About Silverchain

Silverchain is Australia's leading in home health and aged care service provider, caring for more than 115,000 clients a year.

Silverchain has been trusted by Australians to deliver quality care for almost 130 years. We provide care accredited in national health and aged care standards.

We provide services in Western Australia, South Australia, Victoria, Queensland, and New South Wales. Working together with our clients, governments, hospitals, health services and community service providers.

Contact us

Silver Chain Group Ltd
National enquiries: 1300 650 803
info@silverchain.org.au
silverchain.org.au

This service is supported by the South Eastern Melbourne Primary Health Network.

Silverchain uses recycled, carbon neutral and chlorine free, responsibly sourced paper for our publications.

SG0044 - VIC-23

Health. Human. Home.

silverchain

Care Coordination Support Service

A free service for people in Frankston and Greater Dandenong.

How we can help

Our free service provides you with support to help you manage health conditions such as diabetes, heart or lung disease, asthma, arthritis, or back issues in between your GP visits, or to help keep you out of hospital.

We will work with you, your local GP and pharmacy, to provide support depending upon your health, social and wellbeing needs. This can be for a short time or for up to three months.

Upon approval of your referral from your GP or pharmacist, we will call you to make a time to meet. We can meet you at your home or another safe place to learn what you need to improve your health and wellbeing, and to help you connect with the services you need during the day and after hours.

What our service includes

Assessment and planning

We will assess your health and work out what level of support you need. We may arrange for your medication to be reviewed, so that we know if it is causing you further health problems.

We also take the time to understand your needs and wants to create a personalised plan for you.

Care coordination

We will then connect you to the care and service you need. This can include:

- connecting you to a GP if you don't have one
- booking appointments
- finding solutions when you face long wait times for other services
- helping you with new or more referrals
- sharing information (with your consent) with other care providers to ensure you get the right care.

Personal support

We will maintain regular contact with you to check on your health and wellbeing. We can also help you:

- with arranging transport so you can get to appointments
- with advice and information on what you need to manage your condition well
- fill prescriptions
- find more social and funding support.

Benefits to you

Our service has been designed to make it easy for you to get the help you need, as we will:

- come to you, so you don't need to go anywhere
- help to find services and make appointments for you
- help you to maintain your health and work towards your health and lifestyle goals
- explain medical language and test results to you
- provide you with advice to achieve your goals so you can manage this yourself
- speak to your family members if you want us to, when needed
- help you with your social and wellbeing needs
- stay connected with your GP and keep them updated on your progress
- work with you to develop an after hours plan.

How to access our service

Our service is free if you live in the City of Frankston and Greater Dandenong and have been referred by your local pharmacist or GP.

You will need to meet a range of criteria which your GP or pharmacist can discuss with you.

If you would like to be referred to a GP, or have already been referred and need to contact Silverchain, please call **1300 650 803** and ask for the Care Coordination Support Service.