

What happens if I need to be readmitted?

If your medical condition changes and you need hospital care, **Brockville @Home** may continue to support you when you return home based on your care needs. Your **Brockville @Home** team will be kept informed and plan for your transition back home.

What if I need Ongoing care?

Mid program, you and your team will review your progress and plan for your ongoing care. If you will require ongoing care, your **Brockville @Home** team will help you plan by connecting you with home care services provided by Ontario Health atHome.

Contact us for any clinical questions or concerns

1-855-844-5181

*Available 24 hours/day
7 days/week*

For any program-related questions or concerns, contact Brockville General Hospital

613-345-5649 x52065 or

H2H@brockvillegeneralhospital.ca

www.brockvillegeneralhospital.ca | sehc.com



Brockville @Home

Patient and Family Information

In partnership with:



About Brockville @Home

Brockville @Home is a program that provides you with the care you need at home when you are discharged from Brockville General Hospital. **Brockville @Home** will focus on supporting you in the rehabilitation, optimization, and restoration of your health.

The **Brockville @Home** team consists of your Navigator, Transitions Care Lead, nurses, personal support workers, occupational therapists, physiotherapists, speech-language pathologists, social workers and dietitians in partnership with **SE Health**.

The **Brockville @Home** team works closely with you and our hospital team to make sure your care plan at home meets your needs. Our goal is to make your first weeks at home as comfortable for you as possible.



What happens before I leave the hospital?

Before you leave the hospital, your **Brockville @Home** Transitions Care Lead and team connects with you, your family, and your hospital team to create your care plan. This plan will be shared with everyone involved in providing your home care. Your first home visit will be scheduled before you leave the hospital so that you are aware of who will be coming to your home.

What happens when I get home from the hospital?

On the day you are discharged, you will get a phone call from a member of your **Brockville @Home** team to make sure that you have arrived home safely.

Your Brockville @Home team will:

- Visit you within 24 hours of returning home
- Check in with you every day for the first week
- After the first week, you and your team will decide how often they need to visit with you and create a care plan
- Work closely with the hospital to ensure your goals are being met after you get home
- Keep your primary care provider up to date on your progress
- Work with other local community resources such as meal delivery, transportation services, and caregiver support programs

If you do not have a primary care provider (family doctor or nurse practitioner), your **Brockville @Home** team will work with you to find one.

If your needs change, so will your care plan. You may need more services at times, or you may need less. **Brockville @Home** was designed with this flexibility in mind. These supports are there so you have what you need to be at home.

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