



Patient Information Booklet

This publication is the
property of Stawell
Regional Health.
Please do not
remove.

Are you
concerned about
changes in your
health?
If you need help
quickly, ring
88555

Acknowledgement of Country

We acknowledge the Djab Wurrung and Jardwadjali who are the custodians of the land and waters, and pay our respects to Elders past and present.

Aboriginal and Torres Strait Islander patients

All patients who identify themselves as being Aboriginal and or Torres Strait Islander will be offered referral to the Aboriginal Health Worker who works with Aboriginal patients, families, community members and staff.

The Aboriginal Health Worker can be contacted at Budja Budja Aboriginal Cooperative.

About this handbook

This handbook is designed for patients who will be:-

- staying at Stawell Regional Health for one or more nights (i.e. admitted as an inpatient); or
- staying just for the day (i.e. having a day procedure or day surgery).

This handbook provides practical information about Stawell Regional Health. It answers general questions that you may have, including what facilities and services are available to you in order to make your visit as comfortable as possible. If you require any information about your hospital experience please ask a member of staff during your stay.

For further details on the services provided at Stawell Regional Health you can visit our website at www.srh.org.au.

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Phone: (03) 53588500
Fax; (03) 53583553
www.srh.org.au

Acknowledgement to Alfred Health, Southern Health, South Eastern Sydney Illawarra – NSW Health and Wimmera Health Care Group.

Photo front page: Nursing staff, International Nurses Day, May 12th 2016.

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Welcome

On behalf of Stawell Regional Health I would like to welcome you to our health service. The hospital was first established over 150 years ago and moved to its' current location in 1934.

Over the years, the hospital has provided a diverse range of services to our local community and region. We are proud of our achievements and the high quality care that we deliver.

We understand that coming to hospital can be an anxious time for you and your family. Our experienced staff are here to support you during your stay. Please speak to them if you have any questions or would like to know more about any aspect of your care.

The hospital employs over 270 people and has approximately 50 visiting doctors providing services to the community.

In addition to medical and surgical services that are provided, we also deliver aged care, community and primary health care services from sites across Stawell, including the Stawell Medical Centre.

We are actively investing for the future and have recently built a Community Rehabilitation and Oncology Centre, and a student accommodation building.

It is important that you are actively involved in your care.

I encourage you to ask questions and speak to our staff if you would like to know more about your hospital stay.

We are excited about our future at Stawell Regional Health and look forward to continuing to provide quality services to you and our community.

Liz McCourt
Chief Executive
Stawell Regional Health



Stawell Regional Health Mission

To deliver public health services to best meet the changing needs of the Stawell and regional community.

Stawell Regional Health Vision

A customer focused organisation, coordinating delivery of state of the art, whole of life care.

Strategic Priorities to achieve our Vision

1. Develop a customer centred culture emphasising quality and safety
2. Deliver financially sustainable services
3. Engage our community in SRH activities and services
4. To maintain and enhance SRH service delivery and operating capacity
 - a) Attract, develop and retain staff
 - b) Maintain and renew infrastructure and technology
 - c) Build and maintain collaborative relationships and partnerships



STAWELL
REGIONAL HEALTH

Organisational Values

Trust

We act openly and honestly as individuals and as a team.

Respect

We treat each other with respect and courtesy and value the opinions and contributions of others.

Accountability

We each take personal responsibility for our decisions and actions.

Communication

We encourage the sharing of information within our team and with the community.

Safety

We are committed to the safety of our workforce and our customers.

SRH – ‘Great Care’

What is SRH ‘Great Care’?

SRH ‘Great Care’ is the quality experience we want you and all our consumers (patients, residents and clients) who access SRH to enjoy.

It was defined & developed as part of a four year Quality Plan in workshops with the Board, Executive and managers in October 2012.

Our Quality Plan aims to achieve four goals for you and every patient, resident and client, (our consumers) every time.

These goals describe SRH Great Care; the quality of care we want to be known for at SRH.

Great Care at SRH is:

1. Responsive to you and focused to your needs
2. Keeping you safe and free from preventable harm
3. Ensuring services are accessible, integrated, coordinated and streamlined
4. Ensuring you receive the right care and it achieves what it is designed to do.

All staff, clinical and non-clinical, at all levels of the organisation, have a role in achieving the quality goals to create this experience for you.

The Board and staff of SRH have identified the key characteristics of the care and services that you and each consumer (patients, residents and clients) should experience at SRH, every time.

For everyday use ‘Great Care’ can be expressed as:-



The SRH Quality Plan links to the strategic and business/departmental plans and organisational values.

A-Z of Patient Information

A

Absence

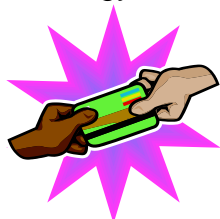
If you need to leave the ward at any time please advise nursing staff of your movements as we are responsible for your care and safety at all times.

Accommodation

Depending on your health insurance, medical need or bed availability you may be admitted to a 1 or 2 bed ward. You may be asked to change rooms during your stay, to allow the hospital to manage the clinical needs of our patients.

Accounts

Payment of Stawell Regional Health (SRH) accounts can be made at the counter at hospital reception during business hours Monday-Friday except public holidays. Credit card payments are accepted. Please note radiology and some anaesthetist accounts can also be paid at hospital reception. We are not able to take payments for outpatient pathology services, local and specialist doctor accounts.



Admission

Your doctor shall advise the hospital of your admission. The hospital staff shall advise you if you are required to attend the Admissions Booking Office and/or the Pre Admission Clinic.

Please bring your:-

- Medicare/Repat./Pension Card
- Private Health Fund Insurance details
- Details of Workers Compensation or Transport Accident Commission claim where appropriate
- Relevant x-rays or scans; and Relevant notes or instructions from your doctor.



Personal care items

You are expected to provide your own personal care items, such as:

- Contact lenses and/or glasses
- Hearing Aids
- Pyjamas, underwear, slippers
- Casual loose day clothes (if applicable)
- Toiletries / tissues
- Sanitary wear
- Writing materials, books, magazines
- knitting or other such items.

