Welcome to Better at Home
Alfred Health
Welcome

About Us
Better at Home is part of Caulfield Hospital and specializes in rehabilitation and aged care.

The program aims to reduce time spent in hospital by providing multidisciplinary hospital care in the patient’s own home.

It is a short term program that works with the individual to achieve their goals and transition onto the appropriate community services.

Our Purpose
To provide our patients with a personalised model of care that avoids or shortens the need for hospital admission.
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to Better at Home</td>
<td>2</td>
</tr>
<tr>
<td>About us</td>
<td>2</td>
</tr>
<tr>
<td><strong>Essential information about the service</strong></td>
<td>4</td>
</tr>
<tr>
<td>Whilst on the program</td>
<td>4</td>
</tr>
<tr>
<td>Frequently asked questions</td>
<td>5</td>
</tr>
<tr>
<td><strong>Whilst you are on the program</strong></td>
<td>6</td>
</tr>
<tr>
<td>Who is looking after me?</td>
<td>6</td>
</tr>
<tr>
<td>What happens to information about me whilst on the program?</td>
<td>7</td>
</tr>
<tr>
<td>What are my rights and responsibilities?</td>
<td>7</td>
</tr>
<tr>
<td>How do I provide feedback?</td>
<td>8</td>
</tr>
<tr>
<td><strong>When you leave the program</strong></td>
<td>9</td>
</tr>
<tr>
<td>What support will be available when I leave the care of the program?</td>
<td>9</td>
</tr>
<tr>
<td>Community services</td>
<td>10</td>
</tr>
</tbody>
</table>

### Caulfield Hospital Map
Essential information about the service

Whilst on the program, you may receive…

• Daily visits from 1 or more health professionals
• Visits between approximately 8am – 8pm Monday to Sunday
• Allied health input Monday to Friday (if needed)
• Nursing staff daily (if needed) including weekends
• Medical review weekly and as needed
• Your goals and care discussed daily at our team meeting to plan how we can work towards you leaving our care and moving onto community services (if required)
• A phone call every morning to inform you of your visits for the day
• 24 hour/7 day week telephone support
Frequently Asked Questions

1  How long will I be on the program for?
   Most patients stay on the program for approximately 2 weeks but this can be more or less depending on your requirements as assessed by the Better at Home clinicians.

2  How often will I receive visits?
   As the program is a substitution of hospital based care, the Department of Health and Human Services requires that we visit you are visited daily by at least one member of the team (including weekends).

3  Can I still visit my General Practitioner (GP)?
   Better at Home will provide all medical care at home. If you choose to visit your GP, Medicare bulk billing will not be feasible as you are still considered an inpatient of the hospital.
   A letter is sent to your GP to inform them of your admission to the service. A copy of your medical discharge summary is sent to your GP on discharge from the service.

4  Do I still need to attend my specialist appointments?
   If you have any specialist appointments scheduled whilst admitted to the service, please let one of the team members know and we will consult with our medical team to determine if it is necessary for you to attend.

5  Who is looking after me?
   For information on your healthcare team and other support services, go to page 6.

6  Will I have to pay for any of the Better at Home program?
   The service is part of the public healthcare system and offers hospital care to any Australian resident under Medicare arrangements.

7  What support will be available on discharge from Better at Home? To find out how we can support you or about outpatient and community services, go to pages 9 and 10.

8  How do I give feedback about my experience?
   Your feedback is very important to us and helps us improve our services. Go to page 8 to find out how to make a comment on your care or make a complaint.

9  What are my rights and responsibilities?
   To find out about the Charter of Healthcare Rights, our commitment and your responsibilities as a patient, go to page 7.
Who is looking after me?

**Doctors**
Provide medical care and liaise with your General Practitioner and/or medical specialists. Doctors caring for you will range from specialized trainees (registrars) to senior doctors (consultants).

**Nurses**
Provide and coordinate your care. They can provide assistance with medication management, continence assistance, diabetes management and complex wound management. A nurse manager is also available to discuss any concerns you may have.

