

Community Services and



ERH at Home



## Information for patients, families and carers

Community Services and Echuca Regional Health at Home Information Booklet

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## Community Services and



## ERH at Home



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Echuca Regional Health acknowledges Yorta Yorta Communities and the beautiful and unique Yorta Yorta Country, waterways and animals of these landscapes. We also acknowledge the Elders of these communities and their Ancestors, who are and will always be, the continuing Traditional Custodians.

**"ARE YOU OF ABORIGINAL OR TORRES STRAIT ISLANDER ORIGIN?"**

WE ASK EVERYONE THE SAME QUESTION TO MAKE SURE YOU RECEIVE A HIGH STANDARD OF HEALTHCARE THAT BEST MEETS YOUR NEEDS.

Personal information that you provide to this service is protected by a strict Privacy Act.  
For more information about the Indigenous status question and how this information is used please call the Australian Institute of Health and Welfare on 1800 223 919, or email NIDISC@aihw.gov.au or visit www.aihw.gov.au



## Aboriginal Health Team

Our Aboriginal Health Liaison Officers are available to provide support and advocacy in both women's and men's business for Aboriginal and Torres Strait Islander people accessing any service at Echuca Regional Health.

Please advise staff if you would like them to be involved in your care or phone 03 5485 5836.



Echuca Regional Health (ERH) is committed to delivering healthcare that is meaningful to people seeking help. Care delivered outside of the hospital (acute inpatient environment) supports long-term recovery and is tailored to your health and wellbeing needs.



## Our Purpose

*Supporting everyone to be healthy and live well*

## Our Values

Collaboration



Our Values

Accountability



Our Care

Respect



Our Leadership

Excellence



Our Wellbeing and Safety

## Our Commitment

ERH understands that the community it serves is diverse in terms of age, gender expression, health issues, abilities, culture and socio-economic background, language skills, education, spirituality, sexuality and lifestyle.

ERH is committed to ensuring access and equity of service provision.

Access is about ensuring that information, spaces, services and programs reach everyone and are responsive to everyone's needs. Equity means that available information, spaces, services and programs should deliver outcomes that are equal for all. ERH is committed to valuing and supporting consumers and staff diversity and promoting the importance of individualised care and services to ensure optimal health outcomes.

ERH is committed to Child Safety, ensuring a culture where children's wellbeing is a priority.

ERH has zero tolerance of child abuse. Our child safe policies and procedures support ongoing assessment and elimination of risk to children throughout every aspect of the organisation.

We support and respect all children. We are committed to the cultural safety of priority populations, including First Nations children, Culturally and/or Linguistically Diverse (CALD) children and children with disability.

We commit to listen to the voice of the child, their families and their communities to ensure we are responding in a way which improves wellbeing for children. We will demonstrate this by effectively advocating for children and being a champion for quality outcomes in child health and wellbeing.

Reporting of child abuse is legislated by every Australian State and Territory. ERH takes our legal responsibilities seriously and promotes confidential reporting.



## Your Rights

Your rights cover rights to access safety, respect and information.

### Access:

- healthcare services and treatment that meets your needs.

### Safety:

- to receive safe and high quality health care that meets national standards;
- to be cared for in an environment that is safe and makes you feel safe.

### Respect:

- to be treated as an individual and with dignity and respect;
- to have your culture, identity, beliefs and choices recognised and respected;
- to ask questions and be involved in open and honest communication;
- to make decisions with your healthcare provider, to the extent that you choose and are able to;
- to include the people that you want to help you in your planning and decision-making.

### Information:

- to receive clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give my informed consent;
- to receive information about services, waiting times and costs;
- to be given assistance, when you need it, to help you understand and use health information;
- to access your health information;
- to be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe;
- to have your privacy respected;
- to have information about you and your health kept secure and confidential;
- to provide feedback or make a complaint without it affecting the way that you are treated;
- to have your concerns addressed in a transparent and timely way;
- to share your experience and participate to improve the quality of care and health services.

## Your Responsibilities

Your responsibilities are to:

- to provide us with accurate information about your health;
- to notify us if your personal details are incorrect or have changed;
- to notify us if you have questions or concerns about your care;
- to let us know if your condition changes;
- to treat other people with respect and courtesy;
- to attend your appointments or notify us if you are unable to attend;
- to respect the privacy and confidentiality of other people in our care;
- if we visit you in your home, you need to tell us about any possible risks and work with us to make sure our staff are safe to visit.

## You Can Choose An Advocate

An advocate is a person who can help you to get your point of view across and be heard.

You can choose a person of your choice or from an advocacy service.

Ask our staff for more information or contact;

Office of the Public Advocate:  
Phone 1300 309 337 or 03 5443 0550  
National Aged Care Advocacy Line 1800 700 600

## Medical Decision Maker

Everyone has the right to make their own medical treatment decisions.

If you are unable to make your own decisions due to an injury or illness, either temporarily or permanently, *Victoria's Medical Treatment Planning and Decisions Act 2016* specifies who has legal authority to make medical treatment decisions for you. This person is called your Medical Treatment Decision Maker.

If you would like more information or a brochure, please speak to our staff.

## Children's Rights:

- to express their views and have a voice;
- to have information that they can understand;
- to be involved in decisions about their care;
- to be safe;
- to have privacy;
- for their culture, values and beliefs to be respected to participate in education, play and other activities, even if this is difficult due to their illness or disability.

## Information Sharing Scheme

The Information Sharing Scheme enables ERH to share information to authorised agencies to ensure the protection of children and victim survivors of family violence.

## Child Safety Officer

Our Child Safety Officer provides a point of contact for children, families, staff and volunteers wanting help or support regarding the safety and wellbeing of any child associated with ERH.

ERH's Child Safety Officer is our Executive Director of Community Services. Phone 03 5485 5044 or enquiries@erh.org.au

## Your Experience Survey

Scan on the QR code to access our (or carer) experience survey.



SCAN ME

## Tell Us How We Are Doing

Your feedback helps us to improve our service. You can tell us how you think we are doing by:

- talking to one of our staff;
- asking to speak to a manager;
- filling out our feedback forms, which are at each staff and reception station and in every room, or you can ask any staff member for one;
- visiting our website [www.erh.org.au/feedback](http://www.erh.org.au/feedback);
- calling our consumer engagement coordinator on 03 5485 5496 or [feedback@erh.org.au](mailto:feedback@erh.org.au).

If you have provided feedback to the health service, but are unable to resolve your concerns, you may contact:

### Health Complaints Commissioner

Phone: 1300 582 113  
[www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)  
Mail: Level 26  
570 Bourke Street  
Melbourne 3000

### Aged Care Quality & Safety Commission

GPO Box 9819  
(in your capital city)  
Ph: 1800 951 822  
[www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

### NDIS Quality and Safeguards Commission

Ph: 1800 035 544  
or TTY 133 677 National Relay Service and ask for 1800 035 544  
[www.ndiscommission.gov.au/participants/participants-make-complaint](http://www.ndiscommission.gov.au/participants/participants-make-complaint)



## Interpreter Service

ERH has access to a free telephone interpreting service in all languages. Please let us know if you require an interpreter to read the information in this brochure and when organising your appointments.

Access to an Auslan interpreter is also available.

## Zero Tolerance

Healthcare workers want to help others when they are at their most vulnerable. However aggression and violence against healthcare workers is **NEVER OK**.

**ERH has zero tolerance of aggression and violence. Our staff have the right to feel safe.**

**ERH says no to family violence.**

**ERH has zero tolerance of child abuse.**



No person is allowed to smoke cigarettes or e-cigarettes within ERH grounds or during a home visit with staff.

## Shared Spaces And Public Amenities



### Cafe

Located in the main foyer open Mon to Fri 7am-3.30pm and Sat to Sun 9am-12.30pm



### All Abilities

Located in the Hopwood Centre and in the main foyer opposite the cafe



### Baby Change Table

Located in the Hopwood Centre and in the main foyer



### Spiritual Space

A place for quiet reflection is located past the café



### Malka Room

A First Nations family or group gathering space, next to the Spiritual Space.