Patient owned electrical equipment

Patient owned electrical equipment must be safety tested and tagged by hospital maintenance staff prior to being used in any area of the hospital.

You are requested not to bring privately owned electrical equipment including mobile phone chargers, televisions, radios, shavers or hairdryers into the hospital. Battery operated appliances such as laptops and CD players are acceptable, but need to remain in your care.



If you require a machine to help you sleep at night (sleep apnoea machine), this also requires electrical testing. Please advise the nurse in charge and they shall arrange for this safety check to take place.

The hospital does not accept liability for any damage to patient owned electrical equipment.

Medications

Please bring to hospital with you all your current medications (ointments, creams and puffers) including those that are prescribed by a doctor or are from your local pharmacy or health store. They will be returned to you on discharge.

(See page 25 for more information).



Valuables



You are requested not to bring valuables or large sums of money to hospital. If this is unavoidable, valuables can be held in safe custody until you are discharged; otherwise

the hospital cannot accept responsibility for any loss. Please advise the ward clerk on admission if you wish to place valuables in safe custody. Prior to your discharge please make arrangements with the nursing staff for collection of your money or valuables.

Surgery

The Pre Admission Clinic is designed to co-ordinate all aspects of your pre-surgical care. Preparation for surgery varies depending on the nature of the surgery.

- Instruction Sheets for your surgery shall be provided and explained to you
- Admission time for elective surgery shall also be arranged
- Please advise your doctor immediately if you become ill as this may affect your admission if you are having surgery.



Advance Care Planning

Advance Care Planning is a process for making and writing down future health care preferences.

Advance Care Plans only come into effect if you become unwell and are unable to make or communicate those choices for yourself.

Information in your Advance Care Plan will guide your family and doctor when making medical treatment decisions on your behalf.

Advance Care Planning includes:

- Thinking about your beliefs, values and what is important to you
- Discussing your beliefs, values, goals and your choices regarding medical treatment with family and friends and making sure they understand your viewpoint
- Choosing a person to speak on your behalf
- Talking to your doctor or other health professionals to find out more about your illness and discuss with them your preferences for the future
- Writing down your choices and preferably having it witnessed by your doctor
- Giving copies of your Statement of Choice to the relevant people (in case they need them in the future.)

Discuss this with nursing staff if you wish to complete a plan.

Advocacy

Advocacy is a process of supporting and enabling people to:

- Express their views and concerns
- Access information and services
- Defend and promote their rights and responsibilities
- Explore choices and options

An advocate is someone who gives you support when you need it. An advocate will spend time with you to get to know you, your views and wishes and ensure that your voice is heard on issues that are important to you.

You may wish to use an advocate to speak for you in situations where you find it difficult to make your views known or need other people to listen to you and take your views into account.

If you wish to be referred for this service ask to speak with the Social Worker.

After your hospital stay

There is a range of community services available to help you once you leave hospital. Staff shall discuss options available to you as part of the planning process and make arrangements as appropriate.

- Relevant information about your medical condition shall be sent to your doctor and to community health workers and service providers involved in your care, unless you tell us that this should not happen
- If there is anything you feel you shall need help with when you leave hospital, please discuss it with staff as soon as possible.eg: Home Help
- If you usually receive services at home, please make sure our staff know you already receive this help
- Our staff shall arrange for this service to start on your return home
- Additional services may be organised, in consultation with you, as required.



Alcohol/Illegal drugs

Patients or their visitors must not bring alcohol or use illegal drugs on the hospital site. Alcohol must not be brought into the hospital for consumption by patients unless it is authorised by your doctor.

Allergies and Alerts

Please provide the following information to staff as soon as possible after admission:-

- If you have any allergies or sensitivities to antibiotics, medications, latex, tapes and food types
- Previous reaction to, or a difficult anaesthetic
- Previous reaction to a blood transfusion
- Infection risk
- Potentially life-threatening condition not likely to be immediately obvious
- A Not for Resuscitation order, Enduring Medical Power of Attorney or if an Advance Care Plan is in place.



Attending staff

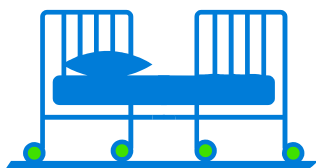
You shall be attended by many nursing staff during your stay in hospital. The hospital is fortunate to be accredited with a number of Universities for clinical training of students. You shall be advised when students are in attendance.



B

Bedside Clinical Handover

Bedside clinical handover is the sharing of information about your current condition and care to the nurse who was caring for you and the nurse who will be taking over your care. The handover at your bedside allows the nurses to include you in the discussion and ensure continuity of your care.



Doctors and Allied Health (e.g. Physiotherapist, Dietitian etc.) staff conduct separate handovers.

What happens during clinical handover?

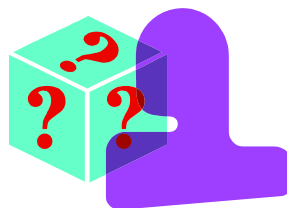
We aim to conduct handover during 1.00pm – 1.30pm each day. Your visitors and those visiting others in your room shall be asked to leave while personal information about you is discussed. Parents, carers and family members can stay during your handover if you choose.

During Handover:

- You shall be introduced to your nurse for the next shift
- Information shared may include:
 - Your medical history and your current clinical condition
 - Tests and procedures that you have had or that are scheduled
 - Your need for assistance with everyday tasks, such as showering and toileting and
 - Plans for your discharge, even if it is a few days away
- The nurses shall review your charts together and check any drips and drains that you may have
- You shall be asked if there is any other information you would like to add
- Nurses shall use discretion when discussing sensitive information.



If you have any questions or concerns....



Your nurse shall be happy to return to you to discuss any non-urgent needs that you may have once the full clinical handover is complete. You can talk about bedside clinical handover with your nurse or the nurse in charge on your ward. An interpreter can be arranged if required.

Behaviour- Aggressive

You, your visitors and staff have a right to feel safe, to be listened to and be treated with respect and dignity.

