

# HARP Complex Care Service – Information for clients

## Summary Points to Remember

- The HARP Complex Care Service helps people who often use hospitals and who would benefit from having some help to coordinate their care.
- They usually have a chronic disease. They may also have other medical conditions and complex needs.
- The HARP Complex Team has specialist doctors and nurses, social workers, physiotherapists, pharmacists, occupational therapists, dieticians and care coordinators.
- HARP Complex Care provides services at home and in community settings.
- People who use this service often tell us that they are better able to manage at home, understand their condition and treatment better and are less anxious.
- The service is provided by The Royal Melbourne Hospital, cohealth, Merri Community Health Services and Bolton Clarke working together.

## Who can use this service?

Adults of any age who have

- a chronic condition such as Diabetes, Chronic Heart Failure, Chronic Respiratory Disease, and/or other complex needs
- have had one unplanned admission to hospital in the past year
- live in the City of Melbourne, Moonee Valley, Moreland or the Broadmeadows area of Hume
- would benefit from help to understand their condition better and organise their care

## What does HARP Complex Care provide?

The HARP Complex Care Service offers a range of services according to each person's needs.

- Comprehensive assessment at home or in a clinic
- Care planning and coordination
- Specialist services for people with complicated chronic diseases
- Support for families and carers
- Review of medication by pharmacists
- Advice about their medical condition and how to manage it
- Exercise and Rehabilitation programs for people with Chronic Heart or Respiratory conditions.

- Specialist services for people with complicated chronic diseases, such as
  - Diabetes and Diabetic Foot conditions
  - Chronic Heart Failure
  - Chronic Respiratory Disease
  - Health problems due to having other conditions as well.

## How to access the service?

RMH staff will identify people who are eligible for HARP Complex Care when they come to the hospital and will tell them about the service.

Patients or their family members who think the patient may need HARP can contact the Liaison Team at RMH.

GPs can also refer to HARP Complex Care by calling the Direct Access Unit on 8387 2333.

If the person is eligible and they agree, staff will arrange for a member of the HARP team to call them after they go home.

HARP staff will phone and make a time to visit the patient at home.

When they visit, staff will provide more information about the specialist services they can provide and how the service operates.

## Contact

<b>For patients</b>	<b>HARP Complex Care Liaison Team</b>	<b>9342 4530</b>
<b>For GPs</b>		
<b>To refer:</b>	<b>Direct Access Unit</b>	<b>8387 2333</b>
<b>To discuss eligibility:</b>	<b>HARP Complex Care Liaison Team</b>	<b>9342 4530</b>
		<b>or 0438 049 347</b>

<https://www.thermh.org.au/health-professionals/clinical-services/community-services/harp-complex-care>

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