



# “Hello? I received information about Health Care Homes....”

## *Talking to prospective patients: a guide for practice staff*

Once your practice has contacted prospective patients about enrolling in your Health Care Home, they may call to make an initial consultation.

Following are some suggestions about taking that first call from a prospective patient.

- ▶ Check that the patient received information about Health Care Homes from their GP/this practice. It's important to ensure that the patient was told about Health Care Homes at your practice.
- ▶ If the patient is concerned about Health Care Homes, explain what it's about:
  - This practice is one of approximately 170 Health Care Homes around Australia participating in a trial that runs until 30 June 2021.
  - As part of the Health Care Homes program, this practice will provide care, in the one place, for people with chronic conditions. Chronic conditions include long-term conditions such as diabetes, arthritis, heart and lung conditions.
- ▶ Tell them about some of the benefits: [We know that practices may already be providing some or all of these services to patients. If so, you can explain that Health Care Homes gives your practice the flexibility to continue and improve on some of the integrated care you already offer.]
  - A care team — if you enrol in Health Care Homes, you will have your own care team, led by your usual doctor. The care team will work with you to look after your health and help address your concerns.
  - Convenient — you can talk to someone from your care team, without always having to make an appointment with your doctor.
    - We might call or email you about your care; and sometimes you will see other members of your care team.
  - Better coordination — as a Health Care Home, we can do more to coordinate your care with other health professionals like your specialists, physiotherapist or podiatrist.
  - More of the same, but better — you keep coming to this practice. You don't have to change your specialist or any of the other health professionals you see. We will do more to coordinate your care.
  - A shared care plan — we will draw up a shared care plan with you. This plan will help you set health goals; and a way of achieving them. It will help us keep an eye on all your conditions and your care. This plan is also shared with all the other health providers you see.



- ▶ If they want to go ahead and book in for an initial consultation about Health Care Homes, explain:
  - that this consultation may take 30-45 minutes and can be billed as a Medicare consultation
  - any other fees or arrangements which will apply. It's important that patients understand what it will cost them. Any fees which will apply for Health Care Homes patients will be determined by your practice.
  - in this consultation, their GP will talk to them further about Health Care Homes
  - and the GP will also confirm that they are eligible to enrol as a Health Care Home patient.
  
- ▶ You might also like to confirm that the patient:
  - is not a resident of a residential aged care facility
  - is not a recipient of the coordinated veterans care (CVC) program run by the Department of Veterans' Affairs (DVA)
  - does not have a DVA Gold Card.

These people are **not eligible** for Health Care Homes.

- ▶ "I need more information about this before I can decide...."

Patients can find out more about Health Care Homes by:

- talking to their GP, either by booking in for an initial consultation about Health Care Homes as explained above, or at their next regular consultation
- going to the website [health.gov.au/healthcarehomes-consumer](https://health.gov.au/healthcarehomes-consumer)