

MOBILE RECOVERY SUPPORT SERVICE – PILOT PROGRAM (BUPA PATIENTS ONLY)

PATIENT / CARER INFORMATION SHEET

Toowong Private Hospital has a new community service known as the Mobile Recovery Support Service (MRSS). The service is an 18 month pilot program commencing 1st April 2017. You need to be aware of the pilot status of this program when considering accessing the service.

The service is for eligible Bupa members living with a mental illness, who are at risk of admission, and require support in relation to self-management of their wellbeing. The service is aimed at supporting members in the community to prevent further hospitalisations and reducing the length of stay when admitted to inpatient services.

The goal of the service is to teach people skills, and provide the support that will enable them to enhance their quality of life, including achieving maximum wellness in community living. The service is delivered by Mobile Recovery Support Workers (Registered Nurses and Allied Health Professionals) and offers individually tailored one to one, time limited support which may include:

- Monitoring improvements in your mental health
- Providing you with information and strategies to assist you to better cope with daily stressors
- Providing you with information on physical health and general well-being
- Assisting you with understanding and managing your medication effectively
- Helping you link into and utilise other community health and support services
- Increase your functioning within your home environment and the community

The Mobile Recovery Support Workers will work collaboratively with you, your psychiatrist, other health professionals involved in your care and any carers/significant others that you choose and consent to be involved in your care in order to develop and deliver an integrated treatment plan. The service is delivered either face to face in the form of outpatient clinic reviews or in the community as home visits, or via telephone consultations. The frequency and location of appointments with the Mobile Recovery Support Workers will be based on your clinical needs and agreed to in collaboration with your treating psychiatrist and yourself.

You will be required to complete some paper work prior to commencing and at intervals during the program. All personal and clinical information collected will be treated as strictly confidential and in accordance with the Australian Privacy Principles. Only those staff involved with the MRSS service delivery will have access to your clinical and personal information.

To enable Bupa to evaluate the effectiveness of the MRSS Pilot Program and track the health and wellbeing of participants of the service over time, administrative and outcome measurement data will be provided to Bupa HI Pty Ltd. Your consent to participate in the MRSS includes your consent to the provision of this information.

The MRSS pilot program is voluntary and you may withdraw from the MRSS pilot program at any time. If you require further information on the service please feel free to contact Toowong Private Hospital on **07 3721 8000**.