



Patient Information Booklet



Are you worried?
Tell us now

Acknowledgement of Country

Stawell Regional Health respectfully acknowledges the Traditional Owners of the land on which we work and learn, and pay respect to the First Nations Peoples and their Elders, past, present and future.

Aboriginal and Torres Strait Islander patients

All patients who identify as Aboriginal or Torres Strait Islander will be offered referral to an Aboriginal Health Worker who works with Aboriginal patients, families, community members and staff at either the Stawell Health and Community Centre 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 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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STAWELL
REGIONAL HEALTH

Mission, Vision and Values

Stawell Regional Health Mission

In partnership with our community, Stawell Regional Health will deliver high quality care and improve health outcomes by providing safe, accessible and integrated services.

Stawell Regional Health Vision

Caring for our Community

Organisational Values

Community Care

Our community speaks to those we serve, those we work alongside, those we partner with and those we are accountable to.

Compassion

We are kind and considerate in our care for others.

Accountability

We each take personal responsibility for our decisions and actions.

Respect

We value how people are different and diverse.

Excellence

We continually strive to deliver quality, efficient and evidence-based services.

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
- Current Medications, (ointments, creams, puffers) including those that are prescribed by your doctor and over the counter medications.

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.

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.



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 Directive

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

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

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

Discuss this with nursing staff if you would like more information.

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 discharge 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,

e.g.: 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 these services to recommence 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 (*food allergy self-help sheet*)
- 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
- Medical treatment decision maker on, Enduring Medical Power of Attorney if an Advance Care Directive is in place.



Attending staff

You shall be attended by many staff during your stay in hospital. This health service works in partnership with a number of educational organisations to provide clinical placements for learners enrolled in medicine, nursing and allied health courses. These placements provide learners with vital opportunities to gain on-the-job experience and develop their patient care skills, under the supervision of experienced and suitably qualified clinicians.

Learner placements take place throughout the year. Depending on the course and the year level of the learner, the involvement of the learner in your care and could include:

- Observing the discussion or care provided by an experienced clinician
- Taking your general patient history
- Asking you specific questions about the reason of your visit today
- Performing a physical examination
- Delivery of treatment
- Providing advice about your care and future treatment.

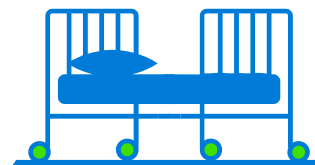
Having a learner involved in your care will in no way compromise your care, but we appreciate that you might prefer not to be treated by a learner. If you would prefer not to have a learner involved in your care, please advise the in-charge nurse accordingly.

Thank you for support in assisting us to train the health workforce of tomorrow.

B

Bedside Clinical Handover

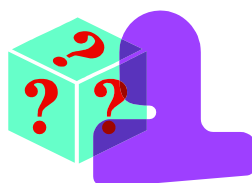
Bedside clinical handover is the sharing of information about your current condition and care



between nurses at each change of shift. The handover at your bedside allows the nurses to include you in the discussion and ensure transfer of critical information.

- 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 call a code and/or contact the police if they feel threatened or unsafe.

Blue Flag

Blue Flag is a three-step process to support patients of any age, their families and carers, to raise

concerns if a patient's health condition is getting worse or not improving as well as expected.

Requesting a Blue Flag call will not have a negative impact on your care.

Who can use Blue Flag?

-Patients -Families -Guardians -Carers

When to use Blue Flag?

Patients

- When you feel your health condition is getting worse and you are worried.

Families/carers

- When the patient is looking worse or is not doing as well as expected.
- When the patient shows any behaviour that is not normal for them.



When not to use Blue Flag?

Please do not use Blue Flag for any concerns which do not relate to the patient's health condition getting worse or not improving as expected.

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 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 Buildings A, B and C. Patients 'drop off and pick up point' is undercover and situated at the front entrance to the hospital (Building A) and the front entrance to the Community Rehabilitation Centre (Building B). 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.



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”

(Medical Treatment Decision Maker 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).

Consent - Financial

When you are admitted to Stawell Regional Health you will be asked if you elect to be admitted as a Public, Private, Self-Funded, DVA, Workcover, TAC or Overseas patient.

If you are electing to be admitted as a Public patient and are covered under Medicare there will be no costs for your stay.

