

Healthcare 2 You  
enhancing the lives of  
aged care residents



 healthcare2you

Established in 2000, **Healthcare 2 You** has become Australia's largest provider of domiciliary healthcare services. Our range of services and products offered to the Aged Care industry include: **Eyecare, Physiotherapy, Podiatry** and **Nutrition**. Our multi-disciplinary company means that you deal with only one organisation to arrange your allied healthcare needs.

Some of our clients



# About us

We support over 800 Aged Care facilities Australia-wide, ranging from high care dementia units to fully independent retirement villages. Our primary objective is to improve the quality of life for residents by optimising their overall health and enhancing their general well-being. Providing Allied Healthcare services on site ensures that residents can remain in the security of their home environment. For immobile or fragile residents, and in cases where family members are time poor, our services are highly beneficial. Furthermore, retirement village residents simply enjoy the sheer convenience of our visits and after care service.

**Healthcare 2 You** is dedicated to providing a high quality service with state of the art clinical practices, staffed by experienced and fully-qualified experts. Total Quality Management initiatives are implemented to enable continuous improvement and industry best practice.

We pride ourselves on our unwavering commitment to a professional, personal and highly convenient service that complements the existing care you provide to your residents. For more information about some or all of our services, please call us on **1300 88 23 74** or visit our website [www.healthcare2you.com.au](http://www.healthcare2you.com.au)

## Integrated Multi-Disciplinary Approach

By adopting an integrated multi-disciplinary approach, we are able to optimise your residents' physical and mental health through information sharing across our various healthcare professionals. Furthermore, our 'one-point-of-contact' service delivery minimises the heavy workload placed on you and your staff, as you only need to deal with one organisation to access some or all of our range of Allied Healthcare services.

## Care Plan Manuals

Our Care Plan Manuals are easily identifiable, colour coded, user-friendly and have been designed and streamlined to reduce the paperwork demands on staff. All the information is easily accessible and contains a range of comprehensive and relevant documentation.

## Customer Care Phone Support

To ensure we maintain our high standards, we have a Customer Service Manager who oversees this department. In the event of a customer enquiry or concern, we have dedicated support staff who can be contacted for an immediate response. Various personnel from each of our Allied Healthcare divisions are trained to deal with customer service issues that may arise. To efficiently manage these calls, we have installed IT systems and CRM software to ensure they are monitored effectively and addressed expediently.

## Police Check Compliance and Insurance Coverage

In respect to all **Healthcare 2 You** representatives engaged to deliver services at your facility (and in accordance with statutory requirements), we have obtained and hold in our records evidence of criminal history checks. These include without limitation police check certificates and/or statutory declarations dated no more than three years old.

**Healthcare 2 You** has \$10 million Professional Indemnity cover as well as \$10 million cover for Public and Product Liability insurance. Should you wish to have a copy of our insurance policies and police check documentation on file, we will be happy to forward them to you.

## Non-English Speakers Support

Australia is a multicultural country with many different nationalities and as such, not all of our residents are able to communicate in English. To help alleviate the stress of a language barrier, we are able to accommodate many non-English speakers with our various personnel who speak a diverse range of languages.

## Resident Admission Support

Our **Healthcare 2 You** Admission Support serves to inform relatives and/or loved ones of the Allied Healthcare services on offer to residents. It includes a copy of our **Healthcare 2 You** brochure that comprehensively outlines our services. The distribution of our Admission Support information is also for the purpose of obtaining resident details that are paramount to optimum service delivery. We organise and deliver the Admission Support information to your facility for presentation to new residents upon their arrival.

## Family/POA Authorisation Letters

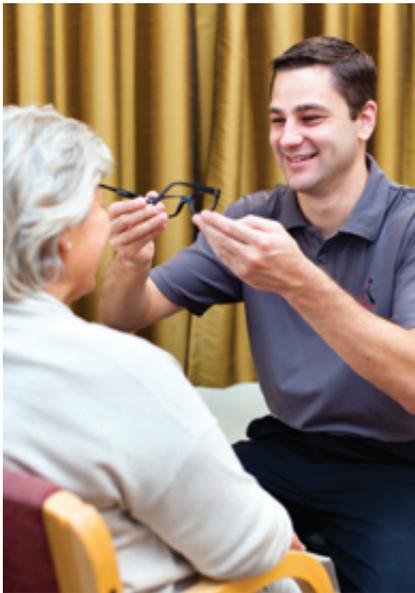
On request, Healthcare 2 You offers pro-forma letters that your facility may choose to send to family members and/or POAs informing them of our upcoming visit and seeking their authorisation to access our specified health program. This serves to further reduce the additional demands placed on facility management and staff.

**Are you thinking that our services could be beneficial to your facility or do you simply want to enquire further? Why not give us a call on 1300 88 23 74 and we will happily answer any of your queries.**



# Eyecare

Optical teams, each consisting of a qualified Optometrist and Optical Dispenser, provide the highest quality of care in our **Healthcare 2 You - Eyecare** division. We deliver comprehensive eyecare on site, the same integral service one would expect when visiting a conventional Optometry practice. Using state-of-the-art equipment also enables us to tailor the consultation to the capacity of the resident. Our vast experience in Aged Care Optometry is important, given that the challenges faced in this industry are different to those of mainstream Optometry.



# Physiotherapy

At **Healthcare 2 You - Physiotherapy**, we are passionate about enhancing the quality of life for residents. We aim to promote and maintain mobility and dexterity so that residents can achieve optimal physical independence with activities of daily living. Our highly specialised Physiotherapists assess, diagnose and treat residents who may experience movement and other disorders, as well as provide education and advice to manage and prevent injuries.

The prevalence of on-going and debilitating pain amongst the elderly, specifically for residents within Aged Care settings, is a major focus at **Healthcare 2 You - Physiotherapy**. Our *Pain Therapy Clinics*, established in numerous facilities that we service, provide residents with the best possible care with the latest up-to-date, evidence-based pain therapy solutions.







# Podiatry

In a lifetime, our feet can suffer enormous wear and tear including overuse, neglect, infection, injury and disease. As our feet grow older, they naturally develop more problems but painful and uncomfortable feet are not a natural part of growing old. At **Healthcare 2 You - Podiatry** we are dedicated to improving the quality of life for residents by keeping them active, mobile and 'on their feet'. Our foot care professionals are Aged Care specialists trained to deal with prevention, diagnosis, treatment and rehabilitation of the feet and lower limbs. There are more than 300 different foot conditions of which some are inherited although for older people, most stem from the impact of years of use. With the help of our highly regarded Podiatrists, many foot problems can be treated successfully to help residents minimise discomfort and maximise mobility.



# Nutrition

At **Healthcare 2 You - Nutrition** we are genuinely dedicated to improving the quality of life for residents by optimizing their health through well balanced, healthy eating. Our Dietitians work within a team environment, pooling resources on the latest scientific research, ensuring your facility remains at the forefront of food and nutrition issues. Our Dietitians are all highly qualified professionals having attained Accredited Practising Dietitian (APD) status. This gives you the confidence that our nutrition experts are continuously undertaking professional development and complying with the APD's guidelines for best practise in providing high quality care.







Victoria | New South Wales | Queensland

**Head Office**  
146 Hawthorn Road  
Caulfield North  
Victoria 3161

Phone 1300 882 374  
Fax 1300 913 043  
Email [info@healthcare2you.com.au](mailto:info@healthcare2you.com.au)  
Web [www.healthcare2you.com.au](http://www.healthcare2you.com.au)