

Healthcare2You

OPTOMETRY



Australia's leading provider of
domiciliary Optometry services
in residential aged care





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Why Healthcare2You?

We're all about quality of life for aged care residents Australia-wide, and have been since our inception in 2000.

Today, Healthcare2You (H2Y) is honoured to be a leading supplier of domiciliary optometry services for more than 980 aged care communities across Australia.

H2Y provides residents with all of our optometry services on-site so they can remain in the comfort, security and convenience of their 'home environment', while receiving the same level of care as visiting an external professional.

Our experienced and fully qualified team of professionals deliver state-of-the-art clinical practices in every interaction, backed by our unwavering commitment to customer service, continuous improvement and industry best practice.

Customer care. Compassion. Convenience.

That's the Healthcare2You way



The Healthcare2You Eyecare difference



Providing comprehensive optometry services in the comfort, convenience and security of your residential aged care community.

Peace of mind is not only a must but a certainty with H2Y.

There are simply no surprises as your bookings will be **pre-organized and confirmed**, you will deal with one dedicated H2Y primary contact and you will be provided with employee **full compliance**.

Our H2Y representatives will always be identifiable and your **progress notes** will show all H2Y interactions with your team and residents.



Experience the Healthcare2You Eyecare difference...

For residents and families

OPTOMETRY SERVICE AND PRODUCTS

- The most **comprehensive range of domicillary optometry clinical services in Australia**, with approximately 200 kg of state-of-the-art medical equipment every time we visit
- **Fully qualified and experienced** Optometrists and Optical Dispensers
- Every face shape and visual need is catered for with the **widest choice of optical appliances** - 196 quality optical frames and 12 low-vision aids. **That's more than twice the industry standard**
- All optical products are presented in **custom-built display organisers** for easy viewing and selection
- **All optical frames and aids** are on www.healthcare2you.com.au in cases where families are unable to attend the visit
- **Name engraving** on all dispensed products to personalise each item and minimise loss
- **Guaranteed service, including comprehensive repairs**, for the lifetime of all appliances. Most waiting times are less than one week

INDIVIDUAL CUSTOMER CARE AND ATTENTION

- Every **optical appliance is hand-delivered to the resident on-site** for final checking and to guarantee the perfect fit
- Our **experts have the professional qualifications and temperament** required to work in aged care, backed by a minimum of six weeks of training - far exceeding the industry standard
- **Next of kin are contacted every time authority is required**, such as when an updated prescription is recommended. No orders are processed without a digital record of explicit and clear consent
- **Our staff are trained in manual handling to maximize resident safety** as part of our extensive onboarding process.
- **One-off eye examinations** can be arranged for specific cases where required
- We work **solely and specifically in aged care** and are driven to detect disease, improve sight, decrease falls, improve comfort and thereby improve quality of life



For you and your team

SOPHISTICATED REPORTING AND TRACKING

- H2Y Eyecare is the only aged care optometry provider with our patented **Eyecloud platform - a fully incorporated and seamless aged care-specific patient record and customer service system**
- **Electronic resident review management and comprehensive digital ocular health reporting and doctor referrals**, provided electronically to your care managers at the end of each visit
- **Automated digital reporting over specified timeframes** of optometry outcomes to your corporate management teams, to assist them in internal healthcare planning, corporate reporting and quality management
- **Electronic access to H2Y reports and referrals** of any of your residents by their respective powers of attorney

FINANCIAL AND RESOURCE SAVINGS

- H2Y Eyecare is the **only national aged care optometry provider always using two member teams** of Optometrists and assistant Optical Dispensers, dramatically reducing dependence on facility staff
- **Our experts work as independently as possible** and enter progress notes on each patient seen, both for examinations and customer services
- We assist you in **meeting accreditation** and facilities serviced by Healthcare2You are provided with **24/7 access to our free education learning portal**.



SIZE AND ECONOMIES OF SCALE

- **With the largest optometry workforce** in our field, we have separate teams providing examinations and customer services each and every weekday throughout Victoria, NSW and Queensland - and rapidly expanding into other territories
- We have the **largest vehicle fleet of any aged care optometry provider** in Australia, maximising our geographic reach, staff satisfaction and OH&S
- Our guaranteed service of **retests & 'one off's'** where applicable, and the ability to service all areas **without unnecessary long waiting times**, set us apart in the mobile optometry industry
- As a direct importer of optometry, laboratory and most other optical supplies, plus our access to a bank of professionals, **we can quickly scale up services to meet any demand**

