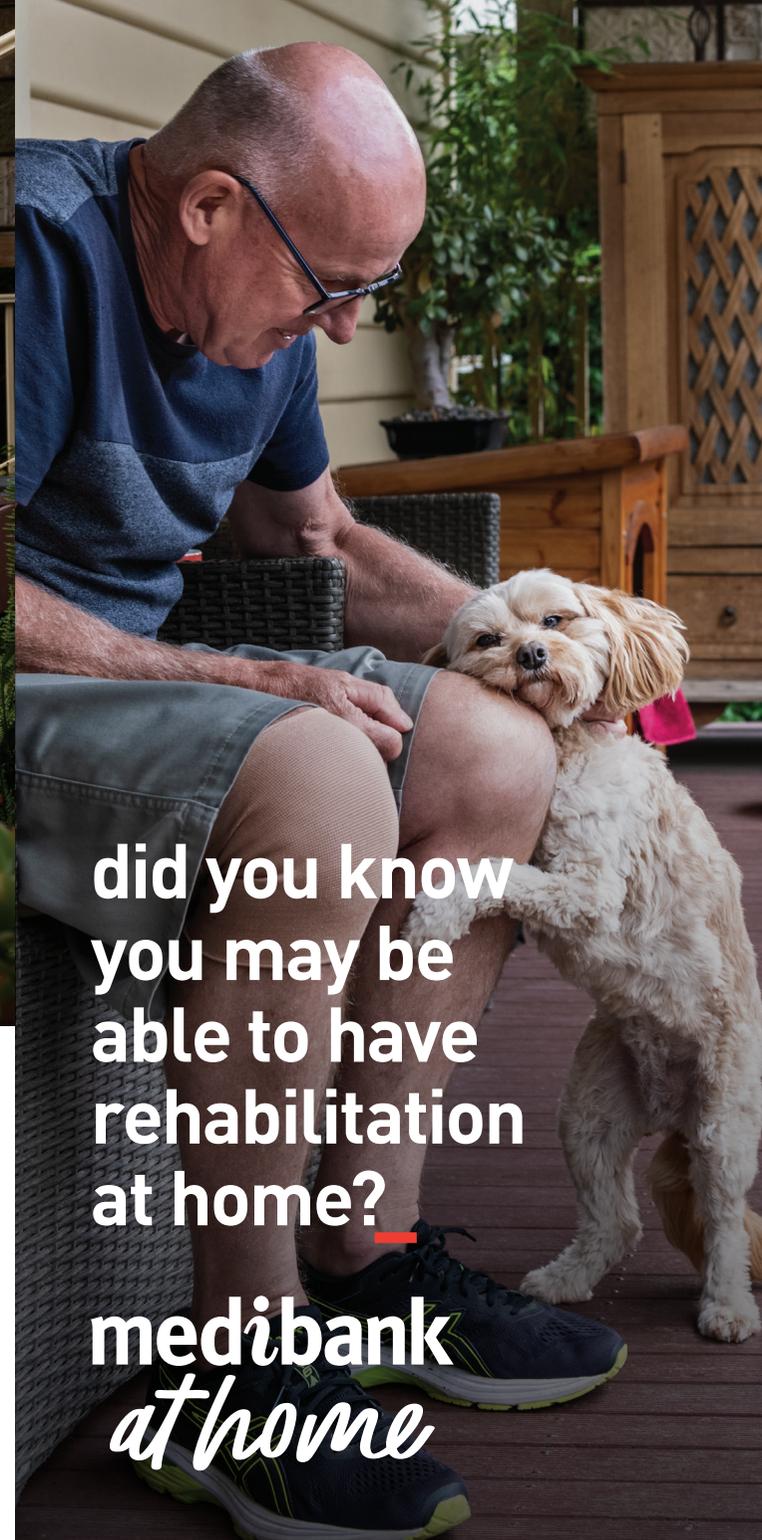




“
**Being able to have
someone come to the
home was terrific.**

72 year old male

”



**did you know
you may be
able to have
rehabilitation
at home?**

**medibank
at home**

“

***I did not want to
stay in hospital;
this was the perfect
alternative for me.***

69 year old female

”

How can I find out more?

For more information, contact the
Rehabilitation at Home team:



1800 065 769
24/7/365



Rehabathome@medibankathome.com.au

**medibank
at home**

Medibank now offers eligible members who have had knee or hip replacement surgery the option to have their rehabilitation in the comfort of their home.

What is Rehabilitation at Home?

Medibank's national Rehabilitation at Home service co-ordinates the delivery of a package of care and services in your home that is designed to meet your individual care and treatment needs. Services are delivered by Medibank's network of healthcare providers.

What does the service include?

Rehabilitation at Home can be much more than physiotherapy at home. Depending on your circumstances it can include occupational therapy, nursing, personal care, domestic assistance and meals. We will work with you and your health professionals to develop a treatment plan that's just right for you.

Rehabilitation at Home runs for up to six weeks. During this time, we will liaise with your surgeon and GP to provide them with an update on your progress.

How do I know if I'm eligible?

You must have eligible hospital cover, which must be up-to-date and include hip or knee replacement surgery and you'll need to have served the required waiting period. You will also need a referral from a health professional prior to discharge from hospital.



How much does it cost?

Medibank funds the cost of your Rehabilitation at Home treatment plan and care package. However, if you need additional treatment, such as scans or a follow up with your health professional(s), there may be some related out of pocket expenses. As with any treatment, it's best to call us on 1300 733 338 first to check what's included in your cover.

How can I enrol?

We'll need a referral from one of the health professionals involved in your treatment. This could be your surgeon, GP, physio, nurse or hospital discharge planner. The referral can be sent to us either before you have your surgery (from your surgeon or the pre-admission clinic) or after surgery from one of the health professionals in the hospital. Alternatively, you can call us and we can talk to one of your health professionals on your behalf.

If you're interested in having Rehabilitation at Home, speak to one of your health professional team to see if it is right for you.

“
**Living in a rural area,
it was fantastic to
have these services
come to my home.**

81 year old female

”

Medibank at Home is delivered in partnership with Home Support Services.



How does the program work?

1 After we've received your referral, a Medibank care coordinator will give you a call to check your suitability for the program and whether Rehabilitation at Home is a good fit for you. We will discuss your rehabilitation goals and if the program is not considered suitable, we will let you and your health professionals know.

2 The care coordinator will liaise with your health professional team to develop your personalised rehabilitation plan and to organise the services that you will need when you get home.

3 Once home, you'll have your first at-home rehabilitation session and start to receive any of the additional services you might need such as help with showering, house cleaning or a meal delivery. You will continue to receive regular home visits for rehabilitation during the length of the program with additional support services also provided during this time, depending on your requirements.

4 Your surgeon and GP will be updated on your progress throughout the program and if necessary, may work with the rehabilitation provider and care coordinator to adjust your plan to ensure you are receiving all the services that you need and are recovering well.

5 At the end of your program, the Medibank care coordinator will review your progress against your rehabilitation goals, and if necessary, help you develop an ongoing plan. There may be out of pocket costs associated with your ongoing plan. Call Medibank on 132 331 to check what is and isn't covered in your policy.