

Healthcare 2 You Eyecare

enhancing the lives of
aged care residents

Healthcare 2 You, established in 2000, provides **ocular health** and **eye testing services** to the Aged Care industry. Our innovative and rapidly growing company supports over 800 Aged Care facilities, ranging from high care dementia units to fully independent retirement villages.

Some of our clients



About us

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**

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.



Ocular health program

How much does this service cost?

There is **no cost** to facilities or your residents for eye examinations as they are bulk-billed to Medicare or DVA. Should a change of prescription be recommended, we have an extensive range of frames and lenses from which to choose at prices well below retail. Before proceeding with any spectacle order, we have policies in place to establish contact with residents' families or next of kin where necessary to involve them in the care plan and seek their approval. These interactions are undertaken by our staff to reduce additional demands placed on facility management.

Can we help you meet accreditation requirements?

The delivery of our on site optical services helps in satisfying components of the accreditation requirements, as stipulated by the Government by determining the visual function status and capabilities of residents. Specifically, the teams at **Healthcare 2 You - Eyecare** assist facilities in complying with Standard 2.16 (Sensory Loss) as outlined in the *Standards and Guidelines for Residential Aged Care Services*.

Can we help to ensure continuity of care for your residents?

We provide on-going continuity of care to residents by notifying facility staff when 12 monthly patient reviews fall due. This serves to reduce the workload of management in tracking due dates for residents' visual performance assessments. As this age group is more prone to the development of ocular pathologies such as: cataracts, glaucoma and age-related macular degeneration, reviews are vitally important. Furthermore, our feedback forms, completed after each consultation, assist staff in record keeping as well as improving the care delivered to residents.

Do we inform residents' families/loved ones of our services?

Prior to any scheduled visits, **Healthcare 2 You - Eyecare** administration distributes coloured flyers for facility notice boards. On request, letters to family members/loved ones are available, informing them of our services and seeking their authorization to access our optical health program. This serves to further reduce the additional demands placed on facility management.

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.



Abervale Village

"We at Abervale Village have been privileged to have the expertise of Healthcare 2 You - Eyecare servicing our residents' visual needs for over 6 years. Both the visiting staff and their office staff have always been friendly and willing to work along with our schedules. Their back-up, follow-up and support are very professional. The Village staff and residents look forward to their visit each year. It is a pleasure doing business with them."

Brenda Steere, Co-ordinator, Abervale Village

Vasey House

"Healthcare 2 You - Eyecare regularly visit residents at Vasey House, a 90 bed Aged Care facility in Bundoora. They offer a great service from which residents really benefit. They are an extremely professional and well organised group. Regular eye tests, glasses fitted and repaired, it makes it all very easy for the facility and the residents to have Healthcare 2 You - Eyecare take care of residents' needs. The pick up and deliver repair service is also tops."

Michelle Penson, Residential Manager, Vasey House

Balwyn Manor

"Healthcare 2 You - Eyecare has been looking after residents at Balwyn Manor for the past six years. In today's hectic lifestyle, it is a great pleasure to find an organisation that looks after all your optical needs and brings their services to you. Such is Healthcare 2 You - Eyecare. Their qualified team of Optometrists and Dispensers expertly assess your needs and discuss in detail with you what is the best possible action to take. They have a comprehensive range of spectacle frames to choose from. They also bulk bill all consultations."

Lita Short, Manager, Balwyn Manor



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eyecare

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