VIEW HEALTH - CHEMO@HOME

Infusion services in the comfort of your own home

WELCOME TO VIEW HEALTH - CHEMO@HOME

On behalf of the team at View Health - chemo@home, we would like to welcome you to our service. We are committed to providing exceptional, safe patient care and compassionate service to all our patients and their families.

We understand that this may be a difficult time for you and your family. We believe having your treatment in the comfort of your own home helps reduce worry and makes the experience easier.

Although our name includes the word “chemo”, our service administers a variety of infusions, including cancer therapies and infusions for chronic illnesses (such as multiple sclerosis, inflammatory bowel disease, rheumatoid arthritis, motor neurone disease and dementia). Our team works in close partnership with your Doctor to provide you with expert clinical care, safely in your own home or a place which is convenient for you.

We have a dedicated, highly experienced nursing and pharmacy team who will provide optimal, personalised care for you and your family.

The sections of this booklet have relevant information about our service and your treatment regimen. It is important that you are well-informed and comfortable in being actively involved in your care.

We encourage you to visit our website at **chemoathome.com.au**, where you will find additional information regarding the services we offer and our team. You can also follow us on Facebook (@chemoathomeoz) and Instagram (viewhealth_chemoathome).

Best wishes

Julie Adams and Lorna Cook

Co-Founders and Directors

SECTION 1: WHAT HAPPENS BEFORE, DURING AND AFTER YOUR TREATMENT

ADMISSION - THIS IS A TWO STEP PROCESS

STEP ONE

Once your Doctor has sent us a completed referral form, you will either complete your admission online (using our dedicated patient portal) or one of our administration team members will contact you to confirm your details, including your private health insurance details, Medicare number, any concession cards you may hold, your usual General practitioner (GP), and your treatment address. This information helps us work out if you are eligible for our service.

STEP TWO

One of our team members will contact you to ask you a few questions about your health and your home.

These include:

- A list of all your current medications (including inhalers, ear/eye drops, creams/ointments and complementary or herbal therapies);
- Any relevant medical history your referring doctor may not have included in your referral; and
- How our clinicians enter your home (e.g stairs, lift or steep driveway)? Who else will be in the house with you? We need to ensure that the treatment area is safe for both you and our team.

CONSENT

If you complete your admission on our online patient portal, you will consent to receive your treatment at home by signing on the portal. If your admission is completed by phone, you will be asked to sign the consent form at your first visit.

For further information on consent, please read Section 4 - Patient Consent

SCHEDULING YOUR VISIT

We understand how important your treatment is, and we always aim to schedule your appointments in line with your treatment plan and personal preferences.

Please note that if you need to make changes to your scheduled visit, these can be challenging to accommodate and may impact other patients' care. To help us find the best solution, we kindly ask that you provide more than one alternative date. This gives us the flexibility to accommodate your request while ensuring we meet the healthcare needs of all patients.

Please let our office know at least one week before your scheduled appointment if you have a specific request.

While we do our best to consider your work and family commitments, medical appointments take precedence.

Here's how we will support your care, and how you can help things run smoothly.

- You will receive an SMS confirming your treatment date one week before your visit. Please keep this date free. If you have another medical appointment on that day, please call us straight away so we can reschedule.
- About 48 hours before your treatment, you will receive another SMS with your clinician's expected two-hour arrival window. Please reply with "Y" to confirm you will be home. This message cannot receive other replies. If you need to discuss anything or speak with a clinician, please call our office.
- It is important to remember that the two-hour window matters, as we sometimes need extra time to care for patients who are unwell.

IF YOU NEED TO CANCEL YOUR TREATMENT

If you cancel your treatment within 24 hours of your booking, or if you are not home when our clinicians arrive, we may charge you the visit fee.

Please note that, in most cases, this fee cannot be claimed back from your health fund.

If you cancel your treatment after your medication has already been prepared for use (as is common with chemotherapy and immunotherapy), you may also need to pay the Pharmaceutical Benefit Scheme (PBS) co-payment or other related charges.

AFTER YOUR TREATMENT

If you've given consent, a summary of your treatment will be securely added to your My Health Record. This is a national digital health system that keeps important health information in one place, so your doctors and healthcare team can access accurate details when you need care. This helps improve safety and coordination across your treatment.

Your information is protected by strict privacy and security measures, and only authorised healthcare professionals can view it.

You may also be invited to participate in feedback surveys to help us improve our services and quality of our care.

