

What is the Healthy@Home service?

Healthy@Home is a free phone support service to help people to stay well and at home. It aims to avoid people needing to have a stay in hospital.

Who can access this service?

Healthy@Home is available to anyone over 18 years who may be at risk of needing to have a stay in hospital or who uses Urgent Care due to:

- Frailty
- Lack of social support or carer
- Complex illness or medical conditions

How does Healthy@Home work?

Healthy@Home telehealth workers will give you a phone call one or more times a week depending on your need.

You can choose how often you are called and you can cancel these calls at any time. Calls can take as little as three minutes if you are feeling well.

The phone call will cover questions about:

- Health
- Medication and medical care
- Social and family support
- Your living environment
- Your care

What happens if help is required?

Our telehealth workers will ask you some questions that will 'flag' when your health may be declining.

A trained health professional will then phone or visit you to assist to problem solve issues and help to link you with the care or support that you need.

Would you or a family member or friend benefit from this service?

If you or someone you know could benefit from this service, phone the Healthy@Home team on 5477 2100 during normal office hours.



GP's or other health professionals can also phone Healthy@Home to discuss how the telehealth service may assist an individual.

This service DOES NOT replace GP visits or an ambulance in an emergency situation. It is only available during normal office hours.



WHY are we here?

To cultivate healthy communities

HOW are we going to cultivate healthy communities?

Through consumer centred care.

WHAT will we deliver to our consumers?

A positive health experience

Our **Compliments, Concerns and Complaints (CCC)** system helps us to evaluate and improve the quality of our services. You can choose to:

- Speak to any EWHS staff member in person.
- Obtain a Feedback Form from any Campus Reception.
- Download a Feedback Form from our website www.ewhs.org.au

Culture, Communication and Language:

Any difficulties you may have with understanding and speaking about your needs should not prevent you from accessing our services – please be aware that we can offer additional support and options to assist you.

Privacy and Confidentiality:

We recognise that personal information which we obtain from you is confidential and we will:

- Only use this information for the reasons that it is collected.
- Share it with only those that you give consent to.

Campuses are located at:

Birchip Campus

28 Duncan Street
Birchip 3483
Ph: 5477 7100

Charlton Campus

4 Learmonth Street
Charlton 3525
Ph: 5477 6800

Donald Campus

1A Aitken Avenue
Donald 3480
Ph: 5478 6200

St. Arnaud Campus

52 North-Western Road
St. Arnaud 3478
Ph: 5477 2100

Wycheproof Campus

19 Grandview Street
Wycheproof 3527
Ph: 5478 0700

Acknowledgement to East Grampians Health Service



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Healthy @ Home

A free telehealth service for residents of East Wimmera Health Service and surrounds

