

OUR PARTNERSHIP WITH YOU

At Your Health Navigator we approach care as a partnership and consider the following to be important to providing safe, inclusive and quality care to our clients:

- Communications between participants will be conducted professionally and with respect
- Program visits are scheduled within a 3-hour window between the hours of 8:30am to 4:30pm.
- It is an expectation that clients are available for provision of care during the specified hours.
- Care is to be attended at one agreed location.
- We are able to provide some flexibility to accommodate medical appointments. Please let us know when these are so that we can take this into consideration when scheduling your visit.
- Consent to speaking with other health care services about care provision is included in the consent process.
- Your Health Navigator staff members are instructed to not enter a client's residence or place of care or to leave if they feel unsafe or threatened.
- The 1300 142 126 number is for afterhours support and clinical advice but is not designed as an emergency number. It may take up to 30 minutes for a return call. In the event of an emergency, call 000.



Follow us on:



Your Health Navigator values inclusiveness and embraces diversity in relation to both employees and clients. We acknowledge the Traditional Custodians of the land on which we work and live, and recognise their continuing connection to land, water and community



your health navigator

At Your Health Navigator we get to know our clients by focusing on the person, not the condition and we create personalised care plans that respond to individuals and put them first.

Hospital in the Home and Rehabilitation in the Home programs:

YHN provides programs to facilitate safe transition to home following your hospital stay. The programs are developed between you (the client), your hospital and your health fund and are based on specific individual need.

Your Health Navigator is able to provide the following services (subject to eligibility criteria):

Rehabilitation in the Home such as:

- Joint replacement rehabilitation
- Reconditioning rehabilitation
- Cardiac rehabilitation

Hospital in the Home such as:

- Intravenous antibiotic therapy
- Complex wound care
- Medication management
- Early discharge nursing assessment and support
- Connection with local healthcare services

 **1300 145 126**

RESPECT | RESPOND | CONNECT