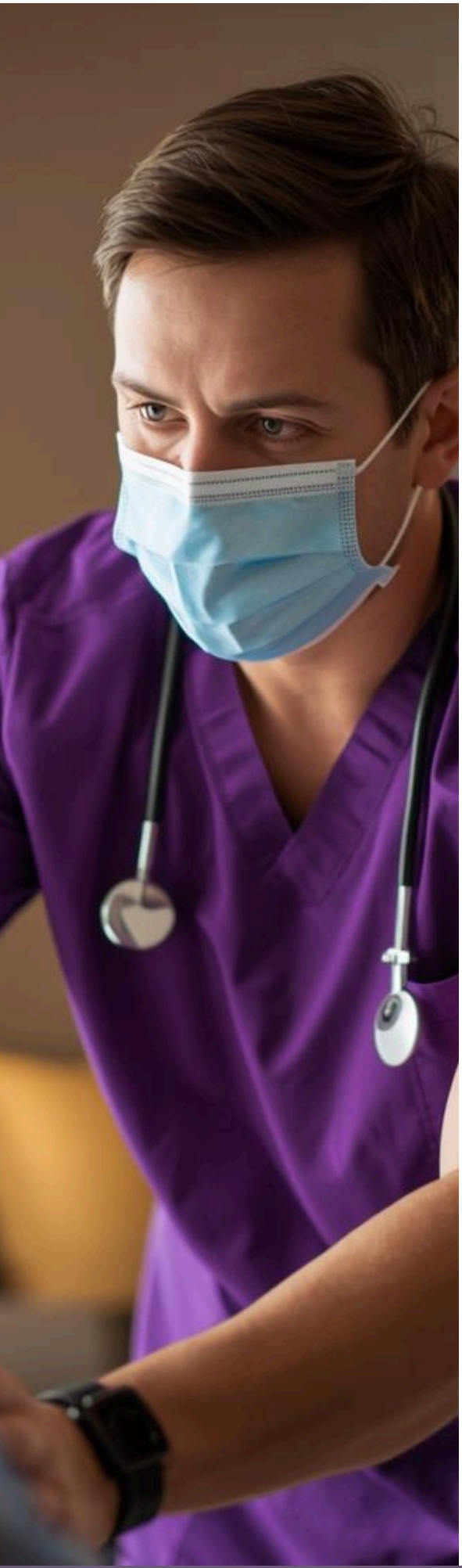
AFTER HOURS SERVICE

You are never alone, and support is always available.

Our business hours are 8:30 am to 4:30 pm, Monday to Friday.

If you feel unwell or need to speak to a View Health - chemo@home clinician outside of the above business hours, you will need to contact one of the following:

- If an emergency occurs (see Section 6: Chemotherapy and Immunotherapy Alert), dial 000 for an ambulance. Please tell them that you are receiving chemotherapy or immunotherapy;
- For urgent nursing advice, ring 1300 466 324 (FOLLOW THE INSTRUCTIONS TO SPEAK WITH A CLINICIAN); or
- For non-urgent matters, you may email us at info@chemoathome.com.au or leave a recorded message on 1300 466 324. Please note that any message left will be attended to during business hours only.



SECTION 2: 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, well-lit preparation area such as a coffee table, dining table or benchtop where we can set up our equipment when we arrive.

We will support your involvement in your own health care by:

- Telling you who we are – if we don't introduce ourselves or you can't see a name badge, please ask us for our names and roles.
- Keeping your care safe – please feel free to ask whether we have cleaned our hands. We won't be offended.
- Checking your identity – you can help by making sure we confirm who you are before taking blood or giving treatment.
- Explaining your medicines - you can ask what any new medication is for.
- Listening if something looks wrong – please question us if a medication looks different, has the wrong colour, or seems like the wrong amount.
- Answering your questions – write them down as they come up, and ask us if anything is unclear.
- Helping you understand your treatment – please ask for any extra information you need.
- Giving clear instructions – you can help by making sure you understand what to do after we leave your home.
- Providing written information – you can let us know if you need help reading or understanding any of it.

If some part of your treatment does not go to plan or you feel you have been put at risk as a result of our care, we will:

- Say we're sorry for what has happened;
- Investigate what has happened;
- Allow you to discuss what has happened;
- Let you know what the consequences are; and
- Explain to you the steps we have taken to make sure this doesn't happen again.

Safe Care

HAND HYGIENE

WHY DO HAND HYGIENE

When we are fit and healthy, we can defend ourselves against many germs. Having healthy, undamaged skin is one of the main ways we can do this. Often our natural defences are weakened when we are not well or after an operation. This is especially true if you have broken skin, such as a wound, or devices like a catheter or an intravenous (IV) line. We encourage you and your family to have clean hands before and after they attend to any aspect of your care.

