

Health. Human. Home.



## About Silverchain

Silverchain is Australia's leading in-home care specialist, providing complex health and aged care services to 105,000 clients a year. We have been trusted by Australians to deliver care that is differentiated by quality and safety for almost 130 years.

We tailor our services to each person's needs, preferences and cultural values. This includes providing nursing, care coordination, palliative care, home care and home support services, allied health services, virtual care and monitoring programs, and the provision of equipment and monitored personal alarms.

We also deliver customised home hospital programs to help people transition out of hospital into the home.

We believe that everyone deserves the right to choose where they receive their care, and that home care helps keep you connected to your community.

# Chronic care coordination

For people in South Eastern NSW

## Contact us

**Silver Chain Group Ltd**

For national enquiries: 1300 650 803

[info@silverchain.org.au](mailto:info@silverchain.org.au)

[silverchain.org.au](http://silverchain.org.au)



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## Do you have a chronic health condition or complex care needs?

Silverchain can help. We'll work with you and your GP to find out what is most important to help you improve your health and maintain your independence.

### Our free care coordination service

We know that ongoing management is important for people with chronic health conditions and complex care needs.

We have partnered with COORDINARE – South Eastern NSW Primary Health Network to provide a care coordination service.

This service provides support to people who need extra help to manage their chronic health condition.

If you are referred by your GP we will assist you in the coordination of your care, including assisting with your health care appointments and working with you on a plan to maintain your best health. With your consent we will share information with your GP and other care providers.

## What can the care coordination service do for you?

The best way to maintain your independence and continue to stay at home is by getting early help and support to manage your health condition. We know that sometimes getting the right support can be hard – and you might not know who to turn to for help.

This is where we can support you to ensure you get the services you need.

Your GP might be talking to you about things like getting your blood pressure down. You might also have lifestyle goals – maybe you'd like to get out more to do the things you enjoy, play with your kids or grandkids, or be fit enough to walk your daughter down the aisle. We can take the time to really understand what you need and together we'll set up a plan and help to get you there.



### Some of the things we can do:

- Explain medical language and test results
- Work out your goals and a plan to maintain your best health
- Provide advice and information on the services you need to get on top of your conditions
- Speak with your family members on your behalf, when needed
- Obtain referrals and book appointments for other services and programs, such as chronic obstructive pulmonary disease (COPD), diabetes, or support for heart conditions
- Find other health care options if you're getting stuck or having to wait too long for services
- Where required we will help you plan and book your transport so you can get to appointments.

## How to get started

### To access our free service, talk to your GP.

Once your GP has referred you to Silverchain, an experienced Care Coordinator will call to introduce themselves, take time to talk about your health needs and create a personalised care plan.

Everyone has different needs. Your Care Coordinator is here to connect you to the care that is right for you.

If you have already been referred and need to contact Silverchain, please call **1300 650 803** and ask for the South East New South Wales Care Coordination Program.