



Compliments and complaints

East Metropolitan Health Service is committed to providing high quality health care to our community and we rely on feedback from our consumers to help us to continually improve our services.

For further information, or to provide feedback:

- **Armadale Health Service** – (08) 9391 1153 or email AKG_ConsumerLiaison@health.wa.gov.au
- **RFBG Consumer Engagement Unit** – (08)9224 1637 or email RFBG.Feedback@health.wa.gov.au or contact
- **Care Opinion** www.careopinion.org.au
- **Health & Disability Services** Complaints Office 1800 813 582
- **Health Consumers' Council (WA)** Advocacy & support 1800 620 780
- **Consumers of Mental Health WA** Voice of Mental Health Consumers (08) 9258 8911
- **Mental Health Advocacy Service** 1800 999 057

Further Information

For more information on mental health services provided at East Metropolitan Health Services can be accessed via the website

<https://emhs.health.wa.gov.au/Hospitals-and-Services/Mental-Health> or scan below:



Other links

- Emergency services including police, fire and ambulance 000 or 131 444
- Mental Health Response Line (MHERL) 24-hours 1300 555 788
- Suicide Call Back 1300 659 467
- Lifeline 131 114
- Poisons Information Centre..... 131 126
- Crisis Care (counselling, accommodation, food) 9223 1111
- Alcohol and Drug Support Line... 9442 5000
- Child and Adolescent Mental Health Service - CAMHS Crisis Connect. 1800 048 636



Government of **Western Australia**
East Metropolitan Health Service

Supporting your discharge

Information for consumers, carers, families and personal support persons



Discharge planning with your Care Coordinator

Discharge planning is when your Care Coordinator and the mental health team work with you, your family and your personal support persons to ensure there is a smooth transition from specialist mental health care back to community care with your General Practitioner (GP).

Your discharge planning will start at the time of your admission with a specialist mental health service and can include connecting you to other services to help support your recovery needs.

Discharge planning will include consideration of important information, such as:

- your recovery goals
- follow up requirements and support
- medication
- family, carer and other supports

This brochure is to ensure you are aware of the discharge process and have an understanding of your personal discharge plan so you know what to do if you or those close to you become concerned in the future.



Checklist before discharge

- Have I received and understand information provided to me about my mental health?
- Am I aware of my early warning signs and symptoms?
- Do I understand my treatment, support and discharge plan?
- Has my personal support person, family/carer been involved in my discharge process?
- Has a follow-up appointment been arranged with my GP?
- Have I received and understand the information provided about my medication?
- Have I been connected to local services who can support me during my discharge?

Please talk to your Care Coordinator for more information.

Can I access my personal information?

You can access your own health information from East Metropolitan Health Services under the Freedom of Information Act 1992. This service is free and applications must be in writing. For more information about accessing your personal information, please talk with your Care Coordinator or visit emhs.health.wa.gov.au/About-us/Freedom-of-information

Can I return to the Service?

If you, your family, personal support person or your GP have concerns about your mental health after your discharge, please refer to your Discharge Plan for reference regarding your requirements and support.

If you feel it is needed, you can re-engage with your local service or phone for advice and support.

This can be done through re-referral by your GP, or contacting the Triage Office at your local mental health service who will discuss your current concerns and provide you with support and a follow-up if required.