THE FIVE MOMENTS OF HAND HYGIENE

1

When arriving to attend your care

- After your clinician has entered your home;
- Before starting any care; or
- Before giving oral medications

2

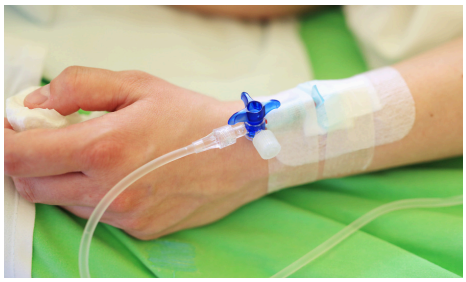
Before attending to your care:

- Immediately before touching your wounds or giving IV medications; or
- Immediately before touching any device, you may have like a catheter or IV line.

3

After attending your care:

- After touching your wounds or giving your medications;
- Immediately after touching any
- device you may have like a catheter or IV line;
- After they have disposed of used/dirty equipment or rubbish; or
- After collecting any specimens.



4

When your care is finished:

- When they leave your home, room or building you are in.

5

After touching the surroundings but not you:

- After touching any furniture or equipment; or
- After touching any pets

Hand hygiene is the most important way to reduce the spread of infections. It's important to clean your hands at the right times. You can do this by washing with soap and water or by using an alcohol-based hand rub.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED

Duration of the entire procedure: 20-30 seconds

1a

1b

Apply a palmful of the product in a cupped hand, covering all surfaces;

2

Rub hands palm to palm;

3

Right palm over left dorsum with interlaced fingers and vice versa;

4

Palm to palm with fingers interlaced;

5

Backs of fingers to opposing palms with fingers interlocked;

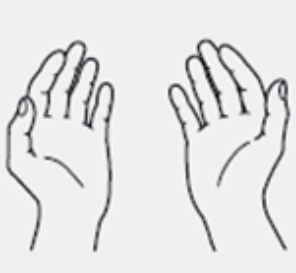
6

Rotational rubbing of left thumb clasped in right palm and vice versa;

7

Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



Once dry, your hands are safe.

World Health Organization | Patient Safety — A World Alliance for Safer Health Care | SAVE LIVES Clean Your Hands

WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

May 2009

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the handwash (steps 2-7): 15-20 seconds

Duration of the entire procedure: 40-60 seconds

0

Wet hands with water;

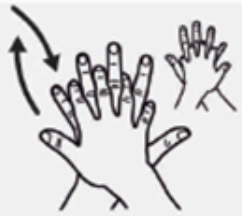
1

Apply enough soap to cover all hand surfaces;

2

Rub hands palm to palm;

3



Right palm over left dorsum with interlaced fingers and vice versa;

4

Palm to palm with fingers interlaced;

5

Backs of fingers to opposing palms with fingers interlocked;

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Rotational rubbing of left thumb clasped in right palm and vice versa;

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Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

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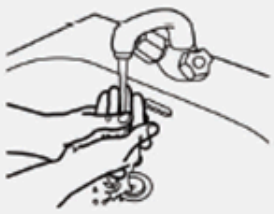


Rinse hands with water;

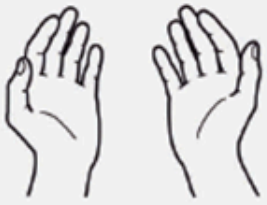
9

Dry hands thoroughly with a single use towel;

10

Use towel to turn off faucet;

11



Your hands are now safe.

World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean **Your** Hands

SECTION 3: ACCOUNT INFORMATION

You, or the funder of your treatment, will need to pay the following fees:

- Service fee — each day of treatment will be listed separately on your account; and
- Prostheses fee — for items such as infusion devices

If you have private health insurance, we will submit a private hospital claim form on your behalf. As we are a *no-gap* provider, you should not have any out-of-pocket costs for your home visit.

If your treatment is funded by a pharmaceutical company, state health service, or another organisation, we will send the invoice directly to them.

Separate from your View Health - chemo@home account, you may receive invoices from one or more of the following:

- Pharmacy;
- Doctor;
- Allied health, e.g. Physiotherapy;
- Radiology; and
- Pathology.

Some health providers may reduce their fees for certain groups of patients, such as people receiving cancer treatment. You can discuss this with any other providers you see.

We recommend speaking with your private health insurance fund before starting treatment so you understand your entitlements and any out-of-pocket costs. In some cases, other funding options may be available, which your doctor or View Health – chemo@home can discuss with you.

