

BHS at Home provides care to people in their home that would otherwise need to be delivered within the walls of the hospital. BHS at Home provides an alternative to admission to hospital or an opportunity for care to be provided at home rather than in a hospital bed with the same level of care.

1. Is care at home the safest place to be?

- The health care team will not risk your health or safety. The team will evaluate your health care needs and will discuss with you the best place for you to receive care.
- BHS at Home is able to provide in home Nursing, Allied Health and trained medical personnel to ensure that your in-home care is just as safe as it would be in a hospital.

2. Is receiving hospital care at home expensive?

- The service is part of the public healthcare system and offers hospital care to any Australian resident under Medicare arrangements.
- BHS at Home is instead of hospital care and therefore the costs are the same

3. Is BHS at Home delivered from hospital staff to only really sick people?

- BHS at Home cares for people with serious, chronic illnesses.
- However, we also care for people recovering from surgery, illness or injury. For example, a doctor might order BHS at Home so that you are discharged from hospital earlier in order to
 - recover, or to receive occupational or physical therapy
 - assist you to move after hip surgery
 - re-learn skills after a stroke.
 - teach you to manage your medications or
 - identify troubling symptoms that could lead to more serious problems

4. Is the quality of care provided at home less than care received in to hospital?

- Everyone's individual needs are different, there is no one-size-fits-all answer.
- The BHS at Home staff are highly qualified health care professionals who undertake comprehensive training in order to deliver hospital care at home.
- Our staff are also available 7-days a week, 365-days a year. BHS at Home assists people who are recovering from an illness or injury or for people who need help coping with chronic conditions in a setting that is peaceful, familiar and more comfortable for them.

5. I already receive care from my local council, so do I need care from the hospital?

- BHS at Home is different to your home care service.
- BHS at Home staff provide care from professionals such as registered nurses, physiotherapists, speech and occupational therapists.
- Even if you get home care services eg. assistance with housekeeping, cooking or personal care, you can also receive BHS at Home while you are recovering from your illness.

6. Can I still visit my General Practitioner (GP)?

- BHS at Home will provide all medical care whilst on the program.
- If you choose to visit your GP while on our program, Medicare Bulk Billing will not be feasible as you are still considered as an inpatient of Ballarat Health Services.
- We will send notification to your GP to inform them of your admission to BHS at Home.
- A copy of your medical discharge summary is then sent to your GP on discharge from our service.

7. How long will I be on this service?

- Most patients stay on the program for approximately 2 weeks however, this can be more or less depending on your requirements as assessed by the BHS at Home clinicians.

8. I can't trust a stranger in my home

- Your safety, security and comfort are our priority and we appreciate it can be daunting for someone new to come into your home.
- BHS at Home staff are selected specifically to care for people in their own homes and all have valid Police checks.
- Our experienced staff quickly build rapport, get to know you and help you feel at ease. While you may not know your team at first, within a few visits, many people report they feel reassured by our team. We will do everything in our power to address any concerns you may have, giving you the reassurance, you want and deserve.

9. Do I have to be bed bound to get home health care?

- Some people confuse being home bound and being bed bound.
- You do not have to be home bound or bed bound in order to access BHS at Home.

10. Do I have to need nursing care to get BHS at Home services?

- BHS at Home has a full suite of hospital services, which include; Medical, Nursing, Care Co-Ordination and Allied health, such as Speech Therapy, Dietetics, Occupational Therapy, Physiotherapy, Social Work, Podiatry, etc.