



chemo@home

we see health differently

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WELCOME

Thank you for considering having your treatment with Chemo@home. Chemo@home is an innovative service that gives patients the option of having some cancer and other chronic illnesses (such as rheumatoid arthritis, multiple sclerosis and inflammatory bowel disease) treatments at home.

We understand that this may be a difficult and stressful time for you and your family and believe being treated in the comfort of your own home helps to alleviate some of the anxiety.

To be treated at home by Chemo@home, your Doctor must refer you to the service. This is because there are a number of factors that may influence whether the treatment you are receiving is suitable to be done at home.

Treatments that may be suitable for home administration include:

- Chemotherapy;
- Targeted therapies; and
- Other medications which are sometimes given, called “supportive therapy”

WHAT HAPPENS AFTER I AM REFERRED TO CHEMO@HOME

Your Doctor will send through a completed referral form to us. This will contain the details we need to arrange your treatment. Once we have the referral form we will contact you by phone to confirm your details and schedule our visit(s) to you.

When we phone, we will need you tell us a few things about your health and your home environment. These include:

- A list of all your current medications (including inhalers, ear/eye drops, creams/ointments and complimentary or herbal therapies);
- Your usual local pharmacist's name and phone number
- Any animals you have (particularly if they live inside your home);
- Any steps or other obstacles at or around your home; and
- Any special instructions for access to your home or parking.

If English is not your first language, please let us know so we can make appropriate arrangements to assist you.

The Safety of Our Staff

Please note, the safety of our staff is very important to us. If you know of any hazards or risks, which may put our staff in an unsafe situation please, inform us and we will take the appropriate precautions. Any dogs and cats need be kept out of the room where treatment is to be given. If any one in the house smokes, we ask them to refrain from doing so whilst our staff are present. To prevent back injuries please choose an area of your home for treatment that will limit excessive bending and twisting by the nurse. Usually a lounge chair, dining room chair or bed are appropriate places to have your treatment.

WHEN WE VISIT

Consent

On our first visit you will be asked to sign that you consent to receive your chemotherapy, targeted therapy and/or other medications at home. A copy of the consent form is included in your patient pack.

We will also ask for you to agree for us to:

- Share relevant information with your doctors or other health professionals if necessary;
- Access your test results from the laboratories where they were performed;
- Take photographs to assist communication with your doctor or other health professionals regarding your clinical situation (eg infection, wound); and
- To use clinical information related to your treatment for clinical research purposes and publication. Any information we use will NOT have any details that can identify you.

Australian Charter for Health Care Rights

The Australian Charter of Health Care Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe. You will be provided with a copy of the “Australian Charter for Health Care Rights”.

Our Focus on Safe Care

We take the responsibility of delivering safe care seriously and encourage you to help us. You can help by providing a clean preparation area such as a coffee table, dining table or bench top where we can set up our equipment when we arrive.

Also you can help by actively being involved in your own health care by:

- Knowing who your care providers are. If we don't wear a name badge or introduce ourselves, ask for our names and positions;
- Ask if we have washed our hands – we won't be offended;

- Make sure you understand your treatment;
- Make sure we confirm your identity when drawing blood or giving treatment;
- Ask what new medications are for;
- Question us if a medication looks different, the wrong colour or the wrong amount;
- Write down any questions you may have as they arise. If you don't know what we are talking about, please ask us;
- Be sure you can read and understand any information given to you; and
- Make sure you understand any instructions we give you to follow after we leave your home.

Privacy and Confidentiality

Your privacy is very important to us. Please talk to our staff or read our Privacy Policy for further information.

MEDICATIONS

We actively encourage you to help us manage your medications. You will be provided with a copy of "Mistakes Can Happen With Your Medication" to explain what you can do to minimise the chance of mistakes happening with your medications.

If you have a medication list, our staff will assist you in updating it with any changes to your medications. If you do not have a medication list and would like one, the Chemo@home Clinical Pharmacist will be happy to provide you with one. The Clinical Pharmacist ensures the optimal management of your medications whilst you are under our care and they will be happy to explain any questions you may have about your treatment.

Unless your medication is packed into an administration aid (eg Webster pack or dosette box) we would ask you to leave your medications in their original containers so they can be easily identified.

Most medications are funded by the Australian Government through the Pharmaceutical Benefits Scheme. The cost of some medications however, may be high. There may be more than one way to fund high cost medications (private health insurance, superannuation, pharmaceutical company compassionate programs). Our clinical pharmacist will be happy to help you understand the costs of your medication.

We will obtain your chemotherapy, targeted therapy and other supportive care medications from a licensed Pharmacy. The Pharmacy will invoice you separately for any medications supplied to you. Any queries you have regarding your Pharmacy invoice should be directed to the relevant Pharmacy.

ACCOUNT INFORMATION

You, or your Health Fund will need to pay the following fees:

- Your service fee (each day of treatment will be listed separately on the account).
- Protheses fee (eg infusion devices)

However, if you have private health insurance we will submit a private hospital claim form on your behalf, and as we are a “no-gap” provider there should be no out-of pocket expenses for your home visit.

Separate to your Chemo@home account, you may receive invoices from one or more of the following:

- Doctor;
- Allied health e.g. physiotherapy;

- Radiology;
- Pathology; and
- Pharmacy.

Some health providers listed above reduce their fees for certain groups of patients, such as cancer patients. When you see other health providers discuss with them if this is the case.

We recommend that you talk to your private health fund prior to treatment so that you are fully aware of your entitlements and any out-of pocket expenses for your care.

Any questions about your account

Our staff are happy to assist with any questions you may have about charges, benefits or payments. Please feel free to contact them during office hours.

AFTER HOURS SERVICE

If you feel unwell, or need to speak to a Chemo@home health professional outside of business hours (8am to 5pm, Monday to Friday), you will need to contact one of the following:

- In the event of an emergency (such as a high temperature) you should dial 000 and get an ambulance to take you to hospital;
- For nursing advice ring the on-call Chemo@home nurse on 0457 640 998; or
- For non-urgent matters you may leave a recorded message on (08) 9328 3123 – please note any message left will be attended to during business hours only.

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