

WHAT IS ACUTE POST-ACUTE CARE (APAC)?

APAC is a multidisciplinary team of Health Care Professionals, including Registered Nurses, Physiotherapists, Occupational Therapists, Social Workers and Community Care Aides who provide hospital avoidance or hospital substitutional care. Treatment is provided either in a clinic or in your own environment.

APAC works in partnership with you, your doctor and other service providers, to deliver evidenced based care that supports optimal function and wellbeing.

APAC is part of the Central Coast Local Health District and works closely with the hospitals, specialists, local doctors (GP's) and other community health services in the area. We aim to provide you with quality short term care in a safe environment that is tailored to meet your specific needs.

As a client of APAC, you will experience the highest level of care, delivered with compassion, kindness and respect. You will be treated in a manner that shows courtesy and consideration for your culture, beliefs, values and any personal characteristics, such as gender or disability.

HOW TO CONTACT APAC

7 days per week including public holidays.
7.00am – 8.30pm

Telephone: **43203482**

Concerns After hours telephone Gosford hospital 4320 2111 and ask to speak to a Nurse in Emergency.

IN AN EMERGENCY telephone: **000** & ask for an Ambulance

COMMENTS, COMPLIMENTS & COMPLAINTS

You have the right to comment on care and have your concerns addressed.

Compliments provide a clear indication of what you seek in high quality care and boost morale for employees.

If you have a Complaint it is best to resolve this directly with APAC in the first instance. If you are not satisfied with the outcome you can contact the Central Coast Local Health District Complaints Manager on 4320 3920.

All Comments to:

APAC Nursing Unit Manager
Central Coast Local Health District
Acute Post-Acute Care
Gosford Hospital, Holden St
Gosford, NSW 2250

Telephone: 4320 3482

Catalogue No. CC09684



Health
Central Coast
Local Health District



APAC

Acute Post-Acute Care

A Guide for Patients, Carers and Families

HOW TO RECEIVE OUR SERVICE

Referrals are made by your doctor, specialist, physiotherapist or occupational therapist. APAC will assess your needs and discuss with you whether your care can be safely undertaken out of hospital.

A doctor is always responsible for your medical care and review of your treatment whilst on the APAC service. This may be the specialist or your local doctor. Your doctor will review you at least 3rd daily while you receive treatment with APAC unless your doctor determines otherwise.

Please arrange appointments with your GP when referred to APAC.

APAC has clinics in both Gosford and Wyong hospitals for patients who are able to attend each day for their treatment.

Remember to bring your APAC medical record and any medication APAC are administering, to all hospital, clinic and/or GP reviews.

Please be aware your APAC medical records and equipment remains the property of Central Coast Local Health District.

Please return all APAC medical records and equipment upon discharge from our service to the APAC office.

YOUR RIGHTS

- To be treated politely, with care, dignity, consideration and without discrimination
- Your APAC medical record is confidential and your right to privacy is in accordance with the NSW Health Records Information Privacy Act 2002
- To know the name and profession of the APAC staff member(s) attending you
- To be given clear information about your health in words you can understand.
- Be informed of the benefits, risks, side effects and possible complications
- Be aware of services available to you
- To be encouraged to take part in your treatment and health care plan
- Reserve the right to refuse treatment and your choice be respected
- You may request a second opinion.

VISIT TIMES

Unfortunately we are unable to give you an exact time for **home** visits. You will receive a phone call each morning to notify you of whether your treatment will be in the morning or afternoon. **Clinic** visits are always allocated an appointment time.

All appointments are negotiable to accommodate other important appointments. Please notify APAC ASAP if you have such appointments.

YOUR RESPONSIBILITIES

- Be available and compliant with APAC home or clinic visits
- Inform APAC of any changes that may influence treatment
- Keep medications, supplies and APAC medical records in a safe place, out of reach of children and animals
- Participate in your treatment as directed by medical, nursing and allied health during this episode of care.
- Provide a practical and safe working environment for health care workers, including:
 - Free from smoke
 - Free from violence and harassment
 - Free from unrestrained animals
 - Clean, clutter free space for treatment.
- Advise us of your medical history, any allergies to medication(s) and all other medications taken including supplements.

LIMITS TO SERVICE

APAC has the right to limit the service provided to you on the grounds of clinical judgement, service availability and/or staff safety.

**Ring APAC with any questions on
4320 3482**