

PATIENT HANDBOOK



Incorporating Hamilton Base Hospital, Coleraine District Health Service and Penshurst & District Health Service



Hamilton Base Hospital: 03 5551 8222
Coleraine District Health Service: 03 5553 2000
Penshurst & District Health Service: 03 5552 3000

Table of Contents

Welcome	3
Our Vision	4
Patients First	4
Your Hospital Journey	5
Interpreter, Cultural, Disability Assistance	5
Right Person, Right Treatment, Every Time	5
Allergies and Intolerances	5
Pre-Admission Routine (Hamilton)	5
I will be coming to Hospital for my procedure on (Hamilton)	6
Medications (Hamilton)	6
Fasting (Hamilton)	6
Services To Be Cancelled	6
Who To Talk To If You Are Anxious	6
What To Bring For Your Hospital Stay	7
Consent For Procedure	7
Theatre (Hamilton)	8
Recovery/Day Procedure Unit/Surgical Unit (Hamilton)	8
Sub-Acute Services (Hamilton)	8
What If My Surgery Is Postponed? (Hamilton)	8
Discharge Planning	8
My Discharge Checklist	9
Important Questions to Ask About Your Medications	9
Privacy and Confidentiality	10
Appointments	10
General Inpatient Information	11
Private Patient Information	11
Public Patient Information	11
10 Ways To Be More Involved In Your Healthcare	11
Maximising Your Health While In Hospital	12
Australian Charter of Health Care Rights	14
We Value your Feedback	15
Victorian Healthcare Experience Survey	16
Other Helpful Lists and Information to Know	17
A Culturally Diverse Hospital	17
Aboriginal Health Support	17
Accommodation	17

Table of Contents

Accounts	17
Advocacy	17
Alcohol	18
Appointing A Contact	18
Appointing A Guardian	18
Boarding	18
Chapel (Hamilton)	19
Clergy	19
Clinical Health Records	19
Donations and Bequests	19
Electrical Equipment - Can I bring it into the hospital?	19
Family Violence	20
Gifts to Staff	20
Green Bean Café (Hamilton)	20
Interpreting Services	20
Meals	21
Medications	21
Mobile Phones	21
My Health Record	21
National Disability Insurance Scheme	22
No Lift Policy	22
Parking and Transport	22
Pharmacy	23
Photos	23
Removal, Use and Disposal of Human Tissue (Hamilton)	23
Smoking	23
Statement of Commitment to Child Safety	24
Students in Training	24
Telephone Calls	24
Television Hire	24
Valuables	25
Violence	25
Visiting Hours	25
Voluntary Assisted Dying	25
Volunteers	25
National Standards	26
List of All Services	29
WDHS - Hamilton Base Hospital Map	31
Penshurst & District Health Service Map	32
Coleraine District Health Service Map	33

Welcome

On behalf of the management and staff welcome to Western District Health Service (WDHS).

WDHS is dedicated to delivering a comprehensive range of health care services to enhance the quality of life of people living in our region.

Our vision is creating healthier communities.

This handbook has been written for people who are coming to WDHS for:

- a day procedure or day surgery or;
- an overnight or multiday stay

Whichever of these applies to you, our aim is to ensure WDHS responds to your individual health care needs to the best of our ability. The Patient Handbook is one of the many ways we will be working with you to bring this aim to life.

The Patient Handbook can also be used as a journal and spaces are provided throughout the booklet for you to make notes, write down information and questions you may like to ask of our staff.

You are encouraged to take the opportunity to tell us about your experience; what we did well and ways in which we can improve the patient experience. We will listen.

We have prepared this Handbook to help you and your visitors become familiar with our hospital routine to make your stay more comfortable.

Please do not hesitate to ask questions during your stay with us. You can be assured that our staff will make every endeavour to assist you.

Rohan Fitzgerald
Chief Executive



Our Vision

Creating healthier communities.

Our Mission

To support our community's physical, mental and social wellbeing by;

- Providing high quality and innovative services;
- Building enduring partnerships; and
- Delivering customer service excellence.

Our Values

We value:

- **Integrity** - we will be open and honest and will do the right thing for the right reason
- **Innovation** - we will be an industry leader by breaking new ground and improving the way things are done
- **Collaboration** - we will actively work together in teams and partnerships
- **Accountability** - we will take personal responsibility for our decisions and actions
- **Respect** - we will value all peoples' opinions and contributions
- **Empathy** - we will endeavour to understand other peoples' feelings and perspectives

Patients First

As our patient, you, your family or carers are our most important concern. This is known as 'customer service excellence' which is another way of saying, "putting our patients first". It is about developing a relationship with each patient that leads to a more positive and satisfying hospital experience.

We will work with you to ensure the care we provide is respectful of the things that matter to you. We aim to make your hospital experience one that we would want for ourselves and our families.

If, before you come to hospital, you feel uncertain about any aspect of your hospital stay, you are encouraged to speak with either your referring doctor or the Bed Manager (03) 5551 8325 (Hamilton only). If you have any questions when you are in hospital, please speak with the staff caring for you or the Nurse Unit Manager of your ward. You can also visit our website www.wdhs.net which contains useful information and how to contact us.

Our goal is to consider your experiences, views, values, preferences and needs; in planning your care and your hospital experience. While you are in our care we would encourage you to adopt the following:

"Nothing about me, without me, because I am an expert about me"

The five principles of customer service excellence adopted by our Health Service as a partnership with patients, families and carers are:

1. Getting to know the patient or client as a person
2. Sharing of power and responsibility between you and our Health Service
3. Accessibility and flexibility of both Health Service staff and the services provided
4. Coordination and integration of care for you and your carers
5. Providing an environment that is conducive to patient-centred care.

Your Hospital Journey

INTERPRETER, CULTURAL, DISABILITY ASSISTANCE

If you need an interpreter, have specific cultural needs, have a hearing or vision impairment or have any other disability please advise staff, who will assist you.

RIGHT PERSON, RIGHT TREATMENT, EVERY TIME

You will be asked at all points of care, to state your full name, date of birth, possibly your address and the procedure you are having. Your medical record also carries a unique number that the staff will check.

The staff caring for you are taking these important steps to ensure that your care is the correct care for you every time.

ALLERGIES AND INTOLERANCES

It is critical that you advise the doctor, nurse or pharmacist if you have had any unexpected reactions or allergies to any medications in the past, or any other allergies or intolerances that you know of. This might include certain foods or drinks, adhesive tapes or dressings, or anything else you have had negative reactions to in the past.

PRE-ADMISSION ROUTINE (HAMILTON)

You have discussed your medical/surgical condition with your surgeon and you have consented to your procedure.

The pre-operative questionnaire must be completed and handed to Admissions staff. It is vital that this questionnaire is completed accurately, including the medication section.

Pre-Admission appointments occur 1-4 weeks prior to your procedure date and you will be contacted with an appointment time.