PEACE OF MIND

- As part of our **H2Y COVID-19 Safe plan (more on page 9)**, each H2Y Eyecare team forms a 'cell' in our compartmentalised structure and are COVID-19 trained as part of our extensive onboarding process. Our team maintains registers of vaccinations for both influenza and COVID-19
- H2Y **provides options for working with your 'consent model'**, including managing all consent through dedicated landing pages, or working with an established system of consent on entry to a facility
- The **team member who attends the resident will provide this information to the Power of Attorney** - not a 'third person' from a central office who has never met or interacted with the resident
- **H2Y business directors are directly involved in daily operations** and are always available should support or direct contact be required by residents or your management team

Optometry price guide

DESCRIPTION OF SERVICE	COST TO RESIDENT	COST TO FACILITY
H2Y consent management programs (optional)	Nil	Nil
H2Y detailed corporate reporting of visual and ocular health outcomes including ocular pathology, visual impairment, service provision and review management data	Nil	Nil
H2Y daily digital handover reporting to facility leaders of referrals, residents seen and resident clinical outcomes	Nil	Nil
H2Y digital patient review management	Nil	Nil
H2Y optometry examinations for both low and high care residents are bulk-billed to Medicare or the Department of Veteran Affairs (DVA)	Nil	Nil
H2Y optical appliances are of excellent quality, such as low-vision aids and eyewear. Costs vary depending on the magnifier type, frame and lens types and the level and complexity of the prescription. Products vary from no cost to reasonable retail pricing	Nil to retail	Nil
H2Y educational services are provided to your staff for professional development	Nil	Nil
H2Y in-person and on-site delivery of all appliances	Nil	Nil
H2Y 'resident name' engraving on all appliances	Nil	Nil
H2Y guaranteed service of repairs and customer services for the lifetime of the appliances	Nil	Nil



Reporting with ease

Experience Healthcare2You Reporting Innovation

We pride ourselves on the quality and transparency of our service, which has comprehensive communication and an innovative 3-tier electronic reporting system at its core.

Daily clinical handovers including doctor referrals, family clinical reports and corporate customized reporting provide peace of mind that great care is delivered with excellence and on time for all communities.

Reporting with ease

Our individualized patient management, extensive and guaranteed customer service standards and benchmarking of provider performance form the backbone of these reports, which clearly display our commitment to exceeding the key performance indicators (KPIs) outlined in our service agreements.

To achieve this, our latest developments have been influenced by the recommendations of the royal commission into aged care, specifically recommendations 23, 38, 67 and 108 - and we continually strive to innovate, which is why the clinical overview of the group outcomes report and H2Y online learning portal for your team education were born.



Upskilling your workforce

Free Online Learning Portal for Community Staff

Healthcare2You values the importance of continuous improvement and sharing our optometry experience and knowledge. This is why the H2Y online learning platform was launched in 2023.

The portal has free and unlimited access to relevant and important eyecare topics for staff of facilities that we service.

These sessions have been designed so your professional staff can apply for CPD points with their professional bodies. Information sessions cover the how and why of the examination, and topics include but are not limited to cataracts, diabetes, glaucoma, age-related macula degeneration, anterior eye disease, dry eye and the various visual refractive impairments.

These science-based educational topics are created and informed by over 20 years of providing age care optometry throughout Australia.



Our commitment to health and safety

Occupational Health, Safety (OH&S) & Compliance

Health and safety in every interaction is always front of mind for Healthcare2You. We have formalised company policies and procedural documents in place for our staff employed in aged care workplaces, and we are:

- Taking responsibility for obtaining updated **facility policies and procedures** and ensuring that H2Y staff are notified prior to commencing. H2Y agrees that we will ensure all staff providing services to aged care facilities will strictly adhere to these policies and procedures at all times whilst on-site
- Agreeing to be responsible for ensuring all staff who enter aged care premises will at all times hold a current **National Police Certificate** (and where relevant, a Statutory Declaration as required by the Aged Care Act 1997). All employees and contractors have been assessed as suitable for providing services within an aged care setting, in accordance with the national guidelines.
- Taking full responsibility to ensure that processes are in place and that a **certificate of qualifications and/or registration** is provided prior to any staff member commencing work in an aged care facility.
- Ensuring that all staff entering aged care premises are aware of the requirements relating to **Mandatory Reporting** of elder abuse, as prescribed by the Aged Care Act 1997 and the Australian Government Department of Health and Ageing Compulsory Reporting Guidelines for Aged Care Providers
- Taking full responsibility to ensure and record **annual vaccination for influenza and COVID-19**, maintaining a register of vaccinations and **providing evidence to your managers** prior to a visit
- Taking full responsibility to ensure **appropriate COVID-19 training**, recording proof of the training and providing evidence to your organisation if requested

COVID-19 Infection Control, PPE and training

Healthcare2You has a comprehensive COVID-19 Safe Plan which includes a fully compartmentalised organisational structure to eliminate cross-infection. Additionally, all staff have completed H2Y COVID-19 training.