ANY QUESTIONS ABOUT YOUR ACCOUNT

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

SECTION 4: MEDICATIONS

GENERAL INFORMATION

We encourage you to be involved in managing your medications.

If you already have a medication list, our team can help you keep it up to date. If you do not have one and would like one, the View Health – chemo@home Clinical Pharmacist will be happy to prepare this for you. The Clinical Pharmacist ensures your medications are managed safely and effectively while you are in our care and can answer any questions you have about your treatment.

Unless your medications are packed into an administration aid (such as a Webster pack or dosette box), please keep them in their original containers so they can be easily identified. In Australia, most medicines are funded by the Australian Government through the Pharmaceutical Benefits Scheme (PBS). However, some medications can be costly. High-cost medicines may be funded in different ways, including private health insurance, pharmaceutical company compassionate programs or self-funding.

Medication charges cover the pharmacist preparing individual doses (such as chemotherapy and immunotherapy), clinically reviewing the prescription or treatment order, and dispensing. These steps are especially important for chemotherapy and immunotherapy medications.

Your chemotherapy, immunotherapy or supportive care medicines will be supplied by a licensed pharmacy. The pharmacy will invoice you separately for any medications provided. Please contact the pharmacy directly if you have any questions about your medication invoice.

We realise that medication costs can sometimes be confusing. The following information may help answer some common questions about medication costs. Our Clinical Pharmacists are also available to help you understand any fees related to your medications.

Prescription medication can be supplied to consumers through five different ways

1. PHARMACEUTICAL BENEFITS SCHEME (PBS)

The Australian Government subsidises medicines that are necessary to maintain the health of the community in a cost-effective manner. This is achieved by carefully assessing the therapeutic benefits and costs of medicines, including comparisons with other treatments where appropriate. If a medicine is found to be cost-effective, then the government negotiates its price with the supplier (i.e. the pharmaceutical company).

Who is eligible for the PBS?

The PBS is available to all Australian residents who hold a current Medicare card. Overseas visitors from countries with which Australia has a Reciprocal Health Care Agreement (RHCA) are also eligible to access the PBS. Australia currently has RHCAs with the United Kingdom, Ireland, New Zealand, Malta, Italy, Sweden, the Netherlands, Finland, Norway, Belgium, and Slovenia.

Who is eligible for a PBS concession?

To be eligiblefor a PBS concessional benefit, you will have one of the following concession cards:

- Pensioner Concession Card;
- Commonwealth Seniors Health Card;
- Health Care Card;
- Repatriation Health Card GOLD — (eligible for concessional benefits) concessional patients under the Repatriation Pharmaceutical Benefits Scheme (RPBS) for all medical conditions;
- Repatriation Health Card WHITE — only regarded as concessional patients for RPBS prescriptions for specific conditions, unless additional separate entitlement from Centrelink, otherwise general patient;
- Repatriation Pharmaceutical Benefits Card ORANGE - concessional patients under RPBS; or
- Safety Net Concession Card or Safety Net Entitlement Card - issued by the Department of Human Services. Please let us know if you have reached your safety net.

Some State / Territory governments issue Seniors Cards. These are not considered concession cards for the purposes of the PBS.

General benefits apply if you do not have any of the above cards.

What is the PBS charge? (current as of Jan 2026)
Under the PBS, the maximum cost for a pharmaceutical benefit item at a pharmacy is $25.00 for general patients and $7.70 for concessional patients, plus any applicable special patient contribution, brand premium or therapeutic group premium.

Patients who have reached the Safety Net threshold ($1,748.20 for general or $277.20 for concessional) receive pharmaceutical benefits at the respective concessional rate or free, plus any applicable special patient contribution, brand premium or therapeutic group premium.

Special patient contributions, brand premiums and therapeutic group premiums
A special patient contribution is payable for a small number of PBS medications (note this does not apply to RPBS benefits). Any extra charge for a higher-priced benefit is paid by the patient, together with their usual patient contribution.

Under the brand premium arrangements, reimbursement to pharmacists is based on the lowest-priced brand. Any extra charge for a higher-priced brand is paid by the patient, together with their usual patient contribution.

Under the therapeutic group premium arrangements, reimbursement to pharmacists is based on the lowest priced benefit items within identified therapeutic groups. Any extra charge for a higher-priced benefit is paid by the patient, together with their usual patient contribution.

Section 100 programs
There are several programs funded under Section 100:

- The Highly Specialised Drugs Program; and
- Efficient Funding of Chemotherapy

The majority of chemotherapy drugs listed on the PBS are included on the S100 “Efficient Funding of Chemotherapy” schedule.