Depending on the nature of your procedure and medical history, you may have a telephone consult or a face-to-face appointment with the nurse. You may also need to see the anaesthetist, medical officer, dietician and physiotherapist.

You will be advised on how to access your surgery time at this appointment.

Please bring all current prescription and non-prescription medications, in original packaging, to your appointment.

These appointments will vary in time but can be up to 5 hours depending on complexity of surgery.

For more information on anaesthesia visit: www.asa.org.au

Please tell us if you have an Advance Care Plan, Medical Power of Attorney, Guardianship or any authority we should be aware of.

Please tell the nurse if you have any other issues that could potentially impact on your admission or discharge; for example:

1. Are you a carer for someone or are your children solely dependent upon you?
2. Do you need assistance or support when you arrive home?
3. Do you have any disabilities? e.g. hearing, vision or memory loss?

I WILL BE COMING TO HOSPITAL FOR MY PROCEDURE ON (HAMILTON)

MEDICATIONS (HAMILTON)

For changes to my usual medications before surgery refer to “Patient instructions for surgery or procedures” from Pre-Admission clinic.

FASTING (HAMILTON)

Refer to “Patient Instructions for surgery or procedures” from Pre-Admission clinic.

SERVICES TO BE CANCELLED

Do you have any services, like Meals on Wheels or Safety Link, that need to be cancelled while you are an inpatient?

If you have not already done so, please notify your nurse, who will be happy to assist you.

WHO TO TALK TO IF YOU ARE ANXIOUS

Depending on the nature of your question(s) either Admissions staff, the nurse, or your doctor can assist you.



WHAT TO BRING FOR YOUR HOSPITAL STAY

1. Medicare card, Health Care card, Pension card, DVA card, safety net card and private health fund details, if applicable
2. Current X-Rays
3. Webster packs, all current prescriptions, natural herbal or over the counter medications being taken or used
4. Details of community services you use, if applicable
5. Pyjamas, dressing gown and comfortable day wear
6. Slippers or shoes that you can walk in safely
7. Walking stick or frame if needed (please label these with your name)
8. Hearing aid or glasses, if you need them
9. Ear plugs for sleeping, if you need them
10. Medical equipment you may be using at home e.g. CPAP
11. Essential toiletries: soap, toothbrush, toothpaste, comb
12. Pen for filling out menu
13. This Handbook
14. You may also like to bring along:
 - battery operated radio with earplugs if needed (see Electrical Equipment page 20)
 - an activity for adults eg crosswords, book to read, etc
 - small amount of money to buy papers, make phone calls, etc
 - children's personal items

CONSENT FOR PROCEDURE

Consent means that you give us permission to undertake a procedure or provide medical treatment. Consent can be:

- implied by your actions, for example when you put out your arm after a nurse has explained how a blood test will be carried out
- given verbally, such as when you agree to proceed with an X-ray
- given in writing.

Prior to a procedure or operation you will be required to sign a "Request for Admission form" that contains consent to operative treatment, administration of anaesthetic & use of tissue. This will usually be before you come into hospital at your surgeon's rooms.

Your doctor will explain the medical treatment, operation or procedure that you may need. It is important that you understand what the doctor has said so that you can make decisions about your treatment that you feel fully comfortable with. It may be helpful to have a family member or friend with you when you speak with the doctor.

It is also important for you to know that you have the right to refuse treatment during your hospital stay.

THEATRE (HAMILTON)

On the day of your procedure, after presenting to Admissions, you will be directed to the Pre-Admission Clinic and prepared for Theatre by the nurse.

RECOVERY/DAY PROCEDURE UNIT/SURGICAL UNIT (HAMILTON)

After your procedure, you will be nursed in Theatre Recovery until staff are satisfied with your progress. You will be moved to the Day Procedure Unit or the Surgical Unit.

For longer stay patients, please read the Maximising Your Health While in Hospital section on page 12, which includes 10 important tips related to pressure injuries, blood clots, chest infections and suggested daily activities to assist your recovery.

If you are feeling worse or your family are concerned that your condition is deteriorating, alert the nursing staff without delay or press the patient escalation bell at the bedside. Be proactive and ask for attention - we are here to help.

SUB-ACUTE SERVICES (HAMILTON)

At the completion of your acute hospital treatment you may need further rehabilitation or restorative care, and be transferred into our sub-acute program where our specialist medical, nursing and allied health staff will develop individual goals with you on daily living skills in preparation for return to home or transition into longer term care.

WHAT IF MY SURGERY IS POSTPONED? (HAMILTON)

Unfortunately, there will be times when unexpected events such as emergencies may cause your surgery to be postponed to the next available time. If this does occur, we will give you as much notice as we can and appreciate your understanding in these circumstances.

DISCHARGE PLANNING

Discharge planning begins on admission or at your Pre-Admission appointment (Hamilton only) and will be part of your care planning. We would like to partner with you to ensure you are supported and your ongoing needs are met.

- With your permission, you may be referred to our Home Referral Service team to link you with the appropriate services to support you following discharge.
- A range of services are available at WDHS to meet your individual needs.
- Follow-up appointments will be discussed with you prior to discharge.
- A prescription for discharge medication may be arranged if required. Prescriptions dispensed from the pharmacy will require payment on collection.
- We encourage you to complete your feedback form following discharge and return it to WDHS in the envelope provided.

We aim for you to be DISCHARGED between 10:00AM AND 11:00AM.

**Please advise your nurse if you are having difficulty
arranging your transportation for discharge.**

MY DISCHARGE CHECKLIST

Remember, most of these details can be organised before you come to hospital.

In preparing for going home, I ...

- have arranged for transport and made any arrangements with the person caring for me after leaving hospital (family or friend). [Day patients must have someone to drive them home to ensure they arrive safely](#)
- have told the person picking me up that hospital discharge time is between 10am and 11am
- am clear about any discharge medication – I understand what medications I will be taking and how to take them. I've enough medicine until I next see my doctor and have organised for money to be brought in to pay for discharge medications
- have discussed with staff from the Physiotherapy and Occupational Therapy services whether I need assistance to organise equipment such as crutches, a wheelchair or over-toilet seat (if this is relevant)
- have discussed with my doctors or nursing staff whether I require any services such as Meals on Wheels or Home Care
- have details of any follow-up appointments with my doctor and/or allied health staff.

The telephone number of the person who will be picking me up from hospital is:

Ph:

IMPORTANT QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

1. How am I supposed to take the new medications?
2. Does this new prescription mean I should stop taking any of those that I was taking before coming to hospital?
3. Are there any side effects I should be aware of?
4. Can I stop taking my medicine if I feel better?

Some Reminders:

- Have we returned your medications that you brought with you prior to your leaving?
- Has a pharmacist spoken with you during your stay? If 'no', and you have some questions about your medications; ask the nursing staff to contact the ward pharmacist to speak with you before you go home.

