



Hospital in the Home





Hospital care in the privacy of your own home – 24 /7

What is Hospital in the Home?

If you need hospital-level care, you may like to choose where you receive this care. Our Hospital in the Home service can provide the care you need in the comfort and privacy of your own home, as an alternative to hospital in-patient treatment.

Where medically appropriate, Hospital in the Home offers treatment for a number of medical conditions to help you transition from hospital to home. For many people, Hospital in the Home can mean an earlier discharge from hospital.

Who is the service for?

Hospital in the Home may be appropriate if your health condition can be managed at home by a mix of qualified and experienced nursing, medical, and allied health staff. To access this service, you must be referred with approval by your treating medical practitioner and declared medically stable before being accepted into the service. You must also have:

- a clear diagnosis,
- a medical treatment plan, and
- a suitable and safe home environment in which to receive home care.

What does the service offer?

There are many conditions that can be treated via the Hospital in the Home service, most of which require close medical monitoring that you would otherwise need to be in hospital for.

Some of the most common types of conditions we manage include:

- Wounds, ulcers, wound drains and stomas
- Skin conditions or inflammations (e.g. cellulitis)
- Blood clot/s in the legs or lungs
- Pneumonia and/or severe chest infections
- Urinary tract infections
- Conditions requiring long term antibiotics, such as bone and joint infections
- Other conditions requiring daily medications that need to be administered by a nurse.

You will be assigned a registered nurse case coordinator who will coordinate delivery of the care plan and closely monitor your progress. Your case coordinator will be able to respond quickly to introduce additional services, or modify the amount of care required if your needs change.

Our Hospital in the Home team includes registered nurses, occupational therapists and physiotherapists who are qualified to deliver the services to you, at home.

To ensure continuity of care, you will also have access to a 24/7 telephone line staffed by a registered nurse who can provide information and support out-of-hours. If required, they can also recommend escalation to an appropriate after-hours service.

What are the benefits?

Hospital in the Home allows you to receive hospital-level care in your own surroundings. This means your family and friends can visit you whenever you like, instead of being limited to hospital visiting hours. You will also be able to enjoy the creature comforts of home such as your own bed, your favourite couch, and your own TV, along with the company of your furry or feathered friends. In short, you can enjoy all the things that make your life a little more comfortable and personal, while receiving the medical care you need.

How can I arrange Hospital in the Home?

Your healthcare team, including hospital discharge planners, may refer you to our services, or you may contact us directly.

Your treating specialist will need to approve your treatment with Hospital in the Home. Once they have approved it, the discharge planner and/or the nurse unit manager will complete the referral form. They will also organise any supporting documentation (e.g. scripts) from the medical team, where necessary.

After receiving the referral and supporting documentation, we will liaise and collaborate with you, the hospital, your doctor, your family and your

health fund to determine if it's suitable to deliver Hospital in the Home to you. If you're eligible for this service, we will also coordinate care and case management with your doctor to ensure that treatment aligns with your medical plan.

What does it cost?

The cost of Hospital in the Home may be covered, depending on your health fund and your level of private health cover. Not all conditions are funded by all health insurers, or they may fund different aspects of Hospital in the Home. Please contact your health fund to find out if you are eligible for the service, and what level of cover you are entitled to. Or call HSS directly; we can check this for you and let you know.

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

Who provides the service?

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

As HSS is accredited in line with 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 a high level of care and support.

Further information

To find out further information about Hospital in the Home, please visit www.hss.com.au or phone 1800 854 300.



Home Support Services

1800 854 300 | hss@hss.com.au | hss.com.au



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