The PBS co-payment for chemotherapy drugs listed in the S100 “Efficient Funding of Chemotherapy” schedule is charged on the first time the chemotherapy drug is dispensed, but not on the repeats. If a new prescription is written (e.g.because of a dose change), then the co-payment will be charged again with the first dispensing.

2. PRIVATE PRESCRIPTIONS (NON-PBS MEDICATIONS)

Medications which are approved by the Australian Government's Therapeutic Goods Administration (TGA), but have not been added to the PBS schedule are available on a private prescription. The cost of dispensing a private prescription is largely based on the cost price of the medication, but includes a markup, preparation, and dispensing fees. For chemotherapy and immunotherapy medications, the preparation fee involves making up the dose using highly specialised facilities and equipment, and there is usually a charge (commonly around $80-100) for each item dispensed.

3. CLINICAL TRIALS

Clinical trials are research investigations in which people volunteer to test new medications. Some investigations look at how people respond to a new medication and what side effects might occur. This helps to determine if a new medication works, if it is safe, and if it is better than the medications that are already available. Medications provided on clinical trials in Australia are generally provided at no cost to people participating in the trial.

4. COMPASSIONATE USE PROGRAMS

Sometimes, a pharmaceutical company will make medications available to certain patients under a compassionate use program. This may be because:

- The medication has not been approved by the TGA for use in Australia yet;
- It is approved by the TGA but has not yet been marketed by the pharmaceutical company; or
- It is being used for a disease or condition which has not been approved by the TGA (off-label use)

These programs are provided by pharmaceutical companies through health services, usually with a patient contribution towards the cost of the medication. This cost can be high.

5. MEDICATIONS NOT MARKETED IN AUSTRALIA

Medications not marketed in Australia can be supplied under the TGA's Special Access Scheme (SAS). The SAS allows for the import and/or supply of unapproved medication for a single patient, on a case-by-case basis.

Patients are grouped into two categories under the scheme:

- Category A is defined as 'persons who are seriously ill with a condition from which death is reasonably likely to occur within a matter of months, or from which premature death is reasonably likely to occur in the absence of early treatment'. Most medications for cancer and other serious illnesses fall into this category; or
- Category B includes all other patients who do not fit the Category A definition.

The cost of medications supplied under the SAS (including importation costs) is generally charged to the patient. The costs can be high.

HEALTH FUNDS AND PHARMACYCHARGES

Every health fund handles pharmacy charges in its own way. To avoid surprises, it's best to confirm the details with your health fund as well as with View Health – chemo@home.

As a guide:

- *Patients not admitted to hospital (or a hospital-substitute service).* Pharmacy charges depend on how the medication is supplied (PBS, Private, Clinical Trial, Compassionate Supply or SAS).
    - For PBS prescriptions, Health Funds cannot pay the co-payment; the patient pays this cost.
    - For Private or Compassionate Supply items, some Health Funds may cover part of the cost.
- *Patients admitted to hospital (or a hospital-substitute service).* Some Health Funds bundle pharmacy charges into admission costs; others do not. If not bundled, pharmacy charges are billed separately.

