

SHORT TERM SUPPORTS

The Victorian Department of Health and Human Services can fund Short Term Support through community-based services to help people recuperate at home, after being discharged from a public hospital.

These services are generally short-term (1-4 weeks).

Services which may be funded include:

- * *Community Home Nurses*
- * *Home care*
- * *Personal care*
- * *Meals on Wheels*
- * *Home maintenance*
- * *Allied Health Service*
- * *Respite Care*

We can assist and provide further information to Consumers who may require support services for longer than their initial term



CONSUMER FEEDBACK:

We love to hear feedback from you about our Discharge Support Service.

You will be given a chance to provide your feedback during phone calls, or you can choose to complete a feedback form.

After discharge from hospital, you may be contacted by the Department of Health & Human Services to complete a Victorian Healthcare Experience Survey.

We encourage you to complete this questionnaire either via the form or online.

As a small hospital, receiving a good level of responses can be challenging, therefore help us by completing a survey even if you have done so before. We rely on your feedback to identify ways to improve our service to you.

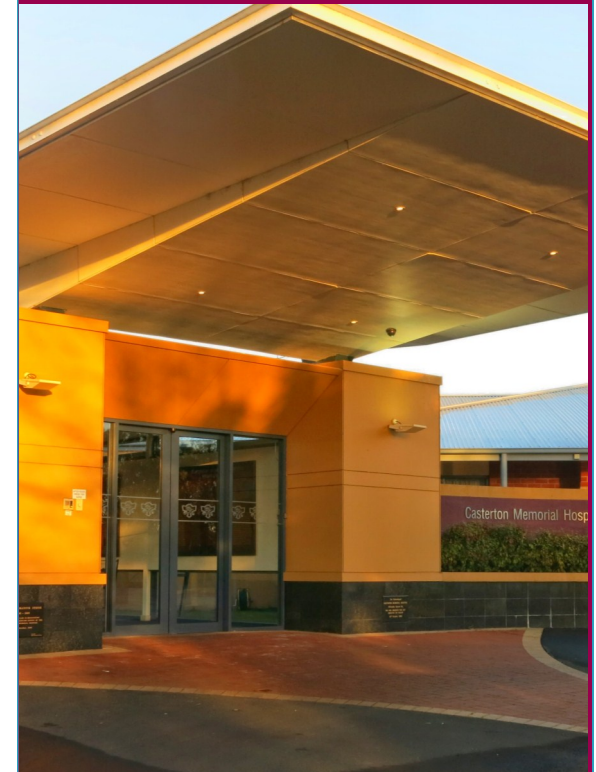
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Casterton Vic 3311

Phone: 03 555 42 555

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Discharge Services at CMH



DISCHARGE SUPPORT SERVICE

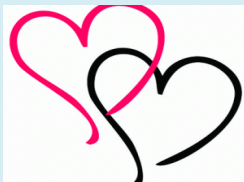
Aims to provide support, information and advice to patients and carers about services which may be available to assist them to safely and confidently return home from hospital.

This may include referrals to other health professionals or services to assist in your day to day needs at home.

We receive referrals from nurses, other hospitals, doctors, health professionals and other service providers.

How do we help you?

We talk with you and/or your carer, we complete an individual assessment to ensure that we identify the services you may need.



SERVICES AVAILABLE:

Depending on your location, we can assist you to access other services to support your ongoing health management while staying at home.

Services:

- * Community transport
- * Complex Care
- * Contenance Services
- * Counselling
- * Dental
- * Diabetes Educator
- * Dietetics
- * District Nursing
- * Home Care
- * Home Maintenance
- * Meals On Wheels
- * Occupational Therapy
- * Palliative Care
- * Personal Care
- * Physiotherapy
- * Podiatry
- * Respite Care
- * Social Support Groups
- * Speech Therapy
- * Women's & Men's Health

COMMUNICATION

We regularly talk to other service providers, such as the Glenelg Shire Council carers who work in the 'Commonwealth Home Support Program', to ensure we can work together to coordinate the services you require.

We can also assist you with additional services that you may require.

ONGOING CARE

If you require ongoing support, you may be advised to contact 'My Aged Care' on 1800 200 422 or via the internet at www.myagedcare.gov.au

IS THERE A COST?

Some of the services may incur a small fee but we will talk with you prior to any service commencing to ensure you are aware of any associated costs.

COMMUNITY NURSING HOURS OF SERVICE:

Monday to Friday 8am—4.00pm

Saturday 8am—11am