The following behaviours are not acceptable and will not be tolerated:

- Aggressive behaviour, harassment and intimidation
- Threatening, obscene, racist, sexist or demeaning language
- Physical attacks to people and property.

Our staff are required to report all incidents of aggressive behaviour and will contact the police if they feel threatened or unsafe.

Broken equipment

Please contact the nurse in charge of the ward, to report any equipment that is damaged or not working properly.

C

Call bell

The nurse call bell is on the bedside handset. Other functions of the handset include lighting, radio and television. Please do not hesitate to call the nursing staff should you require anything.



Car Parking

Car parking is available on the hospital site and off site on adjoining Sloane and Wimmera Streets. Parking for the disabled is available at the front entrance of the hospital and the Community Rehabilitation Centre. Patients 'drop off and pick up point' is undercover and situated at the front entrance to the hospital and the front entrance to the Community Rehabilitation Centre. The car park on the hospital site is also a designated helipad. Visitors may be requested to move their car from the helipad car park at short notice. Please follow the directions provided over the public address system.



Chaplains/Pastoral Care

Your spiritual needs are catered for by the Ministers of many denominations who visit on a regular basis. If you wish to be included on the individual churches visiting list, please indicate your religion on the admission form.

Children in Hospital/Your Child in Hospital

We recognise the stress caused to parents and children by having a sick child in hospital. Suitable sleeping arrangements can be made to enable you to stay with your child.



Are you concerned about changes in your health?



Are you worried that you or your loved one is becoming unwell? What can you do?

- Let your nurse know that you are worried
- If you need help quickly, ring 88555

A nurse can assess your condition and address your concerns.

Consent to treatment

Consent means giving permission or agreeing to something.

Consent for treatment (including a procedure or operation) can be implied, verbal or written.



Examples could be:

- **Implied** consent: if, after staff tell you about how the blood test will be carried out, you hold out your arm for blood to be taken
- **Verbal** consent: you tell staff to proceed with having an x-ray of your leg
- **Written** consent: you sign a form, which describes the type of operation/procedure you will have agreeing to the operation/procedure.



Before any treatment or procedures are carried out, staff caring for you need to explain what is going to happen to you.

You can ask questions so that you have sufficient information to make a decision. You can also change your mind and withdraw consent at any time by notifying the nurse caring for you.

Some patients may not be able to consent to treatment themselves. In these cases we would normally ask the "person responsible" (usually a close family member or 'guardian') to provide consent on their behalf.

There is also legislation that allows a doctor to provide urgent medical treatment in an emergency situation without your consent (such as to save your life or to prevent serious damage to your health).

D

Dentures

Dentures can be easily lost if wrapped in a tissue or left on top of your bedside locker, table or in a pocket. A denture container can be provided for you which can be clearly labelled.

Disability access

Wheelchairs are available at the front reception for short term use. Toilets and parking for the disabled are also available.



Discharge

We start to plan for your discharge on your admission to hospital and sometimes before, for some planned admissions. On, or prior to, admission you shall be given an estimate of how long you shall be in hospital by your doctor and/or the nursing staff. This allows you and your family/friends a chance to commence planning your discharge, and destination if it is different to your normal home address. The discharge date shall be confirmed by your doctor closer, and at least 24 hours prior, to discharge. Prior to discharge you shall be provided with information on services relevant to your ongoing care.

Discharge time is 10.00 am and your family or friends shall need to provide transport to take you home. Please ask the nursing staff if you need their assistance to contact your family or friends.



After Discharge

If you have any concerns about your medical condition once you are home then you should phone your local doctors clinic. If you have any other concerns related to your discharge from hospital please phone the nurse in charge of Simpson Ward on 5358 8517.

If it is an emergency please call 000.

E

Emergency procedures (Fire /evacuation)

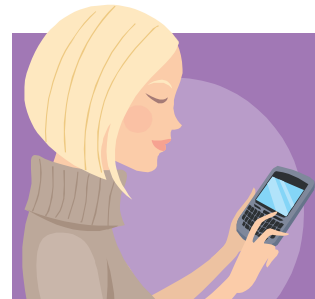
In the event of an emergency, please remain calm and stay where you are. Follow the instructions of the emergency officers or nursing staff. Fire Alarms are tested weekly. Fire Alarm testing shall be preceded by an announcement over the public address system.



Enquiries

Your family and friends can make enquiries by ringing (03) 5358 8500 and requesting to speak to ward staff.

For confidentiality reasons minimal information is given out over the phone. We suggest you choose one family member as a spokesperson who can pass on information to the rest of your family and friends.



Equipment

It would be appreciated if you would return any aids or equipment you have borrowed or hired as soon as they are not required.

Please return the aids in a clean condition. Contact the hospital if you experience any difficulty in complying with this request.



F

Falls Prevention

Falling over is the main cause of injury in hospital. Falls can cause serious injuries and disability. Many of the falls in hospital are preventable. On admission your nurse shall assess you to determine if you are at risk of falling. If you are, we shall work with you, your family or carer to develop a plan tailored to your needs to reduce this risk.

(See pages 26-27 for more information)

Family/Visitors

The hospital has a cafeteria. Visitors are welcome to use the facilities. (Tea and Coffee are available twenty four hours a day). Snacks and lunch are available for purchase between 10am-1pm Monday to Friday.



Outside these hours' snacks, beverages and confectionery items are available for purchase from a vending machine in the Urgent Care Centre waiting area.

Flowers

Only cut flowers are allowed in the hospital, please do not bring in potted plants.



Food

Bringing food into hospital

Stawell Regional Health does not accept responsibility for food prepared externally and provided to you by visitors. When food is not properly prepared, transported or stored there is a risk of food poisoning, which can be very serious for you when undergoing treatment.

In addition, you may have restrictions on what you are able to eat or you may follow a special diet due to your medical condition and it may be dangerous for you to eat food brought from outside the hospital.

There are limited storage and reheating facilities available on the ward if you choose to bring in your own food. For more information about bringing food into the hospital please speak to your nurse, the Dietitian or the Food Safety Supervisor. You or your visitors are required to complete the 'Bought in food register' if you bring food into hospital.

