We are here to provide the best possible care for you in your home with compassion, respect, trust and professionalism.

You will receive ______ daily visits from the HITH nursing team, from either The Alfred or Sandringham hospitals.

Your care will be managed by a Clinical Coordinator in the hospital.

You are in the ______________________ coordinator team.

Your Coordinator will attend all hospital reviews with you to manage your continuing care, helping with medications and supplies when needed.

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>Clinic</th>
<th>Location</th>
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When you come to your medical review please:
- bring your HITH patient folder
- review all current medications and medical supplies
- request scripts for medications and supplies needed.

Your satisfaction is important to us, we are interested in understanding your experience of the care provided to you on HITH and encourage you to provide us with any feedback you have.

Regards, HITH Management

Hospital in the Home Information for patients

What is Hospital in the Home (HITH)?

Alfred Health HITH is a ‘Hospital in the Home’ (HITH) program, which allows you to receive ongoing nursing care in the familiar surroundings of your home, rather than remain in the hospital for your treatment. While you are a patient on HITH you remain an ‘in-patient’ of the hospital and will receive the same level of care.

Contact us any time if you have any worries about your health or care. HITH is a 24 hour service.

Call (03) 9076 6985

When you call HITH with a concern about your health or care

Say “I am a HITH patient” and describe your concern
- It is helpful if we can talk to you the patient, if possible
- We will ask you questions in relation to your condition
- We will give you instructions, which may be advice to go to the hospital
- Your condition will be discussed with your treating medical team
- It is important to follow instructions given

If at any time you have a serious clinical concern, contact ‘000’ and inform them you are an Alfred Health HITH patient

Patients Come First

Prompt Doc No: AHG0001940 Approval Date: 31/03/17 Review & Update by: 31/03/20
What are my responsibilities as a HITH patient?

1. Be contactable via your chosen phone number
2. Be home and available at the visit time
3. Provide us with a safe and smoke-free environment
4. Attend medical reviews as booked
5. Go to the hospital when necessary and if requested by your HITH coordinator team. This is explained on the HITH consent form
6. Provide a work area for your care at home (e.g. table/bench top & rubbish bag)
7. Provide outdoor lighting for evening visits
8. Provide your coordinator or visiting nurse 48hrs notice of ongoing medication requirements
9. We have limited flexibility around visit times. If you have a special request please direct these to your coordinator team as early as possible
10. We ask you not to see your GP whilst on the HITH program

What will happen during the first visit?

- The HITH nurse clinician will discuss your plan of care, providing support and clarification required. This is a good opportunity to ensure your partner, family or carers are involved in your care plan.
- Evaluation of your home environment will occur to ensure that the environment is safe and that all relevant supports are in place.
- A review of your medication management, ensuring that you understand your medication regime

What can I expect from the HITH service?

- Holistic care provided by the HITH team, with access to nursing, medical, pharmacy and allied health teams
- Continuity of care delivered through your coordinator team
- A telephone call prior to your visit
- Prior notification of change of visit times if required
- Information and support regarding your medication management
- Communication regarding your ongoing medical reviews
- Communication back to your GP upon discharge from HITH
- There is no cost while you are on HITH

How do HITH prevent infections?

- Hand sanitiser products will be provided
- Dedicated equipment will be provided as necessary
- A sharps container will be provided where necessary
- Visiting clinicians make sure equipment used during visits is cleaned
- The Infection Prevention team will assist and support the HITH team to ensure we are effective in managing infection prevention