

What happens before, during and after your visit?

Admission

After your Doctor has sent us a completed referral form containing the details we need to arrange your treatment, one of our team will contact you within 3 days, to confirm your details and discuss treatment dates.

Admissions are done online, on our patient portal (or by phone if you do not have access to the internet), at least one-week before your treatment is due. To ensure there are no delays in starting your treatment please commence your online admission as soon as possible. When completing your admission we will need you tell us a few things about your health and your home environment. These include:

- Your health fund details, Medicare number and any concession cards you hold;
- A list of all your current medications (including inhalers, ear/eye drops, creams/ointments and complementary or herbal therapies); and
- Your usual General Practitioner (GP) and local pharmacy name and phone number.

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

If you have a special request with regards to the day or time your treatment is given, please inform our office one week prior. We will always try to accommodate any requests, however, we prioritise requests around work, child-minding and medical appointments.

24-48 hours prior to your treatment, our office will send you a text message or call your landline phone confirming the time of your Nurse visit (within a two hour window).

It is important that you respond to this message so we can order your treatment.

If you are not home when our Nurses visit to administer your treatment we reserve the right to charge the visit fee to you. Please note, in most cases, this cannot be claimed back from the health fund.

After your treatment

Your Doctor will be sent a treatment summary for their records.

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

After Hours Service

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

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

- In the event of an emergency (see section 6 - Chemotherapy and Immunotherapy Alert) you should **DIAL 000** for an ambulance to take you to hospital;
- For nursing advice ring 1300 HOME CHEMO (1300 466 324) **(FOLLOW THE INSTRUCTIONS TO SPEAK WITH A NURSE)**; or
- For non-urgent matters you may leave a recorded message on 1300 HOME CHEMO (1300 466 324). Please note any message left will be attended to during business hours only.

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 bench top where we can set up our equipment when we arrive.**

You can also help by being actively 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;
- Asking if we have washed our hands – we won't be offended;
- Making sure we confirm your identity when drawing blood or giving treatment;
- Asking what new medications are for;
- Questioning us if a medication looks different, the wrong colour or the wrong amount;
- Writing down any questions you may have as they arise. If you don't understand what we are talking about, please ask us;
- Asking for information to help you understand your treatment better;
- Making sure you understand any instructions we give you to follow after we leave your home; and
- Being sure you can read and understand any information given to you.

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;
- Give you the opportunity 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.

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); and
- Protheses fee (e.g. 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 may reduce their fees for certain groups of patients, such as cancer patients. When you see other health providers you can discuss this with them.

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. In some cases there may be other funding sources available, which your doctor or View Health - chemo@home may 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.

Why do Hand Hygiene?

When we are fit and healthy we can usually defend ourselves against many germs. Having healthy skin that is not damaged 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 areas, like a wound or device like a catheter or IV line.

We encourage you and your family to have clean hands before and after they attend to any aspect of your care.

Working together...

Sometimes your healthcare worker may be audited on their Hand Hygiene practices. If you do not see them perform Hand Hygiene and are worried please feel free to remind them.

We can all play a major role in stopping the spread of infections to our family and friends.

Don't hesitate to ask your Doctor or health care provider for more information.



Information for Patients/Clients and their families

Hand Hygiene is the single most important factor in reducing the spread of infections.

It is important that Hand Hygiene is performed at the right moment.

Hand Hygiene can be performed by either washing with soap and water or using a waterless alcohol based hand rub.



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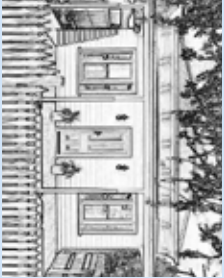
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When should your health care provider/carer clean their hands?

There are 5 Moments when hand hygiene should be performed by your healthcare provider/carer:

Moment 1. When arriving to attend your care

- At home
 - After your health care worker has entered your house
- In a clinic
 - On entering the treatment room
- Anywhere
 - Before starting any care
 - Before giving oral medications



Moment 2. Before attending to your care



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

Moment 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
- After collecting any specimens

Moment 4. When your care is finished



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

Moment 5. After touching the surroundings but **not the patient**



- After touching any furniture or equipment but not touching you
- After touching any pets