Freedom of Information/ access to your medical record (see the 'Respecting your Privacy' brochure. A copy shall be provided on admission)

H

Hand hygiene

Providing you with safe care is important to us. One way to promote safe care is by encouraging good hand hygiene amongst staff, patients and visitors.



Your visitors are encouraged to use the Blue Angel hand rub or wash their hands before and after they visit. It is recommended that when you leave your room or the ward, you too use the Blue Angel hand rub as it very quickly gets rid of most germs.

If your hands are visibly dirty please use soap and water.

Please ask staff if they have washed their hands or used Blue Angel hand rub before they attend to your care.



Identification

- **Patients** Your identification helps us give you the right care. Always wear an identification band on your wrist/leg. Make sure the information on this band is correct. Staff members shall check your identification (name, date of birth and either your patient identification number or address) before giving you medication or before you undergo any tests or procedures (e.g. blood transfusion)
- **Staff** Ask who your nurse is for each shift. The staff providing your care shall be wearing an identification badge at collar level. If you are not sure who someone is, please ask.



Infection prevention

Please ask your visitors to help us keep our hospital safe from infection.

Ask them to visit at another time if they have:-

1. An upset stomach with either vomiting or loose bowel actions in the last 24 hours (we recommend they do not come into the hospital for at least 48 hours after they feel better, as they could still be infectious)
2. A cough, runny nose or flu like symptoms
3. A rash or spots which could be infectious.



Respiratory Infections

Masks are sometimes used in hospitals to control respiratory infections.

If you are asked by nursing staff in our hospital to wear a mask please do not be offended. This is in your best interest and in the interest of those around you.

You can help protect yourself and others from getting sick by using all the tips for respiratory hygiene, keeping hands clean, and wearing a mask when asked. (Please refer to the Respiratory Hygiene tips on page 28).

Internet

There is wired or wireless internet access available via the hospital network at Stawell Regional Health. Please contact Reception (during business hours) or the ward clerk (after hours) for further information.

Interpreting services

If you need an interpreter during your stay in hospital please inform the nurse in charge. The interpreter may come in person or be contacted by phone.



L

Laundry

You need to make arrangements to have your personal clothing laundered whilst in hospital.

Lost property

If you accidentally leave personal property behind when you leave hospital, please contact the ward as soon as possible.

M



Mail

Letters and parcels may be directed to you whilst in hospital. The hospital postal address is: - Sloane Street, Stawell, Vic 3380. Stamps are available at front Reception. Your mail may be given to the ward clerk or nursing staff to post. Weekday outgoing mail is collected by 3.30p.m. daily from front Reception. Normal charges apply.

Meals

Patient Meal Times:

Breakfast	7.30am
Morning Tea	9.30am
Lunch	12.00 noon
Afternoon Tea	2.00pm
Evening Meal	5.30pm
Supper	7.15pm

Medical certificate

If you require a medical certificate please advise your doctor as soon as you are able.

N

Newspapers

If you would like a newspaper you can register your choice on your meal card. Payment will be collected by the ward clerk.

Noise

Staff and patients can all play a role in limiting noise level by:

- Lowering voices when talking
- Placing the handpiece with the TV/radio volume at ear level.



O

Open Disclosure

You shall be fully informed about the care that you receive if things don't go to plan and you are harmed unintentionally.

This discussion is called Open Disclosure and your doctor and a senior member of staff shall discuss what has happened and what is being done to make care safer in the future and prevent this from happening again.

<http://www.safetyandquality.gov.au/wp-content/uploads/2013/05/Open-Disclosure-Patient-Pamphlet-OFFICE-PRINTING-May-20132.pdf>

P

Pathology

St John of God Pathology provides pathology service to SRH. Accounts can be paid at the Pathology Reception counter, during business hours Monday-Friday (except public holidays).



Person Centred Care



SRH practices Person Centred Care and involves patients, their carers and families in all decisions about care.

Pressure Injuries (formerly called Pressure Ulcers)

Pressure Injuries can be serious and can develop in a short time and take a long time to heal. They can be caused by lying or sitting in one position for too long. However other things like age, poor nutrition, smoking and other illness contribute to the chance of developing one.

Your nurse shall identify your risk of developing a pressure injury on admission and shall regularly check your skin.

What can you do to prevent them from developing or prevent existing ones from getting worse?

- Take care of your skin
- Protect your skin
- Eat well (for more information see pages 29-31)
- Increase your activity (for more information see page 32.)
- Be involved in your care.

Private and Veterans Affairs patients

Thank you for choosing our hospital for your care.

There are additional complementary services available for private and Veterans' Affairs patients:-

- Choice of daily newspaper
- A choice of quality food & beverages
- Daily personal laundry service
- Single room (subject to availability)
- Transport to hospital, and transport home on discharge, arranged by the nurse in charge
- Billing Service (Private patients only).
- Individual gift packs with shampoo, conditioner, soap, moisturiser, tissues, pen, dental kit and a comb for you to take home or use whilst in hospital

The hospital shall claim your accommodation on your behalf to ensure you are not out of pocket for any accommodation fees. Medical accounts shall be rendered directly by your attending doctors.

The revenue and savings generated from the use of private health insurance enables the hospital to maintain and improve existing services as well as develop new initiatives for the community.

Private patient and Veteran Affairs brochures are available in Simpson Ward.

Protection and Use of your Health Information

(A copy of the 'Respecting your Privacy' brochure shall be provided on admission).



Q

Quality of Care Report

Every year Stawell Regional Health provides a report to our community on the safety and quality of the services we provide, as required by the Department of Health and Human Services. A copy of the report is available from all reception areas and at www.srh.org.au.

Quiet room

A non-denominational quiet room is available opposite the Education Centre. Please speak with the nurse in charge should you wish to access this room. The room is available to you and your visitors.

R

Radio



All beds have individual televisions and a radio. The handpiece contains the controls/speaker. Please place the handpiece close to your ear to listen to the T.V. or radio. This service is provided free of charge.