PRIVACY AND CONFIDENTIALITY

Staff will only collect health information that is necessary for the Service to perform its functions.

Your privacy and confidentiality is respected by all staff at all times.

WDHS is committed to protecting the privacy of staff and patients and is required by law to protect personal and confidential information, such as information relating to health and other personal details.

WDHS complies with all Victorian and Commonwealth legislation relating to confidentiality and privacy.

Appointments

With:	
Phone No:	
Date:	
Time:	
Where:	

With:	
Phone No:	
Date:	
Time:	
Where:	

With:	
Phone No:	
Date:	
Time:	
Where:	

GENERAL INPATIENT INFORMATION

On admission to hospital all patients will be asked to sign in as a public or private patient. Information on these options is outlined below (the current fees are described in the General Information & Patient Election Guidelines).

PRIVATE PATIENT INFORMATION

- You may select the doctor of your choice from the visiting medical staff of the Health Service.
- Depending on your health fund and the level of cover you may be eligible for a single room; however rooms are firstly allocated on patient's clinical needs.
- You will be offered (dependent upon your length of stay):

• WDHS thank you token	• Local telephone service
• Daily newspaper	• Television service
• Fresh fruit platter	• Extensive meals menu

The revenue and savings generated from the use of private health insurance enables the Health Service to maintain and improve services, as well as develop new initiatives.

All accounts, including excesses, radiology and pathology, will be sent directly to you. You may have some out-of-pocket expenses, which should be discussed with your doctor and anaesthetist.

Admissions staff can assist you with determining your private health insurance eligibility for use in a public hospital, and assist with the completion of the National Private Patient Hospital claim form.

Private uninsured patients should ask Admissions staff, your surgeon and anaesthetist, for information regarding any additional out-of-pocket expenses. An account will be issued to you if extra prostheses are required or deducted from any accommodation refund due.

PUBLIC PATIENT INFORMATION

- You will be treated by doctors nominated by the Health Service.
- There is a fee payable for the television service.
- Radiology and pathology services will be covered by the Health Service.
- Phone cards are to be purchased, from Reception, for patient phone calls (Hamilton).

10 WAYS TO BE MORE INVOLVED IN YOUR HEALTHCARE

1. Be actively involved in your own health care
2. Speak up if you have any questions or concerns
3. Learn more about your condition or treatments by asking your doctor or nurse and using other reliable sources of information, such as BetterHealth channel www.betterhealth.vic.gov.au
4. List all of the medications you are taking
5. Understand the medications you are taking

6. Ask for the results of all tests or procedures
7. Talk to your doctor or other health care professional about your care and treatment options while in hospital
8. Make sure you understand what will happen if you need surgery or a procedure
9. Make sure you, your doctor and your surgeon, agree on exactly what will be done during the operation
10. Before you leave hospital, ask your doctor or health care professionals to explain the treatment plan you will use at home.

(Acknowledgement to the Australian Commission on Safety and Quality in Health Care)

MAXIMISING YOUR HEALTH WHILE IN HOSPITAL

Being in hospital often means you are less mobile than normal, due to illness, surgery, or treatment. By doing some regular moving and exercise, you can help your recovery and prevent complications occurring as a result of being less active whilst in hospital.

YOU MAY BE AT RISK OF COMPLICATIONS SUCH AS:

Pressure injuries

A pressure injury is an area of damage to the skin and can involve the underlying tissue. You are at risk of developing a pressure injury if you sit or lie in one position for long periods. A pressure injury commonly occurs over bony areas, especially the heels or buttocks. It is important that you change your position frequently or request assistance to move from the staff.

Deep vein thrombosis (DVT)

This usually occurs when blood clots in the deeper veins of your legs, and is often due to slowing down of the blood flow from inactivity.

Chest infection/ pneumonia

This may occur as a lack of deep breathing and coughing that usually occurs naturally with exercise.

What can I do to help minimise complications?

1. Go for a walk every couple of hours
 - If you are able, this is the single most important thing you can do
 - If you are unsafe on your own, ask a member of staff for assistance
 - Use your walking aid if prescribed
2. If unable to walk, change your position every 1 – 2 hours
 - From your back to side or from in bed to sitting out
3. If sitting out of bed, change the weight on your bottom every 15 minutes
 - By leaning forward or side-to-side. Avoid sitting for too long

4. Use equipment or aids to help reduce pressure whilst lying or sitting
 - Eg, special mattresses, foam wedges to keep your heels off the mattress
5. Move your legs every hour
 - Lift each leg up a few centimeters off the mattress 10 times per hour
 - Point your toes down towards the end of the bed and then pull them back towards the ceiling 10 times per hour
6. Deep breathing and coughing exercises every hour
 - Take 10 deep breaths per hour, focusing on trying to push your abdomen out when you breathe in, and not just raising your shoulders
 - Support your abdomen with a pillow if necessary and cough or huff to help expel any secretions in your lungs
 - It is very important that you ask for pain relief if you need it to move, deep breathe or cough
7. Check your skin every day
 - Report any redness or tenderness in any areas prone to pressure such as buttocks, base of spine, heels, elbows, knees or hips
 - Report any redness, swelling or tenderness in legs
 - Look after your skin (avoid massage, use mild soap and moisturise)
8. Maintain a healthy diet and adequate fluids. REMEMBER, healthy eating is part of your healing process
 - Eat small amounts frequently
 - Aim to have 2 serves of fruit and 5 serves of vegetables daily
 - 3-4 serves of dairy products daily
 - 1 serve of meat or meat alternatives daily
 - 5 serves of bread or cereals daily, preferably ones that are high in fibre
 - Aim for a healthy weight range (staff will advise you)
 - Drink 6-8 glasses of fluid daily
9. Good bladder and bowel habits
 - Try to maintain a normal bowel routine while you are in hospital
 - You should drink 6 – 8 drinks per day to have a pale urine colour
 - Inform the doctor of any laxatives you used at home so these can be continued while you are in hospital
 - If you are receiving pain relief and your bowel motions become firm or infrequent, you should tell your doctor or nurse
10. Maintain your functional independence – try to remain as independent as possible
 - Continue leisure pursuits, e.g. reading, crosswords, knitting etc. to keep your mind active.

(Acknowledgement and reference to Barwon Health – June 2009)

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1. Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
2. The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.
3. Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

WHAT CAN I EXPECT FROM THE AUSTRALIAN HEALTH SYSTEM?	
MY RIGHTS	WHAT THIS MEANS
Access I have a right to health care.	I can access services to address my healthcare needs.
Safety I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.

