

Post Acute Care



If you have any English language difficulties, please ask staff to book an interpreter. From home contact the Telephone Interpreter Service on 9605 3056. Services are provided free of charge. Ask staff if this information is available in your preferred language.

A state government funded program that provides short term services to help people recover at home after discharge from a public hospital.

Post Acute Care (PAC) aims to:

- Support healing and recovery at home
- Fill the gap until longer term services commence
- Provide a flexible service that responds to each client's individual needs

A variety of services can be arranged and funded for a short period, see overpage:

Eastern Post Acute Care program provides support if you live in the local council areas of Knox, Manningham, Maroondah, Whitehorse or Yarra Ranges. If you reside outside the Eastern Health catchment area – a PAC coordinator will refer you to the relevant PAC program

A Coordinator will assess, arrange and monitor a personalised plan of care which takes into account your individual and clinical requirements. Length of program is generally 5 days for nursing services and up to 4 weeks for other personal care type services (such as Showering, Cleaning).

With your consent, your local doctor will be notified of the services you receive under the Eastern Health PAC program.

Fees:

PAC services are generally free - however you will be required to contribute to the costs of consumables such as wound care products, purchase of appropriate equipment or a stay in a Supported Residential Service (SRS).

Medical Assistance

Should you experience an alteration in your medical condition, please contact your local GP for advice.

In the event of a medical emergency dial "000" or attend your local Emergency Department.

If you attend a hospital emergency department or are admitted to hospital please inform hospital staff that you are a client of Eastern PAC, or contact us directly.

Staff Safety

It is important for staff & contractors entering your home to access a safe work environment. We will ask some questions about yourself and your home to ensure safety for staff.

- Please identify any hazards to staff
- **Have you developed a cough, fever or been in contact with anyone who has tested positive to the Corona Virus. – please call our team as soon as possible.**
- Staff are entitled to work in an environment free from aggression or violence
- All animals **MUST** be secured either in a yard or another room
- **NO smoking** during staff attendance
- Shoes can't be removed when entering the home

Cancellations/Changes/Public Holidays

Please ensure you notify our staff/contractors promptly of any need to cancel or change timing of visits. Any late cancellation is a cost to our program and will limit our capacity to provide support for others.

Only essential services are provided on public holidays and weekends. The PAC Coordinator will discuss a plan with you, if you are affected.

Monitoring & Support

Beyond Blue: 1300 224 636 Lifeline: 131 114

My Emergency Doctor App is free between 6pm and 8am. <https://www.myemergencydr.com/>

Depending upon your condition and the services you are receiving, we will call you to ensure you are recovering and the plan of care is proceeding as expected. Your local PAC service is:

Peter James Hospital, Wantirna Health and Non-EH hospitals

9881 1815

Planned Services The following services have been arranged for you based on clinical need

Service	How Often	Until	Contractor
<input type="checkbox"/> Showering Help	<input type="checkbox"/> Mon <input type="checkbox"/> Tues <input type="checkbox"/> Wed <input type="checkbox"/> Thu <input type="checkbox"/> Fri		<p>Only essential services on public holidays or weekends</p> <input type="checkbox"/> Omnicare 9484 8102 <input type="checkbox"/> Home Instead Outer East 9754 4861 <input type="checkbox"/> Home Instead Outer North East 9439 6676 <input type="checkbox"/> Home Instead Inner 9913 7710 <input type="checkbox"/> Home Instead Blackburn 9877 3773
<input type="checkbox"/> Cleaning Home	<input type="checkbox"/> _____ mins fortnightly		
<input type="checkbox"/> Shopping unescorted	<input type="checkbox"/> _____ mins weekly / fortnightly		
<input type="checkbox"/> In home respite			
<input type="checkbox"/> Nursing for <input type="checkbox"/> Wound care <input type="checkbox"/> Medication <input type="checkbox"/> Stoma Care <input type="checkbox"/> Catheter Care	<input type="checkbox"/> Daily <input type="checkbox"/> Second daily <input type="checkbox"/> Other _____		<input type="checkbox"/> Bolton Clarke 1300 33 44 55 <input type="checkbox"/> BENETAS 9830 1895 <input type="checkbox"/> Healesville DNS 5969 9932 <input type="checkbox"/> HITH 9871 3197
<input type="checkbox"/> Supported Residential Service			



Protecting Your Privacy

Eastern Health is committed to protecting your privacy. We will keep your personal information secure and will disclose information about you only when required or permitted by law. We comply with relevant information and privacy legislation. If you would like more information, please ask a staff member or visit our Web site

www.easternhealth.org.au

Eastern Health is accredited by the Australian Council on Healthcare Standards.

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If you have any feedback or suggestions on how to improve this information sheet please contact the Centre for Patient Experience at our email address: feedback@easternhealth.org.au or call 1800 327 837