

# WELCOME

## About the service

Post-Acute-Care (PAC) is a government-funded program for patients admitted to public hospitals.

We provide services for clients living in the Mitchell, Strathbogie and Murrindindi Shires.

The program aims to support people after discharge to help them get well and prevent readmission to hospital.

We arrange support and services for those who need extra care to go home.



Seymour Health is a smoke free environment

## Resolving complaints

If you have a concern or complaint about the Post Acute Care Program, please contact the Health Independence Program Manager, Julie Crook, at 5735 8050 or via email at [info@seymourhealth.org.au](mailto:info@seymourhealth.org.au)

## Contact Us

**Seymour Health PAC**  
1 Bretonneux Street, Seymour  
(03) 5735 8065

### Email:

[SHPostAcuteCareReferrals@seymourhealth.org.au](mailto:SHPostAcuteCareReferrals@seymourhealth.org.au)

### Website:

[seymourhealth.org.au](http://seymourhealth.org.au)

## Electronic referrals

### PAC - Post Acute Care

<https://files.hrha.org.au/filedrop/SHPostAcuteCare>



Seymour Health acknowledges the Taungurung People as the Traditional Owners of the land on which we work and pays respect to Elders past, present and emerging. We commit to engage with all cultures and forms of diversity within our community to provide excellence in care and a safe, welcoming and inclusive health service.

Created September 2020  
Consumer Feedback Completed Oct 2020

# Post Acute Care (PAC)



Information for consumers

## Am I eligible for Post Acute Care?

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To receive Post-Acute-Care (PAC) services through the program, you must:

- Have been discharged from a Victorian public hospital, including Day Surgery and Urgent Care Centre, within the last 28 days.
- Complete an assessment with a care coordinator, in a hospital or via telephone.
- Sign a consent form to receive services from the Post-Acute-Care Program, so if necessary, we can share your details between health services.
- Agree to share your information with the Department of Health (this information doesn't include personal details).

## Who arranges Post-Acute Care?

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A Care Coordinator will visit you in the hospital or phone you at home to talk to you about your needs, check that you are eligible for the program and then organise the services you need.

A letter will be sent to you, confirming the services we have organised.

## Will I have to pay for Post Acute Care?

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Post-Acute-Care is a free service, but there may be some costs involved, e.g. the program will not pay for equipment or wound dressings.

## What can Post Acute Care do to help me?

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The program can offer short-term services when you go home to help your recovery after being in the hospital.

## How long can support be provided?

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Support can be given for up to 28 days after leaving the hospital.

## What services can be arranged?

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- **Home Care Services:** General house cleaning.
- **Personal Care:** Help with hygiene (showering, dressing etc.) To receive this service, Post-Acute-Care may need to arrange an assessment by a District Nurse.
- **Personal Assistance:** Help with grocery shopping.
- **Respite Care Services:** Provide a carer to relieve your carer for short periods while they are out of the home.

- **Nursing Care:** Fund nurses to monitor your care at home, such as wound care, help with medication and other nursing care.
- **Allied Health Services:** Physiotherapy can be arranged, either as clinic visits or home visits if needed.

## Exclusions

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Some people are not eligible for Post-Acute-Care; these include patients:

- Without a current Medicare number
- Who are on the Hospital-in-the-Home Program
- Being discharged to a Residential Aged Care facility
- Admitted to the Transition Care Program
- Post-Acute-Care cannot pay for existing services; however, we may be able to increase services in those 28 days.

## What if I need support for longer than the program allows?

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Post-Acute-Care cannot pay for services longer than 28 days. In some circumstances, other providers, such as Nexus Primary Health or Menzies Support Services, may arrange ongoing services through the Australian Government's My Aged Care website: <https://www.myagedcare.gov.au/>.