Hospital care at home

Health Program
Hospital Care at Home program

The Hospital Care at Home program maximises your medical, physical and functional abilities to ensure you recover at home as safely and independently as possible.
Who delivers the program?

Remedy Healthcare is a leading provider of highly targeted, evidence-based self-management programs and health coaching. Remedy Healthcare assist eligible Defence Health members to manage their health through the following programs:

- chronic heart disease
- diabetes
- lung disease
- peripheral vascular disease (circulation disorders)
- osteoporosis and bone health
- rehabilitation in the home
- hospital in the home
- falls prevention and safety in the home, complex and integrated care
- other risk factor management.

All programs are based on Australian clinical guidelines, a clinical decision support system, and an advisory panel of medical specialists.

Defence Health have been working with Remedy Healthcare for over 9 years, helping Defence Health members to better manage their health.
How do I get started?

After your referral, your Remedy Care Coordinator will contact you. He or she will discuss your needs with you and with your hospital staff or doctor.

If you are eligible for the program, you will then be enrolled and receive a confirmation letter of the services to be provided. Your services will begin within the first few days after leaving hospital.

Throughout your program, your Remedy Care Coordinator keeps your doctor informed of your progress.

Remedy’s Care Coordinators are available during business hours Monday to Friday. An after-hours service is available if you have more serious concerns.

In case of any medical emergency, please call an ambulance on 000.

Do I have to sign a contract?

No. There is no lock-in contract or any obligation to continue with the program. You can choose not to continue at any time.
Do you keep my personal health information confidential?

Yes. All the information you provide to both Remedy Healthcare & Defence Health is kept in strict confidence in line with our respective privacy policies. You can view these privacy policies at remedyhealthcare.com.au and defencehealth.com.au.

The information you provide to us is used only to provide the health service to you. Defence Health does not receive your health information. We will receive notification regarding your enrolment and completion of the program.

How much does it cost?

Defence Health covers the costs of the program on your behalf. There will be no cost to you, either directly or through your premiums.
Hospital Care at Home

Would you prefer to recover in the safety and comfort of your own home?

The Hospital Care at Home program lets you do just that.

Instead of staying in hospital longer than necessary, you can choose to receive your health care services at home. In some cases, you may be able to avoid going to hospital altogether.

Your hospital or doctor will refer you to Remedy Healthcare confirming you are well enough to be considered for the program.
Services in your home

All Hospital Care at Home services operate under the care of your own dedicated Remedy Healthcare Care Coordinator. He or she will guide and support you with personalised services, which may include:

- **Nursing**, to help with your individual needs (e.g. wound care, IV antibiotics, medication management).
- **Physiotherapy**, to improve your, strength, balance, mobility and safety at home.
- **Personal care**, to help with showering and dressing.
- **Home care**, to help you with cleaning while you focus on your recovery.
- **Meals**, delivered to your home to assist in the early days after leaving hospital.
- **Occupational therapy**, to help you achieve independence and safety in activities of daily living, including dressing and showering.
- **Convalescent facilities**, if you are not able to be discharged directly to home but no longer require the intensive medical care provided in hospital.

This program does not provide for a doctor to visit you while at home.

Your dedicated Remedy Healthcare Care Coordinator will coordinate these services to help you successfully recover at home.
Contact Us

For more information about Remedy Healthcare and Hospital Care at Home program please call 1300 224 334 or visit remedyhealthcare.com.au

For more information on our Health Programs or your Private Health Insurance, please call Defence Health on 1800 335 425 or visit defencehealth.com.au