

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.

Discharge Planning

We want to make sure you’re healthy and safe when you leave hospital. We’ll start planning for your discharge as soon as you arrive – the earlier we can start planning, the smoother the process will be for you and your family / carers. Your doctors will estimate a discharge date based on the reason you were admitted to hospital. This date may change during your stay depending on how you’re doing and other factors. Your planned discharge date may also be written on your Patient Bedside Communication Board; please remind staff to update this if it’s not filled in. Usually, discharge happens before 10.00am. You may be moved from your ward to the Transit Lounge before you go home.

We want you to be part of the 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. Consider whether a family member will pick you up or if you will need to book a taxi. 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 concerns, or if you need assistance to organise transport.

Parking

Please ask your nurse for the best parking option closest to the ward you will be leaving from.

Medicines

A pharmacist may talk with you before you leave. They may give you a copy of your medicines list. This will have important information about medicines you have been prescribed. This list will show any medicines you are currently taking, changes to any medicines, or medicines that have been stopped. It can be helpful to have a family member or support person with you for this discussion.

Future Appointments

Your hospital doctor may arrange an appointment to see you after you have returned home. Where possible these details are given to you 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.



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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Equipment

You may be seen by a member of the allied health team during your hospital stay, who will organise any equipment you may need to use at home. They will discuss with you any costs involved to hire equipment items; the hospital will usually cover equipment hire for the first 30 days free of charge. Please speak with your nurse if you have any questions.

Community Services / Supports 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 have the details of any services arranged for you before you leave.

Important Discharge Information

There are some key documents that you should be provided with before you leave. These include:

- Future appointments
- Referrals to other services
- Medical discharge summary – a copy will be sent automatically to your GP

Medical Certificate / Carer's Certificate

Please ask your doctor before you leave hospital for a medical certificate (or carer's certificate) if you need one for yourself or a family member looking after you. Please let us know as soon as possible if you require these documents to allow us time to prepare them before you leave hospital.

Feedback

We welcome your feedback about your experience and the care you received while you were in hospital. You can choose to:

- Submit your feedback online via the Austin Health website.
- Email us on feedback@austin.org.au
- Write to us at The Patient Experience Team, Austin Health, PO Box 5555 Heidelberg 3084
- Call us on (03) 9496 3566 – Monday – Friday, 9am – 4pm (excluding public holidays)



For further information
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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 you need to know:

- Plan of care and follow up
- An understanding of your care in hospital

Things to be arranged before going home:	Yes	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 may 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 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 on the day you go home:		
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 	<input type="checkbox"/> Provided	<input type="checkbox"/> N/A

