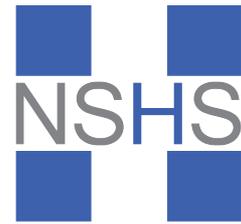


North Shore Homecare Services
Outreach Programme



Our aim: North Shore Homecare Services' Outreach Program aims to identify and manage the needs of the elderly in terms of a great variety of medical, welfare and ancillary services, all in the comfort of their residence. The program seeks to coordinate services by liaising with the client's preferred providers - e.g. their general practitioner (GP) - and recommending other providers and services, as appropriate. These recommended providers and services will be sourced from strategic partners and associates such as North Shore Heart Clinic and North Shore Weight Loss.

Onsite Services

- Diagnostic imaging
- Pathology

Programs

- Lifestyle modification program
- Medication review
- Comprehensive medical assessment (CMA)

Medical Services

- General
- Specialist
 - Cardiologist
 - Interventional radiologist
 - General surgeon
 - Vascular surgeon

Allied health (HACC)

- Optometrist
- Audiologist
- Dental
- Psychologist
- Physiotherapy
- Occupational therapy

Welfare Services (HACC)

- Nutrition
- Fitness
- Entertainment
- Transportation
- Home cleaning & gardening

North Shore Homecare Services - Outreach Programme

Our reasons: Australia's population enjoys one of the greatest life expectancies worldwide (ranked 4th). Accordingly, the population of people over 65 years of age is steadily increasing. The elderly population are usually in need of multiple services to cater for their general health and wellbeing. However, for those less mobile, it is not always possible to go out in the community and access such services. This causes problems for such individuals due to the fact that they are less able to care for themselves. North Shore Homecare Services has identified this problem and carefully designed an outreach program providing comprehensive and accessible solutions for elderly clients in need of health and welfare services.

Who we are: North Shore Homecare Services values the input of clients' current service providers, and understands the importance of working with them to achieve a common goal.

Additionally, our Outreach Program has established partnerships that share our vision and commitment.

Medical

- North Shore Heart Clinic
- North Shore Vein Clinic
- North Shore Ultrasound Lab
- North Shore Procedure Centre

Ancillary

- North Shore Weight Loss
- North Shore Psychology Services

How we work: The Outreach Program will initially be offered to a number of Residential Aged Care Facilities (RACFs) in Sydney's North Shore area. North Shore Homecare Services' Outreach Program will be primarily facilitated by an Outreach Manager (OM). The OM's first task is to conduct a needs analysis and case review with the client and/or carer(s) at the client's residence. Based upon this analysis, the OM will coordinate the required providers (who may be already part of the client's care team) and

services and have these delivered to the client’s place of residence. For example: it has been identified that client X is in need of a Medication Review and a Doppler Ultrasound. The OM will contact the client’s doctor to organize a home visit to perform the medication review and sign the ultrasound request. At the same time the OM will arrange an outreach visit from our partner North Shore Ultrasound Lab to complete the requested study.

As an additional service, clients can access PuttyConcierge™, a hardware and software package leveraging smart mobile technology that will enable our clients to manage their bookings, services, etc.

When are we available: OMs attend to our clients within the standard working hours of Monday to Friday, 9:00am to 5:00pm. Additionally, our ‘on-call OM’ is a 24-hour service design to address our clients’ needs in the quickest and most efficient way possible over the phone. Should a pressing need or emergency situation arise, an ‘urgent call-out OM’ can be dispatched to the client’s residence and/or act to refer emergency services or medical attention to the client.

Where are we: North Shore Homecare Service’s Outreach Program is headquartered in St Leonards but will provide care at the client’s residence.

Costs:

- OM services are free of charge
- On-call OM fee per call
- Urgent call-out OM call-out fee
- PuttyConcierge \$19.95 p/m
- Providers and other services bill independently.