



Your rights and responsibilities

St John of God Health Care is committed to advancing clinical excellence. It is our philosophy to respect your individuality and dignity, and to care for you hospitably and compassionately.

As a patient you have the right to:

- An explanation of treatment and its risks before consent.
- Participate in your own care.
- Be treated with care, professional competence, consideration and dignity.
- Be aware of all costs involved in your treatment.
- Have all your personal and medical details kept confidential.
- Advice on how to seek a second opinion.
- Advice on care after discharge.
- Lodge a complaint about our care or service.

To enhance our capacity to care for you we require:

- Honesty about your medical history.
- You to follow medical advice and directions designed to aid your recovery.
- You to inform us of all medications including any natural remedies or treatments.
- You to keep all medications, documentation and equipment in a safe place away from visitors, children and animals.
- That you respect relevant St John of God Health Care policies.
- That you provide a safe, smoke free work environment for our health care team.
- You keep animals restrained during appointments.
- That you be at your place of residence at appointment times or advise us if you wish to change your time.

Contact Us:

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Visit us at: www.sjog.org.au/healthchoices



ST JOHN OF GOD
HEALTH CHOICES

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St John of God Health Care is a leading provider of Catholic hospitals, diagnostic and outreach services, basing its care on the values of Hospitality, Compassion, Respect, Justice and Excellence.

St John of God Health Choices

St John of God Health Choices provides a variety of healthcare services, including Hospital in the Home, Post Acute Care, Community Nursing and Personal Care, beyond the walls of our existing hospital facilities.

We recognise the importance of providing you with the choice to be cared for in the comfort and privacy of your own home and to reduce the amount of time you need to spend in hospital.

Traditionally, we care for people within a hospital setting, but it is equally important that you receive holistic, high quality health and supportive care when you are at home.

St John of God Health Choices is centred on you and your needs and provides a personalised range of healthcare services focused on maximising your recovery and independence. We want you to be able to recuperate in your own home while continuing to receive nursing and other types of care designed to aid your recovery.



Comprehensive care in your home

In establishing the care we offer through St John of God Health Choices we have identified a range of services meeting the specific and varied needs of individuals.

We work with you to establish your needs and source any additional service that may be of benefit to you.

Our services include:

- **Hospital in the Home**
Nursing and other services which would ordinarily be provided within an acute hospital, including treatments such as intravenous antibiotics and complex wound dressings.
- **Post Acute Care**
Post Acute Care services are delivered after a patient has been discharged from an acute admission, and include domiciliary midwifery.
- **Community Nursing**
Community Nursing services are delivered in a client's home, usually for chronic or longer-term needs. The client is visited weekly or more frequently if required.
- **Personal Care**
Personal Care visits provide basic personal services to clients requiring assistance with daily needs, such as showering.
- **Postnatal and Midwifery**
The postnatal and midwifery program provides professional advice and support for both mother and baby and is available at some sites.

There is generally no waiting period to access our services and we liaise with all other healthcare providers, including your GP and specialist to ensure you receive the very best care.

Fees

Most of our services are provided 7 days a week and our fees vary depending on the services provided and whether you are eligible through your private health insurance or other funding source, such as the Department of Veterans' Affairs, Transport Accident Commission or Workcover.

Our fees include:

- Time spent in the home
- Travel
- Items used during consultations (with the exception of some wound care products and pharmaceuticals, which may be charged as extras).

Most health funds cover all or part of the costs involved with this program. However for any other services used, for example, Doctor, Physiotherapist or Occupational Therapist, you may be billed directly by that service provider.

