



Bupa Rehab Choices Program



About rehabilitation

After a hospital admission, a rehabilitation (rehab) program can play a crucial role in helping you get back on your feet.

The Bupa Rehab Choices program aims to help you to understand your rehab options.

We also answer some frequently asked questions to help you make the best choice for your circumstances.

Will I need rehab?

Your doctor will advise you about whether or not you will need rehab after your hospital admission.

A rehab program with a regular exercise component is a key part of recovery for most people. It can help improve your recovery time and also:

- Help restore movement in your joints.
- Help build strength in your joints and muscles.
- Help ease any pain and swelling.
- Help you get back to your normal activities.
- Help with any circulation issues so you don't have problems with blood clots.

What are my rehab options?

Depending on your circumstances, your rehab options may include:

- Rehab in a hospital.
- Rehab as an outpatient.
- Rehab in your home.
- Visits to a local physiotherapist.

Please see **page 4** for more detail about each option.

“Just having someone coming and checking to see how things were going and if I was progressing put my mind at rest.”

Program participant

Rehabilitation options

Rehab in a hospital

Going to a rehab hospital may be the best option for you if:

- you and your doctor believe it is not suitable or safe to return home, or
- you need ongoing, intensive nursing care or assistance after your procedure.

You might also be offered rehab as an outpatient, and travel to the hospital or another facility for rehab sessions.

Visits to a local physiotherapist

This option may be suitable for you if you only need physiotherapy to help you achieve your rehab goals. If you have Bupa Extras cover that includes physiotherapy,* you can take advantage of Bupa's extensive network of physiotherapy providers.

If you visit a Members First provider, in most instances, you will receive higher benefits for physiotherapy services, ensuring you get the best possible value from your Bupa cover.

To find a Members First provider, visit the Bupa website at www.bupa.com.au/find-a-provider

Rehab in your home

Bupa's Rehab Choices program enables eligible customers who need rehab after a hospital admission to access home-based rehab services, at no additional cost.**

The program aims to maximise your independence and quality of life, and will be tailored to meet your needs and rehab goals.

The program services are co-ordinated and delivered by a Bupa Rehab Choices provider. A specialist team of health professionals including physiotherapists, occupational therapists and nurses, will give you information, encouragement and support every step of the way.

If you meet all eligibility criteria, and your doctor agrees that rehab at home is suitable for you, they can refer you directly to a Bupa Rehab Choices provider.

Visit www.bupa.com.au/rehab-choices for more details.

“The freedom to stay at home rather than travel to a service provider was great.”

Program participant



What should I consider when choosing a rehab option?

Choosing the right rehab option can be complicated. Talking through all your options with your doctor prior to your surgery, and finding out as much as you can about each option, can help you decide which is the most appropriate choice for you.

Answering the questions below may also help you decide:

- Do you need ongoing and intensive nursing care?
- How far can you walk?
- Do you use a walking aid?
- Do you use community help and supports? (e.g. home help, meals on wheels, community nursing)
- Do you live with someone who can care for you after your operation?

* Yearly limits, waiting periods, fund and policy rules apply.

** Program eligibility, fund and policy rules apply. Some out-of-pocket costs may apply depending on your cover and circumstances, such as hospital excess or co-payment (e.g., towards high-cost treatments that are not available on the PBS, if applicable); pathology or other necessary medical tests (if they're not bulk-billed by the provider); specialist fees (if they're not bulk-billed by the provider).

Frequently Asked Questions

Q. My doctor has told me I will need rehab in hospital after my surgery, but I really want to go home. What can I do?

A. Prior to your surgery, it's important to talk to your doctor about whether rehab at home is the best option for you. If your doctor supports your decision, and you have Bupa Hospital cover, your treating doctor or surgeon can refer you to the Bupa Rehab Choices program.*** The rehab provider will give you more information about the program, which you can discuss with your doctor or surgeon to help guide you with your decision. Program eligibility, fund, policy and waiting period rules apply.

Q. If I have rehab at home, will I recover as well as with rehab in hospital?

A. Research# and our program results suggest that patients recover as well at home as they do in hospital. Patients also speak positively about the convenience of receiving care in the comfort and privacy of their own home.

Q. Will the rehab care I receive at home (e.g. physiotherapy) be the same as that I would receive in hospital?

A. Rehab at home will be personalised to your needs and goals, just as your rehab care in hospital would. The most appropriate health professional will provide expert guidance and hands on treatment to help with your recovery.

Q. How long will a session at home last?

A. A typical visit lasts about 30-45 minutes. At the beginning of your treatments they may take a little longer, and towards the end they will usually be shorter.

*** Program eligibility, fund and policy rules apply. Customers are encouraged to call 1800 817 632 (Monday to Friday, 9am-5pm AEST/AEDT) discuss their options and determine whether Rehab Choices is available where they live.

Lee IF, Yau FN, Yim SS, Lee DT. Evaluating the impact of a home-based rehabilitation service on older people and their caregivers: a matched-control quasi-experimental study. Clin Interv Aging. 2018;13:1727-1737. Published 2018 Sep 12. doi:10.2147/CIA.S172871

Rehab options checklist

- ☐ Contact Bupa's Hip and Knee Support Line on 1800 817 632 to discuss your rehab options. They'll also transfer you to our customer support team to check you'll be covered.
- ☐ Talk through all your options with your doctor. Ensure that you have a plan for your rehab in place.

☒ If home rehab is suitable

- ☐ Your doctor will need to send a referral to Bupa's Rehab Choices provider.
- ☐ Following the referral, expect a call from the provider to confirm you will be receiving rehab at home. They'll be able to answer any questions you have and provide details of your home visits. (If you don't hear from the provider, please follow up with the hospital.)

☒ If home rehab is not suitable

- ☐ Your doctor will advise of alternative options. If you need more intensive ongoing care, this might require rehab in the hospital. Alternatively, your rehab goals might be met as an outpatient, or by visits to your local physiotherapist.

Hip and Knee Support Line

If you have hip or knee osteoarthritis, or you're having a hip or knee replacement and you'd like to know more about how Bupa can support your health and care needs, call our free help line and speak to a Bupa health professional.

Call **1800 817 632** Monday to Friday, 9am – 5pm AEST/AEDT.

For more information



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