<p>Privacy I have a right to privacy and confidentiality of my personal information.</p>	<p>My personal privacy is maintained and proper handling of my personal health and other information is assured.</p>
<p>Comment I have a right to comment on my care and to have my concerns addressed.</p>	<p>I can comment on or complain about my care and have my concerns dealt with properly and promptly.</p>

(Acknowledgment to the Australian Commission on Safety and Quality in Health Care)

You have the right to give feedback

- You can provide feedback to your health service and/or make a complaint
- The health service will respond to your feedback or complaint
- If you are still not satisfied:
 - you can tell the Health Complaints Commissioner
Telephone 1300 582 113
Website www.hcc.vic.gov.au
 - you can go to other services for help, for example, advocacy groups. Advocacy groups can help you speak up or speak up for you

What are your Responsibilities?

- To work with the treating team by providing relevant information about your health and circumstances that may influence your treatment, recovery or stay in hospital.

WE VALUE YOUR FEEDBACK

How to Provide Comments or Suggestions for Improvement to the Services We Provide

You can:

1. Speak directly to a staff member or the Nurse Unit Manager
2. Document your comments on a Patient/Consumer Feedback Form
3. Ask to speak to the Quality and Risk Manager or;
4. Write to the Chief Executive, Western District Health Service or;
5. Ask staff for further information that will assist you

Patient/Consumer Feedback

We are committed to providing continuous quality improvement in our Service, therefore, patient/ consumer feedback is important and we invite you to provide us with information about your hospital experience. This may be in the form of suggestion(s), complaint(s) or compliment(s).

This enables us to have the opportunity to address the areas in which we may improve, and provides staff with information about our Service, by people using the Service.

On admission you will be given a Patient/Consumer Feedback form for you to complete, if you wish; alternatively you may write to:

Chief Executive
Western District Health Service
PO Box 283
Hamilton 3300
ceo@wdhs.net

What to do if You Have a Complaint

If you are not happy about the care or service at any WDHS facility, you have several options:

1. You may speak directly to the person involved, whereby the matter could be immediately addressed
2. You may ask to speak to the person in charge, for example the Unit Manager
3. You may complete a feedback form and send it to the Quality and Risk Manager
4. You may phone and ask to speak to the Quality and Risk Manager (03) 5551 8222
5. You may write a letter to the Chief Executive:

Chief Executive
Western District Health Service
PO Box 283
Hamilton 3300
ceo@wdhs.net

You Should Expect From Us:

1. To receive acknowledgment of your concerns within seven working days
2. To receive correspondence explaining investigations and action taken within 30 days

If you are not satisfied with the response from WDHS you may refer your complaint to the Health Complaints Commissioner by calling 1300 582 113.

VICTORIAN HEALTHCARE EXPERIENCE SURVEY

- Please consider participation in this survey, which you will receive after experiencing care at WDHS
- The results are a valuable quality improvement tool, which we use to improve our Services
- Your feedback, through the survey, is very importance to us

Other Helpful Lists and Information to Know

A CULTURALLY DIVERSE HOSPITAL

At WDHS we are committed to ensuring care is provided in a manner that is culturally sensitive and appropriate for all people from culturally and linguistically diverse (CALD) backgrounds.

We understand that respecting each individual's culture is part of courteous, ethical and professional behaviour. Please let us know how we can best meet your cultural needs.

ABORIGINAL HEALTH SUPPORT

If you are of Aboriginal or Torres Strait Islander heritage, you can be supported by WDHS before, during and after your hospital admission. Please ensure that you tell us about your cultural needs.

ACCOMMODATION

Shared Room accommodation may be in either two or three bed areas in the wards. Single Room accommodation is provided with preference given to patients with specific medical needs, and those using their private health insurance, dependent upon their level of cover.

ACCOUNTS

Privately insured patients are encouraged to pay their excess or co-payment prior to admission. Where authority has been given, the hospital will deal directly with their health insurance fund. Any excess payments overcharged or undercharged will be adjusted to reflect the correct advice from their nominated health insurance fund. An associated refund or invoice will be issued where required.

Self funded patients need to pay hospital accommodation and prosthesis fees prior to admission. Any fees undercharged or overcharged will be provided with a refund or invoice as applicable.

ADVOCACY

In some instances, you may need to access someone who can act on your behalf to ensure your rights are protected. This person is called an 'advocate'. Anyone has the right to use an advocate, if they wish. There are also specific contacts for patients with disabilities, and clients in residential care services. Please refer to the Advocacy Services pamphlet, or go to: www.wdhs.net/patients-and-visitors/your-rights-and-responsibilities

ALCOHOL

Alcohol is not to be given directly to patients. Medical permission must be sought regarding alcohol consumption.

APPOINTING A CONTACT

When you are ill, family and friends naturally want, and benefit from, regular updates on your progress. However, frequent enquiries to the ward may be difficult for staff to respond to.

To avoid this, please nominate one person to be the main hospital telephone contact to keep family and friends updated on your progress and let staff know who this is.

I need to let the staff know that my contact person will be:

My contact person's telephone number is:

APPOINTING A GUARDIAN

You may wish to consider giving someone else permission to make decisions for you if illness prevents you making decisions for yourself. Options to achieve this include:

- A power of attorney (financial and other personal legal decisions) can be general, supportive or enduring and is usually when you want to appoint someone for a specific period of time.
- General non-enduring power of attorney (financial and legal decisions) is usually used for a specific purpose and fixed period of time. It is not enduring.
- Supportive power of attorney (personal and financial decisions) promotes autonomy and dignity for a person who is able to make various decisions, provided they have support to make and act on their decisions.
- Enduring power of attorney (financial and personal decisions, and medical treatment) are used to plan for the future. These are used when a person can't make decisions for themselves due to accident or illness.
- Further information and relevant documents are available online at www.publicadvocate.vic.gov.au or via telephone on 1300 309 337.

BOARDING

Children in hospital miss their family and, as such, immediate family members may visit without time restriction. A parent may be able to board with their child during hospitalisation. If you wish to do this, please contact the nursing staff, who will make the necessary arrangements.

CHAPEL (HAMILTON)

All patients and visitors are invited to enjoy the peace and tranquillity of the hospital's Chapel, located in the west wing, past the Education Centre. The Chapel is open 24 hours a day.

CLERGY

Members of various religious denominations visit the hospital frequently. If you wish to see your minister, priest or pastoral visitor, arrangements will be made by the staff.

CLINICAL HEALTH RECORDS

A record will be kept of your medical condition and treatment. This is confidential, with access to it being limited to health care professionals directly involved in your treatment. This medical record remains the property of the health service. The contents of your medical record can only be disclosed with your consent, or provided as required by government legislation. Should you, at any time, require details of the care given to you at the hospital, your request may be directed to your doctor or made in writing to the Freedom of Information Officer. Applicable fees may apply.

DONATIONS AND BEQUESTS

Our aim is to provide the highest possible quality of care for all those who need our services. By making a donation or leaving a bequest, you are able to ensure the future wellbeing of WDHS. Please send your donation to:

The Community Liason Department
Western District Health Service
PO Box 283, Hamilton Vic 3300

Donation or bequest enquiries may be directed to the Community Liaison Office on (03) 5551 8540. All donations over \$2 are tax deductible.

