



TOTAL
VETERAN
HEALTHCARE

SERVICE
PROSPECTUS



Ease of Access - Speed of Access - Quality of Service

Your Total Veteran Healthcare Team



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Forward from the Owner

The Total Veteran Healthcare team are proud to present our Service Prospectus, outlining our veteran-centric approach to multidisciplinary healthcare.

Total Veteran Healthcare was born out of a need to ensure our veterans can access the highest level of multidisciplinary healthcare, easily, without delay, removing barriers, and providing cutting-edge, sophisticated treatment solutions.

Our veteran-centric model sees our Nurse-led onboarding approach build out a comprehensive care team, bespoke to each veterans' needs. Our care plans extend to what we view as our duty of care – the entire patient's journey. More than healthcare, we provide, partner, or procure services ranging from social engagement, claims advocacy, household services, to employment support.

Through delivery of the **Total Veteran Healthcare** Program outlined in this Service Prospectus, and enhanced through collaboration, I firmly believe that together, we can create and grow real positive impact for veterans, supporting them as they supported us; with integrity, honour, and commitment.

About Total Veteran Healthcare

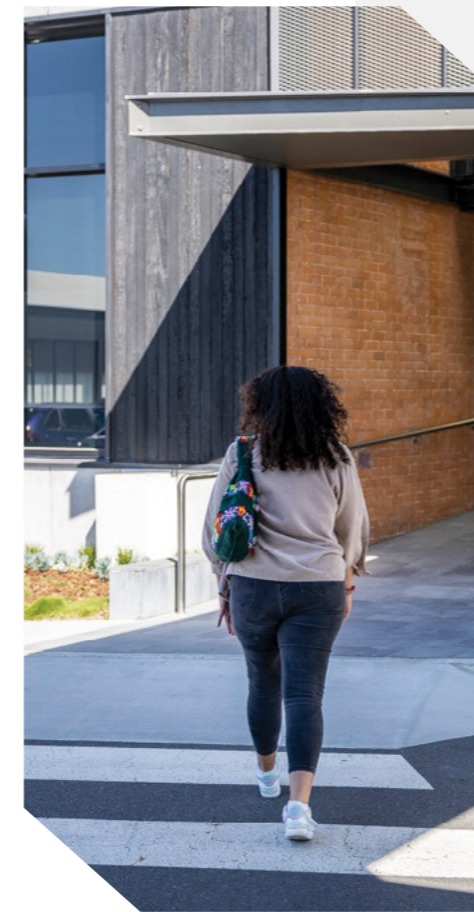
Total Veteran Healthcare is a team of dedicated health professionals committed to providing a comprehensive range of services to ensure veterans receive the healthcare they deserve.

We offer a range of **Primary, Allied and Specialist** healthcare programs and services for those who have served.

Total Veteran Healthcare is a genuine specialist in a **Multidisciplinary Teams approach to complex chronic disease management.**

Veterans can access over 20 services under one roof. We have three locations, growing to five, and where clinically appropriate, we offer digital health for Mental Health and / or Specialist services.

Our mission; **Ease of Access, Speed of Access, and highest Quality of Service.** Removing barriers and solving for the complexities of navigating the eligibility and approvals processes, while building a veteran-centric healthcare team specific to the individual.



Our Veterans' Journey

Our patient journey design is underpinned by our understanding of the difficult healthcare journey veterans experience.

Our veterans' are owed a simple, integrated patient journey, where they are facilitated with, and provided healthcare services in a coordinated manner, where the clinicians and specialists work together to understand the **whole-of-patient healthcare needs and plans.**

They should tell their story once, onboard simply, receive care from an integrated care team, and benefit from coordinated case management.

At Total Veteran Healthcare, we understand veterans.

Our Veterans' Journey:

- Complete a simple online form (including nominating any existing treatment teams we can coordinate with)
- Receive and attend a 60min onboard interview with a trained Onboarding Nurse (in person or telehealth)
- The Total Veteran Healthcare team build out the bespoke care team and issue referrals to clinicians
- Our veteran receives their coordinated care.
- The care team conduct case management reviews periodically and adjusts the care plan to the veterans' needs.



Key Values

Ease of Access

Navigating the healthcare system can be daunting, especially for those with service-related health concerns. We simplify this process by offering a seamless experience for veterans.

Our dedicated team will help you find the right specialists and services to address your specific needs, making the process as straightforward as possible.

