



My Home Hospital
Clinician Fact Sheet

Information for Clinical Staff

My Home Hospital is a public hospital-level service that delivers acute care to patients in the comfort and privacy of their own homes.

My Home Hospital is an SA Health service delivered by a joint venture between Calvary and Amplar Health.

Call us **1800 111 644**
myhomehospital.sa.gov.au



Government
of South Australia

SA Health

My Home
Hospital



What is My Home Hospital?

My Home Hospital is available for treatment of a range of clinical conditions, which would otherwise require an admission to a hospital.

Patients admitted to My Home Hospital receive care in the form of:

- doctors
- nurses
- allied health practitioners
- pathology, including some point of care testing
- medication
- diagnostics and radiology, including insertion of PICC lines, ultrasound-guided midlines and intravenous cannula insertion
- intravenous therapy for suitable clinical conditions eg Gastroenteritis
- other support services, such as meals and personal care if required.

My Home Hospital is available at no charge to eligible public patients from:

- across metro Adelaide
- Gawler and Mount Barker regions
- and surrounds
- the Southern Fleurieu Peninsula towns of Goolwa, Goolwa North, Goolwa South, Goolwa Beach, Middleton, Port Elliot, McCracken, Hayborough, Victor Harbor and Encounter Bay.

Who can refer to My Home Hospital?

Patients may be eligible for My Home Hospital for a variety of conditions, including:

- infections requiring IV antibiotics
- exacerbation of respiratory conditions
- heart failure
- post-operative care
- gastrointestinal disorders
- deep vein thrombosis (DVT) and pulmonary embolism (PE)
- other conditions for which home based hospital care is safe and appropriate.

How can patients be referred to My Home Hospital?

Patients can be referred to My Home Hospital by their GP or medical specialist, a nurse practitioner, paramedic or from an emergency department or hospital.

Referrals can be made at any time of day or night by completing the referral form.

Alternatively, between 0800 and 2200, a phone referral can be made by calling 1800 111 644.

Unless urgent, referrals received after 2200 will not be reviewed for suitability for the service until 0800 the following day. If an urgent decision is required after 2200, please call 1800 111 644.

The clinical governance of the patient remains with the referrer until admission is confirmed.



Referral information, including the referral form, is available at myhomehospital.sa.gov.au

Templates for GPs to refer patients directly from common practice management software programs are available at myhomehospital.sa.gov.au.

Do patients have to pay?

My Home Hospital is available at no cost to public patients who are Medicare-eligible, just like other South Australian public hospitals.

Can I refer a current hospital inpatient?

My Home Hospital can accept referrals for current public hospital inpatients.

Some patients will benefit from diagnostics, investigation or observation in a physical hospital until their diagnosis and clinical stability is confirmed. If the patient still requires acute inpatient care and their condition is appropriate for care in their home, the patient can be transferred to My Home Hospital.

Who is eligible for My Home Hospital?

To be eligible to receive acute hospital level care in their home, a patient who would otherwise be admitted to a public hospital must:

- provide consent to receive services from My Home Hospital
- reside in the Adelaide metropolitan area, Gawler or Mount Barker regions and surrounds, or the ten Southern Fleurieu towns listed on the first page, either usually or while admitted to My Home Hospital
- require at least daily acute inpatient-level care but not continuous 24-hour observation
- be over 13 years of age
- have access to a mobile or landline telephone and be able to make and receive phone calls or have another adult in the home who can assist.

When assessing a referral, the admitting team will also consider:

- clinical appropriateness of care at home: the level of clinical complexity and risk of deterioration
- the supports available to the patient in their home
- the safety of the home environment for visiting clinicians.

As soon as the referral has been reviewed, confirmation the admission has been accepted or a suggested alternative care pathway will be provided, along with an explanation if the referral was declined.



Can I refer a patient for their post-operative care?

If the patient would otherwise be an inpatient in a physical public hospital, they can be referred to My Home Hospital.

My Home Hospital can provide care in the acute post-operative phase and will link back to the surgical team for usual post-operative follow up. The patient will be referred on to post-acute community supports when they are ready to be discharged if required.

Do you accept patients who live in residential aged care or disability-supported accommodation?

If the resident of aged care or disability services meets My Home Hospital eligibility criteria and their clinical condition is suitable for care in their home environment, they can be admitted to My Home Hospital.

As part of the admission process, My Home Hospital will also liaise with the care facility and the person's substitute decision maker or guardian, if they have one. Where known, contact details should be included on the referral to assist the admitting team to confirm consent for admission.

Does My Home Hospital provide end of life care?

My Home Hospital does not currently admit patients for the sole purpose of providing end of life care. Patients seeking treatment for an acute, potentially reversible condition can be admitted for treatment. If their clinical condition does not respond to treatment and they require immediate end of life care, My Home Hospital will provide that care or transfer their care to their chosen palliative support professional. This may be relevant for patients with an Advance Care Directive who do not wish to transfer out of their home or residential aged care facility and who would benefit from a trial of acute hospital-level care.



What happens when I refer a patient to My Home Hospital?

My Home Hospital will review the referral to confirm the patient's eligibility and contact the patient and/or their decision-maker to confirm consent and details like living arrangements and access.

My Home Hospital will notify the referrer as soon as the referral has been assessed to seek further information, confirm admission or suggest an alternative pathway. Patients should not be discharged until confirmation of admission has been received from My Home Hospital.

If a patient requires assistance with transport home, please discuss their needs with My Home Hospital team or include this information in the referral.

How are patients cared for at home?

My Home Hospital patients receive in-home visits at least once a day and as often as their condition requires. These visits are provided by experienced registered nurses, paramedics and/or allied health professionals. Care is also provided by videoconference where appropriate.

Personalised care plans are developed and updated based on the information provided by patients, their loved ones and/or carers, referrers and usual care providers.

My Home Hospital is a medically-led service with a medical director and 24/7 senior medical cover.

My Home Hospital offers:

- daily virtual medical ward rounding for patient safety, appropriate escalation and discharge planning
- at least once-daily in-person nursing care for the entire My Home Hospital admission
- additional medical reviews if the patient's condition is not within agreed or acceptable parameters
- clear escalation and transfer pathways for patients whose condition is deteriorating or on request of the patient, their carer or loved ones.

My Home Hospital uses remote monitoring technology to support in-home care and enable the team to stay in touch with patients at any time. The technology is used to perform symptom checks, provide prompts and education, and take observations such as heart rate, temperature and blood pressure. Data collected via remote monitoring devices is immediately available to nursing and medical staff in the Virtual Care Centre, who can respond to any issues.

What can I tell my patient about the admission process?

The patient information brochure is available at myhomehospital.sa.gov.au and provides information for the patient about the service, including contact information for the care team.

Once a patient is admitted, an admission pack is sent to their home via courier. It contains admission information, a touch-screen tablet, monitoring devices that measure and record the patient's clinical observations for the care team and a personal alarm if the patient requires one. Medications are also supplied directly to the patient's home.

The first clinician to visit the patient at home will set up their remote monitoring equipment (and personal alarm if required) and teach the patient how to use them.

The My Home Hospital medical and nursing team can be reached on 1800 111 644 at any time of the day or night to respond to questions or concerns.



For more information:

Integrated Care Systems

SA Health

Email Health.MyHomeHospital@sa.gov.au

Call us 1800 111 644

Visit us online myhomehospital.sa.gov.au

