

# Medical Services

## 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.

Telehealth videoconferencing facilities and monitoring devices may be used in some settings to connect patients and clinicians with higher specialty services.

Medical services	Medical services with dedicated CSCF module
<ul style="list-style-type: none"> <li>&gt; Addiction medicine</li> <li>&gt; Clinical genetics</li> <li>&gt; Clinical immunology</li> <li>&gt; Clinical pharmacology</li> <li>&gt; Dermatology</li> <li>&gt; Endocrinology</li> <li>&gt; Diabetes</li> <li>&gt; Gastroenterology</li> <li>&gt; General medicine</li> <li>&gt; Geriatric medicine</li> <li>&gt; Infectious diseases</li> <li>&gt; Neurology</li> <li>&gt; Rheumatology</li> <li>&gt; Sexual health</li> <li>&gt; Sleep medicine</li> <li>&gt; Thoracic medicine</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Cardiology (<a href="#">Cardiac Services</a> module)</li> <li>&gt; Children's oncology (<a href="#">Cancer Services - Children's</a> module and <a href="#">Radiation Oncology Services Children's</a> module)</li> <li>&gt; Children's medicine (<a href="#">Medical Services - Children's</a> module)</li> <li>&gt; Clinical haematology, including haematological malignancy (<a href="#">Haematological Malignancy Services</a> module)</li> <li>&gt; Geriatric medicine (<a href="#">Geriatric Medicine</a> module)</li> <li>&gt; Medical oncology (<a href="#">Medical Oncology Services</a> module)</li> <li>&gt; Palliative medicine (<a href="#">Palliative Care Services</a> module)</li> <li>&gt; Radiation oncology (<a href="#">Radiation Oncology Services</a> module)</li> <li>&gt; Rehabilitation medicine (<a href="#">Rehabilitation Services</a> module)</li> <li>&gt; Renal medicine (<a href="#">Renal Services</a> module)</li> </ul>

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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.

## Service Requirements

In addition to the requirements outlined in the [Fundamentals of the Framework](#), specific service 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 obligations.
- > compliance with SA Health policy directives and guidelines that are referenced at:
  - > [SA Health Policy Directives](#)
  - > [SA Health Policy Guidelines](#)
  - > [SA Health Clinical Directives and Guidelines](#)

## Workforce Requirements

The CSCF does not prescribe staffing ratios, absolute skill mix, or clerical and/or administration workforce requirements for a team providing a service, as these are best determined locally and in accordance with relevant industrial instruments. Where minimum standards, guidelines or benchmarks are available, the requirements outlined in this module should be considered as a guide only. All staffing requirements should be read in conjunction with the *Health Care Act 2008*, Awards and relevant Enterprise Agreements including, but not limited to:

- > SA Health Salaried Medical Officers Enterprise Agreement 2013
- > SA Health Visiting Medical Specialists Enterprise Agreement 2012
- > SA Health Clinical Academics Enterprise Agreement 2014
- > Nursing/Midwifery (South Australian Public Sector) Enterprise Agreement 2013
- > SA Ambulance Service Enterprise Agreement 2011
- > SA Public Sector Wages Parity Enterprise Agreement Salaried 2014

