

PEG / Gastrostomy – Who to Contact for Advice

Since the PEG clinic opened in 2016, the demand for the service has increased exponentially. Many more children have gastrostomy tubes and require support.

With these increasing demands on the service, we are unable to accommodate incoming phone calls and emails for troubleshooting advice and appointment requests.

Booking or changing an appointment or getting advice

Call the RCH contact centre on 9345 6180 between (8.30 am -5pm Monday to Friday)

Ask for an appointment in the PEG clinic.

For operating hours, check with the Contact Centre or the RCH Gastroenterology and Clinical Nutrition webpage – PEG clinic and Gastrostomy Care.

Please advise the Contact Centre if it is an *emergency (see below) and the reason for the appointment. eg, tube change, granulation, leaking, sore stoma, broken tube, etc.

***Emergencies**

We define a gastrostomy (PEG) emergency as: A tube having fallen out and cannot be reinserted, or new and significant pain or leakage that is unusual for the child's stoma

If it is inside PEG clinic hours and there is availability, you can request an urgent appointment through the Contact Centre. If the issue cannot wait for the next PEG clinic availability, please present to the RCH Emergency or your local Emergency department. If you believe it is appropriate, you could also seek assistance through your GP.

School, kinder, childcare and carer training

The PEG clinic does not provide training to support works, school staff and care facilities. If you require gastrostomy/PEG training, please visit the Complex Care page on the RCH website and look under “services” for “Homecare program” and “Schoolcare program”. You can direct your school toward this <https://www.rch.org.au/complex-care-hub/services/#schoolcare-program>

Irritated stoma sites

If your enquiry is about an irritated stoma site or equipment troubleshooting, and you want some advice, you can request the next available appointment as a telehealth appointment via the Contact Centre. However, be aware that it is extremely difficult to manage stoma sites effectively via telehealth. Basic advice will be given, and a follow-up in-person appointment may need to be made.

Please visit the RCH Gastroenterology and Clinical Nutrition webpage for more PEG and gastrostomy management resources.

URGENT

Urgent in the context of a gastrostomy is:

- A dislodged or broken tube that cannot be reinserted or safely left in until the next PEG clinic availability
- Sudden onset of unresolving pain
- Difficulty rotating the tube or pain when rotating tube (initial PEG)
- Where there is concern that it may have partially dislodged/migrated out or a very red, swollen and painful site.



If your child has a balloon button and it has dislodged, attempt to re-insert either a new tube, or the old tube and tape it in place. This will prevent the stoma from closing.

Attempt to call Contact Center 9345 6180 to book a same day urgent appointment, and make your way to RCH.
If unable to get an appointment, or it is outside of business hours, present to RCH Emergency or your local Emergency department.

NOT URGENT

Non-urgent issues eg.

- Appointment request
- Granulation tissue
- Mildly leaking site – not soaking through clothes
- Leaking valve
- Irritated site
- Equipment queries or requests



All clinical queries require allocated time to address the issue

- Book PEG Clinic appointment 93456180
- Follow basic site care advice such as barrier cream and absorbent dressings in the meanwhile

Dressings and securement devices can be purchased from EDC during business hours.

Extension tubing can be arranged through HEN 9345 7029 or EDC 9345 5325

Spare low profile device buttons can be purchased through HEN