Radiology/Medical Imaging

The Radiology Department provides radiography, Computer Tomography (CT) and ultrasound services.

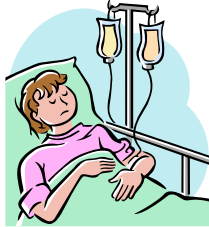


Relatives wishing to see the doctor

If your relatives wish to speak with your doctor please let the nurse in charge know. Alternatively your relatives may like to make an appointment with your doctor at their clinic.

Rest period

An afternoon rest period for patients occurs between 12.00noon and 3.00p.m.



Rights and responsibilities

Your Rights

As our patient you are entitled to receive the best possible care, and care that is appropriate to your health needs.

According to The Australian Charter of Healthcare Rights in Victoria your rights are:

- **Access** – a right to access health care
- **Safety** – a right to receive safe and high quality care
- **Respect** – a right to be shown respect, and to be treated with dignity and consideration
- **Communication** – a right to be informed about services, treatment options and costs in a clear and open way
- **Participation** – a right to be included in decisions and to make choices about your health care
- **Privacy** – a right to privacy and confidentiality of your personal information
- **Comment** – a right to comment on your health care, and to have your concerns addressed.

A copy of the charter will be provided to you on admission.

The charter can also be accessed at www.health.vic.gov.au/patientcharter.

Your Responsibilities

Please help us provide you with the best possible care by:

- Providing accurate information, as best you can; about your current medical problems, previous illness, medications, visits to hospital, allergies and other matters relating to your state of health
- Asking staff for a clear explanation of treatments, tests and medications recommended for your care
- Letting staff know immediately if you do not understand instructions or advice given to you
- Discussing any worries or concerns you have with a relevant member of staff
- Letting staff know if you intend to leave the hospital
- Being courteous and considerate to other patients and to treating staff
- Being involved in the planning success of your discharge.

S

Satisfaction surveys

Stawell Regional Health and the Department of Health and Human Services may conduct surveys from time to time to help identify how to improve the way things are done.

All these surveys are anonymous and voluntary. You may receive a survey when you return home.

SRH may also ask you to provide feedback on your care whilst you are in hospital.

Security

External doors and internal doors are monitored by closed-circuit TV (CCTV). Contracted security personal patrol the grounds and buildings after hours.

Smoking



Smoking is not permitted in any Stawell Regional Health building and/or grounds. Staff, patients or visitors wishing to smoke are required to leave the grounds.

Information on how to 'Quit' smoking can be found on www.quit.org.au or speak to your treating doctor. Staff can also provide you with a brochure.

Suggestions, Complaints and Compliments

Because your care is our prime concern we would like to encourage your feedback about our service and quality of care.

If you are not happy about our care or service, you have several options:

- We encourage you to speak directly with the person involved, whereby the matter could be immediately addressed or
- We encourage you to speak with the nurse in charge; or you may
- Make a formal Complaint and complete a Suggestion/Complaint/Compliment form.

You may also use this form to document a Suggestion or Compliment.

The forms are available in all reception areas. Please place the form in the envelope and the box provided. The boxes are emptied daily (Monday-Friday), except public holidays.

All complaints are handled in the strictest confidence and are directed to the Chief Executive.

Any problem is usually best solved at the point of service in the hospital. However, if you are not satisfied with the response to your complaint or wish to take your concerns further, please contact the Office of the Health Services Commissioner (OHSC). The OHSC provides a free and confidential service for anyone with a complaint about a health service provider in Victoria.

Office of the Health Services Commissioner

Call: 1300 582 113

email: hsc@health.vic.gov.au

Visit: www.health.vic.gov.au/hsc/

Send a letter : Level 26, 570 Bourke Street, Melbourne, Vic. 3000.

T

10 tips for safer healthcare (see page 33)

Telephones



Bedside Phones

Telephones are available at all bedsides. Direct dial cards are available for you to record your phone number and give to relatives/friends i.e. 535 plus the number on the handset of the phone next to your bed.

Making Phone Calls

Local calls can be made by dialling "0" on your bedside phone.

Incoming Patient Phone Calls

Incoming phone calls to your bedside phone will be diverted to the main line overnight. You shall still be able to ring out.

Public Phones

There are no public phones available on the hospital site.

Mobile Phones

Mobile telephones and radio frequency transmitters may generate interference while they are turned on or in standby mode. You and your visitors need to turn off your mobile phones upon entering the hospital. Signs shall be displayed where it is safe to use your phone. Mobile phone chargers must be electrically tested by hospital maintenance staff prior to being used.



Television

All beds have individual televisions and a radio. The handpiece contains the controls/speaker. Please place the handpiece close to your ear to listen to the T.V. or radio. This service is provided free of charge.

Toilets

Toilets for your visitors are found near reception located at the front of the hospital.



U

Urgent Care Centre (UCC)

Stawell Regional Health has an **Urgent Care Centre** which is staffed 24 hours a day by experienced nurses from the ward.

People will be assessed by a nurse who can contact a doctor for advice on treatment, or ask that the doctor come and see the patient. This is known as triage.

Doctors that come to the **Urgent Care Centre** are usually from the Stawell Medical Centre and will be the “On Call” doctor rather than your own doctor. If you require a doctor you will need to pay for the service.

You should only attend the hospital in an emergency for **urgent** medical care.

If your condition is serious you should phone 000 straight away.

If medical care is required for a non urgent health issue, please contact your doctor during business hours.

V

Venous Thromboembolism (VTE)

VTE describes the whole process by which clots form and travel through the blood stream. Venous means to do with the ‘veins’. If you are in hospital, and/or are inactive you are at risk of developing a blood clot in your legs (deep vein thrombosis) or lungs (pulmonary embolism). On admission your risk of developing a blood clot will be assessed.

If you are at risk, preventative measures (anti-clotting medication, compression stockings and mobilisation) shall be recommended.

(For more information see page 34 and/or ask nursing staff for a brochure)

Visiting hours

Open visiting hours are encouraged, however staff may use their discretion and ask your visitors to leave so bedside handover may be conducted or care provided. An afternoon rest period for patients occurs between 12.00 noon and 3.00pm.

