Government of **Western Australia**
North Metropolitan Health Service
Sir Charles Gairdner Osborne Park Health Care Group

1300 191 622

Hospital in the Home (HITH)

Information for patients, families and carers

Acknowledgement of Country

The North Metropolitan Health Service (NMHS) acknowledges the Whadjuk people of the Noongar nation as the traditional owners and custodians of the land on which we work and pays respect to their Elders past and present.

NMHS acknowledges that the majority of its business is conducted on Whadjuk Noongar Boodjar and a number of services are conducted statewide. NMHS recognises, respects and values Aboriginal cultures as we walk a new path together.

What is Hospital in the Home?

The Hospital in the Home (HITH) service is a multidisciplinary team of health professionals who support patients with their recovery at home.

When you attend Sir Charles Gairdner Hospital, if the clinical team determine that your condition and treatment plan meet the requirements to have your care provided at home, you have the option to be referred to the HITH team.

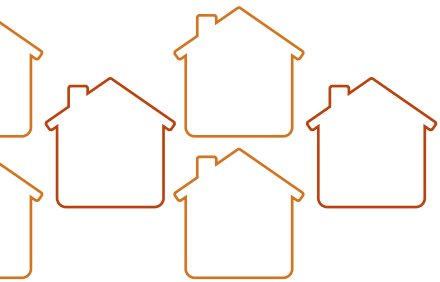
As a HITH patient you will remain an inpatient of the hospital, though your care will be provided by hospital-employed staff in your home (place of residence).

This means that the hospital team will manage and support your care during your admission at home rather than needing to go to your GP.

Who is eligible?*

Your safety and wellbeing are important to us. Before being accepted as a patient of the service, one of our experienced liaison admission nurses will complete the safety assessment form with you and/or your carer to ensure that you meet the eligibility criteria. You are eligible if:

- You have a clear diagnosis, are medically stable, and suitable for home-based delivery of treatment
- You do not require continuous 24-hour assessment, treatment, or observation, and are at minimal risk of deterioration
- You and/or your carer have consented to receiving care outside the hospital setting
- You have access to a reliable landline or mobile device
- You have carer support if required
- You are over the age of 16
- You have a safe visiting environment suitable for receiving care, subject to a home risk assessment and agree to:
    - Not smoke/vape during home visits
    - Restrain animals while staff are in the home
    - Inform the team regarding a history of aggression, violence and/or active substance abuse.



**WA Hospital in the Home Service Delivery Framework November 2023, WA Department of Health*

What to expect as a HITH patient

- You will be admitted onto the HITH ward and recorded as an inpatient before heading home (place of residence).
- You will be visited at home by one of our team most days and may be seen twice daily if required.
- The purpose of the visits will be to provide treatment and to monitor your condition.
- The HITH team includes doctors, nurses, physiotherapists, occupational therapists, social workers and pharmacists.
- Other HITH team members will visit as required, dependant on your condition and treatment requirements. The HITH medical team will manage your care and treatment during your admission.
- If you require an investigation, treatment, or a specialty-based review while at home, you will still need to attend the hospital and visit the HITH clinical area located in C Block.
- Your medications will be provided by the hospital pharmacy during your admission.
- Please note that your GP is unable to claim Medicare benefits while you are under the care of the hospital. This means you would be billed for any visit to them. Upon discharge your care will return to your GP and a discharge letter will be sent to them.
- You are advised not to drive while under the care of HITH as your medical condition and medications may affect your ability to drive safely.

Your care

During your stay, you will be cared for by different healthcare staff at various times, who will keep each other up-to-date about your care and treatment. You and your carer or family members should be involved in this process, so you know what is going on with your care and treatment.

- Before starting any procedure or treatment, staff will check to confirm the following information:
    - Your full name and date of birth
    - Any allergies or bad reactions you may have to any medicines, food, or other products
    - The procedure/treatment you are having
    - The part of your body where the procedure is performed (if applicable)
    - You have consented to the treatment
    - If you have any concerns regarding the treatment or potential side effects.

During your HITH stay we will be discussing your medications with you each day. Please speak to a member of our team before making any medication changes.

Virtual care

While it is likely that your care will be with the visiting healthcare team members, at times you may be contacted either by video or phone call, which can be a convenient way for the HITH team to communicate with you. Please let the team know if you need assistance to set up your phone/computer to receive video calls.

Interpreter service

Interpreters are available to patients and their families who are non-English speaking or have a hearing impairment. If you would like an interpreter, please let us know so that we can arrange for an interpreter service, which is free for all Australian residents.

Communication pathway

We do not want you to worry or feel uncertain when you are being cared for at home. Please see the guide to the right that outlines how to communicate with the team if you have a concern.

Non urgent

- **Can it wait until the next day?** For example: when is the dressing being changed or when is the doctor coming next?
- **Please speak to the staff at your next visit and they will be able to assist you.**

Semi urgent

- **Advice needed?** For example: the pump won't stop beeping or the drain has started leaking
- **Call 1300 191 622 to speak to a nurse for advice on how to manage the issue (support available 24 hours per day).**

Urgent

- **Concerned by a change in condition?** For example: newly elevated temperature, increased confusion, worsening condition
- **Call 1300 191 622 to speak to a nurse for advice on the management of condition (support available 24 hours per day).**

Emergency

- **Change in condition that requires urgent medical attention?** For example: Difficulty breathing, not rousable, chest pain
- **Dial 000 to call an ambulance.**

ADULT

Your rights*

- You have the right to health care that is safe, responsive, and respectful.
- You have the right to be treated as an individual and have your culture, beliefs and choices recognised and respected.
- You have the right to be a partner in your own care and have your privacy respected.

Feedback

To provide feedback, you can contact the **Consumer Liaison Service** on cls@health.wa.gov.au or phone (08) 6457 2867.

Alternatively, you can tell your story through Care Opinion, an online platform that enables consumers to share their experience with our services.

Care Opinion Australia

MySay Healthcare Survey is an ongoing SMS survey used to measure patient and family/carer experience of inpatient, outpatient, and emergency departments. The survey is sent to your phone two days after discharge, and allows patients, their family, or carers to provide feedback about their experience of treatment and care at our services.

MySay Healthcare Survey

Contact us

Call 1300 191 622 to speak to a nurse for advice on the management of your condition (support available 24 hours per day).

**Understanding my Health Care Rights, A Summary booklet for consumers 2nd Edition; Australian Commission on Safety Quality in Health Care (2020)*

1300 191 622

CONSUMER REVIEWED

The information provided is for information purposes only. If you are a patient using this publication, you should seek assistance from a healthcare professional when interpreting these materials and applying them to your individual circumstances.

Sir Charles Gairdner Hospital

Hospital Ave, Nedlands WA 6009
General enquiries (08) 6457 3333
Hearing impaired (TTY) (08) 6457 3900
scgh.health.wa.gov.au

This document can be made available in alternative formats on request.

We are proud to be a smoke-free site.

© North Metropolitan Health Service 2026

SCGOPHCG_8013_1026_TBR-1028