style="list-style-type: none"> <li>additional registered medical practitioners appropriate to acuity and bed capacity.</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>allied health professionals who may have specialty skills, as required.</li> </ul>	
<b>Specific risk considerations</b>			Nil	Nil	Nil	Nil

**Table 3: Support services requirements for medical services**

	Level 1		Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible										
<b>Anaesthetic</b>						3		4	5		6	
<b>Cardiac (cardiac medicine) *</b>							3		5		6	
<b>Cardiac (coronary care unit) *</b>									5		5	
<b>Intensive care</b>								4	5		6	
<b>Medical imaging</b>		1		2	3		4		4		5	
<b>Medication</b>		1	2		3		4		5		5	
<b>Mental health (relevant section/s)</b>								4		4		4
<b>Nuclear medicine</b>						4		4		4	5	
<b>Palliative care</b>								4		5		5

	Level 1		Level 2		Level 3		Level 4		Level 5		Level 6	
Pathology		1		2		3		4	4		5	
Perioperative (endoscopy)								5	5		5	
Rehabilitation		1		2		3		4		4		5
Renal										4		5
Surgical								3		5		6

Table note: On-site means staff, services and/or resources located within the health facility or adjacent campus including third party providers.

Accessible means ability to utilise a service (either located on-site or off-site) or skills of a suitably qualified person (who may be either on-site or off-site)—without difficulty or delay—via various communication mediums including but not limited to face-to-face, telehealth, telepharmacy, and/or outreach

\* Required if providing cardiac services

## Legislation, regulations and legislative standards

Refer to the Fundamentals of the Framework for details.

## Non-mandatory standards, guidelines, benchmarks, policies and frameworks

Refer to the Fundamentals of the Framework.