

Casterton Memorial Hospital Home Care Service

Operates in the following
local areas:

- Casterton
- Sandford
- Bahgallah
- Strathdownie
- Wando Vale



Casterton Memorial Hospital acknowledges the support of the Victorian Government



Supported by the Australian Government Department of Social Services.
Visit the Department of Social Services website (www.dss.gov.au) for more information

Although funding for this service/has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government



Home Nursing Aids & Equipment Hire

A limited range of medical equipment is available for short term hire from Casterton Memorial Hospital for a small fee.



Casterton Memorial Hospital
Primary & Community Care
63-69 Russell Street
CASTERTON VIC 3311
55 425 555



Community Home Nursing

Hours of Service

Monday to Friday
8am – 5.30pm

Weekends
8am - 11.30am

Contact
Casterton Memorial
Hospital
55 542 555

Services Provided

- Assessment of personal/healthcare needs.
- Medication support
- Specialised Nursing Care as specified by a health professional.
- Wound care / dressings.
- Palliative Care.
- Support and referral service.
- Diabetes management.
- Health education and emotional support.
- Veteran Affairs Consumers, please be advised that Dept. Veteran Affairs have access rights to Medical Records of DVA Clients.

District Nursing Service Fees

The service has a scale of charges, which are billed on a monthly basis.

Who Can Use This Service?

People of all ages who require care at home.

How Do You Obtain This Service?

Referrals may be made by Family, Friends, Carers, Doctors, Hospitals and other Health Service Providers.

For specialised treatment referrals must be made by consumers doctor or referring Hospital.

Rights

- To be treated with respect, dignity and courtesy.
- To be a part of decisions made about your care.
- To be assessed for access to services without discrimination.
- To be informed and consulted about available services and other relevant matters.
- To choose from available alternatives.
- To make any complaint about service provision without retribution.
- To involve an advocate of their choice.
- To receive good quality services.
- To privacy and confidentiality, and access to all personal information kept about the consumer.

Responsibilities

- To respectful and courteous to the nurse providing care
- To provide a safe working environment to the nurse attending your home
- To help the nurse in making decisions about your care

Refusal of Services

- Refusal of Service to a Consumer by the Home Care Service will not be based on resource constraints.
- Should the Service be refused for other reasons the consumer has the right to appeal this decision through the Nurse Unit Manager and Manager of Nursing Services.
- Refusal of Service will not affect

Complaints Procedure

All consumers have the right to complain or voice concerns regarding any aspects of their care or treatment through the District Nursing Service. You may lodge a written complaint or alternatively ask the District Nurse for a complaint form.

Your complaints or concerns may be lodged with CEO of Casterton Memorial Hospital by phoning 555 42 555.

