



Coordinated care for people with chronic conditions

What is a Health Care Home?

A Health Care Home is an existing general practice or Aboriginal Community Controlled Health Service (ACCHS) that provides primary health care, in the one place, for people with chronic conditions.

Chronic conditions include long-term conditions such as diabetes, arthritis, heart and lung conditions.

The Health Care Home Trial will run from 1 October 2017 until 30 June 2021. Up to 12,000 patients, from around 170 general practices and ACCHS nation-wide, will be able to become Health Care Homes' patients.

This is an Australian Government-funded initiative.

It is part of a long-term government strategy to better care for the growing number of Australians with long-term conditions.

Rather than receiving a payment each time you see your usual doctor, your practice will be paid a monthly payment to provide you with the care you need.

This means the care team can be more flexible about how they care for you.

The benefits of Health Care Homes

Here are some of the pluses of Health Care Homes.

My care team—you have a care team, led by your usual doctor.

My shared care plan—with the support of your care team, you will develop a shared care plan. This plan helps you have a greater say in your care; and makes it easier for all the people who look after you, both inside and outside your Health Care Home, to coordinate your care.

Better access and flexibility—with a care team behind you, you have better access to care. Health Care Homes can also be more responsive and flexible. If you want to talk to someone in your care team, you won't always need an appointment with your GP.

You might call or message the practice team. Or they might call you to see how you're going.

Better coordinated—your care team will do more to coordinate all your care from your usual doctor, specialists and other health professionals.

Coordinated care, tailored for you

If you have several health conditions, there are a lot of things to keep an eye on—symptoms, medications, GP and specialist visits.

Wouldn't it be good if there was one team coordinating all your care?

That's the Health Care Homes' approach. As a Health Care Homes' patient, you will have your own care team. The care team develop a shared care plan for you and help to coordinate your care, both inside and outside your Health Care Home.

About the shared care plan

With the shared care plan, all the people who look after you have up-to-date information about all aspects of your care.



This plan covers all the care you receive from your GP and other health professionals. It includes your symptoms, medications, any recent hospital visits and your health goals.

All the people who look after you, including your care team, can access it any time.

So can you.

The shared care plan gives you a greater say in your own care. It will improve the coordination of services you receive, both inside and outside your Health Care Home.

If you already have a care plan, it will form the basis of your shared care plan.

What about visits to my specialist and other health professionals?

In line with your care plan, you will still visit your specialist, podiatrist, physiotherapist or any other health professional you need to see. They will also be part of your care team.

My Health Record

All Health Care Homes' patients are encouraged to have a My Health Record. If you don't have a My Health Record, your care team will sign you up if you wish. My Health Record is a secure, online summary of your health information.

I like everything just the way it is

You can keep seeing the doctors and other health professionals you trust. You can keep going to your usual GP or ACCHS. You don't have to change anything about your care that works well for you.

But Health Care Homes' coordinated, flexible approach means that your care will be better organised. And if something changes in the future, you and your care team are better placed to be able to adjust your care in a way that works for you.

What will it cost me if I become a Health Care Homes' patient?

Ask your practice receptionist or practice manager about this. Some people don't have any out-of-pocket expenses when they go to see their doctor; while others are asked to pay a contribution. This will be the same under Health Care Homes.

For more information

Talk to your GP or practice about [Health Care Homes](http://health.gov.au/healthcarehomes-consumer) (health.gov.au/healthcarehomes-consumer)