If you elect to be admitted as a Private patient, we advise you to confirm your eligibility for admission for the planned treatment or procedure with your Private Health Fund prior to, or as soon as practicable after your admission. Charges for hospital accommodation fees will not exceed the rebate provided by your health fund and there will be no charge from Stawell Regional Health where these costs are covered by your health fund. There may be other charges for services billed separately to the hospital, which may include, but are not limited to, surgeons, anaesthetists, and surgical assistants.

If you are not eligible for Medicare (i.e. do not hold a valid Medicare Card, are not an asylum seeker, or are not a visitor from a country who has a Reciprocal Health Care Agreement with Australia) you will be required to pay for all hospital services, including outpatient visits, inpatient accommodation care and diagnostic tests. If you do not have health insurance, are not covered for the clinical condition that you are being admitted to hospital for, or have not served your waiting period with your health fund you will need to pay the full cost for your hospital stay.

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.

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 hospital on 5358 8500.

If it is an emergency, please call 000.

E

Emergency procedures

(Fire / evacuation)

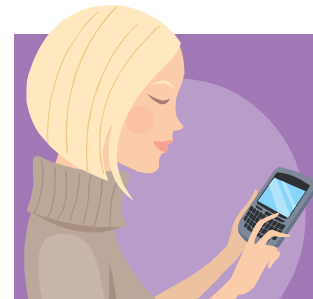
In the event of an emergency, please remain calm and stay where you are. Follow the instructions of the emergency officers or nursing staff. Fire Alarms are tested weekly. Fire Alarm testing shall be preceded by an announcement over the public address system.



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. Please ask staff for a Falls information brochure.

Family/Visitors

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.



Food

Food and Recovery

When you are unwell, it is common to lose your appetite and eat less than usual. Eating enough of the right foods is an important part of the recovery process. If you are concerned about your eating or weight, please speak to your doctor or nurse who can refer you to a dietitian.

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 Support Services Manager. You or your visitors are required to complete the 'Bought in food register' if you bring food into hospital.

Food Allergy

Stawell Regional Health (SRH) will partner with you OR work with you to minimise the possibility of foods containing the allergen that causes you harm as much as possible, but cannot guarantee complete avoidance of the allergen.

SRH shall:

- Ask and record food allergies that cause your anaphylaxis reaction
- Use a red identification band to alert staff to your allergy
- Place appropriate written alerts about your allergy on your record and in your room
- Provide information about what is contained in the food SRH provide
- Use appropriately coloured crockery to alert staff to your allergy
- Provide frozen allergen meals and or snacks (if the allergen of concern is one of the 9 common allergens)
- Encourage you to bring in and have your EpiPen available at each hospital visit.

We welcome:

- You providing your own meals and will provide a dedicated box in the facility refrigerator for you to safely store your food.

We encourage you to work with staff:

- To accurately record what food you or someone else brings in to the facility for you to eat.

We request that you or the person who brings in the food complete the Food Register that is found in the ward or Residential Aged Care facility by documenting for each item of food:

- The date the food was brought in
- Who brought the food in
- The date the food was made / purchased
- Where the food has come from (e.g. home, supermarket) and
- What the food contains.

Freedom of Information / access to your medical record

- See the 'Protecting 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 Alcohol Based 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 Alcohol Based 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 the Alcohol Based Hand Rub before they attend to your care.

I

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 full current 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 been unwell. e.g.:

- An upset stomach
- A cough, runny nose or flu like symptoms (COVID-19 symptoms) or;
- A rash or spots which could be infectious.



Masks are currently required to be worn by all persons entering the hospital and all visitors are required to wear a mask during their stay.

You can help protect yourself and others from getting sick by following the advice listed above keeping hands clean, and wearing a mask and following the respiratory hygiene tips below.

Respiratory hygiene:

- When you cough or sneeze cover your mouth and nose with a tissue
- Dispose of the soiled tissue in the rubbish bin immediately
- If you do not have a tissue, cough or sneeze into the inside of your arm
- Clean your hands afterwards.

Internet

There is wired or wireless internet access available via the hospital network at Stawell Regional Health. Please contact Reception or the ward clerk 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.

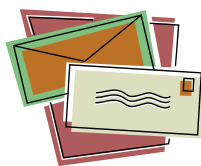
Lost property

If you accidentally leave personal property behind when you leave hospital, please call 5358 8500.

