

Privacy: Remedy Healthcare is committed to protecting your privacy and confidentiality, and complies with laws governing the protection of patient privacy. **To download a copy of our privacy policy visit remedyhealthcare.com.au**

Quality: Remedy Healthcare is accredited with the Australian Council of Healthcare Standards (ACHS). As an accredited organisation Remedy Healthcare is committed to continuous quality improvement.



Accredited by The Australian
Council on Healthcare Standards
until 1 December 2023

About Remedy Healthcare

Remedy Healthcare provides services Australia-wide on behalf of hospitals, health funds, families and community agencies. Our staff and service provider network are committed to maximising each person's medical, physical and functional abilities to ensure they recover at home as safely and independently as possible.

Remedy Healthcare has been caring for clients in their own homes since 1999. Remedy Healthcare's key programs include Rehabilitation at Home, Hospital Care at Home, care coordination, allied health and chronic disease health coaching programs.

Remedy Healthcare has established a reputation for reliability, responsiveness, efficiency and quality in service delivery.

Hospital Care at Home

**Recover in the safety, comfort and
privacy of your own home.**

Call 1300 734 224

Hospital Care at Home

Would you prefer to recover in the safety and comfort of your own home? Remedy Healthcare's Hospital Care at Home program lets you do just that.

Instead of staying in hospital longer than necessary, you can choose to receive your health care services at home. In some cases, you may be able to avoid going to hospital altogether. Of course, you'll need approval from your doctor before you can be admitted to our program.

To start things off, we'll need a referral from your hospital or doctor to say that you are well enough to commence the program. From here, Remedy Healthcare will work directly with your health fund. If you are eligible for the program, you will receive your home services at no cost to you.

Services in your Home

All Hospital Care at Home services operate under the care of your own dedicated Remedy Care Coordinator. He or she will guide and support you through your individual program.

Depending on your needs, the following services can be provided:

- ✓ Nursing, to help with your individual requirements (e.g. wound care, IV antibiotics, medication management).
- ✓ Physiotherapy, to improve your, strength, balance, mobility and safety at home.
- ✓ Personal care, to help with showering and dressing.
- ✓ Home care, to help you with cleaning while you focus on your recovery.
- ✓ Meals, delivered to your home to assist in the early days after leaving hospital.

This program does not provide for a doctor to visit you while at home.

With the support of your doctor and hospital, Remedy Healthcare can provide these services under your private health insurance.*



*Eligibility conditions apply. Please contact Westfund or refer to getbetter@remedyhealthcare.com.au for further information.



Getting Started

Once you and your doctor agree that Hospital Care at Home is a good option for you, your hospital or doctor will make a referral to Remedy Healthcare on your behalf. Your consent to participate in this program is needed.

After your referral, your Remedy Care Coordinator will contact you. He or she will discuss your needs with you and with your hospital staff or doctor.

You will then receive a confirmation letter of the services to be provided. Your services will begin within the first few days after leaving hospital.

Throughout your program, your Remedy Care Coordinator keeps your doctor informed of your progress.

Remedy's Care Coordinators are available during business hours Monday to Friday. An after-hours service is available if you have more serious concerns.

In case of any medical emergency, please call an ambulance on 000.