

Services and support

In this section you'll find:

- ▶ important phone numbers
- ▶ information and services to support you in your heart health recovery.



Important phone numbers

Emergency phone number

Dial **Triple Zero (000)** for an ambulance at any time, for 24-hour service (if you have heart attack warning signs).

Health information and services

Heart Foundation Helpline 13 11 12

A telephone service for heart health information.

heartfoundation.org.au

health@heartfoundation.org.au

Information about medicines

NPS Medicines Line 1300 63 34 24

nps.org.au

Australia MedicAlert Foundation 1800 88 22 22

A service for people with heart conditions, particularly people who are prescribed ongoing medicines. Medical ID bracelets and wristbands provide critical information in case of emergency.

www.medicalert.com.au

Free fax: 1800 64 32 59

Quitting smoking

Quitline 13 78 48

quitnow.gov.au

Health information

beyondblue 1300 22 46 36

beyondblue.org.au

Diabetes Australia 1300 13 65 88

diabetesaustralia.com.au

Kidney Health Australia 1800 45 43 63

kidney.org.au

Stroke Foundation 1800 78 76 53

strokefoundation.com.au

Commonwealth Respite and Carelink Centre 1800 05 22 22

dss.gov.au

Find an accredited practising dietitian

daa.asn.au

Find an exercise physiologist

essa.org.au

Find a physiotherapist

physiotherapy.asn.au

Financial issues

Money Smart

moneysmart.gov.au/life-events-and-you/life-events/dealing-with-illness

Centrelink

humanservices.gov.au/customer/services/centrelink/

Concession and health care cards

humanservices.gov.au/customer/subjects/concession-and-health-care-cards

Commonwealth Home Support Programme 1800 200 422

www.agedcareguide.com.au/information/home-care/commonwealth-home-support-programme

Money, insurance and other support

Money matters

For some people, a heart attack or heart surgery can lead to money worries. Costs can add up, especially if you can't work for a while, or you are a pensioner. When you're already coping with recovery, this can add more stress.

There's help available, and places you can go for advice.

► Checklist: Find out what financial help you can get

- Find out from your employer how much paid sick leave you are entitled to.
- Check your insurance and superannuation policies to see if they could cover some bills or replace some income (e.g. health insurance for medical costs not covered by Medicare, or income protection insurance).
- Contact Centrelink to find out if you qualify for a concession or health care card, or for benefits (like Sickness Allowance or the Disability Support Pension).
- Talk with your doctor or pharmacist about ways to save money on medicines without compromising your health (e.g. using generic brands and making sure you are receiving all available subsidies).
- If transport to appointments is difficult, ask your hospital about transport services. You can also check if you qualify for Mobility Allowance.
- Don't be afraid to seek emergency financial help from local charities for things like food, transport, chemist vouchers, and help with bills and budgeting.

Insurance

If you have had a heart attack, it can affect your health, income protection and life insurance. A heart attack is classed as a pre-existing condition. That may affect premiums and require special conditions or exclusions. Some companies might ask you to do a medical assessment. Contact your insurance company to find out if your policy is affected.

Talk with your doctor before buying health insurance. Insurance companies often ask for detailed medical information. Shop around to get the best value insurance. You can still get cover with a pre-existing condition, but there could be a waiting period before you can claim.

You should also think about ambulance cover. Your private health insurance may cover you for ambulance, but only for emergencies, so it's important to check. (If you live in Queensland or Tasmania, ambulance cover is automatically provided.)

Other support

Some people need support to get back to independent living. You may be eligible for help with nursing and allied health care in the home, meals and social activities. There are also support services that can help with things like cleaning, showering, shopping, transport and home maintenance.

Talk with your doctor, social worker and local council about what help you are eligible for.



Cardiac rehabilitation service providers

You will find cardiac rehabilitation or heart health information services in some hospitals, health services or private practices.

There may also be a pharmacist or dietitian who can give you helpful information to aid your recovery.

► My cardiac rehabilitation service

Service name:

Address:

Telephone:

To find out what is available in
your area, call the Heart Foundation
Helpline on 13 11 12

Heart Foundation Walking

Heart Foundation Walking is a network of free community-based walking groups. Groups are led by volunteer organisers. These groups are a great way to be active, have fun and meet new people. There's probably a group in your area!

By walking for at least 30 minutes a day, you get many health benefits including:

- maintaining a healthy weight
- increasing your fitness and strength
- improving your self-esteem and mental health.

We are helping Australians lead active, healthy lives by encouraging them to join or start Heart Foundation Walking groups in their area.

Heart Foundation Walking members receive special offers, regular newsletters, incentives and prizes to help keep them motivated.

To find out about your nearest Heart Foundation Walking group, or how you can start a new group, call the Heart Foundation Helpline on 13 11 12 or visit www.walking.heartfoundation.org.au



Your help can save more lives

The Heart Foundation is here to save lives, keep families together and help you enjoy your best possible health following your heart attack or surgery.

For close to 60 years, the generous support of everyday Australians has produced advances that have saved the lives and improved the heart health of hundreds of thousands of people. The Heart Foundation Research Program's ongoing investment in research in heart disease has led to major advances in preventing heart attacks and improving the diagnosis, treatment and management of people living with heart conditions. These achievements include:

- the national emergency Triple Zero (000) number
- intensive care ambulances
- coronary care units in hospitals
- cardiac rehabilitation
- technology like the pacemaker
- improved medicines for high cholesterol and high blood pressure.

Information developed by the Heart Foundation informs the treatment you receive in hospital, your cardiac rehabilitation, and the ongoing management of your heart condition.

To help you manage your heart health, we have put our most trusted information in this booklet. Our Helpline health professionals are also ready to talk to you about your heart health questions or concerns. We can do this because of the financial support of everyday Australians, like you.

We want you to make a great recovery and enjoy

your best possible heart health. When you are ready, we would also like you to consider how you might help others. You can become a regular supporter by volunteering with us, or consider making a lasting contribution by donating or leaving a gift in your will. In fact, two out of every three research projects we fund are because of wonderful Australians who have left a gift to the Heart Foundation in their will.

To find out about how you can help to save more lives, please call us on 13 11 12 or visit www.heartfoundation.org.au to find out more.

"I had two heart attacks at the age of 53. The Heart Foundation has been wonderful to me, with information when I've needed it. I am grateful for the work of the Heart Foundation and the research it has supported. After ensuring that our children are looked after, my husband and I have included a bequest to the Heart Foundation in our wills. We think this is a special way of saying thanks for the past 33 years of my life."

– Val, 86



To find out how
to support us,
call 13 11 12



Call the Heart Foundation
Helpline **13 11 12**

Free health information is within reach



Heart Foundation Helpline provides free personalised information on heart health, nutrition and living a healthy lifestyle.



13 11 12 9am - 5pm weekdays



health@heartfoundation.org.au



heartfoundation.org.au/support

If you need an interpreter, call TIS National on 131 450.

