



## MEMBER FACT SHEET

# Hospital Care at Home

We could provide you with healthcare services in the privacy, safety and comfort of your own home.

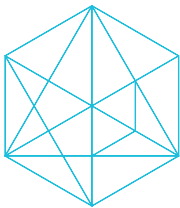
### What is hospital care at home

The Hospital Care at Home program gives you the option to leave hospital early after an admission by providing the treatment necessary for a full and fast recovery in the comfort of your own home.

You'll need a referral from your doctor or hospital to be considered for the program. As long as you meet the criteria, services will be provided to you at no cost for between one and four weeks.

If you have the appropriate level of hospital cover, and your treating doctor approves, the following registered practitioners can visit your home to provide these services:

- Physiotherapy
- Occupational therapy
- General and specialist nursing
- Personal care attendance
- Home help
- Medical equipment for specific clinical needs



### What happens when I leave hospital

After you are discharged from hospital, registered service providers will visit you at home to provide services and continue to liaise with your doctor about your recovery.

A Care-coordinator from Remedy Healthcare, the company that provides the Hospital Care at Home program, will be in contact with you to ensure the services in place are meeting your needs.

### What do I need to do?

Fill in your name in the Doctor Information Sheet and provide this to your doctor. This will supply your doctor and hospital with the information they need to be able to nominate and arrange services on your behalf.



Please make sure you read the *Your Membership Guidelines* booklet in conjunction with *Your Cover at a Glance* and *Your Plan Information*, which you would have received in your *GU Health Welcome Pack*.



For further information about your GU Health cover or any queries relating to this document, please contact your GU Health Member Relations Team on **1800 249 966** or email [corporate@guhealth.com.au](mailto:corporate@guhealth.com.au)

### Doctor information sheet

Dear treating doctor/ hospital discharge coordinator,

Your patient wishes to be considered for the Hospital Care at Home program.

Patient name: \_\_\_\_\_

The Hospital Care at Home program is a service provided to GU Health members by Remedy Healthcare. The program enables your patient to leave hospital early by continuing to receive professional treatment in their home.

### Services provided by the Hospital Care at Home program:

- Physiotherapy
- Occupational therapy
- General and specialist nursing
- Personal care attendance
- Home help
- Maternity nursing care
- Medical equipment for specific clinical needs

If a minimum of two days in hospital can be saved by providing the above services in the home, please contact **1300 734 224** and a Care Coordinator will assist you to nominate these services for your patient.

For further information on the Hospital Care at Home program, contact Remedy Healthcare on FreeCall **1300 734 224**.

For general information about GU Health cover please call **1800 249 966** between 8.30am and 5pm (AEST), Monday to Friday or email us at [corporate@guhealth.com.au](mailto:corporate@guhealth.com.au).

### Terms and Conditions

The Hospital Care at Home program is available throughout our participating hospital network but is dependent on the availability of registered providers in your area. The referral for the Hospital Care at Home Program is made by the staff of the participating hospital. GU Health staff are not involved in any clinical assessment.

Updated November 2017. The information contained within this document is current from the publication date and is subject to change. If you're planning a treatment for which you anticipate a benefit from GU Health, contact us in advance to confirm your benefit entitlement.