



# Podiatry Information Package

Healthcare 2 You - Podiatry

# Who Are We?

Established in 2000, **Healthcare 2 You** is Australia's largest provider of in-house health services for aged care residents. Offering podiatry, eye care, physiotherapy and nutritional support, we have become the go-to service provider for hundreds of facilities within Australia.

By providing skilled and compassionate care, our healthcare professionals improve comfort and quality of life for residents in over 850 Aged Care facilities across Victoria, New South Wales and Queensland.



# Comprehensive Initial Assessment

## Benefits of our podiatry service include:

- ✓ Comprehensive initial podiatry assessments
- ✓ Development of individual care plans
- ✓ Complete treatment reports
- ✓ Full progress notes
- ✓ Nail care, infection control and wound management
- ✓ Diabetes-related foot screening and management
- ✓ Advice to resolve acute problems and foot pain
- ✓ Podiatric device recommendations (such as aids to assist mobility)
- ✓ Plan implementation support



# All Part of the Service

## Bulk Billing

Eligible residents referred to us will be bulk billed to Medicare under the CDM program. Residents are eligible for up to 5 government-funded services annually. **Healthcare 2 You** administers this process to significantly minimise the workload for facility staff.

## DVA Registered

Entitled residents are fully covered by the Department of Veterans Affairs

## Agreements

- ✓ NO legally binding contracts
- ✓ NO cancellation fees

*Only Service Agreements to meet your accreditation needs.*

## Documentation & Compliancy

All relevant documentation provided including Police Compliance checks and Certificates of Currency.

Single-use, re-useable podiatry instruments, packed in self-sealing sterilisation packs. - complying with standards of The Australian Podiatry Council.



## Continuity of Care

- ✓ The same Podiatrist is provided with the aim of becoming an integral part of the team.
- ✓ Detailed documentation, communication and handover systems are in place to ensure continuity of care should another Podiatrist need to step in.
- ✓ Care plans are regularly reviewed, implemented and evaluated in accordance with policy guidelines. Treatment reports and comprehensive progress notes are documented.

## Facility Communication

Advanced communication of upcoming sessions supported by flyers for your community noticeboards to advise residents, relatives and staff of our pending visit.

## Family Communication

We establish contact with residents' families when necessary to involve them in the care plan and keep them up-to-date. These interactions are undertaken by our staff to reduce additional demands placed on facility management.



## Professional & Accountable

We aim to become part of the facility team – providing a seamless interaction between residents and staff.

## Customer Care

Our service team is on call to help with inquiries. Dedicated podiatry support staff ensure smooth running with 'Customer Care' phone support.

## Meet Accreditation Requirements

The delivery of our on-site podiatry service helps in satisfying components of the accreditation requirements relevant to:

- ✓ Standard 2.4 – Clinical care
- ✓ Standard 2.8 – Pain management
- ✓ Standard 2.11 – Skin Care
- ✓ Standard 2.14 – Mobility, dexterity and rehabilitation
- ✓ Standard 4.3 – Education and staff development



# 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.



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 trained to deal with prevention, diagnosis, treatment and rehabilitation of the feet.

Our podiatrists work within a team environment, pooling resources on the latest evidence based best practise guidelines, ensuring your facility remains at the forefront of feet and podiatry issues. Healthcare 2 You - Podiatry is solely committed to serving your facility’s needs with a team of dedicated customer services representatives.

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