



Eyecare Information Package

Healthcare 2 You - Eyecare

Healthcare 2 You



Established in 2000, Healthcare 2 You provides ocular health and eye testing services to the Aged Care community

Our innovative company supports over 850 Aged Care facilities throughout Australia, ranging from high care dementia units to fully independent retirement villages.

What We Provide:

- Fully comprehensive, high quality eye care service on-site – *we come to you!*
- Locally based, fully qualified Optical teams – includes Optometrist and Optical Dispenser
- Consultation is tailored to the capacity of the resident
- Feedback Forms digitally sent to facility management and referrals provided for GP and/or specialist if required
- 12 month patient review notification system – so you don't need to keep track. Leave it to us, we've got this!



Our Unique Offering

- ✓ There is NO obligation to make a purchase. The optometrist may suggest a new optical appliance but this is only a recommendation
- ✓ Approval is ALWAYS sought from the POA (Power of Attorney) prior to processing any order
- ✓ Personal delivery of ordered spectacles to residents and are fitted by one of our optical team members
- ✓ Email notification to POA upon delivery so they know the spectacles have been delivered and fitted to the resident
- ✓ All spectacles are personalised with the resident's name engraved on the goods
- ✓ Exceptional aftercare with free adjustments and repairs.
- ✓ 12 month warranty on frames and 3 months for lenses - no questions asked
- ✓ Invoice issued only AFTER delivery
- ✓ As we come to the customer, residents can remain secure in their 'home environment.'



Our Cost

- **NO COST to facility or residents**
Fully comprehensive eye examinations are bulk-billed to Medicare or DVA
- **Comprehensive Feedback Provided**
Consultation outcome and Optical Appliance recommendation and cost discussed with loved one or POA. Orders **ONLY** placed after authorisation provided.
- **Full After Care service is INCLUDED**
No charge for on-site adjustments or repairs



Our on-site optical service assists facilities in complying with accreditation requirements – specifically STANDARD 2.16 (SENSORY LOSS) in the *Standards and Guidelines for Residential Aged Care Services*.

Our complete value added services include – Care Plan Manuals, Customer Care phone support, Non-English Speakers support and Resident Admission support.



Frequently Asked Questions



Do any signed Agreements need to be in place in order for Healthcare 2 You to provide a healthcare service?

NO contracts and NO cancellation fees – only Service Agreements to meet your accreditation needs. In this way, the pressure is on the visiting teams to continue to deliver a superior service.

Does Healthcare 2 You comply with statutory requirements?

All relevant documentation is provided including Police Compliance Checks and Certification of Currency.

Can a family member, carer or loved one be in attendance at a Healthcare 2 You visit?

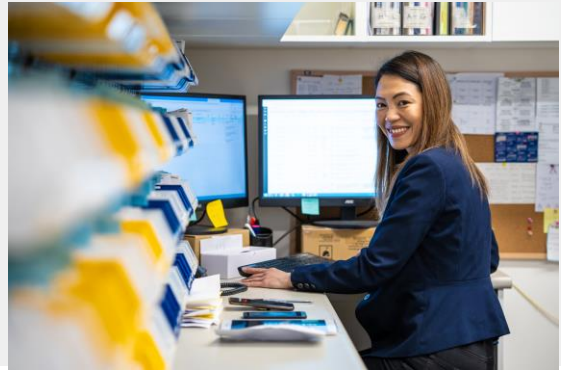
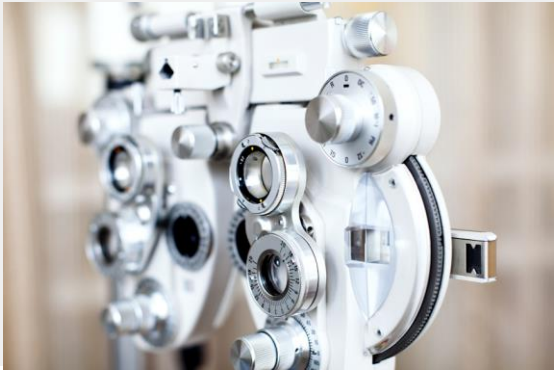
We welcome loved ones/carers to sit in on the eye examination to witness the clinical skills of our professional staff and be promptly informed of the consultation findings.

How do families/carers know when an upcoming visit is scheduled?

Advanced communication of upcoming sessions supported by flyers for your community noticeboards to advise residents, relatives and staff of our pending visit. Twelve month patient review notification system – so facility management doesn't need to keep track. Healthcare 2 You takes care of this.

How can I enquire further or book a visit?

All you need to do is contact us on **1300 882 374** and we can answer any queries and/or book a visit if you would like us to attend.



At Healthcare 2 You, our empathetic and experienced team provides the care required to improve loved one's vision, independence and overall wellbeing.

We aim to treat every patient with the same care we would give to our own families, giving you peace of mind that they are in the best of hands.

Managing the needs of aged care residents while running a facility and trying to stay within budget is a constant challenge.

Our reliable and experienced team provides support to over 850 aged care facilities within Australia, delivering the highest level of service and care.

If you are thinking that our Healthcare 2 You - Eyecare service could simply wish to enquire further, why not call Healthcare 2 You on **1300 882 374** and we will be happy to discuss any queries.