**Pharmacy**
Review medication prescribed whilst you are on the service and inform you about medications before you are discharged.

**Allied Health**
Work with nursing and medical staff to provide assessment and therapy to support you in achieving what is important to you and to enhance your care or recovery. They include dieticians, occupational therapists, physiotherapists, social workers, speech pathologists, podiatrists, neuro & clinical psychology and allied health assistants.

**Volunteers**
Our volunteers will provide a wide range of supports, including completing the Patient Experience Survey via telephone and other questionnaires.
What happens to information about me whilst on the program?

Privacy and your medical record
We need information from you to treat you effectively and safely. When asking for information, staff will maintain your privacy. Only those involved in your care will have access to your information, which is kept confidentially and stored securely.

Other health professionals such as your local doctor or those treating you at another hospital will require information on medical care provided.

Verbal information on your general condition is usually given out on request to your next of kin, family or friends. If you do not want any information to be given out, please tell your treating staff. We do not release specific information without your consent unless required by legislation.

Please see the brochure *What Happens to Information About Me?* to learn how your personal information is managed.

You can have access to your medical record in accordance with the Freedom of Information (FOI) Act. Please call the FOI Coordinator on (03) 9076 3002 for more information.

What are my rights and responsibilities?
We have a commitment to you. This is your healthcare service and we encourage you to take an active role in your own health. We want you to always feel safe, secure, supported and as comfortable as possible.

In Better at Home, we welcome all people irrespective of age, culture, ethnicity, religion, language, physical or mental disability, gender, sexual orientation, gender identity or expression. By working together, we can make sure you receive the best possible healthcare experience.

A copy of the Charter of Healthcare Rights is available from staff or at [https://www2.health.vic.gov.au/patientcharter](https://www2.health.vic.gov.au/patientcharter)

We care about your health
Please help us keep you safe by:

- Treating staff with respect
- Refraining from smoking when we visit
- Refraining from using alcohol or other illicit substances when we visit
How do I provide feedback?

We welcome and encourage patients and their families to give us feedback about their experiences. Your feedback is important to us and will help us improve care for all.

You may do this by:

• Completing a survey with trained volunteers/consumers or staff whilst you are using our service

• Completing a local comments form, available on discharge from our program. If you have any comments, compliments, suggestions or concerns about any aspect of your care, please tell the staff caring for you. You can also discuss your concerns with the manager of the area that is providing your care. If you would like to provide written feedback, you may write a letter.

Feel free to talk to staff about how to make a complaint. You will be able to express any concerns or problems without fear of being disadvantaged.

Patient Liaison Officers

If you do not wish to approach staff caring for you directly, or you would like further assistance to resolve a concern, the Patient Liaison Officer is available.

You can contact the Patient Liaison Officer at Caulfield Hospital by:

Telephone: 9076 8001

Email: feedback@alfred.org.au

Post: Patient Liaison Officer
Alfred Health
PO 315 Melbourne
VIC 3004

Health Services Commissioner

If Caulfield Hospital consumers remain dissatisfied with the outcome of their complaint, they are encouraged to contact the Health Services Commissioner by telephone on 1300 582 113 or by mail at:

Health Services Commissioner
Level 26
570 Bourke St
Melbourne VIC 3000
What support will be available after I leave the care of the program?

There are a range of community services available to help people once they finish their stay with the Better at Home service. Staff will discuss options available to you as a part of the discharge planning process and make arrangements as appropriate.

Relevant information about your medical condition will be forwarded to your GP or specialist and to community health workers and service providers involved in your care, unless you tell us that this should not happen.

If there is anything you feel you will need help with once our service finishes, please discuss it with staff as soon as possible. For example:

- Community services
- Medication information and pharmacy advice
- Follow-up appointments
- Special instructions

Communicating with your General Practitioner (GP)

The service may phone your GP to get details of your medical history or to check what medications you are taking or tests you may have had. The hospital will inform your GP of what treatment is being given to you and if they need to do any follow-up tests or treatment after your hospital visit. By communicating with your GP we are better able to ensure you receive the care you need within the hospital and after you have left our care.

