

# NUP Allied Health Services

# MEDICAL SOCIAL SERVICES

A medical social worker and social work support staff will help you to better manage your emotional, social and financial challenges that you may face during your healthcare journey.



## Medical Social Workers

### Counselling Support

- You will have a safe space to talk about your feelings, challenges and concerns.
- You will learn how to understand your emotions, manage stress and discuss practical ways to cope with current challenges so that you can move forward.

### Crisis Intervention

You and your family members will receive help, if you experience any of these issues:

- Abuse and/or neglect (applies to all ages)
- Sexual assault
- Depression
- Suicidal thoughts or suicide attempts
- Family violence
- Self-harm or harming others

### Care Planning and Support for Caregivers

You and your family will learn to cope with personal, emotional and biopsychosocial issues by discussing suitable coping strategies and being connected to the appropriate community services and resources.

### Financial Assistance

A financial assessment will be conducted and the necessary financial applications will be made based on your situation so that you can take care of your expenses for daily living, mobility aids, home care equipment and medical items.

### Advance Care Planning

We will guide you on how to make decisions about your treatment options and overall care. This will ensure your health and personal care preferences are known and respected, in the event you are unable to communicate.

## Social Work Support

### Payment Assistance for Medical Bills

Please refer to the Financial Counselling flyer for more details.

### Case Management Support

Our social work support staff will coordinate care for patients who require additional social support based on the recommendations by our medical social workers.

### To speak to our medical social workers and/or social work support staff, please

- Get a referral from your doctor, nurse or allied health professional.
- Call our appointment hotline at 6908 2222 or make an appointment on the NUHS or HealthHub app.