Visitors wishing to enter wards are encouraged to seek the permission from the ward clerk or a member of the nursing staff.

For the comfort and benefit of all, we request no more than three (3) persons visit you at any one time. Your visitors will be expected to leave by 8pm.

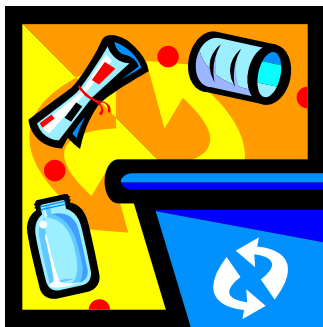
Volunteers

If you, a family member or friend would like to become a volunteer at SRH please contact the Volunteer Co-ordinator on 5358 8620.

W

Waste management

This hospital is an EcoRecycle recognised waste wise organisation. We encourage recycling of clean household items i.e. newspapers, glass, plastic and aluminium. Separate bins are available for general waste and recycling.



Work cover and transport accident commission

If you are claiming compensation under Workcover or the Transport Accident Commission (TAC) for your hospital and medical care, ensure you complete the appropriate forms and submit them to your employer or TAC.

Staff categories



Nursing Staff

- Nurse Unit Manager (NUM) – Senior nurse who manages the ward
- Associate Nurse Unit Manager – manages the ward on each shift when the NUM is unavailable
- Registered Nurse
- Graduate Nurse – Registered Nurse who has recently graduated from University
- Enrolled Nurse
- Student Nurse.

Doctors

- Visiting Medical Officer (VMO)/Visiting Specialists who provides your primary care.

Allied Health

- Dietitian
- Diabetes Educator
- Exercise Physiologist
- Occupational Therapist
- Physiotherapist
- Health Promotion
- Podiatrist
- Social Worker
- Speech Pathologist.

Support Staff

- Environmental Services Staff
- Ward Clerks – receptionist at the desk in Simpson Wing who can assist you with your enquiries
- Reception staff
- Porter
- Maintenance staff
- Radiology Staff

Summary of Services:

Allied Health

- Audiology (visiting)
- Community Health Nursing
- Continence Clinic
- Diabetes Education
- Exercise Physiology
- Nutrition & Dietetics
- Health Promotion
- Occupational Therapy
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Community Services

- Planned Activities Group (Bennett Centre for Community Activities)
- District Nursing Service
- Hospital in the Home
- Post Acute Care
- Hospital Admissions Risk Program (HARP)
- Aged Care Assessment Service
- Memory Support Nurse

Medical

- Day Oncology Unit
- Acute Care
- GP Clinic

Medical Imaging

- X-ray
- CT
- Ultrasound

Rehabilitation Programs

- Cardiac Rehabilitation
- Gait and Balance Clinic
- Hydrotherapy
- Oncology Rehabilitation
- Pulmonary Rehabilitation

Residential Aged Care

- Residential Facility (Macpherson Smith)
- Transition Care Program

Rural Primary Care

- Allied Health/ Community Services to outlying communities
- Support for the Budja Budja Aboriginal Health Service at Halls Gap

Specialties

- General
- Endoscopy
- Gynaecology
- Ear, Nose and Throat
- Urology
- Orthopaedic
- Ophthalmology
- Medical Oncology
- Paediatrics
- Rheumatology
- Cardiology

St John of God Pathology

Surgical and Anaesthetic Services

- Pre Admission Clinic
- Day Procedure Unit
- Operating Suite/Sterilising Department

Donations

Making a donation or bequest to our hospital is a wonderful way to recognise the care you have received. Donations enable us to purchase equipment and expand our services. Donations of \$2 and over are tax deductible. You can donate at front office/reception or you can access a Hospital Foundation Donation Form from our website at www.srh.org.au

MISTAKES CAN HAPPEN WITH YOUR MEDICINES

Mistakes can happen with your medicines when you go into and come out of hospital, change wards or see different health professionals in the community. Having the right information about your medicines at all times will help prevent mistakes.

Health professionals need to know about all the medicines you use so they can make the right decisions about your health. Medicines include prescription, over-the-counter, herbal and natural medicines, and come in different forms, such as tablets, lotions, patches and drops.

You and your carer can help prevent medicine mistakes

Keep track of all your medicines with a *Medicines List*. Your doctor, nurse or pharmacist can help you fill it out. Speak up if you're ever unsure about your medicines.



LEAVING HOSPITAL

- ▶ Ask which medicines you should continue using at home and for all changes to be explained.
- ▶ Leave with an up-to-date *Medicines List*.
- ▶ Check the active ingredients of all your medicines to avoid doubling up. Ask your health professional if you're unsure.
- ▶ Show your regular doctor and pharmacist your updated *Medicines List* and hospital discharge information so they can update their records.



AT HOME/SEEING ANY HEALTH PROFESSIONAL

- ▶ Keep your *Medicines List* up to date.
- ▶ Take your *Medicines List* every time you visit your regular health professional or someone new. If you stop or start a medicine, let them know.
- ▶ Ask your doctor or pharmacist for a medicines review if you have any problems with your medicines.



GOING INTO HOSPITAL

- ▶ Take your *Medicines List* and medicine containers with you and show them to the doctor, nurse or pharmacist.
- ▶ Your medicines should be checked on arrival and when you're moved around the hospital.
- ▶ For your safety, you may be asked questions about your medicines, so answer them honestly.

HELP PREVENT MEDICINE MISTAKES WITH AN UP-TO-DATE **MEDICINES LIST**

Order, print or download an NPS *Medicines List* from www.nps.org.au/medicineslist or ask your pharmacist. It is also available in other languages and as an iPhone app.

BE MEDICINEWISE

Find out how at www.nps.org.au/medicinewise

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

The role of the Australian Commission on Safety and Quality in Health Care is to lead and coordinate improvements in safety and quality in health care across Australia.

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Independent, not-for-profit and evidence based, NPS enables better decisions about medicines and medical tests. We are funded by the Australian Government Department of Health and Ageing.