**Malka Room**

## Our Volunteers



Volunteers are the lifeblood of our community and for ERH

Volunteers wear bright red shirts and will happily guide you to where you need to be

The volunteer workforce are here to support you to have a positive experience

Together, with ERH staff, our volunteers provide valuable care and attention to your every need

# Your information Respecting your privacy

Community Services and



ERH at Home

We aim to provide a quality service. This includes keeping your information safe.

The following explains the information we collect, how we use it and how you can look at your own health records.

### What information is collected?

When you are treated at Echuca Regional Health, a medical record is made of relevant information about you. This will include your name, address, date of birth, next of kin, and clinical information such as the nature of the problem for which you attend, investigations undertaken and the treatment and advice you were given. Each time you attend the hospital, new information is added to your individual record. Please tell us of any changes to your personal details.

### Why do we collect your information?

We collect this information to provide you with the best health care possible. Your medical record gives a complete picture of your medical history allowing those involved in your care all the information needed to make clinical decisions about your care and to prevent duplication of tests previously performed. Other uses may include:

- Internal teaching, quality and research purposes with all personal details removed.
- Evaluation and improvement of our services.

### How is your information protected?

We are committed to protecting the confidentiality of your information. A paper-based and electronic information is stored in a secure manner and can only be accessed by authorised personnel. All staff and volunteers employed by ERH sign a confidentiality agreement as part of their employment requirement.

ERH supports, promotes and complies with the standards set by the *Health Records Act 2001 (Vic)*. The Act contains 11 Health Privacy Principles which are in place to protect personal information. Information can only be collected, used, stored, disclosed and disposed of according to these principles. Medical records are retained and disposed of in line with the General Disposal Schedule of the Public Record Office.

### When is your information shared?

As part of your ongoing care we securely share information to your local doctor (as nominated by you), community nursing or council services or clinicians from other hospitals. The information we routinely share include: discharge summaries, test results, list of medications, ongoing appointments and operation reports.

### Can legislation force the release or sharing of personal information?

ERH can be required by law to release personal patient information for the purpose of:

- a Subpoenaed medical record to be used as evidence in court;
- registration of reportable disease to the Department of Health and the Victorian Cancer Registration;
- to support assessment and management of risk of family violence; and
- a health insurance claim being processed by the Health Insurance Commission.

### My Health Record

My Health Record is an Australian Government initiative to provide a national digital health record. Your clinical information will be uploaded to your My Health Record unless you opt out of the scheme. We respect your right to refuse information being sent to your My Health Record.

If you do not want ERH to upload information, you need to tell us at every attendance or you can choose to withdraw consent at a national level. More information can be found at My Health Record ([digitalhealth.gov.au](http://digitalhealth.gov.au))

### How can I access my information?

If you are an inpatient and wish to know more about your current condition, please ask your treating team.

In accordance with the Freedom of Information Act 1982, you have the right to make a written application to access your medical records. An application fee is required and you may have to pay some additional fees. You can contact Freedom of Information on (03) 5485 5041.

If you believe information in your record is incorrect, you have the right to request an annotation detailing the correct information be made to your record.

If you are unsatisfied with the way we handle your information privacy issues, you may contact the Health Complaints Commissioner on 1300 582 113.

Privacy information and legislation material can be found at: [www.ovic.gov.au](http://www.ovic.gov.au) or [www.health.vic.gov.au](http://www.health.vic.gov.au)



## Statement of Rights

The *Aged Care Act 2024* includes a Statement of Rights that explains the rights older people will have when accessing aged care services funded by the Australian Government.

The Statement of Rights will help make sure you are at the centre of your aged care.

### You will have the right to:

- make your own decisions about your own life
- have your decisions not just accepted, but respected
- get information and support to help you make decisions
- communicate your wishes, needs and preferences
- feel safe and respected
- have your culture and identity respected
- stay connected with your community.

### If you have concerns about the aged care you are receiving, you can:

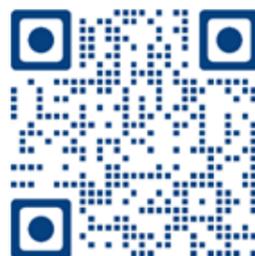
- talk to your aged care provider
- speak with an advocate on 1800 700 600 or at [OPAN.org.au](http://OPAN.org.au)
- contact the Aged Care Quality and Safety Commission on 1800 951 822 or at [AgedCareQuality.gov.au](http://AgedCareQuality.gov.au)



### More information

Read the full Statement of Rights, including how you can make sure your rights are upheld:

[www.health.gov.au/our-work/aged-care-act/about](http://www.health.gov.au/our-work/aged-care-act/about)



## New Aged Care Act, section 23 Statement of Rights

### Independence, autonomy, empowerment and freedom of choice

- (1) An individual has a right to:
- (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
    - (i) the funded aged care services the individual has been approved to access;
    - (ii) how, when and by whom those services are delivered to the individual;
    - (iii) the individual's financial affairs and personal possessions; and
  - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
  - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

### Equitable access

- (2) An individual has a right to equitable access to:
- (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
    - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
  - (b) palliative care and end-of-life care when required.

### Quality and safe funded aged care services

- (3) An individual has a right to:
- (a) be treated with dignity and respect; and
  - (b) safe, fair, equitable and non-discriminatory treatment; and
  - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
  - (d) funded aged care services being delivered to the individual:
    - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) in an accessible manner; and
    - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.
- (4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
  - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

### Respect for privacy and information

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
  - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

### Person-centred communication and ability to raise issues without reprisal

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
  - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
  - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
  - (c) have the individual's complaints dealt with fairly and promptly.

### Advocates, significant persons and social connections

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:
- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
  - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
  - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.



## Find the help you need with myagedcare

If you're finding it harder to do the things you used to, you might need a bit of support at home. The Australian Government's myagedcare phone line and website can help you to:

### Access services to support you with:

- **Transport**  
(e.g. appointments and activities)
- **Household jobs**  
(e.g. vacuuming and preparing meals)
- **Modifications to your home**  
(e.g. hand rails, ramps)
- **Nursing and personal care**  
(e.g. help getting dressed, help shaving)

### Find information in one spot on:

- **Different types of services**  
(in-home support, short-term care, aged care homes)
- **Your eligibility**
- **Your contribution to the cost**
- **Organisations that provide aged care**

Connect with myagedcare on  
[www.myagedcare.gov.au](http://www.myagedcare.gov.au) or call 1800 200 422

\*1800 calls are free from land lines; calls from mobile phones might be charged.



## Alcohol and Other Drug Services

Alcohol and Other Drug (AOD) Services at ERH provide voluntary and forensic support to individuals and families. Services are available to people who reside within the Shire of Campaspe and surrounds.

Services available:

- Assessment
- Counselling (for individuals and families)
- Case management (care and recovery coordination)
- Pharmacotherapy prescribing service
- Home based/inpatient withdrawal
- Needle syringe program

Alcohol and Other Drug Services can assist with a wide range of issues associated with the use of alcohol and other drugs dependence. Services are free, confidential and offer an opportunity to talk, help people to reduce or stop using, access Detox and Rehabilitation Units and may assist consumers to address issues associated with mental health, legal matters and other health concerns.

There is no cost for this service.

### Referrals:

Referrals for intake occur by telephoning the Region's Central Intake line "ACSO" phone 1300 022 760.

If you need assistance to do this, you can contact our team through our reception or phone 03 5485 5800.

There are other AOD services within the Shire of Campaspe. ACSO can assist to determine the best option to support you.



The Big Hearts group is an 8-10 week support and wellness program for patients and their families to learn more about heart failure and prevent hospital admissions.

During the program you will have the opportunity to meet others that are living with the same condition and under the guidance of physiotherapists and allied health assistants, be given an individual exercise program to complete in a small group setting at your own level.

A cardiac nurse, physiotherapist and pharmacist will help support you to live well.

### Referrals:

Phone 03 5485 5855 or 03 5485 5408.  
Fax 03 5485 5925.

## Cardiac Nurse

The cardiac nurse provides education and support for all cardiac conditions.

Services include:

- Assessment, education and support to manage your cardiac condition
- Action plans for heart failure
- Medication management



The cardiac nurse will work closely with your GP and cardiologist.

