

How do I become a HealthOne client?

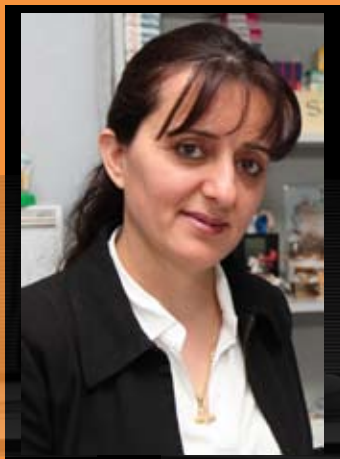
Referrals to HealthOne Auburn are generally made by GPs, Community Health workers and hospital staff.

Once a referral is received, an assessment will be completed by a Community Health worker.

HealthOne will be explained to you and your consent obtained to be enrolled as a HealthOne client.

Your GP will be contacted and their consent obtained for their participation.

At this point you become a HealthOne client.



For more information

If you think that you or someone you care for could benefit from HealthOne, you can:

- ✓ Talk with your GP
- ✓ Contact the GP Liaison Nurse at Auburn Community Health Centre

HealthOne Auburn

Auburn Community Health Centre

Norval Street Auburn

Auburn NSW 2144

Ph: 8759 4000

HealthOne Auburn - A partnership between:

NSW Health

WentWest Ltd

NSW Refugee Health Service

All SWAHS facilities are smoke free. This means that smoking is not permitted anywhere on the grounds or inside the buildings. For assistance to quit smoking:

- ◆ Inpatients can ask for free Nicotine Replacement Therapy
- ◆ Call the Quitline™ on 137 848 or 13 QUIT
- ◆ Speak to your doctor or nurse.

A free, confidential Health care Interpreter service is available 24 hours, 7 days a week. Ask staff to arrange an interpreter for you. AUSLAN interpreters are also available.

WSP-067

Information for PATIENTS



**YOUR GP and
Community Health
working together
with YOU**

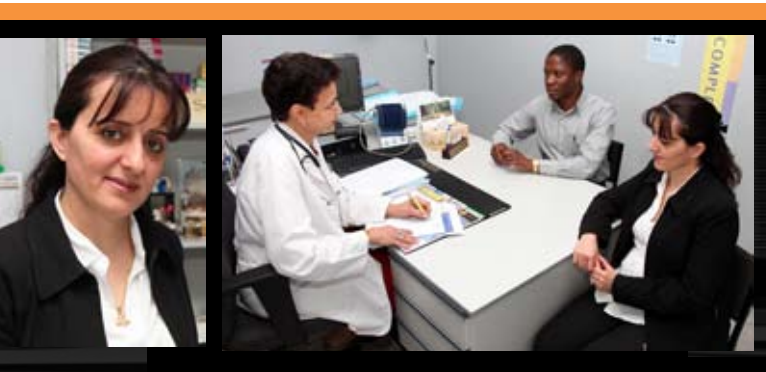
What is HealthOne?

HealthOne is a NSW Health funded initiative that aims to improve your health and your access to health services.

HealthOne will ensure your Community Health Worker, your GP and other service providers involved in your care are working together in coordinating your health care.

HealthOne will also ensure that you have access to appropriate services to meet your health needs.

HealthOne will also assist you to manage your own health.



Who is HealthOne for?

HealthOne is for:

- ✓ People with complex health needs or chronic illnesses who are living at home
- ✓ People who are frail and elderly and living at home
- ✓ Refugees who:
 - are pregnant and need support
 - have young families (under the age of 3 years have priority)
 - young people with difficulties accessing health care
 - require coordinated health care
- ✓ Disadvantaged communities within the Auburn area with specific health needs and/or limited access to health services.

What will HealthOne do?

HealthOne links together all the providers involved in your health care to:

- ✓ identify your health care needs
- ✓ identify other services that you may need to help you
- ✓ manage your health and your daily living needs
- ✓ share information about your care between providers (with your consent)
- ✓ coordinate health services that you need
- ✓ provide you with access to specialist clinics and services through HealthOne
- ✓ support you to monitor your own health and access services you might need to manage your changing health needs
- ✓ provide you with a single contact person to speak to about your health
- ✓ provide you with written information on your care for you to keep and show other providers who may not be part of HealthOne.