ELECTRICAL EQUIPMENT - CAN I BRING IT INTO THE HOSPITAL?

Patients are not permitted to bring their own electrical equipment with them to hospital that needs to be plugged into mains power, including televisions, radios, electric razor, hair dryer, iPod, or mobile phone chargers.

This is because all equipment needs to be safety checked prior to plugging in. If you require equipment due to a longer stay in hospital, please discuss this with the Nurse Unit Manager so electrical testing can be arranged.

Battery operated appliances such as laptops and CD players are acceptable, but must remain in your care.

FAMILY VIOLENCE

WDHS has partnered with hospitals across the region to implement the Strengthening Hospital Responses to Family Violence (SHRFV) program. SHRFV is a Victorian Government initiative across the state to identify and support patients and staff experiencing family violence. If you are experiencing Family Violence and are in need of assistance please speak to the Nurse Unit Manager, doctor, After Hours Coordinator or any other health professional. Western District Health Service has policies and procedures in place to ensure you receive the support you require if you feel unsafe, disrespected and not cared for as a result of family violence.

GIFTS TO STAFF

Gifts to staff are not encouraged. A letter of appreciation, addressed to the Chief Executive, or donation to the organisation, is an appropriate and thoughtful way of expressing appreciation.

GREEN BEAN CAFE (HAMILTON)

Visitors are welcome to use the newly refurbished facilities in the hospital Café which is located on the ground floor. The Green Bean Café is open between 8:00am and 3:00pm, Monday to Friday, excluding public holidays. As a healthcare provider in 2018 WDHS adopted and all 'Green' menu providing fresh, healthy, nutritious, and delicious meals. In addition to our healthier meals and snacks our Café also has a dedicated Barista service serving quality coffee throughout the day. Outside these hours, snacks and beverages are available from the vending machine located on the ground floor outside the Pharmacy.

A free coffee station is available for your convenience in the Café between the hours of 8:00am - 7:00pm.

INTERPRETING SERVICES

WDHS has access to a free telephone interpreting service in all languages. Please inform hospital staff in advance if you require an interpreter, especially when organising appointments.

MEALS

Meals are planned by the Hotel Services Department to provide good nutritional balance. The hospital's dietician provides advice on the planning and preparation of special diets.

Hamilton - Arrangements can also be made for a patient's spouse or immediate next of kin to obtain breakfast between 8:30 and 9.30am on the same day and participate in an evening meal with the patient. This arrangement, including payment for the meal, is made through the Cafeteria during normal business hours, i.e. Monday to Friday (excluding public holidays) between 8:00am and 3:00pm.

Penshurst & Coleraine - For a cost, arrangements can be made for a patient's spouse or immediate next of kin to participate in a lunchtime and evening meal with the patient. This arrangement, including payment for the meal, is made through Administration during normal business hours, i.e. Monday to Friday (excluding public holidays) between 8:30am and 5pm.

MEDICATIONS

Please bring all medications being taken or used, including herbal or over-the-counter. These will be stored while in hospital or may be taken home. Only medications administered by hospital staff should be taken while in hospital. This is essential to avoid any possible adverse reaction or unexpected effects of medications.

MOBILE PHONES

Whilst you are an inpatient, please use common courtesy and be respectful of other patients and staff requirements when using your mobile phone.

MY HEALTH RECORD (MHR)

The Australian Government has legislated that a MHR will be created for every Australian who wants one after 31st January 2019. MHR is a national secure online summary of your health information. You are able to control the content and access to your MHR. Content is sourced from you, Medicare and healthcare providers.

At WDHS, only authorised healthcare providers will access your MHR if needed. Following discharge, WDHS will upload a discharge summary to your MHR if your admission requires one.

If you do not want the discharge summary uploaded, it is up to you to remove.

Further information regarding MHR can be found at www.myhealthrecord.gov.au

NATIONAL DISABILITY INSURANCE SCHEME (NDIS)

Have you registered to be a participant in the National Disability Insurance Scheme (NDIS)? If not call: 1800 800 110 or visit the website www.ndis.gov.au.

WDHS is a registered NDIS provider and delivers the following supports and services:

Assist Products for Personal Care/Safety

- Personal Mobility Equipment
- Assistance with Travel/Transport
- Assistive Equipment - Recreation
- Community Nursing Care
- Innovative Community Participation
- Communication and Information Equipment
- Exercise Physiology

Therapeutic Supports

- Counsellor
- Dietician
- Occupational Therapist
- Physiotherapist
- Podiatrist
- Rehabilitation Counsellor
- Speech and Language Pathologist
- Social Worker

Please call our Intake Coordinators to make appointments for any of our registered services on 03 5551 8087.

NO LIFT POLICY

WDHS has implemented a 'No Lift Policy' for the benefit and safety of all staff and patients. If you have limited mobility, your needs will be discussed with the staff in charge of your care. All manual lifting will be machine assisted.

PARKING AND TRANSPORT

Hamilton - Car parking is available next to the hospital building in Foster Street and also off Tyers Street. Disabled parking is available at the front entrance of the hospital (refer to map on page 31).

Coleraine - Car parking is available in front of the hospital. Disabled parking is available at the front of the hospital (refer to map on page 33).

Penshurst - Car parking is available within the hospital grounds. Disabled parking is available at the side entrance of the hospital (refer to map on page 32).

PHARMACY

Hamilton - The Pharmacy is open between 8:30am and 5:30pm weekdays. You can speak with the hospital pharmacist during daily ward rounds, or you can ask nursing staff to contact the pharmacist.

When you are being discharged from the hospital with medications, the pharmacist will ensure you are aware of the instructions for taking them, and any other relevant information.

Medications are dispensed to patients on discharge when prescribed by a doctor. The normal PBS prices will be charged (EFTPOS and ATM facilities are available). After discharge, you can telephone your local pharmacist if you require assistance and advice regarding medication matters.

Medications must be paid for when they are collected.

Penshurst & Coleraine - Upon discharge a telephone consultation with a WDHS pharmacist may occur to discuss and explain your discharge medication.

PHOTOS

At times, visitors to WDHS are prohibited from taking photographs without the consent of the person being photographed. Visitors to the hospital are not permitted to take photographs in Theatre. On occasion, the Health Service will take photographs to be used in newspapers, newsletters, internal brochure/ leaflets, Annual Report or on the internet.

The verbal or written consent of the patient and the parents/guardian of a child, if so involved, must be received prior to the photograph being taken and/or published. A Written Consent Form is available from the Community Liaison Manager if required.

REMOVAL, USE AND DISPOSAL OF HUMAN TISSUE (HAMILTON)

Tissue is removed during surgery or medical procedures so that doctors are able to diagnose what is wrong with you and can advise on the best way to treat you.