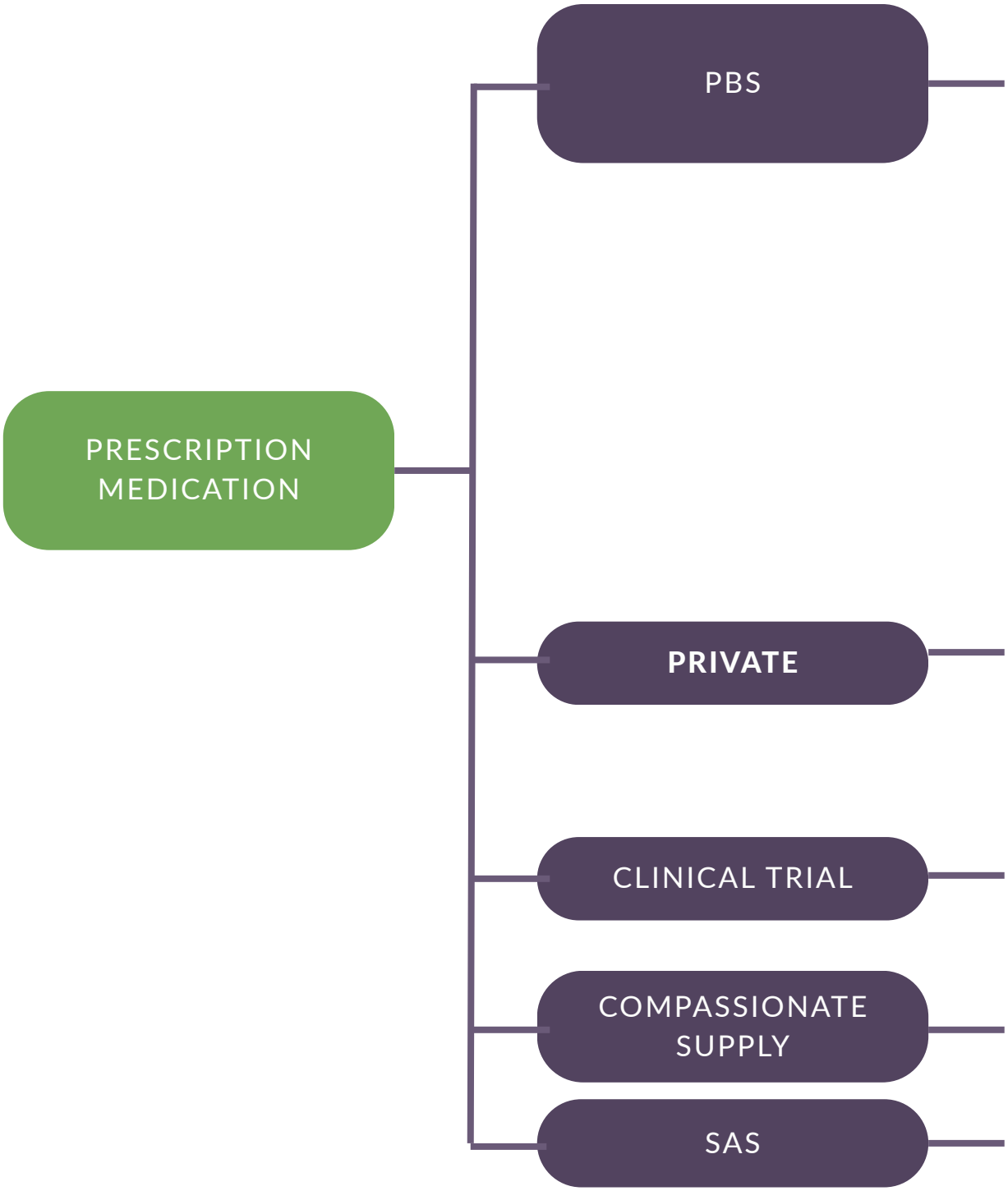
High-cost medicines

Private health funds have different rules for high-cost medicines. They may only pay part of the cost, and they may have limits each year or over your lifetime.

A financial adviser can help you check if you can use personal savings or superannuation to help with treatment costs.

Medication prices can change because they are set by the Australian Government, including PBS and Safety Net amounts.

PRESCRIPTION MEDICATION CHARGES



General $25.00
plus premiums for: special brand; therapeutic group

Efficient Funding of Chemotherapy: PBS co-payment charged on first dispensing, but not on repeats

If the Safety Net threshold is reached ($1748.20), then concession $7.70 plus premiums as above

- Admitted to a hospital or hospital-substitute service

  Health Fund may bundle the co-payment with health service fees; otherwise, separate pharmacy account

- Not admitted to a hospital or hospital-substitute service

  Consumer pays co-payment

Concession $7.70
plus premiums for: special, brand, therapeutic group

Efficient Funding of Chemotherapy: PBS co-payment charged on first dispensing, but not on repeats

If the Safety Net threshold is reached ($277.20), no charge plus premiums as above

- Admitted to a hospital or hospital-substitute service

  Health Fund may bundle the co-payment with health service fees; otherwise, separate pharmacy account

- Not admitted to a hospital or hospital-substitute service

  Consumer pays co-payment

Based on the cost of the medication plus markup, preparation*, dispensing fees

*including chemotherapy and immunotherapy preparation

- Admitted to a hospital or hospital-substitute service

  Health Funds may cover some or all of the costs. Health Funds may limit the amount which can be claimed per admission, per year or per lifetime

- Not admitted to a hospital or hospital-substitute service

  Health Funds may cover some costs under ancillary cover

Usually no cost

- TGA approved medication

  Health Funds may cover some costs

Costs vary; may be high

- Medication not TGA approved

  Health Funds do not generally cover costs

Costs vary; may be high

- Health Funds do not generally cover costs

SECTION 5: CONSENT - IT IS YOUR CHOICE

THE PURPOSE OF CONSENT

Your agreement is needed before a doctor, clinician, pharmacist or anyone looking after you examines or treats you. We call this agreement your 'consent'. Sometimes you can say that you consent to what we need to do. We call this 'oral consent'. For example, if we need to take your blood pressure or examine your throat or take some blood samples, you might say 'yes' or 'OK' to confirm your consent. At other times, we need you to sign a form to confirm your consent. We call this 'written consent'. For example, you'll be asked to give written consent, by signing a consent form, to have your chemotherapy, immunotherapy or supportive care given at home with View Health - chemo@home.