### Referrals:

Please phone 03 5485 5855 or fax to 03 5485 5925 for more information.

## Community Nursing Services

Community Nursing Services provide nursing care in the comfort of your own home or another suitable location within 25km of ERH.

Care often includes continence management, provision of high quality specialty nursing, medication supervision, wound care management, diabetes management, monitoring and support for people with chronic illness, hygiene assistance, care following hospital discharge and referrals to other providers as required.

### Is There A Cost For This Service?

As per the Commonwealth Home Support Program Fees Policy Guidelines, the Community Nursing Service charges a fee to consumers receiving Home Nursing Services.

You may be charged for consumables, such as wound care dressings used during your care. Please speak to our staff if you have concerns about paying fees. You will not be refused our service.

### Referrals:

Contact your Case Manager or Home Care provider:

Contact: My Aged Care on 1800 200 422.

Community Nursing Services on 03 5485 5227 between 8am-4.30pm on weekdays.

Nurse Unit Manager 03 5485 5231.

Referrals for a DVA client must come from a GP.



## Community Palliative Care

Our team of highly qualified clinical nurse consultants and social workers care and support people and their loved ones who are living with a life limiting illness, in order to preserve comfort and dignity. We respect the rights of you and your family to be able to make informed choices about your care. We work closely with your GP, medical specialist and other health professionals to ensure holistic care is provided.

### What Do We Do?

We identify and treat symptoms that may be physical, emotional, spiritual or social, individualised to each person.

Services may include:

- pain and symptom management;
- equipment;
- supply end of life care support for emotional, social and spiritual concerns;
- grief support and counselling support for people to meet cultural obligations;
- links to other services.

After hours phone advice is available through the ERH after hours bed manager. This service covers Echuca, Moama and the Campaspe Shire, travelling to Rochester, Kyabram, Cohuna and Rushworth.

### Referrals:

Referrals to this team can be made by anyone caring for a person with a life limiting illness.

### Contact:

Phone 03 5485 5231  
Email palliativecare@erh.org.au  
Fax 03 5485 5238  
After Hours 03 5485 5281

## Community Rehabilitation

Supports you to remain independent and achieve goals to improve your quality of life through short term therapy programs.

Our program includes:

- Physiotherapy
- Exercise Physiology
- Occupational Therapy
- Speech Pathology
- Dietetics
- Social Work
- Nursing
- Health Coaches
- Allied Health Assistants

Many programs are offered in individual or group sessions:

- General Rehabilitation and Care Coordination
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- Specialist Continence Clinic
- Sexual Health Clinic
- Vestibular Clinic
- Better Balance
- Neuro Group
- Smoking/Vaping Cessation Program
- Pain Pathway

### Referrals:

Can be made by a health professional or GP. Following this our team will make contact with you to understand your needs and services.

### Contact:

Phone 03 5485 5801  
Fax 03 5485 5833



## Complex Care (Hospital at Risk Program)

Complex Care supports people who are living with complex health issues. Clients are seen in their own homes. This is achieved through:

- Review of needs with a focus on the client, the family and any carers
- Individual care programs
- Disease management and education
- Support and assistance for the client to self-manage
- Home visits and telephone support
- Co-ordination of care with other health care workers
- Assistance for you and your family to make use of health and community services
- Emotional support

Services are provided to individuals and their families with:

- Chronic respiratory disease
- Chronic heart failure
- Chronic and complex social needs
- Diabetes

Complex Care also provides Remote Patient Monitoring (RPM) and can assist with Hospital Passports for people with disability.

### Referrals:

Referrals can be made by individuals and their families, health providers and community service agencies.

### Contact:

Phone 03 5485 5855



Advance care planning is the process of planning for your future health care. It relates to health care you would or would not like to receive if you were to become seriously ill or injured and are unable to communicate your preferences or make decisions.

Advance care planning gives you the opportunity to think about, discuss and record your preferences for the type of care you would receive and the outcomes you would consider acceptable.

If you would like more information or a brochure, please ask our staff.

If you have a documented Advance Care Plan or create one in the future, please provide ERH with a copy to add to your medical record.

## Diabetes

Diabetes educators provide the following services:

- Education and support if you are newly diagnosed with Type 1 Diabetes, Type 2 Diabetes, Gestational Diabetes and Impaired Glucose Tolerance
- Blood glucose and ketone testing meters
- Gestation Diabetes Group available weekly on a Tuesday
- Nurse Practitioner Clinic
- Appointments are also available at Lockington Bush Nursing Centre

### Referrals:

Referrals can be made by individuals or health professionals.

### Contact:

Phone 03 5485 5801  
Fax 03 5485 5833

## Dental and Oral Health Care

The Dental Clinic treats patients of all ages. The team is made up of Dentists, Dental Therapists, Oral Health Therapists, Oral Health Educators and Dental Assistants.

Areas of service:

- Early Childhood – Smiles 4 Miles
- School Dental Service – Smile Squad
- Youth and Adult Dental (must have Health Care Card/Pension Card)

Please be aware that the Dental Clinic operates on a waiting list system and wait times may vary.

Priority is given to:

- Aboriginal or Torres Strait Islander People
- Children and young people
- People registered with Disability services
- People registered with Mental Health services
- People who are homeless or at risk of homelessness
- Pregnant women
- Refugees and asylum seekers

**Emergencies:** Emergency patients are welcome; all emergency patients are triaged to get you out of pain as quickly as possible.

**Fees:** Fees do not apply for children 0-18 with Health Care Card/Pension Card. Fees are applicable for adult patients. To make an appointment: 03 5485 5820 or 03 5485 5821.

**Location:** Leichardt Street, Echuca.



## Smiles 4 Miles

Is an initiative of Dental Health Services Victoria (DHSV) which aims to improve the oral health of children and their families in high-risk areas across Victoria.

The ERH Population Health Team delivers the Smiles 4 Miles program to early childhood services in the Shire of Campaspe.



## Towards Zero Program

Why are your baby's teeth so important? Did you know that your child will keep some of their baby teeth until they are 12-14 years old?

**Towards Zero** is a program operating from the ERH Dental Clinic. Our aim is to prevent dental cavities and disease from birth. Our exciting program offers your child in-home visits from our Oral Health team from ages 6, 9, 12, 18 and 24 months, followed by a final visit to the clinic at 30 months.

To find out if you are eligible, please call our Dental Clinic on 03 5485 5820.



## Maternity Program For Pregnant Mothers

Dental screening and treatment early in the pregnancy helps to prevent dental issues in the later stages of pregnancy.

Early screening during pregnancy also helps to educate how to care for teeth and raise awareness on how to manage dental hygiene in children.

**Eligibility:** Holder of a current Health Care or Pensioner Health Benefit Card.

**How to Refer:** Speak to your midwife about the program for a referral.



**Smile Squad** is the Victorian Government's free school dental program.

Smile Squad delivers free oral health promotion, dental check-ups and treatment to Victorian government primary and secondary school students, at school. Good oral health prevents dental problems before they become serious. Smile Squad helps students stay engaged in school and ready to learn.

The service is managed by Dental Health Services Victoria. Community dental agencies like ours across Victoria are delivering Smile Squad to their local communities via a fleet of mobile dental vans.

- Smile Squad is a high-quality service, delivered by us – Echuca Regional Health.
- Free dental packs – all children enrolled in a government school will receive a dental pack.
- Students are generally seen during school hours.
- Smile Squad includes all required treatment (exam, x-rays, teeth cleaning, fissure sealants, fluoride varnish, fillings, extractions, etc.)
- The program does not include orthodontics or cosmetic treatment.
- Complex treatments can be easily referred externally.



### Contact us

If you need to speak to someone about your child's dental issue (non-urgent), please email your local Smile Squad Team: [smilesquad@dhsv.org.au](mailto:smilesquad@dhsv.org.au)

## Fracture Clinic

The Fracture Clinic is an Allied Health led clinic that runs weekly.

An Orthopedic Specialist oversees the management of your care with the help of Allied Health staff that remain present during each session to provide care and arrange follow up as required.

