

Grampians Watch

Information for consumers

About the program

Grampians Watch is a new Grampians Health Hospital Community service, to assist people to stay as healthy as possible, while supporting and monitoring them in their own home.

How the program works

- Our staff at Grampians Watch are trained in identifying people who meet a particular health profile for the program. Sometimes these people have visits to hospital for conditions which can be cared for within their home with support. Grampians Watch is for people who have health conditions we can offer support with. ***conditions apply**
- To participate in Grampians Watch you are required to be over 18 years of age.
- Grampians Watch is a phone and/or Telehealth based operating platform.
- We operate Monday to Friday between 9.00am - 4.00pm.
- You will be allocated a Teleguide Caller to phone you once a week about your health. Phone calls from the Teleguide Caller will usually last from 5 to 15 minutes sometimes longer if you are unwell or have concerns.
- Whilst on Grampians Watch a Health Coach (Nurse) will monitor your care at regular intervals, arrange and recommend services to support your health care, whilst also assisting you to engage with your GP.
- GPs are notified of you participating in the Grampians Watch Program.
- Grampians Watch is a service to support you and your health at home. It does not replace seeing your GP or calling an ambulance in an emergency. It gives you more choices when it is not an emergency.
- If you are not in an emergency but need medical advice, health professionals will be here to support you Monday to Friday. You can call us on – **1300 799 047**.
- Both you and your carer can be supported within the program - as necessary.
- If you need help with speaking English, an interpreter can be arranged for you.

Do I have to pay?

The Grampians Watch service cost is covered under Medicare and is FREE of charge to you.

If the Grampians Watch team organise an outside service or referral for you, there may be a fee – but you get a choice whether to use the service or not. ****Must be Medicare**

Eligible

Do I have to participate?

No – it is your choice, and you can leave at any time. This will not affect any other services you receive at Grampians Health.

How long am I in the program?

Usually, you are enrolled in the program for 3 months. After this time, the Health Coach Team will review your situation and health needs.

If agreed by you, they will extend their help if required. This Medicare eligible program is for a maximum of up to 2 years. The team helps you organise new services if you need them.

Grampians Watch Contact Details

Phone: 1300 799 047 (this shows as a private number)

Email: Grampianswatch@gh.org.au

References

This brochure has been adapted from the Northern Health Patient Watch patient information, participation agreement and consent form package