There are strict guidelines for the removal and use of human tissue. The National Pathology Accreditation Advisory Council produces 'Standards' for the use of tissue for diagnosis, and the National Health and Medical Research Council regulates the use of tissue for research purposes. All your details remain confidential.

All human tissue is treated with respect and all tissue is disposed of with care and in accordance with the Environmental Protection Authority.

SMOKING

WDHS has a 'Smoke Free' policy and no smoking is permitted within the hospital boundaries. Designated cigarette receptacles must be used to dispose of lighted cigarettes prior to entering the grounds of the organisation.

STATEMENT OF COMMITMENT TO CHILD SAFETY

WDHS affirms the organisation's commitment to child safety and:

- has zero tolerance for child abuse
- actively works to listen to and empower children
- has systems to protect children from abuse, and will take all allegations and concerns very seriously and respond to them consistently in line with the organisation's policies and procedures
- is committed to promoting cultural safety for Aboriginal children, cultural safety for children from culturally and/or linguistically diverse backgrounds, and to provide a safe environment for children with a disability.

We have specific policies, procedures and training in place that support our leadership team, staff and volunteers to achieve these commitments.

If you believe a child is at immediate risk of abuse phone 000.

Further information is available at www.dhs.vic.gov.au/publications/child-safe-standards

STUDENTS IN TRAINING

An important role of our hospital is the teaching of medical, nursing and allied health students at the bedside. As a patient, you may be asked to discuss details of your illness with the students and be examined by them.

We realise that you may feel uncomfortable with the students, but we hope you understand the importance of their training and feel able to participate. If at any time you do not wish to be seen by the students, please let the Nurse Unit Manager know so we can respect your decision.

TELEPHONE CALLS

Local telephone calls for privately insured or Veterans' Affairs patients are free, and can be made by dialling 18222 to connect you to reception.

Hamilton - Phone cards can be purchased at Reception for patient phone calls. They may be purchased in \$5 credit amounts and come with detailed instructions.

A public telephone is available near Reception.

Coleraine & Penshurst - If you do not have access to a telephone, please ask your nurse for assistance.

TELEVISION HIRE

All public patients (excluding children under the age of 16) wishing to watch television, are required to pay a 'hire' fee of \$6 per day. The maximum hire fee charged will be \$60 per admission. Payment should be made at Reception.

VALUABLES

Please do not bring any valuables or money with you, other than what you may require for newspapers, magazines, toiletry articles etc. Any monies or other valuables, goods or vehicles that belong to you, brought in or on to the room, grounds or car park of WDHS remain your responsibility and we are not responsible for their safekeeping.

VIOLENCE

WDHS is committed to providing a safe environment for it's staff, patients and visitors. This Health Service has strict policies in place to ensure zero-tolerance for discrimination, bullying, occupational violence and aggression. Any form of violence against staff of WDHS is unacceptable and will be dealt with.

VISITING HOURS

Visiting hours are flexible and as a guide up to 8:00pm, depending upon your clinical needs and the clinical needs of other patients. For our specialist areas, such as midwifery, intensive care and sub-acute; there are rest periods and visitor restrictions. Our nursing staff can advise you of the restrictions for specialist areas.

VOLUNTARY ASSISTED DYING

Voluntary assisted dying will be available in Victoria from 19 June 2019. If you would like further information regarding this policy, please speak with your doctor.

VOLUNTEERS

Volunteers, in generously giving their time, assist in a wide range of areas throughout the Hospital.

Their contribution is greatly valued and appreciated and helps strengthen links between the organisation and the community.

Enquiries about becoming a volunteer are welcomed by the Volunteer Co-ordinator, who may be contacted on (03) 5551 8284.

National Standards

We aim to look after you and keep you safe during your stay. We will discuss a plan with you because we know that you can help

WDHS is fully accredited against the eight National Safety and Quality Health Service Standards. For more information on the Australian Commission on Safety and Quality in Health Care, please visit the website:

www.safetyandquality.gov.au



STANDARD 1 – CLINICAL GOVERNANCE

- Clinical Governance means that there are systems in place within WDHS to maintain and improve the reliability, safety and quality of health care.
- Consumer participation is an important tool for identifying safety and quality issues and for identifying how these issues may be addressed.



STANDARD 2 – PARTNERING WITH CONSUMERS

- You should be aware of your healthcare rights and receive care that is of high quality and safe. If you have not been given a copy of the Charter of Healthcare Rights, please ask staff to discuss with you or give you a copy.
- WDHS support culturally and linguistically diverse (CALD) communities. Interpreters can be arranged. Please let staff know if you would like this to be arranged.
- Feedback is welcomed. If you would like to provide feedback, please fill in a feedback form and return or phone our Quality and Risk Manager on (03) 55518207.



STANDARD 3 – PREVENTING & CONTROLLING HEALTHCARE-ASSOCIATED INFECTION

One of the most important ways to prevent the spread of infection is to ensure that hands are clean.

- Staff should clean their hands before and after delivering care to you.
- Visitors should wash their hands or use the alcohol hand rub when arriving or leaving your room.
- Family and friends who are unwell with colds, stomach bugs or rashes, should not visit.
- We invite you to remind staff and visitors to clean their hands.



STANDARD 4 – MEDICATION SAFETY

- Medicines are an important part of your treatment.
- The pharmacist will ask you which medicines you take at home – either prescribed by your doctor, or from your local pharmacy or health store.
- Let us know if you have allergies or reactions to any medicines.
- Before going home ensure you understand how to take your medicines and ask your pharmacist for written information if required.



STANDARD 5 – COMPREHENSIVE CARE

- Anyone can get a pressure injury and they can occur anywhere on the body but especially over bony parts.
- To stop pressure injury you need to: MOVE, MOVE and KEEP MOVING. Change your position often.
- Immediately report to a member of your health care team if you notice any areas of your skin showing changes or areas that become sore.
- To prevent a fall while you're in hospital, please ensure your walking aid, call bell and belongings are within reach - call for assistance when needed as we are never too busy to attend to you.
- Confusion or cognitive impairment (such as difficulty with thinking and memory, including dementia and delirium) is a common condition for older people in hospital. More than 30% of older people present with or develop confusion during their admission, most commonly as a result of dementia and delirium.
- Cognitive screening is the first step towards appropriate identification and management of people with confusion presenting to hospital. Gaining a clear understanding of an individual's usual level of functioning – or baseline – is very important aspect of the screening process.
- You may have taste changes and less of an appetite when you are in hospital. Please let us know so we can cater for your dietary needs. Food and drink is very important for your well-being and recovery.
- Always let us know if you have any food allergies or intolerances.
- We will ask you if you have an Advance Care Plan or Directive.
- If not, we will ask you if you would like information about Advance Care Planning.
- Mental Health is an issue that can affect anyone, if you have a mental health issue, or know someone who does, let us know so we can help. We can arrange treatment, referrals and counselling as needed.



