

Health. Human. Home.



About Silverchain

Silverchain is one of Australia's leading in home care specialist, providing health and aged care services to more than 140,000 clients a year.

We have been trusted by Australians to deliver care that is differentiated by quality and safety for 130 years.

Our services include complex and acute nursing; hospital in the home; specialist community palliative care; support to live independently and wellbeing services; allied health services; digital enabled care and remote monitoring; and chronic and complex disease management.

Our ambition is to create a better home care system for everyone.

This service is supported by funding from:



Assistance to access information



To access the Translating and Interpreting Service call 131 450.

The National Relay Service (NRS) can help you if you are deaf or hard of hearing. Visit accesshub.gov.au/about-the-nrs

Contact us

Silverchain

Enquiries: 1300 650 803

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[silverchain.org.au](https://www.silverchain.org.au)



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

Chronic Care Coordination Service

For people in South Eastern NSW



September 2023 - RITW0086067

How we can help

We know that ongoing management is important for people with chronic health conditions and complex care needs.

We have partnered with COORDINARE - South Eastern NSW Primary Health Network to provide this free Chronic Care Coordination Service.

Our team of nurses and allied health professionals will work with you and your GP, or health care provider to help you improve your health and wellbeing.

Once you have been referred to our service, we will support you by coordinating your care, including assisting with your health care appointments and working with you on a plan to maintain your best health. With your consent we will share information with your GP and other care providers.



What our service includes



Assessment and planning

We will assess your health and work out what level of support you need to create a personalised plan for you.



Care coordination

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

- assistance with booking health care appointments
- sharing information (with your consent) with other care providers to ensure you get the right care
- finding solutions when you face long wait times for other services
- helping you to get referrals to other services as needed.



Personal support

We will maintain regular contact with you to check on your health and wellbeing.

We can also help you:

- with advice and information on what you need to manage your condition well
- navigate the health and or aged care system
- with arranging transport so you can get to appointments
- 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:

- We will come to you, so you don't need to go anywhere.
- 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 health care providers and keep them updated on your progress.

How to access our services

To access our free services, talk to your GP

Once your GP has referred you to Silverchain, an experienced Care Coordinator will call to introduce themselves, and will take time to talk about your health needs and create a personalised care plan.

Everyone has different needs. Your Care Coordinator is here to connect you to the care that is right for you.



If you have already been referred and need to contact Silverchain, please call **1300 650 803** and ask for the South Eastern NSW Care Coordination Service.