



*Home and Community Care Nursing Service  
Information for patients*

*Home and Community Care*

St. Vincent's at Home provides nursing care to you, in your home, under the Home and Community Care (HACC) program. Our aim is to restore and maintain your health and independence, wherever possible.

Services include: Nursing assessment, nursing care, education and support, medication management, wound care, referral to other services and education.

## *Planning Your Care*

Nursing care is planned with you, to meet your health needs. The liaison nurse from St. Vincent's at Home will discuss your situation and assist in planning your care.

With your consent, St. Vincent's at Home aims to involve your family and carers, where appropriate.

We can co-ordinate your care with St. Vincent's Health, your local doctor or other health care providers, if necessary. So that the nurse can liaise with other services, you will be asked to sign a consent form to release information to specified agencies. This makes it clear to all involved with your care that you are happy for us to share relevant information.

## *Rights & Responsibilities*

### *Your right to dignity and privacy*

Your dignity and privacy will be respected by the visiting nurses, just as you respect theirs.

You will be treated as an individual and we endeavour to take into account anything specific to your needs, such as your cultural background or any disability you may have.

### *Your right to be assessed for access to services without discrimination*

St. Vincent's at Home prides itself on fair access to our service on the basis of your assessed need and our ability to meet that need.

### *Your right to be informed*

You have the right to know what services are available, so that you can make your own decisions.

### *Your right to choose from alternatives*

As well as making choices about the services you want, you have the right to refuse any service.

You are, of course, responsible for your own choices.

### *Your right to complain*

Should you have any concerns or feedback about the service you are receiving, please contact the St. Vincent's at Home manager on 9288 3817. Please note that making a complaint will not reduce the quality of care you receive.

## St. Vincent's at Home

Alternatively, you are encouraged to contact the St. Vincent's Health patient liaison officer on 9288 3108 with any issues regarding your care.

If you feel that your issue is not dealt with fairly and quickly, you have a right to contact the Health Services Commissioner on 8601 5200.

### *Your right to an advocate of your choice*

If you wish, you can involve an advocate – someone who acts on your behalf.

### *Your responsibilities*

You need to accept the consequences of your decisions in relation to your health.

You have a responsibility to respect service providers and those involved with your care.

You have a responsibility to provide a safe and smoke free environment where possible. It is appreciated if pets are kept in another area when staff visit.

### *About St. Vincent's at Home*

Visits generally occur between 8am and 3pm. If you have another appointment on our visit day, please advise the visiting nurse or ring the St. Vincent's at Home office, at least the day before. We will endeavour to visit at a more convenient time, or make alternative arrangements.

Please notify us if you are admitted to any hospital, planning a holiday or changing address.

### *Fees*

The HACC program subsidises the cost of your nursing visits. However, the Department of Human Services requires all community nursing services to charge a fee for visits.

St. Vincent's at Home nurses will talk to you about the schedule of fees. Please let us know if you have any difficulties in relation to paying these fees.



**St Vincent's**

*Continuing the Mission of  
the Sisters of Charity*

### ***The St. Vincent's Foundation***

Your support is very much appreciated by the staff and patients of St. Vincent's. For further information about helping us, please contact the St. Vincent's Foundation on (03) 9288 3365.

St. Vincent's respects the privacy of all current and prospective supporters. If you do not wish to receive mail from the St. Vincent's Foundation, please call (03) 9288 3365 or fill-in the coupon in the St. Vincent's privacy brochure, available from the reception desk

### ***Hours of service***

Our service is available seven days a week, including public holidays. There is a 24 hour "on call" service for urgent matters.

### ***Contacting St. Vincent's at Home***

To contact St. Vincent's at Home, telephone 9288 3817 from 8am – 5pm weekdays.

After hours phone 9288 2211 and ask for the St. Vincent's at Home Nurse.

Your primary nurse is

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Your fees are

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\$ per visit.

St. Vincent's at Home  
PO Box 2900  
Fitzroy 3065  
[www.svhm.org.au](http://www.svhm.org.au)

#### *Mission*

*Our health service is based on and driven by our quest for:  
Compassion – Justice – Human Dignity – Excellence – Unity*