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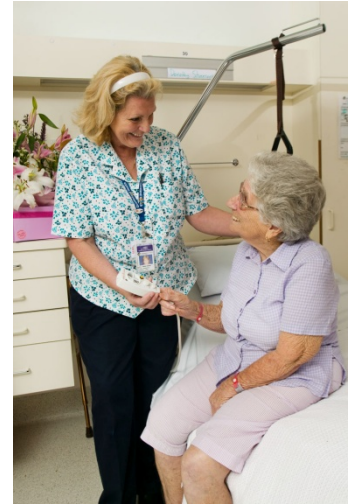
This information is not intended to take the place of medical advice and you should seek advice from a qualified health professional. Reasonable care is taken to provide accurate information at the date of creation. Where permitted by law, NPS and the Australian Commission on Safety and Quality in Health Care disclaim all liability (including for negligence) for any loss, damage or injury resulting from reliance on or use of this information.

Falls Prevention – In hospital

**If you fall in hospital, it can lead to injury, resulting in a longer stay.
Most people fall near the bed and while getting to the toilet.**

What causes people to fall?

- Being unwell and in an unfamiliar place.
- Poor mobility and balance (unsafe when walking).
- Badly fitting footwear and clothing.
- Urgent need to go to the toilet.
- Medications that cause drowsiness/dizziness.



Photo© Queensland Health

Top tips to prevent a fall in hospital:

- **Use your call bell.** Keep it in easy reach and ring **early** if you require assistance. Please wait for staff, especially if you have been told you require assistance.
- **Sit down to shower and use the rails** to get off the chair or the toilet. If you feel unsafe in the bathroom, remain seated, use the call bell and wait for assistance.
- **Familiarise yourself with your room and bathroom.** Be aware of any hazards (e.g. spills and clutter) and advise staff when you see them.
- **Take your time.** When getting up from sitting or lying down. Let staff know if you feel unwell or unsteady on your feet. Use stable objects for support.
- **Use your walking aid.** Always use your own walking aid and keep it within reach.
- **Wear safe footwear.** Wear supportive shoes, slippers or non-slip socks that fit you well – no scuffs or thongs. Do not walk in socks or surgical stockings without non-slip soles.
- **Wear your glasses.** Keep glasses clean and within easy reach.
- **At night.** Use the light button on the call bell to turn on the light before getting out of bed. Turn the light on in the bathroom.

If you do have a fall - do not get up on your own - wait for help.

Falls Prevention – In hospital

Things you need in hospital:

- All medications you are currently taking, including supplements.
- Nightwear that is above your ankle length.
- Well fitting shoes, slippers, or non-slip socks.
- Any equipment you normally use, such as glasses, walking aids, hearing aids and spare batteries.

Staff will:

- Screen and assess your risk of falling. Discuss with you and your family/carer, strategies to reduce risks. These will be included in your care plan.
- Liaise with others who specialise in falls prevention, such as a physiotherapist and/or occupational therapist, to assist with your care.

If you do have a fall, staff will:

- Consult you and your family/carer to identify why you fell and repeat an assessment of your risk of falling again.
- Make changes to your care to make you safer.
- Arrange review by a doctor.

Preventing falls is also important when you go home.

Before you leave hospital, you may be referred for further review or services, to make you safer at home.



Respiratory Hygiene



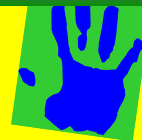
①

When you cough or sneeze cover your mouth and nose with a tissue



②

Dispose of soiled tissue in the rubbish bin immediately



③

If you do not have a tissue, cough or sneeze into the inside of your arm



④



Clean your hands afterwards





Aboriginal and Torres Strait Islander Guide to **Healthy** Eating

Eat different types
of foods from the five
food groups every day.



Drink plenty
of water.

Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



Vegetables and legumes/beans



Fruit



Lean meats and poultry, fish, eggs, tofu,
nuts and seeds and legumes/beans



Milk, yoghurt, cheese and/or
alternatives, mostly reduced fat



Only sometimes
and in small amounts



Use small amounts

Eat healthy, stay strong and live long

Drink Water
Got thirst...
water first!

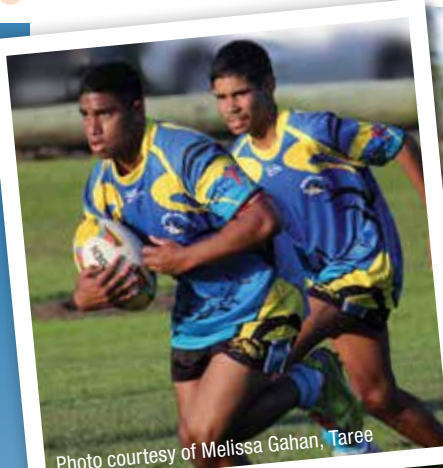


Photo courtesy of Melissa Gahan, Taree

Be active every day



Eat Less Sugar

- Limit foods and drinks with added sugar
- Add less sugar to your tea or coffee



Eat Less Saturated Fat

- Limit fried foods
- Trim fat off meat
- Take skin off chicken
- Choose reduced fat milk



Eat Less Salt

- Don't add salt as you cook or at the table
- Choose low salt foods



Healthy Snack Ideas





Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.

Drink plenty of water.

Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



Vegetables and legumes/beans



Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans



Milk, yoghurt, cheese and/or alternatives, mostly reduced fat



Fruit



Use small amounts



Only sometimes and in small amounts



Move! Move! Move!

How to avoid a pressure injury

About pressure injuries

A pressure injury (also called a 'bed sore' or 'ulcer') is a painful wound that affects the skin and the flesh under it.