Additional services may include:

- Plastering
- Fitting of braces and camboots
- Exercise program
- Referral for follow-up Physiotherapy or Occupational Therapy

If surgery is required, this will be discussed with you during your appointment. Face to face or telehealth appointments are available. We will let you know if you need an X-ray before your appointment.

### Referrals:

Referrals can be made by your:

- Emergency Department doctor or GP.

## Heart Failure Clinic

Heart Failure Clinic, a free and specialised service dedicated to improving the lives of individuals living with heart failure. Supported by General Physician and Nurse Practitioner Candidate. The goal is to empower patients to take control of their health, reduce hospital admissions, and enhance their overall quality of life.

Through seamless collaboration, we ensure referring GPs are kept fully informed after every patient review. The clinic is offered free of charge, with the aim of empowering clients to live well with their condition while reducing the need for hospitalisation.

In-Scope Patients:

- Individuals with a new or existing diagnosis of heart failure not currently managed by a cardiologist.
- Patients with heart failure awaiting cardiology review in the next 6-12 months.
- Patients post-hospitalisation needing review of their condition or test results.
- Patients requiring heart failure medication titration or optimisation.
- Patients with suspected heart failure requiring assessment and follow up.
- Patients not able to access other cardiology services.

Clinic Services:

- Advancement towards achieving guideline-directed medical therapy.
- Close monitoring during medication optimisation and up-titration.
- Symptom management with assessment of fluid status and furosemide titration.
- Development of personalised heart failure action plan.
- Referral to external services as required for holistic patient support, including Cardiology.
- Comprehensive heart failure education to promote self-management.
- Assessment of fluid status to manage symptoms.

### Referrals:

GP referrals can be emailed to Consulting Suites [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

### Contact:

Phone 03 5485 5408



## Hospital in the Home (HITH)

Hospital in the Home (HITH) is home-based hospital care that provides you an alternative to a hospital admission. It is an opportunity for care to be provided in your home, a setting that is peaceful, familiar and more comfortable, rather than in a hospital bed for part or all of your care journey.

You will be assessed to determine your needs; this may involve other allied health and medical professionals. You will need to meet the following criteria to be admitted to our HITH service:

- you require ongoing acute care at home;
- your home environment is suitable for staff to provide care. In some instances, it may be necessary for you to present to the hospital to receive your treatment;
- you are required to have access to a phone or have a method to contact healthcare staff for assistance when needed;
- you will need to provide consent to participate in the program.

HITH nurses care for many conditions, including cellulitis, complex wounds, post operative drain tube management, heart failure and viral/bacterial infections.

You will have access to medical phone support 24 hours a day and will be reviewed in our HITH clinic at ERH at least once a week by the treating doctor.

### Referrals:

You will be referred by your doctors and ward nurses if this is an option for your care.

You can also ask your GP to contact our HITH team if you are requiring a hospital admission to see if this may be an option for your care.

### Contact:

Phone 03 5485 5904  
Email [hith@erh.org.au](mailto:hith@erh.org.au)  
Fax 03 5485 5238  
After Hours 03 5485 5281



Many things contribute to someone's mental health. That's why, at **headspace**, we provide information, support and services across four key areas:

- Mental Health
- Physical and sexual health
- Work, school and study
- Alcohol and other drugs

**headspace** Echuca offers person-centered, youth friendly and inclusive services for young people aged 12-25 years with mild to moderate mental health concerns.

**headspace** Echuca is a confidential and free service where young people can access a range of services.

In person or via phone and video call services are available when getting to the centre is difficult.

### How can I find out more?

**headspace.org.au** provide information and resources to help maintain your wellbeing.

### Is it an emergency?

If you are in an emergency or need immediate assistance, contact mental health services or emergency services on 000. If you need to speak to someone urgently, call Kids Helpline 1800 55 1300 or Lifeline 13 11 14.

**headspace**  
Echuca

451 High Street, Echuca Victoria 3564  
Phone 03 5485 5048  
headspace@erh.org.au

**when things get tough it can help to talk to someone. headspace is a good place to start.**



## NDIS - National Disability Insurance Scheme

ERH is a registered NDIS provider. We provide NDIS funded services under Capacity Building.

Our specialist team of NDIS professionals includes:

- Allied Health Assistants
- Community Nurses
- Continence Nurse
- Dietitians
- Key Workers (Early Childhood Approach), including Social Workers
- Occupational Therapists
- Physiotherapists
- Podiatrists
- Speech Pathologists

Our team work together with Support Coordinators, Local Area Coordinators, carers and support workers to ensure the best possible outcomes.

We can help with:

- Allied Health Assessment and Recommendations
- Assistive Technology – equipment trials, applications and equipment setup such as wheelchairs, mobility aids and assistive devices
- Communication & Literacy
- Complex Bowel and Urinary Catheter Care
- Continence Assessments and Recommendations
- Dietary support and Enteral Feeding Management
- Early Childhood Supports
- Foot Care
- Gym and Pool Programs
- Home Modifications
- Increasing Community Participation
- Mobility and Strength, Balance and Coordination
- Sensory Processing
- Subcutaneous injections and Complex Wound Care
- And much more!

Services are provided:

- At Home or in the Community
- At Daycare, Kindergarten, Schools or Adult Day Placements
- On site at ERH

### Referrals:

Phone to talk to our NDIS Intake Worker.

### Contact:

Phone 03 5485 5801  
Email ndis@erh.org.au

"We will help you to live the life you choose."

**ndis** REGISTERED PROVIDER

## Nutrition and Dietetics

The Nutrition and Dietetics Service provides you with support and education in regard to nutrition

- Community Programs
- Outpatients
- Diabetes and Cardiac Programs
- Gestation Diabetes Program
- Community Rehabilitation Programs
- NDIS (National Disability Insurance Scheme)
- DVA (Department of Veterans Affairs)
- TAC (Traffic Accident Commission)
- Home Care Packages
- Management of Home Enteral Nutrition to clients in Echuca and surrounding areas



Source: Australian Guide to Healthy Eating

### Referrals:

Children (under 18):

- A doctor or specialist referral
- A parent or guardian can fill in a referral form.

Adults (18-65 years):

- Self-referral, doctor or specialist referral
- Allied Health Specialist.

Over 65 years of age:

- Self-referral, doctor or specialist referral
- Refer through My Aged Care on 1800 200 422 or the website.

### Contact:

Phone 03 5485 5801 or Fax 03 5485 5833



## Occupational Therapy

The role of the Occupational Therapy team is to assist you to improve your independence with daily living skills, including household tasks, personal care and leisure activities.

We aim to maximise function and safety, providing advice regarding home safety, home modifications, aids and equipment.

Activities of daily living services are offered to anyone that lives within one hour of Echuca, children prior to school age for functional intervention or school aged children for sensory needs.

We are able to assist with:

- Occupational Performance Issues
- Equipment Prescription
- Hand Therapy
- Home Assessments
- Paediatric Services
- Applications for Government funding relating to activities of daily living
- NDIS
- Pressure Care
- Complex Seating
- Wheelchair and Scooter Assessments
- Splint and Hand Therapy
- Strategies to manage Chronic Disease, Progressive Neuro or other factors that impact your activities of daily living
- Falls Assessment
- Sleep and Fatigue Management
- Mood Disorders that impact daily activities

Short term equipment loans are available when you have been discharged from ERH

- Over-toilet Frames
- Shower Chairs
- Wheelchairs
- Commodes

### Referrals:

Children (0-12yrs):

- A doctor or specialist referral
- A parent or guardian can fill in a referral form at the Hopwood Centre reception.

Adults (18-65 years):

- Self-referral, doctor or specialist referral
- Allied Health Specialist.

Over 65 years of age:

- Self-referral, doctor or specialist referral
- Refer through My Aged Care on 1800 200 422 or the website.

### Contact:

Phone 03 5485 5844 for further information.



## Physiotherapy

ERH offers physiotherapy services at the Hopwood Centre or in your home if required.

