

PARTNERS IN CARE

HELP US TO CARE FOR YOU DURING YOUR HOSPITAL STAY



If you have any English language difficulties, please ask staff to book an interpreter.

From home contact the Telephone Interpreter Service on **9605 3056**.

Services are provided free of charge. Ask staff if this information is available in your preferred language.

This booklet is available in 中文简体字 (Simplified Chinese), 中文繁體字 (Traditional Chinese), Ελληνικά (Greek), *Italiano* (Italian) and Tiếng Việt (Vietnamese).

PARTNERSHIPS IN CARE

You will have a healthcare team dedicated to your safety and wellbeing. You are an important part of that team and we want you and your family to take an active role in planning your care.

Our staff will work together with you and your family to identify your care goals and a plan of care.

Our staff will regularly discuss your care with you and will ask your permission to discuss your care with family or carers.

We will respect your values, preferences, spiritual and faith beliefs, cultural needs, family situation and lifestyle.

We will ask you:

- What matters to you about your health and your recovery goals
- If you have any special needs for communication or mobility or need sensory adjustments made
- If you are of Aboriginal or Torres Strait Islander origin and if you would like an Aboriginal health worker to be part of your care
- About your home culture and whether we need to adjust our staff practice or meal provision to be culturally sensitive to you and your family/supporters
- How you would like us to address you, including what pronouns you use
- Your gender and preferred name
- If you identify as lesbian, gay, bisexual, transgender, intersex or queer (LGBTIQ)

You do not need to answer these questions, but the more we know about you, the better we can support you whilst you are in hospital.

We would appreciate it if you and your family could share any legal paperwork that may guide us in your wishes when we are planning and providing your care, for example, Advance Care Directive or Plan, Medical Treatment Decision Maker supporter persons or Plan or Power of Attorney.

We encourage your family and carers to visit you during your stay. Ask your nurse or midwife for current visitor hours.

Please send home any personal items of value such as jewellery as Eastern Health does not take responsibility for these.

Let our staff know if you have dentures, dental plates, hearing aids or prescription glasses.

ADDRESSING WORRIES EARLY AND GETTING THE RIGHT HELP

If you or your family/carer are worried about any aspects of your care or well-being, we ask you to raise the concern early so we can address it.

Tell the nurse, midwife or other staff member providing your care as soon as you can. You may also like to talk to the person in charge of the shift or the ward Unit Manager.



If you remain worried that you or your family member is getting worse, not doing as well as expected or not improving, please phone the Patient Care Hotline on **9975 6789**.



INVOLVING YOU IN DECISIONS ABOUT YOUR CARE

Being actively involved, and working in partnership with your healthcare team, can help ensure you get the care that is right for you.

Before you make a decision about your healthcare, we will ensure that you fully understand the risks and benefits of any medical test, treatment and procedure recommended.

Please ask if you are unsure or don't understand what your doctor, nurse, midwife or health professional is saying. Asking questions will help your doctor and other healthcare providers understand what worries you about your health and what is important to you when deciding your treatment.

Work with staff to put information that is important to you on your communication board – the board is used to share information between you, your family and your care team.



MENTAL WELLBEING

Being in hospital can be an unusual experience that can interfere with your feeling of mental wellbeing.

We offer the following advice:

- **Stay in contact with your friends and family.** Staff can help you make phone calls, video calls and arrange visits.
- **Focus on small wins and set small daily goals.** If you've been very unwell or uncomfortable, sitting out of bed, having a shower or putting on day clothes are major wins.
- **Practice mindfulness.** Take some deep and slow breaths a few times a day. Notice the taste and feel of foods.
- **Connect with nature.** Look out your window. What can you see? Get outside if possible.
- **Distract yourself with activity** such as TV, reading, playing a game or doing a craft activity.

KEEPING YOU SAFE IN HOSPITAL

While you are in hospital we will work with you to provide care and information to keep you safe throughout your admission.

Together we will develop a plan that will identify your risks.

- Tell us if you have any pre-existing health concerns or worries that we haven't asked about yet.
- Tell staff if you are feeling scared or anxious, we can help you.
- Tell staff straight away if you feel a new or very intense pain anywhere, are feeling generally dizzy or confused.

FEELING CONFUSED OR FORGETFUL?

Please tell us if you are feeling a bit confused, are having difficulty with memory or thinking or just feeling "not quite right".

Some people who are unwell, particularly those over 65 years, can become suddenly confused. This is called delirium. There are many causes of delirium such as infections, pain, some medications and lack of sleep.

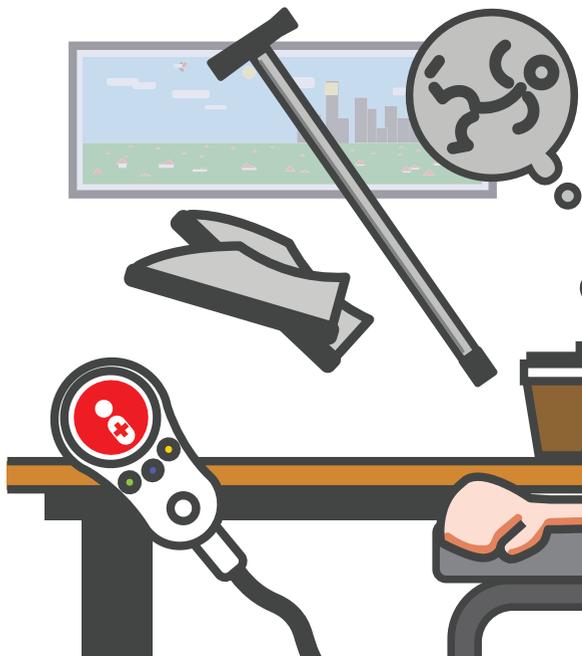
Please speak to us if you would like more information.