Your skin may:

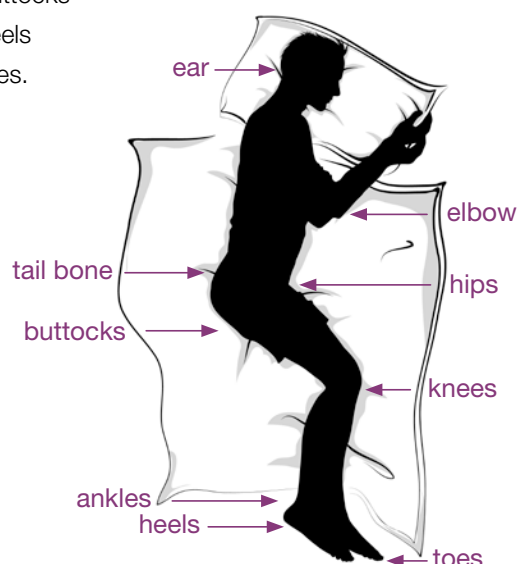
- look blistered
- change colour, usually to red
- feel hard or puffy
- feel warm
- break or split.



Your skin needs blood flow to be healthy. If you sit or lie in a chair a lot, over time the weight on the bony parts of your body stops blood from flowing.

Pressure injuries can show up over bony areas like:

- buttocks
- heels
- toes.



Other things can affect your skin:

- diabetes
- loss of bowel or bladder control
- numbness or spinal injury
- poor food choices.

What to do?

1. MOVE, MOVE, MOVE!

- Keep active – change how you sit or lie often. Even small body shifts help.
- Avoid sitting up in bed for long periods. This puts pressure on your tailbone.
- Ease sore spots with an air mattress, cushions, pillows or booties.

Staff will help if you can't do these things yourself.

2. CHECK YOUR SKIN

- Is your skin red, blistered, or broken?
- Do you have any pain near a bony area?
- Are your bed or clothes damp?

Talk with your pharmacy about using:

- mild (pH-neutral) soaps
- **water-based** creams.

DO NOT rub or massage bony parts of your body.

DO NOT use anything that will dry out your skin, like oils, powders or talc.

3. EAT RIGHT

Eat a healthy and nutritious diet.

If you have diabetes:

- check your blood glucose levels
- keep them in the normal range.

To receive this document in an accessible format phone the Commission for Hospital Improvement on 9096 0497.

Except where otherwise indicated, the images in this publication show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services.

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10 tips for safer health care



This summary card has been produced by the Australian Council for Safety and Quality in Health Care, which has been set up by Commonwealth, State and Territory governments to improve the safety of health care in Australia. These 10 Tips* can help you to become more active in your health care. More questions you might want to ask your health care professional are contained in the 10 Tips for Safer Health Care booklet.

* These 10 Tips have been adapted from the US Agency for Healthcare Research and Quality patient fact sheets (available on the Internet at www.ahrq.gov/consumer).

1 Be actively involved in your own health care

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

2 Speak up if you have any questions or concerns

Ask questions.

Expect answers that you can understand.

Ask a family member, carer or interpreter to be there with you, if you want.

3 Learn more about your condition or treatments

Collect as much reliable information as you can.

Ask your health care professional:

- what should I look out for?
- please tell me more about my condition, tests and treatment.
- how will the tests or treatments help me and what is involved?
- what are the risks and what is likely to happen if I don't have this treatment?

4 Keep a list of all the medicines you are taking

Include:

- prescriptions, over-the-counter and complementary medicines (eg vitamins and herbs); and
- information about drug allergies you may have.

5 Make sure you understand the medicines you are taking

Read the label, including the warnings.

Make sure it is what your doctor ordered for you.

Ask about:

- directions for use;
- possible side effects or interactions; and
- how long you'll need to take it for.

6 Get the results of any test or procedure

Call your doctor to find out your results.

Ask what they mean for your care.

7 Talk about your options if you need to go into hospital

Ask:

- how quickly does this need to happen?
- is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

8 Make sure you understand what will happen if you need surgery or a procedure

Ask -

- what will the surgery or procedure involve and are there any risks?
- are there other possible treatments?
- how much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9 Make sure you, your doctor and your surgeon all agree on exactly what will be done

Confirm which operation will be performed and where, as close as possible to it happening.

10 Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Make sure you understand your continuing treatment, medicines and follow-up care.

Visit your GP as soon as possible after you are discharged.

Find out more about the Safety and Quality Council or obtain copies of 10 Tips for Safer Health Care by calling (02) 6289 4244 or from its website at www.safetyandquality.org

Please insert your contact details in the box provided.

STOP THE CLOT



Staying in hospital may increase your risk of forming a blood clot in your legs or lungs

To reduce this risk, you must: **ASK and ACT**

ASK

- > Ask your doctor or nurse about your risk and what treatments they recommend for you

ACT

- > Get any tablets or injections your doctor has prescribed to minimise your risk
- > Keep your compression stockings on
- > Avoid sitting or lying in bed for long periods
- > Walk as often as your doctor advises

WATCH FOR

Call your nurse immediately if you experience any of these symptoms:

- > Pain or swelling in your legs
- > Pain in your lungs or chest
- > Difficulty breathing

For more information, ask for the patient brochure on "Reducing the risk of blood clots in your legs or lungs" or go to:

www.nhmrc.gov.au/nics

and follow the links to Programs, then Venous Thromboembolism Prevention.

NATIONAL INSTITUTE OF CLINICAL STUDIES



Australian Government

National Health and Medical Research Council

Travelling to Ballarat for a health appointment? Need someone to assist?

The Ballarat Health
Companion service
is **FREE**.^{*} For more
information or
to book, call

1800 054 172



Ballarat Health Companion Project



The **Ballarat Health Companion Project** is a transport assistance program for people travelling to Ballarat for a health appointment.

Ballarat Community Health provides trained Health Companions to meet you at **Ballarat Railway Station** and accompany you to and from your health appointment by bus or taxi.

The service is FREE:

- **You cover your own travel costs**
- **Your companion helps you to navigate your way around Ballarat to all hospitals, specialists, medical, health and dental appointments**
- **Service available Monday-Friday, 8.30am-6.00pm.**

To Book (5 days notice is required):

- **Call 1800 054 172**
- **Email info@bchc.org.au**

www.bchc.org.au

An initiative of the Grampians Pyrenees Flexible Transport Project and part of the Victorian Government's Transport Connections Program (TCP) 2010-2013.

