

CARE Service **At Home** Making care better together for older people



WELCOME TO OUR SERVICE

You called 000 today because you needed help. We aim to give that help without you needing to go to an Emergency Department. Hopefully this means that you can stay at home. We are part of the health team specialising in care for older people. We are based at the Repat Health Precinct.

For more information about our new free service, please scan:



How can we help?

We provide a free same day service, including assessment by a doctor specialising in older people. Our service is available between 8am and 10pm, 7 days a week. We aim to help you stay at home but, if more medically appropriate, we arrange transfer to a hospital.

What to expect from our visit?

We work with you to understand what help you need **today**.

Please tell us if you're feeling worse or if you're worried about anything during our visit.

Our specialist team includes doctors, nurses, physiotherapists, occupational therapists, and social workers.

At least one of our team visits you at home and, if needed, will arrange for others to "visit" remotely using our iPads or phones.

What if I need an interpreting service?

We access free telephone interpreting services in many languages. Please ask.

What next?

We plan with you what to do next. Please let us know if you'd like us to involve your family or anyone else in these discussions. Your **Suggested Next Steps** (next page) will be completed.

Any questions or concerns after you leave?

For questions about this visit, please contact 7425 0330. For any other non-urgent health queries, please contact your local GP.

In an Emergency, phone 000.

What we expect from you?

Please keep us safe during our visit by not smoking, using alcohol or illegal substances; and making sure that any pets are safely secured.

What to expect from us?

We provide a high-quality service which is respectful and supportive. We aim to communicate well with you and with each other.

You have rights about what to expect from our health service. For more information, please either do a web search for: [HCSCC Charter of Healthcare Rights](#); or ask any member of our team.

How can I give feedback?

Your feedback is always welcome.

Please speak with us at any time or contact our **Consumer Advisory Service** via Phone: **8204 5433**; Email: HealthSALHNConsumerAdvisory@sa.gov.au; or by writing: **Consumer Advisory Service, Level 2 Flinders Medical Centre, Flinders Drive, BEDFORD PARK SA 5042**

We may ask if you agree to us phoning you for feedback about your experience with us. Your feedback helps us to improve our service.

Your Suggested Next Steps

For more information

Complex and Restorative Care (CARE)

Gate 3, A Block
Repatriation Health Precinct
Daws Road, Daw Park 5041

Hours:

CARE Service – 8am-10pm, 7 days a week.

CARE Service At Home – 8.30am-8pm, 7 days a week.

Telephone: 7425 0330

www.sahealth.sa.gov.au



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This document has been reviewed and endorsed by consumers.