Finding a GP if you don’t have one

Ask for recommendations from your family, neighbours and friends.

- Go to the Better Health channel at betterhealth.vic.gov.au and search for a GP by postcode or suburb
- Go to the Australian Medical Association (AMA) at amafindadoctor.com.au and download the free iPhone application, which helps you find a GP by name or suburb.
Community Services

Caulfield Community Rehabilitation Program (CRC)
CRC is a specialised rehab service for people who have experienced a change in their health. It aims to help people improve what they can do at home and in the community. Therapy is based on goals either at home, in the community or at a rehabilitation centre in your area.

Telephone: 9076 6207 Email: access@cgmc.org.au

*Please note, depending on where you live, you may need to attend a community rehab program local to your area.*

*The Better at Home team will provide you with these details towards the end of your care with the program.*

Inner South East Post-Acute Care (PAC)
The PAC program provides short term community based support once discharged from hospital. Common services are community nursing, personal care, home help and shopping assistance.

Telephone: 9066 1400

*Please note, depending on where you live, you may be referred to a more local PAC. The Better at Home team will provide you with these details towards the end of your care with the program.*

My Aged Care (MAC) / Council support
MAC is the main entry point when trying to get support at home or to enter a residential aged care facility. Once a referral is made to MAC, people can have their needs assessed in order find and access services. These services are usually provided by your local council or by a home care package provider.

Telephone: 1800 200 422 Monday to Friday 8am-8pm Saturday 10am-2pm

[https://www.myagedcare.gov.au/](https://www.myagedcare.gov.au/)

Hospital Admission Risk Program (HARP)
HARP works with clients to improve their understanding of their health and psychosocial conditions, build their capacity for self-management and self-determination, and coordinate access to services for long-term support.

Telephone: 9076 6700 Email: HARPadmin@alfred.org.au
National Disability Insurance Scheme (NDIS)
The NDIS is for people under the age of 65 who have a permanent and significant disability. It provides funds for all reasonable and necessary supports.
Telephone: 1800 800 110 Monday to Friday 8am-8pm

Bolton Clarke
Bolton Clarke provides nursing care as well as home assistance to people at home. Care includes assistance with medication, continence management, diabetes management and wound management. Telephone: 1300 22 11 22

Caulfield Community Health Service (CCHS)
Caulfield Community Health Service (CCHS) provides community and home based health services and health promotion activities to people who have long term health conditions.
Telephone: 9076 6776 Email: access@cgmc.org.au

Transition Care Program (TCP)
TCP provides short term support and care to older people at the end of a hospital stay. TCP can be delivered in your home or in a residential care setting.
If you would like more information about the TCP program, please ask a member of the Better at Home team. Telephone: 9076 6301

Aged Care Assessment Service (ACAS)
ACAS aims to assist older and some younger people with disabilities and their carers to continue to live independently in their community. ACAS assess your eligibility and access for Commonwealth Programs such as Aged Care Packages and Residential Aged Care services. Telephone: 9076 6314
Monday to Friday 8.45am-4.30pm
If you would like to provide feedback or request a copy of this information in a different format, contact us at patient.info@alfred.org.au

Better at Home Contact information
Phone: (03) 9076 6336
     (03) 9076 6253
Mobile: 0439 526 869 (24 hours, 7 days per week)
Fax: 9076 4825
Email: gemathome@alfred.org.au
Website: alfredhealth.org.au/services/better-at-home

Better at Home
Caulfield Hospital
260 Kooyong Road
Caulfield VIC 3162

Caulfield Hospital
T (03) 9076 6000

Alfred Hospital
T (03) 9076 2000

Sandringham Hospital
T (03) 9076 4000

alfredhealth.org.au