Speed of Access

We understand that time is of the essence when it comes to healthcare. We strive to provide prompt access to services, ensuring that our veterans receive the care they need when they need it.

Our efficient system eliminates unnecessary waiting times, allowing veterans to focus on their wellbeing and recovery.

Quality of Service

We are committed to providing outstanding service for our veterans. Our team of experienced healthcare professionals work closely with veterans to create personalised treatment plans, addressing both physical and mental health concerns.

We pride ourselves on delivering compassionate and comprehensive care, ensuring that our veterans feel supported every step of the way.

Our Impact



1544

Veterans onboarded



60

Average new veterans onboarded weekly



1400

Primary, Allied, and Specialist services delivered in 8 week cycle



166

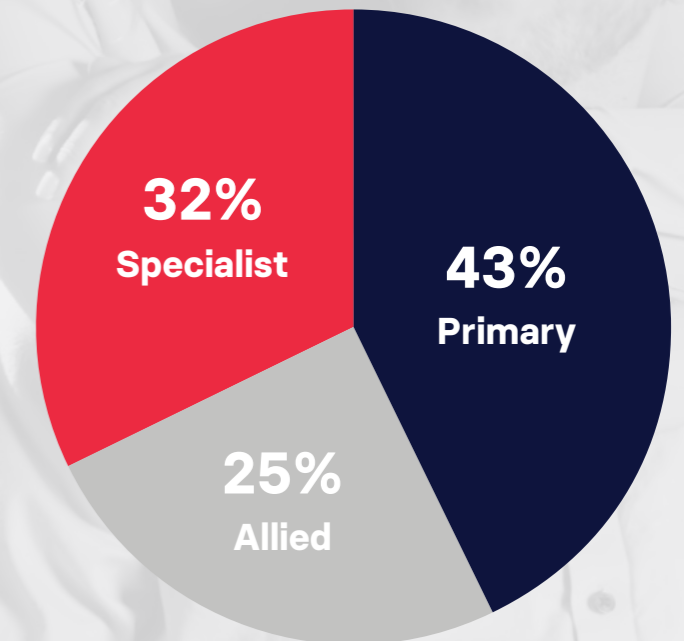
Service referrals generated per week



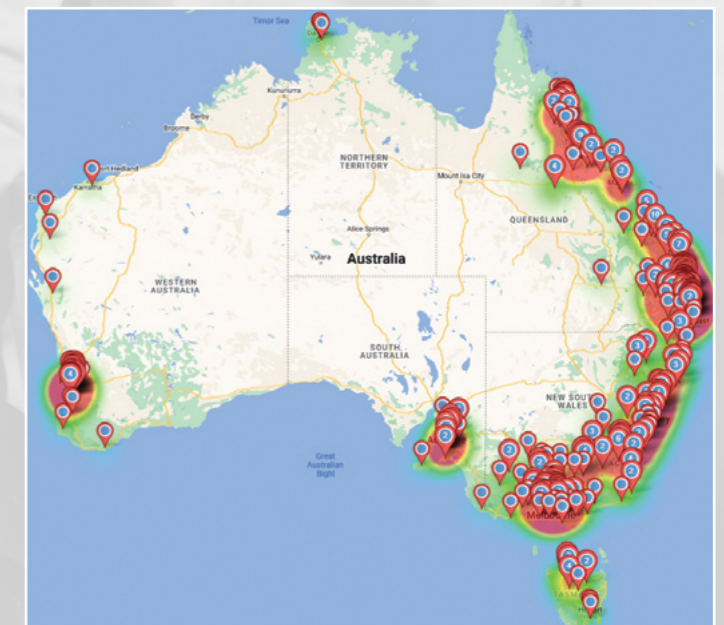
3.9

Average unique service types per veteran

Average Breakdown by Service Type



Services Delivered by Location





The Total Veteran Healthcare Specialist Healthcare Programs

Coordinated Veteran Care

Providing the highest level of healthcare services to veterans, Total Veteran Healthcare are specialists in **Coordinated Veterans' Care Plans (CVC)**.

A CVC is a comprehensive plan that is tailored to meet the unique healthcare needs of veterans. It is designed to provide proactive care coordination for Veteran Gold Card holders with chronic health conditions, and Veteran White Card holders with chronic DVA-accepted mental health conditions.

We understand that **every veteran is unique**, exemplified through providing personalised CVC plans, tailored to each veterans' specific need.



