



ST JOHN OF GOD
HEALTH CHOICES

CUSTOMER SERVICE *Charter*

*Our Service Ethos
is about a generosity
of spirit that calls us
to enthusiastically
go beyond what
might be expected...*

*That is our
commitment to you.*

YOUR CLIENTS ARE AS IMPORTANT TO US AS THEY ARE TO YOU.

St John of God Health Choices is a home health care service delivering a range of acute, post acute, community nursing and personal care services to privately and publicly funded clients across Australia.

Our commitment to you:

- Every encounter matters to us.
- We will deliver nursing, personal and allied health care according to your specific request in a holistic manner.
- We will confirm our ability to meet service requests promptly.
- We will communicate changes to a patient's condition in a timely manner.
- Attentiveness to clinical documentation forms part of our service excellence.
- Assurance that all our caregivers are appropriately credentialed with current practicing certificates and licences.
- We will promote safe work practices to protect all patients and caregivers.
- We will respect privacy and ensure all personal information is stored confidentially.
- We will investigate any incident or complaint regarding our service.
- We will seek and welcome feedback to evaluate and improve our service.





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EVERY ENCOUNTER *Matters*



*Our Values of
Hospitality,
Compassion,
Respect, Justice
and Excellence
promote a unique
and affirming
approach to
healing.*

As part of our commitment to working in partnership, you can assist us to provide the best possible care by:

- Providing clear, concise and complete referral information, including any special needs and alerts.
- Providing complete treatment sheets, prescriptions and agreed consumables as necessary.
- Telling us about any potential health and safety hazards that we might encounter while delivering services to your client.
- Advising us of any delays with discharge or cancellations in a timely way.
- Ensuring patients are informed of what to expect from Health Choices and are agreeable to the service plan.

Contact Us

St John of God Health Choices - a division of St John of God Health Care Inc.
Suite 2, Ground Floor, 111 Coventry Street, South Melbourne, VIC 3205
T: 1300 475 442 • F: 1300 460 436 • www.sjog.org.au/healthchoices