

**National Centre
for Healthy Ageing**

A partnership between



MONASH
University



**Peninsula
Health**

GOING HOME FROM HOSPITAL

A Guide and Checklist for Chinese (Cantonese)
Australian Carers, Family, Older Persons

Written by Chinese (Cantonese) Australian carers



In hospital

Being in hospital, preparing to go home, and being at home after discharge from hospital can be stressful for older persons and carers. Carers are anyone who supports an older person at home without being paid, and who are not volunteers. Carers are usually family and friends. Being well prepared to go home from hospital is important and preparation starts in hospital. Older persons and carers can ask the health practitioners for an interpreter in person or on the telephone to help ask questions and get prepared to go home from hospital.





Preparing to go home

Older persons and carers need information to help them prepare to go home. Talk to the social worker, the nurse, and the doctor about your care needs and your plan.

The older person might have some new medication

The hospital will give one or two days of medication at discharge and then carers and the older person will need to go to the general practitioner (GP) and pharmacy to get more.

Carers and older persons can ask for a medication pack to help them to manage medication at home. Upon discharge, they can ask a community pharmacy for assistance in obtaining a medication pack.

Carers can get hurt looking after older persons

Carers can get hurt looking after older persons. When the older person needs help to go to bed or to go to the toilet, it is important for carers to learn safe techniques. Carers can request guidance from the hospital's physiotherapist and occupational therapist about safe techniques and transfer methods, and about the safe use of equipment.



At home

Carers may think they need to do all the care themselves

Supporting an older person to go home from hospital can be frustrating for carers and for older persons. The care needs of the older person may have changed and the older person may require more support. Carers may not know what to do, or how to access follow-up support at home. Carers may think that they can do all of the older person's care themselves on behalf of the family. Carers can and should seek help. Carers can seek help from My Aged Care, the family doctor, and Carer Gateway (See the back page for contact details).

Checklist

In hospital

- Ask as many questions as you would like
- Talk with health practitioners about discharge planning early in the older person's hospital stay
- Ask the health practitioners to book an interpreter if needed

The names of my hospital doctors are:

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My key hospital contacts (i.e., nurse in charge, social worker) and phone numbers:

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The older person's health conditions are:

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Preparing to go home

Before you leave the hospital, ask the health practitioners about:

- The older person's ongoing care needs:

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- Information and education about how to take care of the older person at home after discharge
- Discharge medication, how to use the medication, and a medication pack to help with ongoing medications at home
- A discharge letter/summary to take to the general practitioner
- Any follow-up appointments at the hospital (outpatient appointments)

Before you leave the hospital, ask the social worker or health practitioner about your eligibility for:

- A nurse or allied health practitioner to visit at home
- An aged care assessment in hospital or at home
- An aged care package at home
- How to access My Aged Care

At home

Talk to your GP about:

- What you need at home after hospital discharge
- Accessing the community pharmacy for ongoing assistance with medications at home including a medication pack
- Accessing My Aged Care or Carer Gateway
- Carers can also talk to their GP about their concerns including about their own mental health and wellbeing

Tips

- If needed, the carer and older person can write instructions in your own language about taking medication
- If needed, remember to restart community aged care services
- When accessing My Aged Care and Carer Gateway on the internet, remember that you can choose your own language from the drop down menu
- When accessing My Aged Care and Carer Gateway, you can use the telephone interpreter service
- Carer Gateway is a valuable service and support for carers. Carers can call Carer Gateway for assistance, support, and counselling



My follow-up services at home are:

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My key community contacts (i.e., relevant community aged care organisation):.....

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Other community contacts (i.e., community pharmacy):

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My follow-up plan at home

Outpatient appointments:

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My care plan at home:.....

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A list of key words and services in aged care

Aged Care Packages (Home Care Packages)	Provided by the Australian Government to pay for coordinated care and services at home for older people with complex care needs. Aged care packages support older people to be independent at home. Access to aged care packages is through My Aged Care.
Carer Gateway	Australian Government funded practical services and support for carers including counselling.
Discharge	Preparing to go home from hospital, going home from hospital, and being at home after hospital.
Medication Pack	A pack to organise all medications that are in tablet form. Medication packs can be dispensed by hospital and community pharmacists. Some examples of medication packs are Webster packs and doset boxes.
My Aged Care	Australian Government service to help older people access help at home or information about aged care homes.
Outpatient Services	Services where patients access their specialist hospital doctors. Outpatient services are provided in clinics based at relevant hospitals. Appointments are required to access outpatient services.
Respite Care	Temporary care provided to carers of older people so that carers can take a short break.

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Getting help and information after discharge home



My Aged Care

<https://www.myagedcare.gov.au/>
1800 200 422

For access to aged care at home including care for Cantonese Australians.



Family doctor (General Practitioner)

For advice and support about health and community aged care.



Carer Gateway

<https://www.carergateway.gov.au/>
1800 422 737

For advice and support for carers including counselling support.



After hours help

Ambulance and urgent medical care, 000
Health Direct 1800 022 222 for health advice from a Registered Nurse.



Prepare to Care Hospital Program

<https://carerswa.asn.au/our-services/prepare-to-carehospital-program/>

For advice and information about discharge care and support.



Centre for Cultural Diversity in Ageing

<https://www.culturaldiversity.com.au/>
For other resources about health and support for multicultural communities.



Older Persons Advocacy Network

<https://opan.org.au/>
1800 700 600

For advocacy support about aged care rights for older persons and carers.