

Is there any cost?

There is no cost for care facilitation in the **HARP** program. However, you may incur fees if you require aids or equipment or if the HARP program transfers your care to other services that charge fees.

What if I want to withdraw from the program?

Participation in the program is voluntary. Your decision whether to take part or not, or to take part and then withdraw will not affect your routine treatment at Swan Hill District Hospital.

Referring to HARP

Referrers to **HARP** can be hospital inpatient services, hospital outpatient and ambulatory services, community service providers, GPs, potential clients and their carers.

Protecting your privacy

Our staff are committed to respecting your confidentiality and preserving your privacy. We will keep your personal information secure and protected from unauthorised access or improper use, and we will only disclose information about you if it is authorised by you or mandated by law. All our services comply with the relevant information and privacy legislation.

HARP

Hospital Admission Risk Program

Reaching the Community



Client-centred
Self Management
Caring Support
HARP Working with you

Community Rehabilitation Centre

Corner of McCrae & Splatt St, Swan Hill

Phone: (03) 5036 4565

Fax: (03) 5033 9369

www.shdh.org.au

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**Swan Hill
District Health**
my hospital

What is HARP?

The Hospital Admission Risk Program (HARP) is a community program based at Swan Hill District Health. HARP aims to improve the health experience and quality of life for people who are living with chronic and/or complex health issues. This is achieved through:

- Review of core needs with a focus on the client, the family and any carers
- Establishment of individualised care plans involving the client, carer, GP, medical specialists, care coordinators and allied health professionals.
- Disease management through education
- Active support and assistance for the client to self-manage
- Home visits and telephone support
- Co-ordination of care with other health care workers
- Assistance to the client and their family to make use of health and community services
- Emotional support for clients and their families

The program aims to reduce avoidable hospital admissions & improve quality of life.

Who will provide the care?

Care is provided by care coordinators who have a nursing or other health related background. They will undertake a thorough assessment of all your needs and will work with you to create a 'care plan' that clearly describes the services that would benefit you.



Who are services provided to?

Services are provided to individuals and their families with:

- Chronic Respiratory Disease
- Chronic Heart Failure
- Diabetes
- Complex psychosocial needs

Where is HARP located?

Community Rehabilitation Centre — Administration Building, Swan Hill District Health.

HARP is a geographically dispersed program which will aim to meet the needs of clients who reside within a 100km radius of Swan Hill.

Services are provided through a combination of home visits and telephone contact.