



Improving the health and wellbeing
of the East Gippsland community
by providing accessible, high quality
and sustainable health care.

Should you have any questions about the Complex Care Program, please contact our staff during office hours on (03) 5150 3468

Bairnsdale Regional Health Service is located on the traditional land of the Gunai Kurnai people.

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing.

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*Your Health,
Our Priority*

Complex Care Health Independence Program



Complex Care Program

Our Complex Care Program aims to help you remain in good health after a hospital stay to prevent you from having to return to the hospital unnecessarily.

This is achieved by working with you, your doctor(s), other health service and community based services.

Complex Care Program is offered to people who:

- Have attend the hospital emergency department in the past 12 months
- Have been admitted to hospital or is at risk of being admitted to hospital

This service provides care for people who have the following conditions:

- Chronic Pulmonary Disease
- Chronic Heart Disease
- Diabetes with complex needs
- Movement disorders such as Parkinson's disease or stroke
- Cancer
- Long-term kidney disease
- Complex psychosocial needs
- Ongoing health conditions which are chronic and for which you may have a range of needs.

Is there any cost?

There is no cost for the care you receive from our Complex Care Nurse.

However, there may be fees should you choose or you require medical aids/ equipment, or if our nurse transfers you to another agency.

What will the Complex Care team do?

If you agree, we will contact you and our nurses will visit you at home.

Our registered nurses will:

- Talk to you about your health, your needs and any concerns you may have.
- Provide information, support, monitoring and education about your condition and the medications that you use.
- Help coordinate your care with other health professionals, if required.
- Will work with you to create an individual plan of care that clearly describes your individual goals and helps you to manage your condition better.
- This will be done in conjunction with the necessary health care providers such as dietitians, occupational therapists, physiotherapists, pharmacists, social workers and your GP, to help you stay as healthy as possible.

How do you contact us?

Mostly we will receive a referral from your doctor or from the hospital so we will contact you, talk to you about the service and how we can help you.

However, if you would like to ring us, please phone our central intake office on (03) 5150 3468.

The Complex Care Program works within the Australian Charter of Healthcare Rights, so maintaining your privacy and confidentiality is vital to us.

Your consent must be given before your information can be passed on to anyone else.

Should our nurse need to communicate with other services or health care professionals you will be asked to sign a form which specifies who the nurse will make contact with. This will always include your general practitioner.