M

Mail

Letters and parcels may be directed to you whilst in hospital. The hospital postal address is: PO Box 800, Stawell, Vic 3380. Stamps



are available at front Reception. Normal charges apply. 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.

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

Support Services staff shall identify your name against the bed card, tray card and ask you to state your name before giving you your correct meal / snack.

Medical certificate

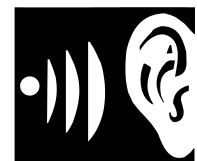
If you require a medical certificate, please advise your doctor or nurse as soon as you are able.

N

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

Australian ClinicalLabs provide a pathology service to SRH. A collection centre is now available at the Stawell Health and Community Centre.



Person Centred Care



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

Pressure Injuries (also 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 if you are a high risk of developing a pressure injury shall regularly check your skin.

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

- Take care of and protect your skin
- Eat well
- Increase your activity

- Be involved in your care. Move, Move, Move and Healthy eating information brochures are available from staff.

Private and Veterans Affairs patients

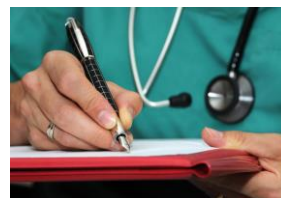
Thank you for choosing our hospital for your care.

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 provided 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.

Protection and Use of your Health Information

A copy of the 'Protecting your Privacy', (*protection and use of your health information*), brochure shall be provided on admission.



Q

Quiet room

A non-denominational quiet room is available opposite the Education Centre in Building A. 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.

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.

The Australian Charter of Healthcare Rights lists your seven rights, these are:

- Access
- Safety
- Respect
- Partnership
- Information
- Privacy
- Give Feedback

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

The charter can also be accessed at <https://www.safetyandquality.gov.au/consumers/understanding-your-rights>

Your Responsibilities

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

- Letting us know if you cannot attend appointments
- 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
- Telling us when you have questions about your treatment, tests, medications and your care
- Supporting us in providing an environment that is safe, clean and pleasant
- Informing us if you intend to leave the hospital
- Showing respect for the people taking care of you and other users of our service
- Cooperating with your treating team – follow the treatment plan agreed upon with your doctor, nurse and primary care staff.

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.

External doors are locked from 8pm – 6.30am.

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. Electronic access to this form is also available through our website www.srh.org.au.

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.

If you are not satisfied with our service, please contact us. We take complaints seriously and aim to resolve them quickly and fairly.

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and fair.

To lodge a complaint with the HCC:

Fill out a complaint form online at www.hcc.vic.gov.au or

Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

T

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

Please consider other patients when using your mobile phone. The use of mobile phones in the hospital can be disturbing to patients, visitors and staff. Please turn your mobile phone to silent or vibrate while you are in the hospital.



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)

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

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.

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.

Who will see me?

- An experienced nurse will see you first
- If you need it, a Doctor from Stawell Medical Centre will be called to see you.

What will it cost?

- No charge for the initial nurse assessment
- If a doctor saw to you today, you will be billed: you will need to pay a \$50.00 "out of pocket" gap fee
- The Urgent Care Centre is currently not able to bulk bill.

What about Ambulance costs?

- If you need to be taken somewhere else from here by ambulance, you will need to have ambulance cover
- If not, you may receive a bill for their service, unless you hold a valid concession.

If medical care is required for a non-urgent health issue, please contact your medical clinical 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 a 'Stop the Clot' information brochure, please ask the nursing staff or visit <https://www.qllc.com.au/images/documents/operation-information/other-patient-information/stop-the-clot-brochure.pdf>

Visiting hours

(Subject to current COVID - 19 directives)

Prior to the Pandemic open visiting hours were encouraged. Currently SRH is required to follow the Department of Health and Human Services (the Department) directives. As advice from the Department is continuously updated, arrangements may change quickly, or new rules may apply on the day, or in the future.

Volunteers

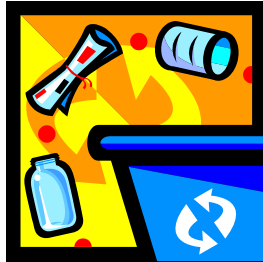
If you, a family member or friend would like to become a volunteer at SRH please contact the hospital on 5358 8500.

W

Waste management

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.

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 the front office/reception or you can access a Hospital Foundation Donation Form from our website at www.srh.org.au