

Preparing for Home

This brochure includes important information to help you and your family / carers prepare for you to leave hospital and go home. We also call this “Discharge Planning”. This document should not replace the advice of your relevant health care professional(s).

Discharge Planning

We want to make sure you're prepared and safe when you leave hospital. We'll start planning for your discharge as soon as you arrive to help make the process smooth for you and your family / carers. Your doctors will estimate a discharge date based on your condition, which may change during your stay.

Your planned discharge date may also be written on your Patient Bedside Communication Board. Usually, discharge will be before 10.00am on the day you go home. You may be moved from your ward to the Transit Lounge before you go home.

We want you to be involved in decisions about going home, so feel free to talk with us about what's best for you.

Transport



You will need to plan for how you will get home from hospital. Can a family member pick you up or will need to book a taxi? Remember that maxi taxis need to be booked ahead of time. You may need to have someone with you for support if you have had a recent procedure. Speak with your nurse if you have any questions or need help to organise transport.

Parking



Please ask your nurse for the best parking option closest to where you are in the hospital. The Austin Health website has information about parking including maps, costs, concessions, accessible parking options, over-sized/ over-height vehicles and wheelchair-only parking bays.

Medicines



A pharmacist may talk to you about medicines needed for when you go home. They may give you a list of your current medicines. This list will show what you are now taking - including any new medicines, and any medicines you should stop taking. It may help to have a family member or friend with you during this conversation.

You will need to pay for medicines supplied when you leave the hospital; you will get a bill / invoice with your medication list. You don't have to pay it on the day you are discharged. Instructions on how you can pay will be included on the bill. If you have a concession card or Medicare safety net card, you will pay less.



Austin Health acknowledges the Traditional Custodians of the land and pays its respects to Elders past, present and emerging.
Austin Health celebrates, values and includes people of all backgrounds, genders, sexualities, cultures, bodies and abilities.



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Future Appointments

Your hospital doctor may want to see you after you have returned home. We aim to give you the appointment details before you leave, otherwise you will be sent a letter in the mail with your appointment details. These appointments may be in person or via Telehealth. If you have many appointments, we will try to coordinate these to limit multiple visits back to the hospital.



Equipment

You may see a member of the Allied Health team (for example a Physiotherapist or Occupational Therapist) during your hospital stay, who may organise mobility or safety equipment for you to use at home. They will talk with you about equipment hire, which we offer free of charge for the first 30 days. Ask your Nurse if you have any questions about equipment.



Community Services / Support at Home

Your Nurse or other members of your care team may organise support services to help you care for yourself at home. Make sure you know the details of any services arranged for you before you leave.



Medical Certificate / Carer's Certificate

If you need a medical certificate (or carer's certificate for a family member) please ask your doctor before you leave hospital. Please let us know as soon as possible if you need these documents.



Important Discharge Information

There are some key documents that we will give you before you leave. These include:

- Future appointment details
- Referrals to other services
- Medical discharge summary – a copy will be sent to your GP and uploaded to My Health Record (unless you have opted out)



Feedback

We welcome your feedback about your experience and the care you received while you were in hospital. You can do this by:

- Submitting an online form via the Austin Health website
- Emailing us on feedback@austin.org.au
- Writing to us at The Patient Experience Team, Austin Health, PO Box 5555 Heidelberg 3084
- Calling the Patient Experience Team on (03) 9496 3566
Office Hours: Monday – Friday, 9am – 4pm (excluding public holidays)

Preparing for Home: A checklist to guide you

This checklist is for you or your family / carer to complete. Please ask staff if you have any questions about items on this checklist.

The plan for your discharge is:

Name:		Expected Discharge Date:	
Ward:		Time:	

Things to be arranged <u>before</u> going home:	Arranged or completed	Not Applicable (N/A)
Transport to get home	<input type="checkbox"/>	<input type="checkbox"/>
Future appointments	<input type="checkbox"/>	<input type="checkbox"/>
Any equipment you need to care for yourself at home	<input type="checkbox"/>	<input type="checkbox"/>
A medical certificate for yourself or your support person	<input type="checkbox"/>	<input type="checkbox"/>
Community services or help you may need at home	<input type="checkbox"/>	<input type="checkbox"/>
Correct GP details in your Austin Health medical record (check with ward clerk)	<input type="checkbox"/>	<input type="checkbox"/>
Correct carer / Medical Treatment Decision Maker (MTDM) details in your Austin Health record	<input type="checkbox"/>	<input type="checkbox"/>
Things you need to have <u>on the day you go home</u> :		
A copy of your discharge summary (where available)	<input type="checkbox"/> Provided	<input type="checkbox"/> N/A
Written information or instructions about care at home	<input type="checkbox"/> Provided	<input type="checkbox"/> N/A
Your discharge medicines or prescriptions, including instructions on: <ul style="list-style-type: none"> • When and how much medicine to take • How long the medicine should be taken • Changes made to your medicines (an invoice is provided at time of medication supply)	<input type="checkbox"/> Provided	<input type="checkbox"/> N/A

Further Information



Please scan the QR code to view more resources

<https://www.austin.org.au/preparing-for-home/>

Department: Patient Safety & Clinical Excellence
Phone: 9496 5000

