



Navigating the healthcare system

Who is the right person to help me? How do I find them?

In Australia, the healthcare system is complex and changes all the time. Many different people will work together to make life easier for you and your loved one. This information sheet provides you with tips to assist navigating the healthcare system; and the people who may be involved in the care for your loved one.

Find a good doctor. A major part of the doctor's role is to provide information and coordinate services with different health professionals to assist with managing the medical treatment required.

A good doctor is someone who:

- you trust
- listens to you
- explains things to you
- helps you find other health professionals you need
- treats you with respect and as an individual

Find out who you need to see and where you can find them.

Following an amputation the following health care providers may be involved in your care:

- Doctor (Rehabilitation Specialist, General Practitioner)
- Physiotherapist: assists with regaining balance, strength and endurance training. They will help with the use of mobility aids, transfers and develop an appropriate and personal exercise program.



- Occupational Therapist: helps with the adjustment of daily living activities such as: personal care, leisure and return to work. They will assess and prescribe assistive technology and mobility aids (such as wheelchairs), and any changes to a place of residence. They also assist with functional training for people with upper limb loss.
- Prosthetist: will assess suitability, then make, fit and supply you with a prosthesis
- Podiatrist: helps to manage and maintain good foot healthcare
- Social Worker: assesses, identifies and advocates for the person to ensure they are receiving the right supports, including emotional support, financial/funding matters, parking permits and accommodation
- Nursing Team: assists with medication, wound care, diabetic management and personal hygiene

TIP



Seek peer support: ask to speak to someone who has already been through an amputation. This might help ease concerns for you and your loved ones and allow you to ask lots of questions. Speaking to another amputee may give you a better understanding of what the future might look like. You can request peer support from Limbs 4 Life.

Ask questions: if you are unsure about something, ask. You can speak to healthcare providers about expected outcomes, and the things that you might need to help with quality of life outcomes. It is also good to know if there are any out of pockets costs. For example: if a healthcare provider suggests an assistive device (like a wheelchair or shower stool) find out which funding body covers those costs both now and in the future?

TIP