STANDARD 6 – COMMUNICATING FOR SAFETY

- We need to know who you are!
- Your identification helps us give you the right care.
- Always wear an identification band on your wrist and/or leg. Tell the nurse if you do not have one.
- Make sure the information on this band is correct. Tell the nurse if there is an error.
- Staff members should check your identification before giving you medication or before you undergo any tests or procedures.
- You need to know who we are! Ask who your nurse is for each shift.
- All staff should be wearing an identification badge.
- Patients in hospital receive care from nursing, medical and allied health staff. Staff involved in your care need up to date information about your condition and treatment.
- Clinical handover involves the sharing of information between staff involved in your care. You can expect that staff will update you and involve you in handover information on a regular basis so that you know what is going on and your healthcare needs are met.



STANDARD 7 – BLOOD MANAGEMENT

- When you receive blood, or blood components, it is called a transfusion.
- If you require a transfusion while in hospital, you will be asked to give your consent to this.
- Your doctor will explain the risks and benefits, and will give you written information.
- Please let us know if you have had any problems during a blood transfusion in the past.
- Before the nurses start your transfusion they will ask you to tell them your full name and date of birth.
- During your transfusion the nurse will stay with you for the first 15 minutes. They will also take more frequent observations.



STANDARD 8 – RECOGNISING & RESPONDING TO ACUTE DETERIORATION

Our staff are trained in noticing changes in your health but you can help by letting staff know:

- If you do not feel well
- If you think your condition has changed
- If you think that something has been missed.

List of All Services

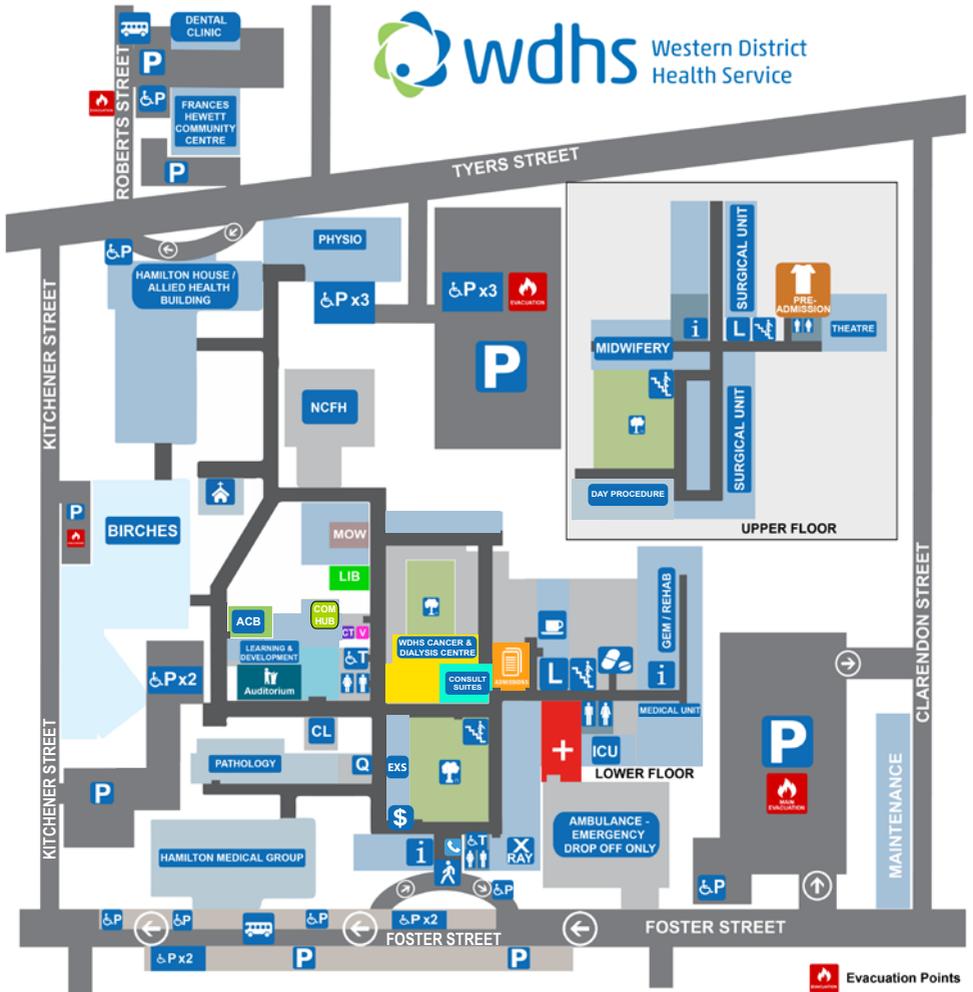
(A comprehensive list of our Services, including contact telephone numbers, may be obtained at www.wdhs.net)

ACUTE CARE SERVICES	
HAMILTON BASE HOSPITAL = H COLERAINE DISTRICT HEALTH SERVICE = C	
PENSHURST & DISTRICT HEALTH SERVICE = P	
Anaesthetics (H)	Nephrology (H)
Chemotherapy (H)	Obstetrics (H)
Coronary Care (H)	Oncology (H)
Day Procedure (H)	Operating Suite (H)
Dialysis (H)	Ophthalmology (H)
Discharge Planning (H, C, P)	Oral Surgery (H)
Ear, Nose and Throat (H)	Orthopaedics (H)
Emergency (H)	Paediatrics (H)
Endoscopy (H)	Palliative Care (H, C, P)
General Medicine (H, C, P)	Pre-admission Service (H)
General Surgery (H)	Pharmacy (H)
Geriatric Evaluation Management (GEM) (H)	Private Services - Pathology (H, C, P), Radiology (H, C)& Sleep Clinic (H)
Gynaecology (H)	Rehabilitation (H)
High Dependency Care (H)	Specialist Medicine (H)
Hospital in the Home (H, C, P)	Transition Care (H, C, P)
Infection Control (H, C, P)	Urology (H)
Intensive Care (H)	Wound Care (H, C, P)
Maxillofacial Surgery (H)	
AGED CARE SERVICES	
(The Grange, The Birches, Kolor Lodge, Penshurst Nursing Home, Valley View Nursing Home, Wannan Hostel)	
Aged Care Placement	Men's & Women's Out and About Program
Dementia Specific Residential Aged Care	Palliative Care
Home Care Packages	Residential Care
Independent Living Units	Psycho/Geriatric Care
Leisure and Lifestyle	Respite Care

