

Frequently asked questions

Q: My child is not well, what do I do?

A: In an emergency, call an ambulance.
For clinical advice call the Complex Care Hub 24/7.

Q: How do I find out more about the Complex Care Hub?

A: Refer to the RCH website for further information.

Q: I live a long way away, do I have to drive to the RCH?

A: The Complex Care Hub will investigate appropriate services for you/your child in the community closer to home.

Q: What services and entitlements are available to help me care for my child?

A: The Complex Care Hub team includes Social Workers who will assist you with this.

Q: What do I do if I need to change my child's specialist clinic appointment?

A: Contact the Complex Care Hub.

Q: Am I able to access my child's medical notes?

A: Access to your child's information is available through My RCH Portal.

In a medical emergency

- dial 000
- ask for an ambulance

Referrals/enquiries

Please refer to:

www.rch.org.au/complex-care-hub

or contact the Complex Care Hub to discuss referrals and eligibility.

Your Clinical Nurse Consultant Complex Care is:

Complex Care Hub

The Royal Children's Hospital Melbourne
50 Flemington Road Parkville
Victoria 3052 Australia
TELEPHONE +61 3 9345 6868
EMAIL complex.care@rch.org.au
www.rch.org.au/complex-care-hub

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Children's
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in child and
adolescent
health



Complex Care Hub

Coordination of care for
children with chronic and
complex medical needs

What is the Complex Care Hub?

The Complex Care Hub is a team that supports the coordination of care for children across Victoria with chronic and complex medical needs.

The Complex Care Hub team comprises experts in managing children with complex medical conditions and includes Medical Case Managers, Doctors, Nurses, Social Workers, Physiotherapists, Occupational Therapists, Speech Pathologists, Dietitians and administration staff.

The Complex Care Hub provides a range of services with differing levels of support to meet the needs of each patient and their family; from appointment coordination to in-home health care support.

The Complex Care Hub:

- co-ordinates and integrates the treatment from hospital to community
- partners with families and community providers to deliver the best care closest to home
- provides services directly to the child and family and to the community support agencies involved with caring for the child at home

The levels of support are flexible and responsive. You/your child may move between the levels and will be discharged from the Complex Care Hub if they no longer require this level of support.



*Clinical Nurse Consultant Elena
with Complex Care patient William*

What you can expect from the Complex Care Hub

- Single point of contact to facilitate and coordinate patient care across multiple RCH medical departments and services
- Assistance with coordinating appointments with the specialist teams involved in you/your child's care
- Dedicated clinical nursing and allied health support
- After hours on call service for urgent clinical advice and support
- Information that will assist you to make decisions about you/your child's care and treatment
- Medical oversight provided by a dedicated Medical Case Manager/ Paediatrician
- Individualised patient care plans and goal setting
- Support to grow patient and family self-management skills and capacity
- Integration with community services to support care as close to home as possible
- Act as an advocate for you/your child and family within the RCH and community
- Support to access you/your child's information via My RCH Portal