

Caulfield Community Health Service (CCHS) Frequently Asked Questions

Contact details:

Main reception CCHS: Ph: 9076 6666
Referral (Caulfield Access) Ph: 9076-6776 Fax: 9076-6773
Email enquiries: access@cgmc.org.au
Website: www.caulfieldhospital.org.au

We are open: **Monday – Friday 8:30am - 5:00pm**
Note that some programs operate between 7am and 5pm.

Where are we located?



**Ashley Ricketson Centre
Gate 2
Caulfield Hospital (Building 22)
260-264 Kooyong Road
Caulfield 3162**

Car parking is via Gate 2 (fees apply). Limited street parking is available.

Public Transport

The number 605 bus stops outside Caulfield Hospital.

How do I make my appointment?

Now that your referral has been accepted a clinician will contact you to make an appointment. Depending on the type of appointment, your first appointment may be here at the centre or in your own home.

Tell me a bit more about CCHS.

There is a video online. Go to www.caulfieldhospital.org.au
Click on the “Community Services and Clinics” section.

What time do I arrive for my appointment?

Please arrive at your appointment 10 minutes early to check in.
Please note that a fee payment is now required before all appointments.

Do fees apply?

Fees apply to our services. Fees are set in line with government guidelines and are based on your income. When you call us, fees will be explained and discussed with you. If you are concerned about paying for your fee, please let your health worker know.

How can I be involved in my care?

We encourage you, your family and carers to be involved in your care. The team will talk with you and the people who support you (with your permission) about your needs and answer any questions you have. Together we will help you achieve your aims.

What do I bring with me to my first appointment?

- Your appointment letter,
- Relevant X-ray films, scans or any other test results or reports,
- Existing prescriptions and medications,
- Medicare care,
- Pension card,
- Healthcare card,
- Veteran's affairs card,
- TAC or Workcover documents
- Glasses, hearing aids, walking aids
- If you are attending an exercise program, you will need to wear comfortable clothing so that you can be actively involved.
- Please wear comfortable shoes that are firm, supportive and enclosed.

What if I need an interpreter?

We can contact you via an interpreter in your language, and have an interpreter present at your appointment, at no additional charge for the interpreter.

What if I have impaired vision?

Contact us to let us know how we can help you better for your appointment.

What if I have a hearing impairment?

We can contact you with either a text to your mobile phone or use the Text Telephone (TTY) with the National Relay Service. We can organise an Auslan interpreter for your appointment. There is no additional charge for the Auslan interpreter.

Consent

Your consent to participate in CCHS programs/appointments is required at your first appointment. We will request your consent again if we need to contact anyone outside of Alfred Health (e.g. your doctor, local council).

What do I do if I need to cancel my appointment?

If your circumstances change please contact main reception on 9076 6666. We require 24 hours or more notice for cancellations or rescheduling.

What happens to information about me?

Your information remains confidential at all times.

What are my rights as an elderly client?

Online resources:

<https://www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights/about-the-charter>

<https://agedcare.health.gov.au/publications-and-articles/guides-advice-and-policies/charter-of-care-recipients-rights-and-responsibilities-home-care>

www.agedcarecomplaints.gov.au

What if I want to make a compliment or complaint about CCHS?

We welcome and encourage clients and their families to give us feedback about their experiences. Your feedback is important to us and will help us to improve the care we provide. If you would like to provide written feedback, you may write a letter or fill in a 'We Care' form, which is available from the service. Ask your health care worker or reception for a **"We Care"** form.

What can CCHS help me with?

We provide health services that help adults, youth, children and families with:

- Support through a Home Care package
- Managing chronic conditions
- Independence and safety at home and in the community
- Mobility, strength and managing pain
- Daily living tasks, wheelchair seating, home modifications, scooters
- Nutrition and healthy eating
- Counselling- individual and group
- Physical activity
- Foot care
- Childhood development
- Communication, language and swallowing
- Carer support
- Social engagement and community connection

Can I smoke at CCHS?

Caulfield Hospital is a smoke free environment. Smoking is not permitted in any of the buildings or the hospital grounds. We also ask that you do not smoke during sessions that take place at your home.

If you would like to talk about support options for quitting smoking, please speak to your care team.