

**National Centre  
for Healthy Ageing**

A partnership between



**MONASH**  
University



**Peninsula  
Health**

# GOING HOME FROM HOSPITAL

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

Written by Chinese (Mandarin) Australian carers



# Carers and their roles

Carers are unpaid family and friends who take care of an older person at home in many different ways. Carers reassure older persons and help to keep them settled at home. Carers may need to learn how to care for the older person at home. Carers' roles are the bridge between the hospital, the older person, and other services such as the general practitioner (GP).



**Interpreting  
is essential  
to overcome  
language  
barriers**

Interpreters at the hospital help to communicate from English to Chinese (Mandarin) and from Chinese (Mandarin) to English during conversations between older persons, carers, doctors, and health practitioners. These conversations include discussions about discharge planning and how to look after the older person at home.

## **Carers and older persons can request any information from health practitioners**

Carers and older persons are welcome to ask any questions. This can help health practitioners to provide support and care. If carers and older persons need more information, they are encouraged to ask the health practitioners.



## **In hospital, the social worker or health practitioner can help the carer and the older person to understand available options**

The older person's care needs may change after being in hospital. The social worker or health practitioner can:

- Follow up with other health practitioners, such as the physiotherapist for education about looking after the older person safely, or the dietitian for education about nutrition at home
- Help to understand available options such as support at home, respite care, and rehabilitation
- Help to access an aged care assessment in hospital or at home, services at home, and aged care packages

Respite care is good for carers to have a break, and it can be provided in a residential aged care home / nursing home, or a paid care worker can visit the older person at home to provide in-home respite.



## Taking medications correctly

Taking medications after hospital discharge is important. Carers and the older person can request assistance from a pharmacist in hospital and in the community who can prepare the medications in a medication pack.

This pack is sealed to prevent any mix-ups and allows the carer and older person to easily double-check for any errors. Alternatively, the carer and older person can prepare a medication organiser box themselves following their doctors' instructions.

## Getting more information and general practitioner (GP) follow-up at home

My Aged Care has very detailed information about care and services for older persons at home. The Carer Gateway has detailed information for carers including about carers' own health. (See the back page for details about My Aged Care and Carer Gateway.)

The older person will need to visit their GP for follow-up appointments. The older person and carer can ask the GP many questions including about mental health, counselling and allied health.

# 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

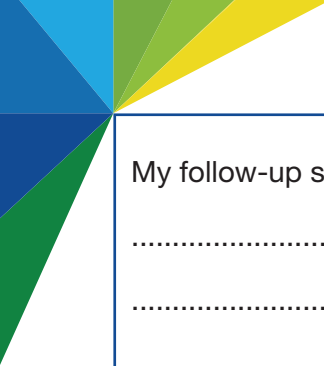
## At home

### 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

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<b>Aged Care Packages (Home Care Packages)</b>	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.
<b>Carer Gateway</b>	Australian Government funded practical services and support for carers including counselling.
<b>Discharge</b>	Preparing to go home from hospital, going home from hospital, and being at home after hospital.
<b>Medication Pack</b>	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.
<b>My Aged Care</b>	Australian Government service to help older people access help at home or information about aged care homes.
<b>Outpatient Services</b>	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.
<b>Respite Care</b>	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 Mandarin 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.*