Physiotherapy supports:

- Children's physical development
- Managing chronic conditions
- General de-conditioning
- Avoiding falls and improving balance
- Lung conditions and breathlessness
- Persistent pain
- Recovery from surgery, injury or illness
- Improving mobility and prescribing mobility aids
- Lymphoedema
- Continence
- Antenatal
- Mums and Bubs
- Cancer Exercise Group
- Community Exercise Group

### Referrals:

Children (under 18 years):

- A doctor or specialist referral
- A parent or guardian can fill in a referral form at the Hopwood Centre reception.

Adults (18-65 years):

- Doctor or specialist referral
- Allied Health referral (e.g. physiotherapist, occupational therapist, speech pathologist or podiatrist).

Over 65 years of age:

- Doctor or specialist referral
- Refer through My Aged Care on 1800 200 422 or the website.

TENS (pain relief for labour):

- Self-referral by calling the Hopwood Centre
- Bring your referral to the Hopwood Centre or fax on 03 5485 5833.

## Podiatry

A Podiatrist can assist you with assessment, diagnosis and management of foot and lower limbs conditions. The Podiatry team at ERH can help you with:

- High risk foot care (ie: wounds and diabetic foot complications)
- Vascular assessment if you or your health team suspects you have reduced blood flow to your lower limbs and feet
- Biomechanical and walking assessments for help with balance issues, falling, pain when walking, general foot pain or any other foot or ankle concerns
- Toenail issues (ie: ingrown toenails)
- Bone, joint, or soft tissue pain (ie: arthritis or injuries)
- Treatment of callus corns and warts
- Diabetic foot assessment, care and education
- Skin issues with the feet (ie: tinea pedis, psoriasis and dryness)

Extra charges may apply for products and equipment. Any additional charges will be discussed before your treatment starts.

### Referrals:

Adults (18-65 years):

- Self-referral, GP, specialist or Allied Health referral .

Over 65 years of age: (50 for indigenous clients):

- Please call My Aged Care on 1800 200 422.

NDIS participants:

- Call 03 5485 5801 or Fax 03 5485 5833.





## 2. Increasing Healthy Eating

- Implement the Healthy Choices Policy Directive at ERH
- Support Long Day Care settings to implement the Victorian Menu Planning Guidelines for Long Day Care
- Vic Kids Eat Well in settings including schools, sporting clubs and out of school hours care service
- Support healthy catering with policy development and the development of a healthy catering guide, supporting cafes to create healthy catering menus that meet guidelines
- Achievement Program
- Smiles 4 Miles Oral Health Promotion Program
- Campaspe Crunch, a healthy eating initiative supporting local venues to provide healthier options for children.



## 3. Reducing Tobacco and E-Cigarette Related Harm

- Smoke and vape free policy development with council, sporting clubs, schools and workplaces
- Development of school and community vaping toolkits
- Programs and initiatives under the healthy school environment and healthy workplace environment programs
- Co-design to determine the marketing content to address vaping with young people
- Education sessions delivered to workplaces, schools and sporting clubs
- Support cessation in settings

## 4. Gender Equity for the Prevention of Family Violence

- Gender Equity in the Early Years
  - ERH has a lead role function in supporting Campaspe Early Years Services to implement the 'Gender Equity in the Early Years' toolkit
  - ERH is actively supporting four early years services to work through policy development, education and capacity building, book audits, resource development and communication material for families
- Embed intersectional practices in settings, including ERH support, promote and deliver equality and respect training for campaspe based community settings, workplaces, early years settings and sporting clubs
- Promote and amplify statewide campaigns, including the 16 days of activism



## Post Acute Care

Post Acute Care provides support and care for you to recover at home after an admission to a Victorian public hospital. The service is time limited for up to four weeks.

### Services:

- Homecare
- Personal care
- In home respite
- Shopping assistance
- Community Nursing Service

### Referrals:

Referrals are received via phone/fax/email from a discharging Health Service.

### Contact:

Phone 03 5485 5862  
Fax 03 5485 5925



## COMPLEX CARE OT GROUP



**A six week Education and Community Engagement program for people linked in with the Complex Care or Cardio Team at ERH.**

Sessions run for approx. 90 mins on Mondays and Tuesdays between 10.30am and 1 pm (start times vary).

### INCLUDES:

1 x Educational Session  
and 1 x Community Activity each week

The education component of the program is conducted at the Hopwood Centre, Leichardt Street and ERH's Group Therapy Rooms at Percy Street, Echuca.

### TOPICS INCLUDE:

- Pacing and Energy Conservation
- Fatigue Management
- Environmental factors that support complex conditions
- Sleep
- Memory and Thinking
- Use of aids
- Complementary strategies
- Intimacy
- Continence
- Mental Health
- Aging community supports

The community engagement component of the program includes completing a weekly activity at one of our following venues:

- Echuca Library
- Echuca Neighbourhood House
- Bunnings Echuca
- Echuca East Park
- Echuca Stadium

### For more information:

**Call ERH Complex Care on 5485 5855**

## Population Health

Place-based primary prevention and health promotion initiatives are delivered under four priorities under ERH's Community Health - Health Promotion Plan.

The following priority areas guide program delivery and strategies are;

1. Increasing active living
2. Increasing healthy eating
3. Reducing tobacco and e-cigarette related harm
4. Gender equity for the prevention of family violence.

Population Health work also includes embedding the World Health Organisation's Health Promoting Health Services Standards at ERH. These standards ensure a focus on respect and inclusion, staff health and wellbeing, climate change and health, and the holistic approach to patient care.

The Population Health team is responsible for the delivery of the state-wide early years' oral health promotion program, 'Smiles 4 Miles', for the Campaspe region.

Additional strategies are also delivered in partnership with;

- Loddon Mallee Public Health Unit
- Healthier Campaspe
- Campaspe Family Violence Action Group
- Healthy Loddon Campaspe
- Vic Kids Eat Well
- The Achievement Program

## 1. Increasing Active Living

- Support active living, active transport and physical activity through the healthy schools and healthy workplace programs
- Safe routes to kinder, safe, active transport promotion
- Active stadiums initiative in partnership with Healthy Loddon Campaspe
- Staff health and wellbeing initiatives at ERH



## Residential In Reach

Residential in Reach (RIR) is a service designed to improve the care of those that live in Residential Aged Care Facilities in Echuca, Moama and surrounding districts. Our RIR nurses provide assessment and short-term support to residents with acute medical conditions and may provide an alternative option for transfer to the Emergency Department.

### Services may include:

- Comprehensive nursing assessment
- Urinary catheter care
- Intravenous antibiotic treatment
- Dehydration management
- Wound care
- Education following an ED or hospital discharge

### Referrals:

Referrals are received via phone/fax or email from your discharging Health Service.

### Contact:

Phone 03 5485 5236  
Fax 03 5485 5925



## Speech Pathology

Speech Pathology services are available to assist people of all ages who are experiencing problems with their communication, eating or swallowing. Staff will assess your specific issues, determine causes, and plan strategies with you that either improve your quality of life or minimise your risks.

Speech pathologists also assist if you experience difficulties swallowing food and drink safely.

Our speech pathologists are here to support the following people:

- Children who are not yet attending school (with support to parent/carer and others)
- Parents/carers of children who are late to develop their talking (group programs)
- People who have NDIS funding who are living in the Echuca-Moama community and surrounds
- Those participating in a rehabilitation program at ERH (such as Inpatient Rehabilitation/Transition Care Program or Community Rehabilitation)
- Adults experiencing difficulty swallowing, changes to their voices or increased difficulty with spoken language
- People who are experiencing changes with their memory (group programs)

ERH have a team of friendly and professional speech pathologists that work together with other Allied Health services to provide the best possible care.

### Referrals:

Both children and adults are able to self-refer by completing a self-referral form, by attending reception located in the Hopwood Centre or completing a referral over the phone by calling 03 5485 5805.

Referrals are also accepted from your GP or other professionals, such as an audiologist.

For those who have NDIS funding, let the reception team know and they can put you in touch with our NDIS intake team.

## Wellbeing and Primary Mental Health

Wellbeing and Primary Mental Health (WPMH) at ERH provides various services which promote wellbeing within the community. WPMH address a broad range of issues including but not limited to: anxiety, depression, family violence, grief and loss, child and adolescent support, meditation and mindfulness, trauma, oncology, palliative care, pre and post-natal wellbeing, complex health issues, carer stress and many other areas.

