



Fact Sheet for Patients: Conclusion of the Health Care Homes program

May 2021

The information in this fact sheet is intended to assist patients who are enrolled in the Health Care Homes program, which is ending on 30 June 2021.

Program ending

The Health Care Homes (HCH) program is a trial that will end on 30 June 2021, as planned. The Government appreciates your involvement in the trial and will use the lessons learned to inform future measures to improve the care of people with chronic and complex health conditions.

Continued access to health care services

You can continue to access care for your chronic condition/s from your regular care provider and care team. You are encouraged to discuss your ongoing care with your preferred provider, including how your practice intends to bill you for your care once the HCH Program ends.

Options for care provided outside the practice rooms

Your practice will be able to provide more information on the care options it plans to offer once the HCH Program ends. This may include telehealth consultations and access to after-hours care.

Allied Health Services

Following cessation of the HCH program, you will still be eligible to access Medicare-funded allied health services, such as counselling, nutrition, orthoptics, physiotherapy and podiatry. As long as the referral made through your Shared Care Plan remains valid, you will be eligible for the same services as non-health care home patients which would otherwise be triggered by a Chronic Disease Management Plan, including individual and group allied health services.

Shared Care plans

Through your participation in HCH, your care provider would have developed a Shared Care Plan for you, which is used by your health care team to manage your care needs. You are encouraged to talk to your care provider about the options available for the practice to continue to manage your care needs through a Shared Care Plan or similar arrangement.

Community Pharmacy

The Community Pharmacy in the HCH trial program will also cease on 30 June 2021. If you were registered in the Community Pharmacy trial, you can still access medication management services via your registered pharmacy. You should contact them about continuing medication management services once the program ceases.

Further information

For questions related to your care, please speak directly with your doctor or care team.

For more questions around the end of the program, please contact healthcarehomes@health.gov.au.

Resources including Frequently Asked Questions will also be made available on the Department's Health Care Homes website. Please visit <https://www1.health.gov.au/internet/main/publishing.nsf/Content/health-care-homes>.