

care

at end of life



Care Alert Kit Factsheet

Purpose

Care Alert Kits are designed to conveniently store all important healthcare documents in one location. This allows easy accessibility for anybody who may need to view hardcopy documentation, including carers, family members, substitute decision-makers, paramedics or other health professionals.

It is recommended that people are encouraged to bring along or ensure access to their Care Alert Kit if being admitted to hospital, attending a General Practitioner or clinical appointment, or being attended to in an emergency.

Target audience

Care Alert Kits are intended for use by anyone—including, but not exclusive to, people living with a life-limiting condition. They should be introduced and distributed by a health professional.

Raising awareness

Introducing and promoting Care Alert Kits locally will require communication and education with key stakeholders. This may include:

- informing relevant people about Care Alert Kit availability and purpose via email, presentation, conversations—including medical, nursing, allied health and administrative staff, Primary Health Networks, Queensland Ambulance Service, consumer and advocacy groups
- gaining support through local End of Life Committees
- updating relevant internet and intranet pages
- contacting media teams to include information in local staff bulletins, newsletters, media etc.

These activities are optional, however will assist with raising awareness within your local area.

Where to use

- Hospital inpatient/outpatient units
- GP clinics and consultations
- Community events
- Home visits
- Residential aged care facilities
- Education workshops



The Care Alert Kit is based on an initiative developed by Wide Bay Hospital and Health Service in 2018. With permission, it was modified to become a statewide resource.

How to use

Care Alert Kits are provided empty. Services and/or health professionals should determine who should distribute Care Alert Kits, how to use them and what resources should be put in them.

You may choose to include brochures, forms or information when you give the Care Alert Kit to your patients, or you might prefer to provide it empty. A list of suggested resources is printed on the insert and available at qld.gov.au/careatendoflife.

The printed, double sided insert card includes the same text and has two design options available. Care Alert Kit owners can choose which side faces outwards. One side is a design consistent with the Care at End of Life campaign; the other side features artwork by the artist Gilimbaa, from the *Sad News, Sorry Business: Guidelines for caring for Aboriginal and Torres Strait Islander people through death and dying*.

Two magnets, which can be affixed to the back of the plastic wallet, are provided for optional use. This allows the Care Alert Kit to be kept on a magnetic surface such as a refrigerator, so documents are easy to find if required.

How to communicate

It may be useful to sensitively introduce the Care Alert Kit to patients during advance care planning conversations. When discussing the purpose of the Care Alert Kit, consider the specific information needs of the person, the manner and style in which they communicate, and their cultural and spiritual beliefs. It is also important to consider the involvement of carers and family members in these conversations, if appropriate.

Further information

For community members: www.qld.gov.au/careatendoflife

For clinicians: www.health.qld.gov.au/careatendoflife

Care at end of life resources: www.health.qld.gov.au/news-alerts/campaigns/care-at-the-end-of-life

To order Care Alert Kits, please contact CareAtEOL@health.qld.gov.au