PRIMARY & PREVENTATIVE HEALTH SERVICES	
(Hamilton House, Thomas Hodgetts Community and Allied Health Centre - Coleraine, Frances Hewett Community Centre - Hamilton, Sheppard Centre - Penshurst and Merino Community Health Centre)	
Breast Cancer Support Group (H)	Palliative Care (H, C, P)
Cancer Care Coordinator (H)	Physical Activity Programs (H)
Cancer Support Group (H)	Physiotherapy (H, C, P)
Cardiac Rehabilitation (H)	Podiatry (H, C, P)
Carer's Support Group (H)	Psychology (H)
Chronic Disease Management Program (H, C, P)	Pulmonary Rehabilitation (H)
Community Health (H, C, P)	Respiratory Education (H, C, P)
Community Transport (H, C, P, M)	Respiratory Support Group (H)
Complex Care Coordination (H)	Short-Term Supports (H)
Continence Service (H, C, P)	Smoking Cessation (H)
Counselling (H, C, P)	Support Groups - Parkinson's (H)
Diabetes Education (H, C, P)	Sexual and Reproductive Health (H)
District Nursing Service (H, C, P, M)	Social Work (H, C, P)
Exercise Physiology (H)	Social Support Groups (H, C, P, M)
Healthy Leg Club (H)	South West Community Transport Service (H, C, P)
Hospital in the Home (H, C, P)	Speech Pathology (H, C, P)
Intake Services (H)	Stomal Therapy (H)
Men's Health (H, P, C)	Transition Care Program (H, C, P)
Newborn Audiology Screening (H)	Women's Health (H, C, P)
Nutrition and Dietetics (H, C, P)	Work Health
Occupational Therapy (H, C, P)	Youth Services
NATIONAL CENTRE FOR FARMER HEALTH	
AgriSafe™ Clinics For Farmers	Professional Training and Education
Applied Research & Development	Sustainable Farm Families™
Farmer Health & Lifestyle Assessments	www.farmerhealth.org.au
Gear up for Ag Health and Safety™	www.therippleeffect.com.au
Health & Wellbeing Workshops & Presentations	
ADMINISTRATIVE	
Auxiliaries	Learning & Development
Community Liaison	Library
Facility Management	Occupational Health and Safety
Finance	Quality Improvement & Risk Management
Health Information	Reception/Ward Clerks
Hotel Services	Security
Human Resources	Volunteer Program

WDHS - Hamilton Base Hospital Map

20 FOSTER STREET, HAMILTON



- Admissions
- ATM
- Bus Stop
- Cafe
- Learning & Development
- Library

- Chapel
- Community Liaison
- Courtyard
- Emergency Department
- Auditorium
- Executive Suites

- Entrance
- WDHS Cancer & Dialysis Centre
- Information
- Intensive Care Unit
- Community Hub
- Aged Care Business

- Lifts
- Medical Imaging (X-Ray)
- National Centre for Farmer Health
- Parking
- Volunteer Hub

- Pharmacy
- Pre-Admission Clinic
- Public Toilets
- Quality Manager
- Community Transport

- Evacuation Points
- Stairs
- Telephone
- Wheelchair Access Parking
- Wheelchair Access Toilet
- Meals on Wheels

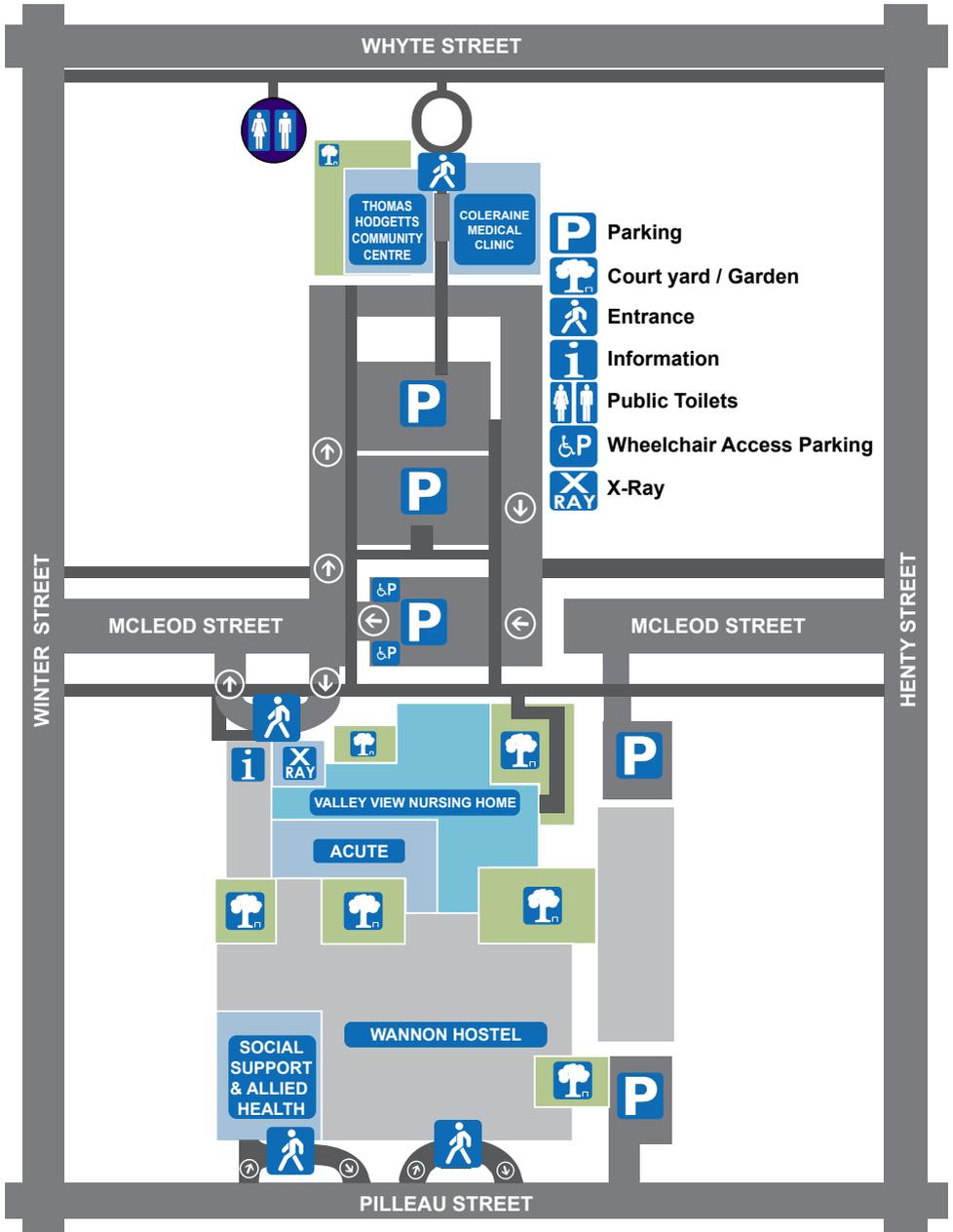
Penshurst & District Health Service Map

146 COBB STREET, PENSURST



Coleraine District Health Service Map

71 MCLEOD STREET, COLERAINE





wdhs

Western District
Health Service

This document has been developed in consultation with consumers of WDHS.

Reprinted 2019