

# Frequently Asked Questions?

## Q: Who washes my clothes?

A. Your family usually collect and wash your clothes. If unable, you can have your clothing labelled and we can send these to the hospital laundry.

## Q: When can I have visitors?

A. Your visitors are very welcome. Check the current visiting hours. You are expected to attend all of your program including daily group sessions, so please invite visitors to wait for you to finish or ask staff if your visitors can attend with you.  
You are usually free after 4:00pm.  
NOTE: An Ipad is available for video calls with family during COVID19 lockdowns.

## Q: Who supplies my medications while in Subacute ?

A. Your medications will be provided by SHDH Pharmacy, which may incur a cost. If so, you will receive an invoice. Please let your nurse know your current Safety Net Entitlement number, if you have one.  
TCP Patients are responsible for payment of their medication whilst being a TCP patient in Subacute.

## FOR MORE INFORMATION CONTACT:

### The Subacute Unit

Swan Hill District Health

**Address: Main campus, Swan Hill District Health,  
Splatt street, Swan Hill, 3585**

**Phone: (03)50339288**

**Email: [subacute@shdh.org.au](mailto:subacute@shdh.org.au)**

**Web: [www.shdh.org.au](http://www.shdh.org.au)**

Further information is available on request.



## Your Subacute stay

LOCATION: First Floor, rear building, Swan Hill District Health. Enter via Splatt Street Main Reception, then access through the Acute Ward to rear door. (No access through medical clinic.)

## Welcome to Subacute.

The Subacute Unit includes Rehabilitation, Geriatric Evaluation and Management (GEM), Transition Care Program (TCP) and Palliative Care.



You have been admitted to the Subacute Unit to work on improving your independence with the assistance of a team of people including Medical, Nursing and Allied Health.

Your Subacute team will:

- Set goals with you about what is important to you. We can then all be clear about what you would like to achieve.
- Develop a program with you to help you to progress towards your goals.

**Goal:** A goal is something you have difficulty with now that you'd like to be able to get back to doing.

## What is expected of me?

Your Subacute Team will support you to ensure the program is meeting your needs and abilities. The Subacute daily routine aims to be more like the demands of home to prepare you for discharge.

Expectations in Subacute include:

- Attending all your individual sessions, daily group programs and the set exercise programs between sessions.
- Getting dressed daily in day clothes.
- Eating all meals in the dining room. You will be encouraged to prepare your own breakfast with supervision/assistance as needed, in order to practise all the skills you are learning in a more home-like setting.
- Walking to and from meals in the dining room as much as you are able.

We aim to provide a person-centred approach to support you in achieving your goals. Please speak to your Key Contact Person (KCP), your team or the Nurse in Charge about any needs, questions or concerns.

We welcome feedback to help improve our service. An anonymous Patient Questionnaire is provided to you at discharge to rate your experience. There are Feedback forms at the Reception desk.

## How does Subacute operate?

### Key Contact Person (KCP)

One staff member becomes the main contact person for you and your family— called the KCP. They will meet with you to ensure both you and the team are up to date about:

- Your goals, progress, new needs or updates.
- Being familiar with your situation, your wishes and decisions.
- Arranging a family meeting if needed.
- Confirming you are ready for discharge.

### What is the case conference?

All goals and decisions about your care will be discussed with you and agreed upon. Each week your team will review your situation and progress toward your goals. They discuss any issues that may arise and update your program and on-going care.

### What is a family meeting?

With your consent, when developing your goals and care plan, we will include the key people who support you—who may be family, friends or carers. This may involve meeting with you and your support providers:

- To gather information to help with your ongoing care or support.
- To share your goals with the people who are important to you.
- To discuss your progress.
- For your support people to meet the team and ask questions.
- To decide where you will go once Subacute is finished.