Medical Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Service description	<ul style="list-style-type: none"> <li>&gt; provides low-acuity, ambulatory medical care and chronic disease management (for a known diagnosis).</li> <li>&gt; 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>&gt; medical practitioner (including general practitioner) may intermittently provide a medical service.</li> <li>&gt; where transfer to higher level service required, a Level 1 service will manage care until patient transfer is possible.</li> <li>&gt; 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>	<ul style="list-style-type: none"> <li>&gt; may be provided as either ambulatory service or inpatient service providing overnight nursing care.</li> <li>&gt; patients under care of medical practitioner.</li> <li>&gt; inpatient services usually provided for low- to medium-acuity, single-system medical conditions with significant but stable comorbidities.</li> <li>&gt; patients with pre-existing significant comorbidities typically not admitted at this service level except in palliative care situations.</li> <li>&gt; may host outreach services (including outreach and hospital services in residential aged care facilities)</li> </ul>	<ul style="list-style-type: none"> <li>&gt; provides ambulatory and inpatient care that may require subspecialty referral.</li> <li>&gt; patients do not require complex diagnostic investigation.</li> <li>&gt; patients under care of medical practitioner or visiting medical officer who may be registered medical specialist (consultant physician).</li> <li>&gt; Inpatient services usually provided for medium-acuity, single-system medical conditions with significant but stable comorbidities.</li> <li>&gt; 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>&gt; may have access to close observation care area / beds for unstable patients.</li> <li>&gt; may host outreach services.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; 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 medical practitioner (general practitioner)—scope of practice of credentialed medical practitioner (general practitioner) is limited to care of patients with low-acuity, single-system medical conditions or pre-existing significant but stable comorbidities.</li> <li>&gt; if patient under care of medical practitioner (general practitioner) becomes unstable, patient must be immediately referred to registered medical specialist (consultant physician).</li> <li>&gt; high-risk medical patients should be treated by higher level medical service with on-site intensive care service support.</li> <li>&gt; some medical subspecialties may be available.</li> <li>&gt; may host and/or provide outreach service to lower level services.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; 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>&gt; patients must be admitted 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 medical practitioner (general practitioner)—scope of practice of credentialed medical practitioner (general practitioner) limited to care of patients with low-acuity, single-system medical conditions or pre-existing significant but stable comorbidities.</li> <li>&gt; if patient under care of medical practitioner (general practitioner) becomes unstable, patient must be immediately referred to registered medical specialist (consultant physician).</li> <li>&gt; treats complex and critically ill medical patients and takes a multidisciplinary team approach to patient care.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; provides highest level and most complex medical care.</li> <li>&gt; may include statewide and/or superspecialty service.</li> <li>&gt; generally provided at large metropolitan hospital by multidisciplinary team accessible 24 hours a day.</li> <li>&gt; patients must be admitted under care of registered medical specialist (consultant physician).</li> <li>&gt; provides approved outreach service to lower level services.</li> <li>&gt; may include statewide referrals.</li> </ul>

Medical Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Service requirements	<p>As per module overview, plus:</p> <ul style="list-style-type: none"> <li>&gt; life support equipment or access to paramedic or other emergency services.</li> <li>&gt; 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>&gt; emergency birth bundle on-site, and training and reliable communication systems to deal with imminent births where maternity service not available locally.</li> <li>&gt; documented referral pathways to allied health professionals.</li> <li>&gt; local policies regarding transport of blood (as required) to an accredited laboratory.</li> <li>&gt; staff with venepuncture skills.</li> <li>&gt; staff may have licence to take plain-film x-rays.</li> </ul>	<p>As per Level 1, plus:</p> <ul style="list-style-type: none"> <li>&gt; basic and advanced life support equipment and medications for all services, except in case of after-hours medical practitioner (general practitioner) service located on hospital campus, where paramedic services may provide advanced life support.</li> <li>&gt; capacity to continuously monitor patients with single-lead electrocardiography and oximetry.</li> <li>&gt; access to 12-lead electrocardiography and spirometry.</li> </ul>	<p>As per Level 2, plus:</p> <ul style="list-style-type: none"> <li>&gt; capacity to appropriately store and monitor blood products.</li> <li>&gt; capacity to monitor patients with intermittent 12-lead electrocardiography and spirometry.</li> <li>&gt; access to basic mechanical ventilation pending transfer to higher level service.</li> <li>&gt; documented processes established with Level 5 services.</li> </ul>	<p>As per Level 3, plus:</p> <ul style="list-style-type: none"> <li>&gt; on-site 24-hour medical emergency team (however titled).</li> <li>&gt; capability for bi-level positive airway pressure / continuous positive airway pressure for acute care.</li> <li>&gt; mechanical and emergency ventilation pending patient transfer to appropriate intensive care unit (ICU).</li> <li>&gt; care for high-risk medical patients provided only in on-site ICU.</li> <li>&gt; endoscopy service and access to bronchoscopy (where an endoscopy service provided, refer to specific requirements in Perioperative Services module).</li> <li>&gt; cardiac investigations (including cardiac stress testing, holter monitoring and echocardiography).</li> <li>&gt; access to other clinical measurements, as required.</li> <li>&gt; may have specialist services in chronic disease management.</li> </ul>	<p>As per Level 4, plus:</p> <ul style="list-style-type: none"> <li>&gt; Access to palliative medicine and persistent pain services</li> <li>&gt; access to cardiac catheter laboratory.</li> <li>&gt; access to haemodialysis.</li> <li>&gt; emergency endoscopy and bronchoscopy services.</li> <li>&gt; access to neurological investigations and monitoring (e.g. electroencephalography and electromyography).</li> <li>&gt; access to negative / positive pressure rooms.</li> <li>&gt; access to respiratory investigations, including full respiratory function testing and sleep studies.</li> </ul>	<p>As per Level 5, plus:</p> <ul style="list-style-type: none"> <li>&gt; access to addiction medicine, clinical genetics, clinical pharmacology, dermatology, immunology and allergy, rare diseases expertise, rehabilitation and rheumatology.</li> <li>&gt; cardiac investigations, including interventional cardiology (therapeutic procedures).</li> </ul>

