

You will need to:

- sign a consent form or give verbal consent to receive services from the PAC Program.
- agree to information about you being collected and sent to the Department of Human Services so that they can evaluate and monitor the program. The information sent about you will not identify your personal details such as your name, address, and date of birth.

What if I am readmitted to hospital?

If you are readmitted to hospital, you will be discharged from PAC. If you need services on discharge, you will require another referral and will begin another episode of care.

Please speak to staff during your hospitalisation to ensure services can be organised ready for you to recover at home after discharge.

Fees and Charges

There are no fees charged. However people may be asked to pay for consumables such as wound dressings.

Resolving Complaints

If you have a concern or complaint about the PAC Program, please contact your relevant PAC Coordinator on the number listed overleaf.

Who can make a referral to the NHW PAC Program?

Referrals are made by hospital staff via the Service Access unit associated with NHW Health Independence Programs. If you have been discharged home and feel you require some assistance please contact our Service Access unit and they will assist to facilitate a referral for you.

The referral may be made via phone, fax or post.

If you require further information or think we may be able to help, please contact us.

Phone: (03) 5722 5239

Fax: (03) 5722 0419



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Green Street, Wangaratta Vic 3677
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Northeast Health Wangaratta Incorporating:

- Wangaratta District Base Hospital
- Illoura Residential Aged Care
- Mental Health Services
- Medical Imaging



Post Acute Care

“Bringing Care to You”

The Post Acute Care Program (PAC) is offered through Northeast Health Wangaratta's (NHW) Health Independence Programs and aims to assist people discharged from a public hospital.

If you have been assessed as requiring short-term, community based supports to assist you to recuperate in your community and if we can help ensure a safe and timely discharge, we may be the program for you.

The key features of the NHW PAC program are to:

- facilitate a safe and timely discharge from a public hospital
- coordinate care on your behalf
- purchase short-term, community based services in response to your assessed needs.
- facilitate a referral to longer-term service providers where required.
- prevent unplanned readmission to hospital

We aim to meet client needs without discrimination.

Services the NHW PAC program can provide:

Community nursing - Visits from qualified registered nurses to monitor your care at home if required, such as wound care, assistance with medication and other nursing related care.

Personal Care - Assistance with personal hygiene tasks such as showering, bathing and dressing (we will need to arrange a shower assessment by the district nurse). Assistance with shopping and/or attending medical or health related appointments can also be provided.

Home Care Services - Arranged by PAC are provided for the duration of the recuperative period and are of a short-term nature.

Respite Care services- We can arrange for a qualified worker to relieve a carer for short periods while the carer is out of the home.

Transport – PAC can arrange transport to medical or health related appointments if required.

Food services - Frozen meals or meal preparation assistance may be provided and will be assessed according to need.

Allied Health services-Arrangements for services such as occupational therapy or physiotherapy - this is a limited service.

Are there services that NHW PAC cannot provide?

Some people already receive support services such as Home Help, District Nursing or Meals on Wheels. PAC does not pay for the services that you already had in place before going to hospital, but the program may facilitate a short term increase in services available to you after discharge from hospital.

To be eligible for the NHW PAC program you must be:

- Discharged from a public hospital. This includes patients who have been admitted for day surgery, or are admitted to the Emergency Department. This also includes Department of Veterans Affairs and Transport Accident Commission clients.
- Assessed by a Care Coordinator and shows that you need services to assist you to recover at home.

PAC is not available to private patients discharged from private hospitals.

Access to PAC is subject to availability and priority which may require that you are placed on a waiting list.