What should I know before giving my consent to have my chemotherapy, immunotherapy or supportive care at home with View Health - chemo@home?

You must understand:

- what is to happen and why;
- the choices;
- the risks;
- the benefits; and
- your responsibilities.

This information will be explained to you. We will discuss any choices you need to make, with their risks and benefits. You will be given information about your treatment.

If you would rather not know about certain things, say so. Some people prefer not to know all the details, but it's important that you understand broadly what is to happen and why, so you can give proper consent. Also, say if there's anything you don't want to happen during the treatment.

SHOULD I ASK QUESTIONS?

It's important that you understand what is happening and why. If one of our team doesn't know the answer to your question, they'll find someone else to explain. Our team will answer your questions in an appropriate timeframe, depending on the complexity and urgency of your question. Sometimes it helps to have a friend or relative present so you can talk it over later. You may like your friend, relative or someone else to speak for you. If you have hearing problems or don't understand English very well, let us know, and we will arrange for an interpreter.

QUESTIONS TO ASK

As well as giving you information, we must listen to you and do our best to answer your questions. Some examples of questions you may want to ask are:

- What are the benefits of having my treatment at home?
- What are the risks of having my treatment at home?
- Can I work during treatment?
- Will having treatment at home affect my family?

WHO IS INVOLVED IN MY TREATMENT?

You will remain under the care of your doctor while receiving treatment at home. Our highly experienced clinicians will visit you to administer your treatment and provide any additional care you may need.

There may also be times when we ask you to attend a health care facility (for example, a hospital or day unit) to receive further care. Such care may include administration of blood products or review by a doctor. If you become unwell at home, it may be necessary for you to attend the emergency department of a health care facility for treatment. It is important that you understand your responsibilities regarding attending a health care facility when it is necessary.

CONFIDENTIALITY

Because information on your treatment (clinical notes, blood tests, scans, etc.) may be kept by several different health care services or facilities, it is important that we are able to access the information we need to make sure your care can be given safely. We also need to share clinical information about your care with your medical team and other health care professionals as necessary so they may make appropriate decisions about your care. Information about your care will always be kept in strict confidence by our staff for viewing by authorised people only.

ADVANCE CARE PLANNING

As part of your care, we ask whether you have an Advance Care Directive or similar document that outlines your wishes for future health care, particularly if you were ever unable to speak for yourself. If you do have one, you are welcome to send us a copy so we can record it in our electronic health record. This allows our team to be guided by what matters most to you.

If you do not have an Advance Care Directive, that is completely okay. Some people find it helpful to learn more or reflect on this in their own time. A trusted, Australian Government-supported resource is Advance Care Planning Australia, which provides clear, compassionate information and state-specific guidance; you can visit www.advancecareplanning.org.au to explore whether this is something that feels right for you.

PHOTOGRAPHS, AUDIO OR VIDEO RECORDINGS?

Photographs, audio or video recordings may be made during your treatment. You will be told in advance if this is going to happen. Images or recordings made as part of your care and treatment will be held in your clinical record. If you can be identified from them, then only those involved in your care, or those who need to check the quality of care, will be allowed to see them without your consent. Sometimes we make images and recordings for teaching and research only. If you can be identified from them, we will always ask for your written consent before using them.

RESEARCH

View Health - chemo@home conducts research to improve our understanding of cancer treatments and to find better ways to deliver cancer treatments. We do this through:

- Accessing and reviewing specific health information about you (for example, your blood results or any complications from your treatment)
- Asking you questions about your treatment (for example, by asking you to fill in a questionnaire).

We may also collaborate with other facilities for research purposes. We will only do this if we can ensure all necessary ethical and privacy safeguards are in place.

The research conducted may be published in medical journals or presented at scientific meetings in the future, but you will not be identified in any publications. The results of any research may not benefit you directly. It is more probable that the information will be used to help guide decisions for patients in the future.

