

# SPITEX SERVICES

SUPPLEMENTARY HELP AND HOME CARE

## Key information

### ***How and where can I register for assistance?***

Dial the telephone number of your district Spitex centre. This number will be listed on the back page of the Spitex brochure, or in the telephone book. The team leader assigned to your residential address will conduct a telephone appraisal for an initial overview of your needs for Spitex services.

### ***Needs assessment and medical prescriptions***

A Spitex specialist will carry out an on-site needs assessment together with you and, possibly, your family doctor (i.e. in the hospital prior to discharge, or in your home within 48 or 72 hours of discharge). Your family doctor will prescribe the necessary care and assistance routine, and issue prescriptions for any medication and housekeeping.

### ***Client documentation***

Your individual action plan, which will be stored by way of documentation in your home, will be drawn up from your needs assessment. The agreements contained within the documentation are binding and contractual in character. This documentation is confidential and is only intended for those persons involved with providing help and care. Our staff will not carry out any work that is not contained in the action plan. After the conclusion of a care contract, the client documentation is returned to Spitex.

### ***Visits and visit duration***

The duration of visits is laid down in the action plan. All assistance and care is provided by trained personnel. The team leader will inform you of the times when our staff members will visit you in your home. The start of a visit may be brought forward or delayed by up to 30 minutes. You will be informed if visit times change significantly.

### ***The care team***

You will receive home care from trained persons of the various professional groups. In addition, there will be a coordinator for you in the district Spitex centre who will be responsible for the coordination of tasks and client documentation. We will attempt to schedule the same carer for you as often as is possible. Unfortunately, this will not always be possible and care personnel may change from time to time.

### ***Cancellations and changes to attendance times***

If you need to cancel an appointment with our Spitex service, we ask that you give us as much notice as possible. Unfortunately, we are obliged to invoice for agreed visits where the cancellation has not been received at least 48 hours in advance. Attendance times will only be changed in exceptional circumstances.

### ***Invoicing and payment***

Our staff use electronic data recording equipment to log visits and help given to you in your home. This information is then transferred to our computers from which a monthly invoice is generated.

The costs for dealing with queries, advice and counselling, as well as primary and therapeutic care are paid for by the health insurance fund. The basic cover provided by the health insurance fund will not pay for housekeeping or help around the house. Payment by a third party is possible by taking out additional insurance cover, or by the supplementary benefits of the AHV (Old Age and Survivors' Insurance). Members of Spitex support associations are eligible for price reductions.

More details can be found on the "Who pays for which services?" information sheet, and on our internet website ([www.spitex-romanshorn.ch](http://www.spitex-romanshorn.ch)).

### ***The Spitex principle***

We believe in the principle of "Maintaining and promoting the independence of the client". Accordingly, we only provide supplementary help and home care and



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do so by using the resources available. Spitex will not take on any work that you can still carry out unaided.

## Therapeutic care

### ***When can therapeutic care services be used?***

You have fallen ill, had an accident, are convalescing or have just been discharged from hospital. You require professional, doctorprescribed care in your own home. In this case, we recommend that you get in touch with the Spitex centre in your district and enquire as to which measures should be planned for your individual care.

### ***What do we offer?***

Therapeutic care comprises the following services in accordance with a doctor's prescription: comprehensive counselling, administering of medicines including injections (e.g. for diabetics) and infusions. Wound dressing, bandage changes, bedsore and ulcer care. All nursing measures involving probes and catheters in the case of bladder or intestinal disorders. Pain management therapies. Measurement of vital signs. Ordering of prescriptions from a doctor's surgery or in the chemist's. Support in rehabilitation programmes and much more.

### ***Who pays for these services?***

These services are all covered by basic health insurance fund benefits and will be invoiced directly to your health insurance fund for payment. Your fund will then invoice you for any personal contribution which may be due.

## Who pays for which services?

### ***What will my health insurance fund pay for?***

The costs for assessment, advice and counselling, primary and therapeutic care will be paid for by the health insurance fund. You will need a doctor's prescription for this. We will invoice your health insurance fund directly for these services. Your health insurance fund will then invoice you for any personal contribution which may be due, based on your annual cover plan.

### ***What will my health insurance fund not pay for?***

Housekeeping and household help will not be covered by the basic plan of your health insurance fund. If you have taken out additional insurances, then a portion of these services will be covered. Alternatively, you have the option of receiving a contribution towards these costs via the supplementary benefits of the AHV/IV (Old Age and Survivors' Insurance/Disability Insurance), provided that the statutory prerequisites for these have been satisfied. In any case, we recommend that you seek competent advice from an appropriate authority (Office for Social Assistance, or Pro Senectute). Members of Spitex support associations are eligible for price reductions.

### ***Detailed information***

You will find numerous practical examples and additional valuable information on our internet website at [www.spitex-romanshorn.ch](http://www.spitex-romanshorn.ch).

## Primary care

### ***When are you entitled to make use of our primary care services?***

You have fallen ill, had an accident, are convalescing or have just been discharged from hospital. You require professional primary care, as prescribed by a doctor, in your own home. In this case, we recommend that you get in touch with the Spitex centre in your district and enquire as to which measures should be planned for your individual care.

### ***What services do we offer?***

Primary care encompasses everything relating to domestic health care and nursing. This means we can provide assistance with personal washing, showering or bathing, dressing and undressing, and eating if required. If you are bedridden, then we can fit out your environment according to your needs and organize for the necessary materials and equipment. We can move you, put you to bed and carry out the necessary measures to maintain your mobility. We are able to administer your medicines and monitor their intake. Naturally, we observe hygiene principles in all our activities.

### ***Who pays for these services?***

These services are all covered by basic health insurance fund benefits and will be invoiced directly to your health insurance fund for payment. Your fund will then invoice you for any personal contribution which may be due.

## **Housekeeping and household help**

### ***When are you entitled to make use of our household-related services?***

You have fallen ill, are convalescent or have just been discharged from hospital. You have an ailment that prevents you from completing certain household tasks independently, or your strength is insufficient to carry out specific items of household work. In such cases, you may contact the Spitex centre in your district and enquire as to the supplementary help that is available to you.

### ***What services do we offer?***

We can relieve you in the household by providing assistance in those tasks where support is needed and you are unable to carry out the work unaided. We are able to do your shopping within budget prepare meals to your wishes or in accordance with a prescribed diet (meals can be cooked in advance or warmed). We can clean your home, wash and care for your clothes, care for your household pets and water your plants. We can also see to small administrative tasks on your behalf such as the payment of bills. However, we are unable to undertake any house-cleaning or clearances.

### ***Who pays for these services?***

Household-related services are invoiced directly to you. If you have taken out additional cover with your health insurance fund, then the fund may possibly pay for a portion of the costs. Older persons may also like to seek advice as to whether financing via the supplementary benefits of the AHV/IV (Old Age and Survivors' Insurance/ Disability Insurance) is possible. Members of Spitex support associations are eligible for price reductions.



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