

Toowoomba

Steps to home

Transfer to another ward in Darling Downs Health

During your admission at Toowoomba Hospital, you may be transferred to a different ward. Some Toowoomba Hospital wards are located at Baillie Henderson Hospital, north of the Toowoomba CBD. If transfer is a possibility for you, your doctor will discuss this with you and your family.

Step down to rural facility

When you no longer require acute specialist care, you may be transferred to another hospital within Darling Downs Health. This is referred to as a 'step down'.

A step down allows Toowoomba Hospital to provide care for patients with higher needs. If you are transferred as a step down you may go to a hospital in Oakey, Warwick, Stanthorpe, Millmerran, Taroom or Kingaroy.

Choosing the hospital can be based on things like how close it is to your home, whether you need Allied Health services such as physiotherapy and whether the hospital has availability.

Your doctor and/or a member of your treating team will speak with you and let you know when you are ready to be stepped down.

Your social worker will also speak with you about what a step-down means for you.

If you have any concerns regarding your care, please tell your medical team (doctor, social worker, or nurse unit manager).

Your medical team will try to work through your concerns and problem solve with you.



Virtual ward

Toowoomba Hospital have agreements with several residential aged care facilities in Toowoomba and in towns within our health service region who can care for hospital patients needing time to recover and finalise their discharge arrangements.

This is known as a step down to a virtual ward. Patients of virtual wards remain under the care of hospital doctors.

The staff at the virtual ward will manage your day-to-day care needs with a doctor and social worker visiting weekly.

Your treating team will assess your condition with you taking in to account your specific needs and preferences to determine the most suitable step-down destination.



Maintenance fees

During your hospital stay, your doctor will decide if you are an acute or maintenance patient.

If you are a maintenance patient, you will need to pay a daily maintenance fee. The daily fee is applied from day 36 of your admission (if you have been snapped to 'Maintenance') and is about \$80 per day. The fee is set by the Department of Health in accordance with the National Health Reform Agreement (NHRA).

Centrelink rent assistance may be available to help you pay this fee. Please contact Centrelink to discuss your eligibility.

If there are any concerns regarding your medical classification as a maintenance patient, please discuss this with your doctor.

If you are waiting for a Residential Aged Care placement or remaining in hospital for an extended period as a maintenance patient, transfer to another ward or hospital within the Darling Downs Health area is very likely to occur. The daily fees will remain the same.

If you have any question about the daily fee or would like to submit a fee waiver application, please contact the revenue team to organise for a team member to visit you in the ward.

Phone (07) 4616 6251 or email DDHSD_Revenue@health.qld.gov.au



Frequently asked questions

1. Do I need to accept being transferred to another ward or stepped down to another facility?

It is important to understand that this process is usual hospital practice and is required to help the hospital function efficiently. If there are extenuating circumstances, please discuss these with your social worker, nurse unit manager or doctor.

2. Where and when will I be transferred or stepped down?

Transfer can take place when you have been medically accepted by a transfer ward or facility. The specific location you will be transferred to depends on your medical needs and a bed being available. If you have a preference about where you are transferred, please speak with your social worker, nurse unit manager and/or doctor. Some locations are in Toowoomba, some are in the outlying rural areas.

3. Will I have to pay a maintenance fee?

You may be required to contribute to the cost of your hospital stay if you become a maintenance patient. Your treating team will discuss this with you.

4. When will I receive an invoice/bill?

An invoice will be issued once you have been discharged from hospital.



Definitions

Acute care:

Treatment that includes:

- curing illness or providing definitive treatment of an injury
- performing surgery
- relieving symptoms of an illness or injury
- reducing severity of an illness or injury
- protecting against exacerbation and/or complication of an illness and/or injury which could threaten life or normal function
- performing diagnostic or therapeutic procedures.

Maintenance (or non-acute) care:

Support for a patient with impairment, limited activity or restricted participation due to a health condition. Following assessment or treatment the patient does not require further complex assessment or stabilisation. Maintenance patients often require care over an indefinite period.

Step down:

Transfer to another Queensland Health or contracted 'virtual' facility as a sub-acute patient.