Mental Health Program

Total Veteran Healthcare understands that service can have a multifaceted impact on mental health, and requires a multidisciplinary healthcare solution. Our coordinated approach supports treatment for service-related mental health issues, and those arising from the complexities of navigating civilian life, stress, anxiety, and depression, while building overall resilience.

Supported by more traditional treatment solutions like psychology and psychiatry, Total Veteran Healthcare provides innovative mental health treatment options including Transcranial Magnetic Stimulation (TMS), esketamine, EMDR, and is an active partner in clinical trials in emerging solutions. To ensure comprehensive care, our tailored programs may include a managed process that goes through inpatient, outpatient, in-clinic, and in-home settings.

This approach allows us to provide continuous support and care at every stage of your recovery, ensuring that you have the resources and guidance needed to achieve long-term success.

Pain Management Program

Our innovative Pain Management program offers a multidisciplinary approach to both non-invasive and invasive pain relief for Australian veterans, including specialist consultation.

Total Veteran Healthcare provides and partners with skilled teams of healthcare professionals to develop personalised treatment plans that address the physical, emotional, and psychological aspects of pain.

Our goal is to help veterans regain control over their lives and return to their daily activities with renewed strength and confidence.

Transition Partner Program

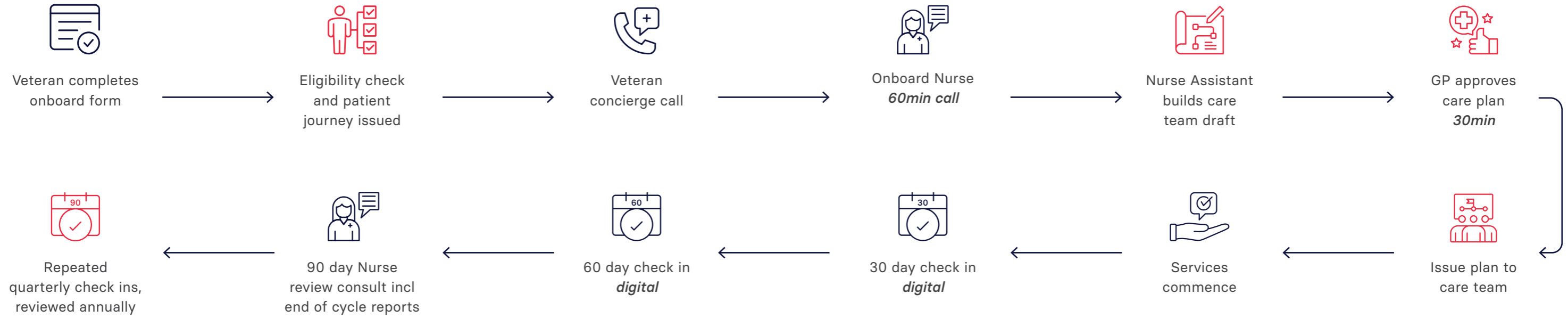
Understanding that a veterans' transition from service can be complex, with many compounding support needs, Total Veteran Healthcare partners with trusted veteran support organisations to create as complete as possible a patient journey.

More than healthcare, through the onboarding interview a veteran can be connected and referred to support services including DVA claim consultation, medical file review, home services, crisis care, employment support, and social engagement.

Working in unison, these integrated services form important parts of our patient journey and add to the multidisciplinary approach to care at Total Veteran Healthcare



Patient Journey



Total Veteran Healthcare **Services**



General Practice:

- General Practitioner
- Medication Prescription
- Coordinated Veterans Care (CVC)
- Complex Chronic Disease Management
- Mental Health
- Eating Disorder CDM
- Home Services

Allied:

- Exercise Physiology
- Physiotherapy
- Psychology – including EMDR
- Podiatry
- Sleep Studies and CPAP
- Dietetics
- Chiropractic
- Osteopathic

Specialist:

- Pain Specialist incl
 - Tier 2 Medicinal Cannabis endorsements
- Psychiatry
 - TMS
 - esKetamine
 - Diagnosis Report
 - ARETRO Report
- Clinical Trials
 - Psilocybin for treatment resistant depression
- In Patient Treatment
 - Mental Illness, Substance Misuse, Eating Disorders
- Claims and Compensation

Thank You



Thank you again for the opportunity to present our Service Prospectus to you. The entire Total Veteran Healthcare team stand ready to assist and deliver high quality, comprehensive healthcare to veterans nation-wide.

If you would like more information, or to see how your organisation can assist in our ability to provide the highest quality multidisciplinary healthcare to Australian veterans, please contact us via the details provided.





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