Wellbeing and Primary Mental Health conduct supportive group programs in the following areas:

- Parenting and Children's Groups
- Bringing Up Great Kids
- Mother Goose
- Move and Soothe
- Drumbeat

Therapeutic Groups:

- Grief and Loss
- Virtual Reality
- Oncology and Emotional Support
- Acceptance and Commitment Therapy

Wellbeing Groups:

- Meditation and Sound Bowl Healing
- Community Inclusion Yoga

There is no associated cost with this service however appointments are prioritised according to need.

### Contact:

WPMH intake on 03 5485 5000 to enquire about Psychology and Counselling services.



## Child and Family Services

Child and Family Services (CAFS) offers support and assistance for families with children under the age of 18.

Child and Family Services provide supportive programs in the following areas:

- Parenting programs and skills development which meet individual and family needs
- Life skills development such as financial plans, family routines, self esteem and confidence building and problem solving
- Advocacy on behalf of the client

### Referrals:

All professional referrals to be made via Loddon Mallee Child First Intake phone 1800 260 338.

Clients are able to self-refer by contacting CAFS 03 5485 5800.



## Enhanced Maternity Care Program

Women scheduled to birth at ERH who have significant social, emotional and medical issues can access support and assistance throughout their pregnancy via the Enhanced Maternity Care Program (EMCP).

Specific areas of support in addition to medical and antenatal include:

- Risk assessment of family violence
- Parenting and attachment
- Alcohol and drug concerns
- Anxiety and depression
- Child protection support

There is no associated cost with this service however appointments are prioritised according to need.

### Referrals:

Referrals can be made by professionals or by self-referral 03 5485 8000.



## Maternity Services

### Childbirth Education

ERH offers childbirth education to families as they experience their pregnancy. These classes are discussed and offered to families at their ERH booking-in appointment.

The classes are offered as two separate classes regularly throughout the year. Education is focused around being prepared for labour and birth, as well as after birth education and baby care.

This education can be booked online at [www.erh.org.au](http://www.erh.org.au)

### Lactation Support Clinic

ERH employs lactation consultants to help women with their lactation education and support. This can be offered to women during their pregnancy and following the birth of their baby. Following discharge from hospital, post birth appointments can be arranged with the lactation consultants by ringing the Maternity Ward. This free service is open to all women regardless of the birthplace of their baby.

### Home Care Midwifery Service

This service provides care to all families with a newborn following discharge from hospital who reside within the ERH catchment area. This service is offered to women who birth at ERH and also to women who have birthed at other public hospitals but reside in our catchment area. Home Care Midwifery for families that live outside our catchment area will be referred to their closest Home Care Service prior to discharge from ERH.



Scan this QR Code to book Maternity Services classes.



## GEM at Home

GEM at Home is a short term, free, rehabilitation program in your home, aiming to get you to the best condition you can be by creating goals in the areas that you want to work on:

- rebuilding your strength;
- improving your ability to care for yourself, to carry out everyday tasks and return to everyday life;
- improving your thinking skills, speech and ability to communicate;
- improving your social and emotional wellbeing.

GEM at Home will involve daily visits from a nurse, allied health therapy that is provided in your home and medical care by a doctor.

Other services such as home help can be provided.

Phone 03 5485 5980

## Transition Care Program

The Transition Care Program is a short term program for older people who have completed acute and/or subacute or HITH program, with the aim to return you to the best condition you can be in by:

- Low level therapy and goal setting with a specialised team of health professionals
- Improving your thinking skills, speech and ability to communicate, strength and endurance to get you back to everyday life after your hospital stay

To attend this program you will need an ACAS assessment and you will be under the care of a GP that visits ERH.

This program is government subsidised that requires a patient contribution fee that will be discussed with you.

Phone 03 5485 5980

## Medical Consulting Suites Specialist Clinics

Medical Consulting Suites Specialist Clinics offer a range of Specialist Clinics which include surgical and medical services for both adults and children.

We also offer Telehealth consultation and some are private clinics (out of pocket fee apply).

Our Specialist Clinic is located in Echuca Regional Health, Building E, 25 Francis Street Echuca.

## Endocrinology Specialist

Our Endocrinologist Specialists diagnose and treat hormone related disorders including:

- General Endocrine Conditions
- Type 1 Diabetes
- Type 2 Diabetes
- Insulin Pump
- Therapy
- Continuous Glucose Monitoring

### Referrals:

The Endocrinology Clinic accepts referrals from GP's and medical professionals.

All referrals must include medications list and recent diabetes pathology - Urine ACR, HbA1c, Biochemistry / UEC, FBE, & Lipid profile.

### Contact:

Phone 03 5485 5864  
Fax 03 5485 5885  
Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no cost for this service.



## Credentialed Diabetes Educator

Our Credentialed Diabetes Educator provides support and self-management education to people with diabetes 18 years and over.

Ongoing education and support for people with diabetes and /or partners and carers

- Telephone advice and support
- Monitor and manage blood glucose levels
- Education on medications including Insulin Therapy
- Pump Therapy
- Initiating Therapy or support ongoing
- Continuous Glucose Monitoring

We do not currently offer Credentialed Diabetes Education support and consultations for gestational diabetes, in-patients, home visits or to Aged Care facilities.

### Referrals:

The clinic accepts referrals for patients 18+ years of age. Referrals are accepted from GP's and medical professionals, or patients can self-refer using self-referral form available from Medical Consulting Suites Specialist Clinics reception.

All referrals must include recent investigations including Diabetes Pathology - Urine ACR, HbA1c, Biochemistry / UEC, FBE, & Lipid profile.

### Contact:

Phone 03 5485 5864  
Fax 03 5485 5885  
Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)  
There is no cost for this service.

## General Medicine

The General medicine Clinics provide specialist medical care assessment, investigation and management of patients with complex general medical problems.

### Services available:

- Infectious Disease Specialist
- Endocrinology
- General and Respiratory Physician
- General Physician with special interest in Heart Failure
- General Physician with special interest in Diabetes

### Referrals:

These specialist clinics accept referrals from GP and medical professionals.

### Contact:

Phone 03 5485 5864  
Fax 03 5485 5885  
Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)  
There is no cost for these services.



## General Surgeon - Public Clinic

### Referrals:

The Public General Surgery clinician accepts referrals from GP's and medical professionals.

### Contact:

Phone 03 5485 5864

Fax 03 5485 5885

Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no cost for this service.

## Gynaecology Clinic

The gynaecology clinic performs a wide range of operative and office-based Gynaecological procedures:

- Heavy Menstrual Bleeding
- Painful Periods/Endometriosis
- Ovarian Cysts
- Prolapse
- Urinary Incontinence
- Abnormal Pap Smears

We do not currently offer support for Cosmetic gynaecology, reversal sterilization procedures, trans-gender and gender reassignment surgery or termination procedures.

### Referrals:

The Gynaecology Clinic accepts referrals from GP's and medical professionals.

### Contact:

Phone 03 5485 5864

Fax 03 5485 5885

Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no cost for this service.;

## Wound Care Clinic

Our Wound Clinic is run by our Wound Clinical Nurse Consultant (CNC), who is uniquely qualified to care for complex and hard to heal wounds. This includes treatment, advice and support for chronic/non-healing wounds. Without proper support, non-healing wounds can easily become infected and lead to potentially life-threatening medical conditions.

### All referrals must include:

- Wound History,
- Current Medications (prescribed and unprescribed),
- Allergies
- Past treatment of the wound

### Referrals:

The Wounds Clinic accepts referrals from GP's, medical professionals or patients can self-refer using self-referral form available from Medical Consulting Suites Specialist Clinics reception.

### Contact:

Phone 03 5485 5864

Fax 03 5485 5885

Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no cost for this service.

## Heart Failure Clinic

The Heart Failure Clinic is a free and specialised service dedicated to improving the lives of individuals living with heart failure. Supported by General Physician and Nurse Practitioner Candidate.

