

# Your rights and responsibilities as a consumer

- All patients are asked to give informed written consent to participate in the program and have their details provided to relevant services and your GP.
- You will be given information that outlines your rights and responsibilities under the Post-Acute Care Program.
- It is expected that you provide a safe and risk free environment for services to enter into. If your environment is deemed unsafe, service providers have the right to withdraw services
- Patients may withdraw from the Post-Acute Care Program at any time. Any concerns or grievances about the service may be expressed without affecting any service.

If you would like to know more about the Post-Acute Care program, or would like to discuss your discharge needs, please contact:

### **Caitlin Lavey**

Post-Acute Care Team Leader

Swan Hill District Health

Ph) 03 50339321

### **Bronwyn Leschke**

Care Coordinator

Swan Hill District Health

Ph) 03 50339381

### **Noeleen Opie**

Care Coordinator

Kerang District Health

Ph) 03 54509218

Alternatively, you can ask your GP, nurse or family member to contact the Post-Acute Care team on your behalf.



## Loddon Mallee Region Post-Acute Care Program

The Post-Acute Care is a Victorian State Government funded program.

## What is the Post-Acute Care program?

Post-Acute Care is a short term support program aiming to provide additional support within the community for patients who are transitioning from a public hospital to home. This program provides support with your transition home from hospital.

## What can Post Acute Care provide for me?

Post-Acute Care provides short-term, **additional** (NOT substitute) health and community support services to suit individual needs.

Types of services available:

- **Home Care** - cleaning services to assist in returning your home to the level of cleanliness it was prior to your hospitalization— services are not expected to complete heavy industrial type cleans, instead they will assist with light cleaning of the floors, bathrooms and living areas.
- **Personal Care**— assistance with showering and dressing in your home 3 days a week
- **Respite Care**— determined on clients specific care needs.

## Eligibility

To be eligible to receive assistance from the Post-Acute Care program you must:

- Have recently been discharged from a public hospital, Emergency Department or sub-acute facility.
- Have been assessed as requiring additional support in the recovery period following discharge home

**Please note:** If you receive a government funded care package already, this may affect your eligibility.

## Referral process

A referral to Post Acute Care can be generated from:

- Any public hospital you have been admitted to
- Allied health, nursing and medical staff involved in your hospital care
- Family, friends and carers
- Yourself

## Cost of the program

- There is no cost to you for the services provided through the Post-Acute Care program.
- If you require a referral to another service for ongoing care past this Post-Acute care period, charges may be charged by these services. It is best to determine this with the relevant service providers

## What happens if I wish to enter the program?

- The Care Coordinator will determine your eligibility to receive services under the Post-Acute Care program and discuss your options with you and/or your family
- They will complete the care plans in conjunction with you and/or your nominated carers and organize for services to commence as agreed upon.
- They are available to be contacted with any concerns during the program period.