Our Optometrists follow best practice infection control and PPE guidelines set by the Australian Health Practitioner Regulation Agency (AHPRA) and Optometry Association of Australia (OAA).

The **H2Y Eyecloud software platform 'time and place stamps'** all interactions between our teams and your staff/residents, providing within minutes a detailed and instantaneous tracing tool should it be required by the Department of Health & Human Services.

To maximise infection control, **our mobile teams are also compartmentalised** within the H2Y organisational structure. This is critical for a mobile business, especially within the aged care sector. Distribution of PPE, sterilised equipment and other goods is contactless and utilises H2Y-dedicated logistics channels; should it be required.

H2Y firmly believes that our organisational practices **provide a far greater level of COVID-19 safety** than that of professionals working in the less regulated public space.



Thank you for considering Healthcare2You as your optometry provider.

We believe that we provide the best quality and value for communities; families and clinical teams in the residential aged care industry.



We're so proud of the positive feedback we receive in the residential aged care space, and encourage you to look through our reviews for written testimonials on our optometry service.

Should you have any additional questions, please do not hesitate to contact us on 1300 882 374.

We hope to work with you to provide an outstanding level of eyecare service worthy of your residents, their families and your organisation.

Kind regards,

A handwritten signature in green ink, appearing to read 'Sam De Pasquale'.

Sam De Pasquale
Managing Director
Healthcare2You Group





Appendix

The Importance of Eyecare in Residential Aged Care

RECENT SCIENTIFIC RESEARCH AND PROFESSIONAL STANDARDS

The incidence of eye disease and vision loss increases threefold every 10 years after the age of 40¹ and this is especially relevant for Australians living in residential aged care, of which three-quarters (77%) are aged 80 and over and 57% are aged 85 and over.² Poor vision in the elderly reduces postural stability and significantly increases the risk of falls and bone fractures³ and is associated with depression¹ and dementia⁴.

Previous research estimates that nursing home residents have visual impairment rates anywhere from 3 to 15 times higher than adults of the same age living in the general community⁵. Eye disease and vision problems can go unnoticed as visual changes are commonly perceived to be a natural part of ageing¹. The people at the highest risk of vision loss are older people, those with diabetes and those with a family history of visual disorders.¹

Healthcare initiatives raise awareness in older people and their carers of the importance of regular eye examinations and use of appropriate visual appliances³. For all elderly residents⁵, even in the absence of symptoms⁷, an eye examination by an Eyecare Professional can be recommended yearly because of increased sensitivity for common eye disorders including glaucoma, cataracts, diabetic retinopathy⁵ and macula degeneration¹. When a resident voluntarily reports vision loss, it is important to organise an examination as soon as possible by an optometrist or ophthalmologist¹.

Eye disorders are associated with dementia and researchers recently reported that poor vision may intensify cognitive decline⁴. The types of vision treatment that are helpful in lowering the risk of dementia are surgery to correct cataracts, treatments for glaucoma and retinal disorders and vision correction⁸. Aged Care residents are likely to have visual problems that have not

been detected due to the development of dementia⁹. One factor that improves the quality of life of a patient with dementia and as a consequence, reduces the burden on carers is the ability to see as clearly as possible⁹.

Proper vision is a requirement for many of the daily activities that previously have been found to lower the risk of Alzheimer's disease⁸. These include reading, playing board games, other mentally stimulating activities, social networking, as well as physical activity such as walking and routine exercising⁸. A visual disorder may interfere with normal mobility and the ability to participate in such activities⁸. Dementia should not be considered a contraindication to surgery or prescribing visual aids¹⁰.

On the contrary, the presence of cognitive dysfunction, such as that seen in dementia, should be considered a co-morbid factor¹⁰ that might increase the need to consider cataract removal or an optical correction to improve sensory input, which opens another communication channel for the resident¹⁰. Surgery is best contemplated in unison with the general practitioner of the resident who is best positioned to evaluate the efficacy and appropriateness of these decisions in view of the medical condition at hand.

Hence, it is important that the visual problems of elderly residents be investigated and managed by an Eyecare Professional⁹. Vision problems should be corrected as far as possible and those which cannot be corrected should be explained to carers so that accommodations can be made for these problems⁹.

The list of relevant, manageable and treatable disorders are much greater than the common four to five conditions and professional help is well placed to make a difference to quality of life of these older Australians whilst meeting the duty of care requirements for these elder members of our community.



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Company Details

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Date of Commencement	9 September 2000

Australian Business Numbers

Victoria	
Tasmania	12 673 343 311
New South Wales	
Australian Capital Territory	
South Australia	76 605 641 594
Queensland	
Northern Territory	
Western Australia	85 129 388 370

**Professional Association
Optometry Australia**

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