

Coming to the RCH Specialist Clinics for an outpatient appointment

Please remind your doctor to update the PAC team following your appointment.

Changes to your child's condition after hours

Please contact your GP or present to your local Emergency Department.

If you are readmitted to the RCH please contact the PAC team.

Medical emergency

In case of an emergency, telephone '000' for an ambulance

- Stay with your child
- Ask for an ambulance
- Follow all instructions
- Inform ambulance staff that your child is currently a patient of Post Acute Care at The Royal Children's Hospital.

Your next Post Acute Care home visit is on:

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Post Acute Care program

The Royal Children's Hospital Melbourne
50 Flemington Road Parkville
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Melbourne Children's

A world leader in child and adolescent health



Post Acute Care

Providing short-term support at home after an inpatient admission

Information for parents and carers

The Post Acute Care (PAC) program provides short-term support at home to children whose healthcare needs have increased following an acute hospital admission or Emergency department presentation. The program aims to help your child recover at home and prevent readmission to hospital.

Services offered include:

- Nursing
- Occupational Therapy
- Physiotherapy
- Personal care
- Respite
- Home help

PAC is a state-wide service coordinated by The Royal Children's Hospital (RCH). The services may be provided by RCH staff members or external organisations. External organisations will be used if you live in a rural area or if PAC staff do not specialise in the type of services required.

Keeping in touch with us

To report any changes, discuss concerns or to ask a question about the service we provide to your child, please telephone the PAC team on (03) 9345 4490 Monday – Friday, 8am – 4.30pm.

Referrals

RCH staff can make a referral to PAC on your child's behalf. If you would like to be referred for PAC services at discharge, please speak to your ward nurse, care coordinator or allied health professional.

Visiting you at your home

We will contact you prior to each visit to let you know the time frame in which we will visit. We do our best to give you an accurate time frame, but sometimes visits to other patients or travelling between homes may take longer than expected. We will call you if we anticipate a long delay.



At home with nurse Asher

Supporting your PAC nurse or allied health professional

Please do the following for PAC visits:

- Provide a clean surface for your nurse to work on
- Provide a smoke-free environment while your nurse is at your house
- Ensure an adult and the child requiring care are at the agreed address at the agreed time
- Ensure all family pets are contained in an area away from your nurse/allied health professional
- Ensure a parent/carer can be contacted at all times on the telephone number/s you have provided
- Please give us 24 hours notice for any changes to visit times or locations

Supplying required equipment

RCH ward staff will arrange to provide you with the equipment and supplies you need to care for your child. Please ensure this is available before PAC visits commence. You may need to organise additional supplies if your child requires PAC for a longer period than expected. PAC is unable to pay for or provide the supplies or equipment required for visits, but can provide advice regarding how to obtain these.

Storing equipment at home

Please ensure safe storage of equipment:

- Keep all equipment out of reach of children and family pets
- Store equipment in a safe, dry and secure area