

Your ACC nurse is:

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**Contact information:**

**24-hr ACC telephone line:**

**Phone: (08) 9340 7656**

If you cannot contact the ACC nurse on this number, please ring the PMH switchboard on **(08) 9340 8222**

For a medical emergency **DIAL 000** and ask for an ambulance

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**Compiled by:** Sue Peter, Ambulatory Care, PMH  
**Email:** [sue.peter@health.wa.gov.au](mailto:sue.peter@health.wa.gov.au)  
**Web site:** <http://cahs.health.wa.gov.au>

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**Princess Margaret Hospital  
for Children**

Roberts Road  
Subiaco WA 6008  
Tel: (08) 9340 8222  
Fax: (08) 9340 8111

# Ambulatory Care Coordination Program (ACC)

**for children with  
chronic conditions**



## What is Ambulatory Care Coordination (ACC)?

- The ACC program is designed to improve the coordination of care for children who come to the hospital on a regular basis and who need specialist health care.
- The program will be run by a small group of nurses who are experienced in caring for children.

## Who can use the ACC program?

- The ACC program is for children with long-term special health care needs, who have several specialist teams involved and who attend the hospital frequently.
- Children who live anywhere in WA are eligible.
- Children can be referred to the ACC program by their PMH doctor or other health professionals.

## What does ACC provide?

- An ACC nurse will be available for telephone advice and support **24-hours** a day. Except in an emergency, this telephone number should be used as the **first** point of contact to the hospital.
- A nurse from the ACC program will, together with yourself, make an assessment and develop an Integrated Health Care Plan (IHCP) for your child.
- The IHCP includes a summary of all your child's health details, treatments, medications and a care plan with future goals.

- You will be given a copy of the IHCP and copies (with your permission) will be sent to all the health professionals and community workers involved in your child's care, including your GP. A copy will also be held in the PMH Emergency Department.
- Your ACC nurse will offer you education and information about your child's health issues.
- Your ACC nurse will work with you to ensure you have access to support services in your local area.
- Your ACC nurse will assist with transition to adult health services if needed.

## What will I need to do?

If your child is eligible for ACC and you decide to use the program you will be asked to:

- a. Sign an agreement about the ACC program, which will be explained to you.
- b. Consent for ACC to share information about your child with the key health professionals and community workers involved in your child's care.
- c. Give us complete and accurate information and tell us when changes happen so we can plan the best health care for your child.
- d. Take your IHCP with you when you visit health professionals.

## Which doctor is responsible for my child?

Your child's care will be supervised by your current hospital doctor(s) and your GP.

## Who do I contact in an emergency?

For a medical emergency **DIAL 000** and ask for an ambulance.

## Who do I contact if I am concerned about my child?

For any health concerns about your child call the **24-hour ACC telephone line: 9340 7656**

## When will my child be discharged from ACC?

Your child will be discharged from ACC when they no longer require this level of care. This will be reviewed at regular intervals and discussed with you and your health care team in advance.

## What if I want to comment?

We hope that you and your child benefit from using the ACC program. We welcome your comments and suggestions. As this is a new service, we will be conducting an evaluation to assess the benefits and would appreciate your input.

If you have any concerns or complaints, please tell us. Our nurses will be happy to listen to your concerns, and if possible, sort out any problems you may have.

A **Parent Advocate** is available at PMH to assist and support you.

Phone: **9340 8315** (Mon to Fri: 8.30-4.30)  
[ParentAdvocate@health.wa.gov.au](mailto:ParentAdvocate@health.wa.gov.au)

The **Customer Service Unit** at PMH deals with comments, compliments and complaints.

Phone: **9340 7198** (Mon to Fri: 8.30-4.30)