



Rehabilitation in the Home





If you have to go to hospital, chances are you'd like to have a say in how long your hospital stay will be. While some aspects of your care are best delivered in hospital, once you start your recovery you may be keen to do this in more familiar surroundings.

That's why we offer Rehabilitation in the Home - a program that if you are suitable, allows you to choose to recover in the comfort of your own home.

What is Rehabilitation in the Home?

If you have surgery or a lengthy hospital stay, rehabilitation is often required. If your doctor decides that you need to have a period of rehabilitation to safely recover your health and independence, you would normally be transferred to a rehabilitation ward or unit in a hospital, or you would attend a rehab centre on a daily basis. Rehabilitation in the Home provides an alternative to these more traditional rehab options. Instead of staying in hospital for this part of your recovery, our Rehabilitation in the Home program allows you to receive hospital-standard care in your own home, where it's appropriate for you. This means you can enjoy all the comforts of home, while receiving the care that you need.

How does the service work?

Rehabilitation after surgery or a long hospital stay usually involves a number of different health services, which may include physiotherapy, occupational therapy, nursing or personal care. This is what's often referred to as multi-disciplinary care. Through our Rehabilitation in the Home program, we develop a personalised treatment program that brings all the services you need to your own home, so you can be confident you're getting the same standard of care as you would if you were in hospital.

Before you leave hospital, or very soon after you get home, a member of our Care Coordination team will contact you (or your carer) to arrange an initial assessment. This assessment is conducted on the phone, and will help determine what kind of care you will need for your home-based rehabilitation.

While you recover at home, our care team will stay in close contact with you confirming appointments, monitoring your progress and managing any issues or concerns you may have. They will also keep your doctor updated on your progress. While you're participating in the program, you'll also have 24/7 telephone access to a nurse.

What are the benefits?

Rehabilitation in the Home allows you to receive your treatment while in the privacy and comfort of your own home. That means you can have your family and friends around whenever you like, instead of being limited to hospital visiting hours. You can also sleep in your own bed, have your morning cuppa in your favourite mug, watch your own TV, and enjoy the company of your furry or feathered friends — all the things that make life a little more comfortable and personal.

Recovery at home is also more convenient as you won't need to travel to your appointment, spend time finding a car park, or sitting in waiting rooms. This means you'll have more time at home to enjoy doing the things you love.

Whether it's eating a home-cooked meal with your family or relaxing on the couch with your grandchildren, Rehabilitation in the Home allows you to recover in the place you know and trust the most, with the people who are most dear to you.

How can I enrol?

If you're interested in participating in our Rehabilitation in the Home program, please talk to your doctor about whether this service is suitable for you. If we have a referral from your doctor or another health professional involved in your care — for example, a physio, nurse or discharge planner — we can get the ball rolling. Alternatively, you can call us directly and we will speak with your doctor on your behalf.

Who provides the service?

Rehabilitation in the Home services are provided by **Home Support Services (HSS)** who have been delivering healthcare services in the home for over 30 years.

HSS is committed to providing care that delivers equal or better outcomes to in-patient care, with a high-quality client experience.

As HSS is accredited against the National Safety and Quality Health Service (NSQHS) Standards, the same standards that are used for hospitals, you and your family can be reassured of receiving the highest level of care and support.

Visit [hss.com.au](https://www.hss.com.au) or phone
1800 854 300 to find out more

What does it cost?

The cost of Rehabilitation in the Home may be fully covered, depending on your health fund and your level of private health cover. Please contact your health fund to find out if you are eligible and the scope of your cover. Or call HSS directly; we can check this for you and let you know.

There is also the option to pay for Rehabilitation in the Home privately. Contact HSS and speak with one of our Care Coordination team to find out more.



Home Support Services

1800 854 300 | hss@hss.com.au | [hss.com.au](https://www.hss.com.au)



HSS is accredited in line with the National Safety and Quality Health Service (NSQHS) Standards by QIP, an approved accrediting agency.