Our goal is to empower patients to take control of their health, reduce hospital admissions, and enhance their overall quality of life. Through seamless collaboration, we ensure referring GPs are kept fully informed after every patient review.

- Individuals with a new or existing diagnosis of heart failure not currently managed by a cardiologist.
- Patients with heart failure awaiting cardiology review in the next 6-12 months.
- Patients post-hospitalisation needing review of their condition or test results.
- Patients requiring heart failure medication titration or optimisation.
- Patients with suspected heart failure requiring assessment and follow up.
- Patients not able to access other cardiology services.

Our clinic is offered free of charge, with the aim of empowering clients to live well with their condition while reducing the need for hospitalisation.

### Referrals:

The Heart Failure Clinic accept referrals from GP and medical professionals

Including information below as available:

- 12 lead electrocardiogram (ECG) from the last 12 month;
- Echocardiogram, stress test or any other cardiac investigation results;
- Current and complete medication history (including non-prescription medicines, herbs and supplements);
- Past medical history;
- Blood test results including:
- FBE, U & E, BNP.
- TSH.
- Lipid Profile.
- HbA1c if diabetic.

### Contact:

Phone 03 5485 5864

Fax 03 5485 5885

Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no cost for this service.

## Medical Oncology

Specialise in the treatment of cancer using chemotherapy and other medications. Patient education and follow-up.

Weekly oncology specialist clinic held at ERH Cancer and Wellness Centre.

### Referrals:

Can be made by GP or health professional via ERH Specialist Consulting Suites

### Contacts:

Phone 03 5485 5864

Fax 03 5485 5885

Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no cost for public patients

Clients may elect to use their private health insurance – please enquire for further information on our “no gaps” policy.



## Paediatrician Clinic

Specialist clinics outpatient Paediatric clinic provides care for children and young people aged between 0-18 years including:

- Behavioural/Developmental
- ADHD
- General Paediatrics

We do not currently offer assessment and consultations in Paediatric disordered eating.

### Referrals:

The Paediatric clinic accepts referrals from GP's and medical professionals.

### Contact:

Phone 03 5485 5864

Fax 03 5485 5885

Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no cost for this service.



## Haematologist

Weekly specialist clinic held at ERH Cancer and Wellness Centre.

### Referrals:

Can be made by a GP or health professional via ERH Specialist Consulting Suites.

### Contact:

Phone 03 5485 5864

Fax 03 5485 5885

Email [consulting\\_suites@erh.org.au](mailto:consulting_suites@erh.org.au)

There is no charge to public patients

Clients may elect to use their private health insurance – please enquire for further information on our “no gaps” policy.



## Renal Specialist - Nephrologist

### Appointments via Specialist Consulting Suites

Provides diagnosis and treatment of kidney diseases and disorders. Common problems with the kidneys include: acute loss of kidney function or chronic worsening of function; hypertension, kidney stones; urinary tract infections; blood loss in the urine; and protein loss in the urine. Treatment for many kidney disorders by a Nephrologist, commonly involves medications. However, if kidney function worsens or begins to fail, dialysis may be needed and, later, kidney transplantation

#### Referrals:

The specialist clinic accepts referrals from GP and medical professionals

#### Contact:

Phone 03 5485 5864  
Fax 03 5485 5885  
Email consulting\_suites@erh.org.au

There is no cost for this service.

## Radiation Oncology - Peter Mac

### Appointments via Bendigo Health radiation Oncology

Consults from Cancer and Wellness Clinic.

#### Referrals:

Can be made by a GP or health professional.

#### Contact:

Phone 03 5454 9234  
Fax 03 54549289

There is no charge to public patients

Clients may elect to use their private health insurance – please enquire for further information on our “no gaps” policy.



## Audiology

### Appointments via Specialist Consulting Suites

This clinic assists with the diagnosis and assessment of hearing conditions.

#### Referrals:

The Audiology specialist clinic accept referrals from GP and medical professionals.

#### Contact:

Phone 03 5485 5864  
Fax 03 5485 5885  
Email consulting\_suites@erh.org.au

Fees apply for this clinic.

## Consultant Nephrologist and General Physician

#### Referrals:

This specialist clinic accepts referrals from GP or health professional.

#### Contact:

Phone 03 5441 1768  
Fax 03 5441 3448  
Fees apply for this clinic.

## Ophthalmologist

### Appointments via Bendigo Eye Clinic

This clinic assists with diagnosis and treatment of disorders and diseases of the eye.

#### Referrals:

This specialist clinic accepts referrals from GP or health professional.

#### Contact:

Phone 03 5441 1622  
Fax 03 5441 8382  
Fees apply for this clinic.

## Urology

This clinic provides care for a wide range of urological conditions affecting both women and men.

#### Referrals:

These specialist clinics accept referrals from GP or health professional.

#### Contact:

Appointments via Bendigo  
Phone 03 5441 3130  
Fax 03 5441 8642

Appointments via Bendigo  
Phone 03 5434 3388  
Fax 03 5444 1826

Fees apply for this clinic.

## Vascular Surgeon

This clinic provides care for vascular and endovascular surgery providing prompt reliable and effective treatment for all arterial and venous disorders.

#### Referrals:

This specialist clinic accepts referrals from GP or health professional.

#### Contact:

Phone 03 9329 4009  
Fax 03 93293846

Fees apply for this clinic.



## General Surgeons

These clinics provide specialist medical care for the assessment, investigation and treatment of general surgery conditions.

#### Referrals:

These specialist clinics accepts referrals from GP or health professional.

Appointments via specialist consulting suites.

#### Contact:

Phone 03 5485 5864  
Fax 03 5485 5885  
Email consulting\_suites@erh.org.au

Fees apply for this clinic.

# Wellbeing and Recovery

Clinicians understand that to thrive, people require seven key factors that lead to healing, wellbeing and recovery.

ERH holds a strong vision of 'supporting everyone to be healthy and live well'.



## Supportive Relationships

Throughout your life, the number and strength of your relationships affect your mental and physical wellbeing. The benefits of social connections and good mental health are numerous.

- Benefits include lower rates of anxiety and depression, higher self-esteem, greater empathy, and more trusting and cooperative relationships
- Strong, healthy relationships can also help to strengthen your immune system, help you recover from disease, and may even lengthen your life
- The idea of social connection is to share your time, experiences with people, and to also listen to them, both your mind and body will reap the rewards

## Balanced Nutrition (healthy eating)

Diet can have a big impact on your mood, concentration and even your level of happiness. It's not only what you eat, but also how you eat that makes a difference to your wellbeing.

## Physical Activity (active living)

Exercise has the ability to fight the effects of stress. It reduces the risk of obesity and other stress-related health problems such as diabetes and heart disease.

## Access to Nature

Do you feel better after you have spent time in the park, walking in the woods, or along the beach?

Early results show that time in nature reduces stress hormones, like cortisol, in our body, increases attention, and improves our mood.

## Mental Healthcare

The symptoms of mental illness may come on quickly. Almost all mental health problems can be treated or at least lessened in their severity.

Seeking help early can lead to improved diagnosis and treatment.

## Mindfulness Practices

Exercises involving deep breathing and mindfulness – paying close attention to what you are feeling and experiencing – can help you stay calm and in control

- Take a few minutes for mindfulness every day to improve your physical and emotional health
- It is easier to be mindful in your everyday life when you try it regularly. The more you do it, the faster it becomes a habit, and the more easily your stress response goes down
- A little mindfulness can go a long way

## Quality Sleep

Health sleep is essential for physical health, mental clarity, and emotional balance:

- It is important for restoring physical and mental health
- It refreshes the mind and repairs the body

Lack of sleep, or sleep deprivation can cause:

- fatigue, poor concentration and memory, mood disturbances, impaired judgement and reaction time, and poor physical coordination

Here are some ideas to help you get a good night's sleep:

- Establish routine, with similar sleep and wake times
- Stay active through the day
- Limit television and screen time
- Make a bedtime comfortable and inviting with dim lights and low noise.

**Feel free to reach out if you need help on your journey to wellbeing and recovery.**

# Benefits of Active Living

Active living and exercise improve your mental health and can reduce the risk of developing diseases such as type 2 diabetes, cancers and cardiovascular disease. Active living can have immediate and long-term health benefits. Most importantly, regular activity can improve your quality of life.

