

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.

