

Further information

You can find more information on our new website. Please visit vitalis.health/patient-information/ for:

[Patient Responsibilities Charter](#)

[Personal Information and Privacy Policy](#)


[Your Healthcare Rights](#)

[Compliments or Complaints Policy](#)


[Aboriginal and Torres Strait Islander Identification Policy](#)



Contact us

 [Vitalis.health/hospital-in-the-home](https://vitalis.health/hospital-in-the-home)

 HITH@vitalis.health

 1300 858 254 (office hours);
0451 439 322 (24/7 support)



Information for patients.

Thank you for choosing Vitalis as your Hospital in the Home provider. We're excited to provide the specialist clinical care you need to help you achieve the best outcomes – from the comfort and familiarity of your own home.

What to expect from your Vitalis Hospital in the Home (HITH) service

At Vitalis, we believe **home is where the health is**.

As a valued Vitalis Hospital in the Home patient, your wellbeing and quality of life is our top priority. Vitalis is accredited by the Australian Council of Healthcare Standards, which means you can look forward to receiving hospital-grade medical care and treatment in your home (or nursing home).

You will have been referred to the Vitalis HITH team by your specialist, GP or care planner/coordinator.

Specialist Vitalis medical and nursing staff will visit you on a daily basis to assess your needs, provide treatment and review and plan your care. We also provide 24/7 support for extra peace of mind. And if you ever think you need extra assistance, please let us know.

Scan to learn more about Vitalis HITH.
Or visit vitalis.health/hospital-in-the-home



Key points to remember during your Vitalis HITH treatment

- You will need to sign a consent form – please read this carefully.
- You must stay home throughout your treatment. If have any vital commitments outside home, please let your Vitalis nurse know.
- You are not allowed to drive at any time.
- Please provide a smoke-free, safe environment for the Vitalis team.
- Please keep pets outside while a Vitalis team member is visiting.

The Vitalis team will provide all the medical care and prescriptions you may need. We will liaise with your GP to ensure they are up to date once you have been discharged from Vitalis HITH. There is usually no need to visit your GP while being cared for by Vitalis HITH.

What to expect when you finish your Vitalis HITH treatment

A Vitalis HITH team member will discuss your treatment with you and keep you informed of steps to take when your HITH care has finished. Vitalis will also provide your GP with information about your HITH treatment.

We usually recommend that you make a follow-up appointment with your GP about one week after being discharged from Vitalis HITH.

When to call the Vitalis HITH 24-hour number

Vitalis HITH provides 24/7 support to our patients. You should **call (not text)**

0451 439 322 if you:

- Feel unwell
- Have new or changing symptoms
- Have any concerns or questions.

In the event of an emergency, call 000 immediately. Please then notify Vitalis HITH through the 24-hour number as soon as possible.