A minimum of 30 minutes a day can allow you to enjoy these benefits.



## Benefits Of Active Living

- Reduces the risk of a heart attack
- Lowers your blood cholesterol level
- Helps to manage your weight
- Reduces the risk of type 2 diabetes and some cancers
- Lowers blood pressure
- Lowers the risk of osteoporosis by increasing bone and muscle strength
- Reduces falls risk
- Encourages a better recovery after an admission to hospital or illness
- Feel better – with more energy, a better mood, feel more relaxed and sleep better

## Healthier Minds

- Studies have proved that active living and exercise helps depression
- Active living may block negative thoughts or provide distraction from your worries
- Exercising with others provides an opportunity for social connection
- Exercising may improve your sleep patterns
- Exercise may also change levels of chemicals in your brain, such as serotonin, endorphins and stress hormones

## Ways To Increase Active Living

- Small changes made throughout your day
- Walking or cycling instead of using your car
- Getting off the bus a stop earlier and walking the rest of the way
- Walking or riding with children to school

## Adult Physical Activity Sets A Good Example For Children

- Children learn by example. Involvement of parents/carers in exercise can increase a child's participation
- Allow your child to choose the activity they want to participate in
- Reinforce the social benefits of physical activities
- Restrict television and screen time - remember you are always a role model
- If you use screen time less, so will your children

## See Your Doctor First

- If you are over 45 years and exercise causes pain in your chest
- You often faint or have severe dizziness episodes
- Moderate exercise makes you short of breath
- You have a higher risk for heart disease
- You are pregnant



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# Falls

Falls are a common cause of injury for older people, including people who are in hospital.

Falls can cause bruising, broken bones and head injuries.

Falls can often be prevented. They are not a normal part of ageing.



# Benefits of Healthy Eating

Eating a wide variety of healthy foods helps to keep you in good health and protects you against chronic disease.

Eating healthy food doesn't mean giving up your favourite recipes. Some simple swaps and a little bit of planning can help you make life-long, healthy changes to your diet.



## Signs You May Be At Risk Of Falling

- You feel unsteady on your feet
- You are worried about falling, often because you have fallen before
- You can't move around very well by yourself
- You have slow reactions
- Your eyesight is poor
- Your muscles are weak
- You take a lot of medicines
- You don't eat or drink very much
- You are confused
- You have other illnesses

## Ways To Stay On Your Feet

- Always use your walking frame or walking stick if you have one
- Join in exercise classes to help with balance and strength
- If you have trouble moving by yourself, call staff to help. Don't try to get up alone
- Ask staff or your family to walk with you
- Wear your glasses and make sure they are clean
- Ask staff to arrange an eye test for you
- Wear flat shoes that are comfortable and fit well
- Don't rush
- Use a night light during the night. Call staff for help if you need to get up
- Clear clutter from your room so you don't trip

## Ask Your Doctor If:

- Your medicines could be making you dizzy, drowsy or confused
- You need vitamin D and calcium to keep your muscles and bones strong

## If You Have Fallen In The Past

- You may be worried that you will fall again
- This fear can stop you from being active
- Join an exercise class to help with your balance and strength
- This may make you less worried about falling again

## Working Together

You and your family are important members of the care team. You know what is normal for you.

Let staff know if you notice any changes, feel unwell, dizzy or unsteady on your feet.

Don't wait to see if you get better – it's always best to get help early.

Working together with staff will help to keep you healthy and out of hospital.

Talk to staff and ask questions. They need your help to give you the best care.



## Eat A Variety Of Foods

Healthy eating means eating a wide variety of foods from each of the five major food groups, in the amounts recommended.

Eating a variety of foods from the five major food groups provides a range of nutrients to the body, promotes good health and can help reduce the risk of disease - as well as keeping your diet interesting with different flavours and textures.

## Five Major Food Groups

The Australian Guide to Healthy Eating groups the foods that should make up our daily diets into five major food groups.

The five food groups are:

1. Vegetables and legumes or beans
2. Fruit
3. Lean meats and poultry, fish, eggs, tofu, nuts and seeds, legumes or beans
4. Grain (cereal) foods, mostly wholegrain or high cereal fibre varieties
5. Milk, yoghurt, cheese or alternatives, mostly reduced fat.

Foods are grouped together because they provide similar amounts of key nutrients.

## Occasional Foods

Some foods do not fit into the five food groups because they are not necessary for a healthy diet. These foods are called 'discretionary choices' (sometimes referred to as 'junk foods') and they should only be eaten occasionally.

These foods tend to be too high in saturated fat, added sugars, added salt or alcohol, and have low levels of important nutrients like fibre.

These foods and drinks can also be too high in kilojoules (energy). Regularly eating more kilojoules than your body needs will lead to weight gain.

## How Much Do I Need From Each Food Group Each Day?

How much you need from each food group each day depends on your age, gender and activity levels.

The Australian Guide to Healthy Eating outlines how many serves you and your family need each day, and standard serve sizes for foods and drinks.

## Healthy Cooking Tips

- Make a shopping list before you shop and plan what meals you are going to eat
- Keep the pantry stocked with ingredients that are quick to prepare and easy to cook
- Stock up on seasonal vegetables, fruit, wholegrains, nuts and seeds
- Choose the lower fat versions of a food if possible – for example milk, cheese, yoghurt, salad dressings and gravies
- Choose lean meat cuts and skinless chicken breasts
- Limit fast foods, chips, crisps, processed meats, pastries and pies, which all contain large amounts of fat.



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# Benefits of Quitting

As soon as you stop smoking or vaping, your body begins to repair itself. Quitting is essential for long term health and wellness.

Over time, your risk of cancer, lung disease, and many other serious diseases will be much lower than if you keep smoking or vaping.

Quitting can be a daunting process for all, and the resources differ in how they provide support.



Here are some of the things you have to look forward to when you stop smoking and/or vaping.

## 1. Your immune system starts to repair

The rainy, miserable weather is bad enough in winter without having to deal with a cold. But luckily you can say "Hello" to a stronger immune system after you quit.

You will cough and wheeze less, and your sense of smell will improve too, which brings us to the next point.

## 2. Food will start tasting better

If you thought food tasted good while you were smoking/vaping, just wait until your taste buds heal. This usually happens within a week of quitting, so just wait for that Sunday roast – YUM!

## 3. Run, Forrest, Run!

Quitting makes exercise easier and improves your physical performance. Exercise is also a great way to distract yourself from cravings and keep weight off when you quit – win, win!

## 4. Improve your fertility

Thinking of starting a family? Whether you are male or female, stopping smoking/vaping can improve your fertility and shorten the time it takes to conceive.

Find out everything you need to know about stopping smoking or vaping at every stage from pre-conception, pregnancy to birth and beyond.

## 5. Get a good night's sleep

Did you know that smokers and vapers are more likely to experience sleep disturbances, such as taking longer to fall asleep and having less total sleep time?

The good news is that when you quit, you can get some quality shut eye.

## 6. Say hello to better skin

Within just a month of quitting you will notice your skin appearance improving! Plus quitting actually slows the development of wrinkles.

## 7. Don't forget the enormous potential financial savings!

Quitting a pack-a-day habit could save around \$9000 in a year!

## Working together

Whether you are wanting to quit smoking or vaping, the cessation facilitators at ERH provide advice, ongoing support and accountability to work towards your goal of quitting.

We work with you to set goals, change habits and routines and develop alternative coping strategies to help you move towards a life without smoking/vaping.

The 12 week program offers an initial assessment and goal setting, along with group based education sessions and a number of individual appointments and telephone calls during your journey.

**"If you are ready to have the conversation, then we are ready to help".**



# Your Services



I am attending: .....

My Clinician: .....

Contact Details: .....

I am attending: .....

My Clinician: .....

Contact Details: .....

I am attending: .....

My Clinician: .....

Contact Details: .....

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## Did this publication help?

Let us know if there was something more you wanted to know that could have assisted you with your stay or with the presentation of this information.



SCAN ME



Community Services  
and ERH at Home



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