

SA Community Care

Patient Fact Sheet

What is SA Community Care?

SA Community Care provides care in your home, after returning home from hospital or to help you avoid a hospital stay, when safe and appropriate.

The program is available to provide a range of services including:

- wound care
- medication administration
- support with activities of daily living
- end of life care
- paediatric nursing
- allied health services
- continence management and more.

All services are provided in the comfort of your own home, including a residential aged care facility.

How do I access the program?

The program is available for patients who live in the Adelaide metropolitan area and is delivered in your own home, including a residential aged care facility.

A referral from a healthcare professional is required to access SA Community Care. Your GP, medical specialist, nurse, allied health practitioner, a Medicare Urgent Care Clinic or Priority Care Centre clinician, an SA Ambulance Service paramedic, or an emergency department or hospital may refer you to the service.

Do I have to pay?

SA Community Care is an SA Health program and is available at no cost to eligible public patients.

What happens when I am referred to SA Community Care?



Your doctor or another healthcare professional will refer you to SA Community Care through the Metropolitan Referral Unit (MRU), which manages all referrals into the program.



Your healthcare professional will provide your contact details, information about your condition and medical history as well as anything else the MRU clinical team needs to know to arrange your care at home.



If you are not eligible for SA Community Care, the MRU will discuss alternative programs or services with your referring clinician to help you receive the care you need.



If you are eligible for SA Community Care the MRU clinical team will arrange for a service provider to come visit you in your home. Please monitor your phone for contact to schedule the first home visit and note that the call may show up as a private number or '**No Caller ID**'.



We will discuss your care plan with you and provide services in your home to meet your care needs.

What to expect from your community service provider:

The community service provider delivering your care is expected to:

- deliver respectful, high quality treatment and care;
- involve you and your family/carer (with your permission) in discussions about your care;
- tell you of any future changes in care or discharge from services as your health improves or changes;
- transition your care to long term service providers if you need care for longer than the short term arranged for you;
- provide emergency contact numbers to call if needed.

In turn, the service provider will expect that you:

- are home to receive care at the agreed time;
- will notify them in advance of any medical or other appointments you have that may impact on when they can see you at home;
- will advise of any need to change your visit time as soon as possible;
- will act respectfully to the person providing your care at all times;
- let the service provider know about anything you are not happy about as soon as possible.

Review of Care Needs:

- Sometimes care may need to be provided longer than expected. A review of your care needs may lead to a change to the services you receive. Your community service provider or doctor can talk with you about any changes needed and with your permission, involve family, friends and carers in developing or changing your care plan.

What if I attend other medical appointments while I am admitted to the program?

If you attend any hospital outpatient appointments while you are on the program it is important that you advise your visiting SA Community Care community service provider, so that they can adjust your schedule.

Additionally, it may be helpful for your community service provider to send information about your care, so that your community care plan can be updated at your hospital appointment.

What happens when I am discharged?

We will provide a discharge summary to the person that referred you and handover to your service providers delivering ongoing care. If you are admitted to hospital while on the program you will be discharged from SA Community Care. Should you need services again when you are discharged from hospital, your hospital team will contact the MRU to arrange a new admission.

For more information visit sahealth.sa.gov.au/SACommunityCare

Your community service provider will provide contact details, please discuss initial questions or concerns with them.

If you have any additional questions, concerns or want to provide feedback contact the MRU by phone on 1300 110 600 or email health.mru@sa.gov.au. The MRU operates 7 days a week, from 8am to 8pm.

In an emergency call Triple Zero (000).



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