Medical Services	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Workforce requirements	<p>A Level 1 service requires:</p> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>&gt; medical practitioner available.</li> </ul> <p><b>Nursing</b></p> <ul style="list-style-type: none"> <li>&gt; staffing levels in accordance with the relevant industrial instruments.</li> <li>&gt; 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>&gt; access to allied health services either local, visiting or via telehealth.</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>&gt; access to scientific officers, as required.</li> <li>&gt; access to technical support, as required (e.g. biomedical engineering).</li> </ul>	<p>As per Level 1, plus:</p> <ul style="list-style-type: none"> <li>&gt; minimum one staff member on-site each shift trained in advanced life support.</li> </ul> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>&gt; medical practitioner available 24 hours.</li> </ul> <p><b>Nursing</b></p> <ul style="list-style-type: none"> <li>&gt; staffing levels in accordance with the relevant industrial instruments.</li> <li>&gt; suitably qualified and experienced registered nurse in charge on each shift.</li> <li>&gt; nursing staff with qualifications and experience appropriate to service.</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>&gt; access to allied health professionals, as required.</li> </ul>	<p>As per Level 2, plus:</p> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>&gt; medical practitioner or registered medical specialist (consultant physician) available 24 hours.</li> </ul> <p><b>Nursing</b></p> <ul style="list-style-type: none"> <li>&gt; staffing levels in accordance with the relevant industrial instruments.</li> <li>&gt; suitably qualified and experienced registered nurse in charge of each shift for each clinical unit.</li> <li>&gt; other suitably qualified and experienced nursing staff appropriate to service being provided</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>&gt; access to allied health professionals (including dieticians, occupational therapists, physiotherapists, psychologists, speech pathologists or social workers), as required.</li> </ul>	<p>As per Level 3, plus:</p> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>&gt; access—24 hours—to medical practitioner (general practitioner) and/or registered medical specialist (consultant physician).</li> <li>&gt; medical practitioner (general practitioner) and/or 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>&gt; staffing levels in accordance with the relevant industrial instruments.</li> <li>&gt; nurse manager (however titled) in charge of medical services.</li> </ul>	<p>As per Level 4, plus:</p> <p><b>Medical</b></p> <ul style="list-style-type: none"> <li>&gt; lead clinician responsible for clinical governance of service with overall responsibility for medicine (e.g. Director of General Internal Medicine, Director of Medical Services or physician representative on Medical Advisory Committee).</li> <li>&gt; access—24 hours—to registered medical specialists (consultant physicians).</li> <li>&gt; access to registered medical specialists with credentials in appropriate subspecialty.</li> <li>&gt; additional medical practitioners appropriate to acuity and bed capacity.</li> </ul> <p><b>Allied health</b></p> <ul style="list-style-type: none"> <li>&gt; access, including extended hours access where indicated, to a range of allied health professionals, as required for relevant patient groups.</li> </ul>	<p>As per Level 5</p>
Specific risk considerations	> Nil	> Nil	> Nil	> Nil	> Nil	> Nil

Support services requirements for medical services	Level 1		Level 2		Level 3		Level 4		Level 5		Level 6	
	On-site	Accessible										
Anaesthetic						3		4	5		6	
Cardiac (cardiac medicine)							3		5		6	
Cardiac (cardiac care unit)									5		6	
Intensive care								4	5		6	
Medical imaging		1		2	3		4		4		6	
Mental health (relevant section/s)								4		4		4
Nuclear medicine						4		4		4	5	
Palliative care								4		5		5
Pathology		1		2		3		4	4		5	
Perioperative (endoscopy)								5	5		5	
Pharmacy		1		2	3		4		5		5	
Rehabilitation		1		2		3		4		4	5	
Renal										4		6
Surgical								3		5		6

#### 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](#) for details.

#### For more information

**SA Health**

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[www.sahealth.sa.gov.au/CSCF](http://www.sahealth.sa.gov.au/CSCF)

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Acknowledgement: Used and adapted with the permission of Queensland Health



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