Any research we do will be approved by a Human Research Ethics Committee certified by the National Health and Medical Research Council, if required. This Council is responsible to the Commonwealth Minister for Health and Ageing. You are not obliged to give your consent to be involved in research.

REMEMBER...

It's up to you to give consent. You can change your mind at any time, even after signing the consent form. Ask as many questions as you like and tell us about anything that worries you.

If you have any concerns or questions about View Health - chemo@home, please talk to your treating doctor or contact us at:

View Health - chemo@home
PO Box 378
North Perth 6906
Tel:1300 466 324
Email: info@chemoathome.com.au

SECTION 6: PRIVACY POLICY - PATIENT INFORMATION

View Health - chemo@home is committed to ensuring your personal information is professionally managed in accordance with the Privacy Act 1988 and all relevant State legislation (Privacy Legislation).

The Australian Government introduced updated legislation in 2014 to the Privacy Act 1988 (Cth). This update further enhanced the protection and handling of an individual's privacy and personal information. These principles replaced the previous National Privacy Principles that operated from 2001.

Our Privacy Policy is on our **website**. It explains clearly how personal information about you and your health is recorded and managed by View Health - chemo@home.

WITHDRAWING CONSENT

If you have provided your consent to release information to other parties and would like to withdraw this consent, please contact us.

COMPLAINTS

The best way to deal effectively with concerns and complaints is to communicate openly and respectfully. This reduces the likelihood of the problem becoming difficult to deal with. Our team can usually allay your concerns. If you are dissatisfied with any aspect of our Privacy Policy, and satisfaction is not gained by discussing your concern with us, you can complain to the Office of the Federal Privacy Commissioner 1300 363 992.

CONTACT INFORMATION

For further information you can speak to our team by phone on 1300 466 324, or by email on info@chemoathome.com.au.

SECTION 7: CHEMOTHERAPY AND IMMUNOTHERAPY ALERT

While you are receiving treatment, you may be at risk of serious infection and/or bleeding.

Ring 000 and attend your nearest Emergency Department if you have:

- Temperature of 38°C or above
- Shakes, chills or sweating - whether or not you have a temperature
- Excessive bruising or bleeding that will not stop
- Chest tightness or chest pain
- Any changesor difficulties with your breathing
- Confusion or changes in consciousness
- Ongoing or repeated seizure activity
- Unexplained aggression
- Severe headache
- Vomiting lasting more than 24 hours, and/or if you are unable to keep fluids down
- Changes in bowel or bladder control
- Severe pain or changed feelings in your feet, legs, hands or arms

Contact the chemo@home after-hours clinician if you experience:

- Any redness, pain, swelling or discharge at the site of the infusion
- Any mouth soreness and/or mouth ulcers that prevent you from eating or drinking
- Any pain or burning when urinating, an increase in frequency of urination or a decrease in urine volume
- If you haven't had your bowels open for more than 2 days, or you are experiencing abdominal pain
- Any suspected reaction to medications

SECTION 8: AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights explains the rights of patients and others who use the Australian health system. These rights help make sure that care is always safe and of good quality.

The Charter also recognises that both patients and healthcare workers have important roles to play. It helps patients, families, carers and providers understand these rights so they can work together. This partnership is important to achieving the best outcomes for everyone.

Guiding Principals

These three principles describe how this Charter applies in the Australian health system.

- Everyone has the right to access healthcare, and this right is essential for the Charter to be meaningful.
- The Australian Government commits to international agreements about human rights, which recognise everyone's right to have the highest possible standard of physical and mental health.
- Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

We welcome your feedback. If you have a complaint, please contact View Health - chemo@home on 1300 466 324. If you have tried this and are still unsatisfied, you can make a complaint to the Healthcare Complaints Commissioner.

For more information on how to make a complaint, please visit **www.safetyandquality.gov.au**.

My healthcare rights

Australian Charter of Healthcare Rights

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

0.8/2025

Australian Commission on **Safety and Quality** in Health Care

For more information ask a member of staff or visit
safetyandquality.gov.au/your-rights

CONTACT NUMBERS

VIEW HEALTH - chemo@home
1300 466 324

Ambulance
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Cancer Council
13 11 20

Leukaemia Foundation
1800 620 420

Multiple Sclerosis
ACT / NSW / VIC / TAS
1800 042 138
WA
(08) 9365 4888
SA / NT
(08) 7002 6500
QLD
1800 177 591

Arthritis Australia
1800 011 041

Crohn's & Colitis Australia
1800 138 029

Dementia Australia
1800 100 500

MND Australia
1800 777 175

Specialist Doctor

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General Practitioner

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Community Pharmacist

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