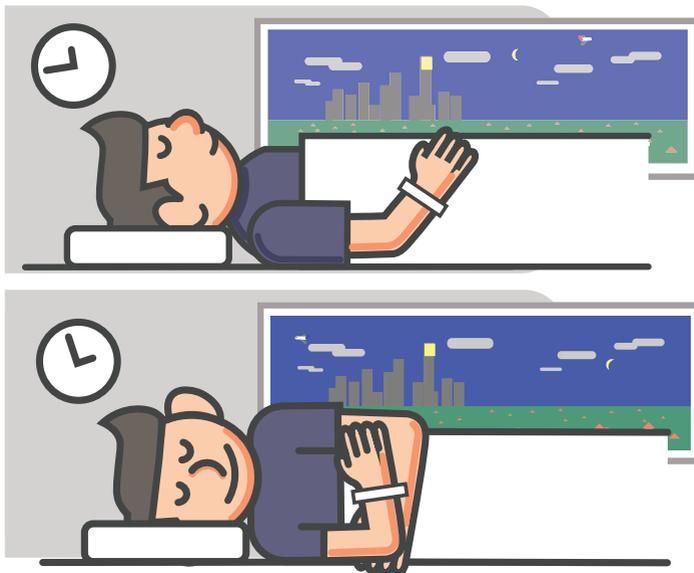
PREVENTING FALLS

Hospitals are unfamiliar places and this can be challenging for you when you are unwell or on certain medications. You might feel dizzy or weaker and less steady on your feet when you get up. This might put you at risk of falling over.

What you can do:

- Bring in walking aids, glasses or hearing aids if you use them.
- Bring in comfortable clothing and well-fitting, rubber soled footwear.
- Be as active as possible, go for walks and sit out of bed if you are able to. Please tell staff before you leave the ward area.
- Call for help if you feel unsteady or unsure.
- Follow the advice of your healthcare team.





PREVENTING PRESSURE INJURIES (BED SORES)

Pressure injuries are areas of damage to the skin or underlying tissue caused by sitting or lying in one place too long. Areas of the body most at risk include the heels, sacrum (bottom), elbows, hips and ears.

- **Keep moving** – change your lying and sitting position regularly. We can help you if you need assistance.
- **Let us know if you have pain** especially in the at risk areas mentioned. We have special equipment that we can provide to help with this.
- **Keep your skin dry** – let us know if your clothing or bedding is damp.

EATING WELL

Eating well in hospital is important as it can help you recover from your illness more quickly so you can go home sooner.

Please tell us if you have lost weight recently, or have difficulty chewing or swallowing. Let us know if you require special food or drink due to allergies, special diet, religious or cultural beliefs, or personal taste. Please also advise us if you require nutritional supplement drinks.

You can also help by letting us know if you need assistance to eat and drink, to get ready for your meal or to open any food packages.



PATIENT IDENTIFICATION

Ensuring the right care is provided to you is an essential part of safe healthcare.

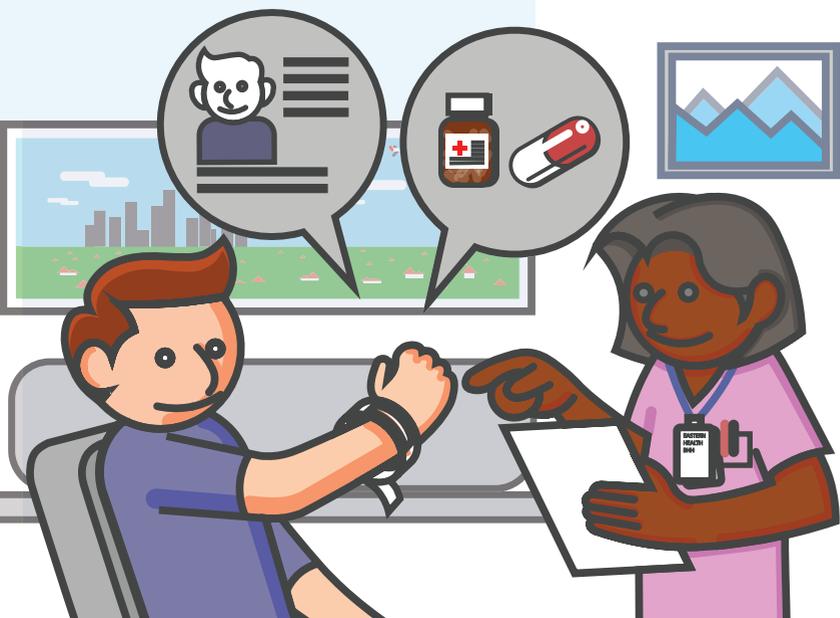
- You will be given an identification band to wear during your stay. Please keep it on and ask for another if it comes off.
- Staff will ask to see your identification band before giving you medication or treatment. We will ask EVERY TIME.
- Please let us know if any of your personal information is wrong or needs to be updated – e.g. name, date of birth, address etc.
- You will be asked who you are several times throughout your stay. This is a safety check to reduce our risk of making a mistake.

KEEPING PHYSICALLY HEALTHY

When you are in hospital your risk of developing a blood clot in your leg or your lung is much higher than usual.

Because of this, it is important to continue moving if it is safe to do so.

- Sit out of bed if you can.
- Prevent blood clots by doing simple exercises in your bed or chair such as:
 - Ankle rotations
 - Leg lifts
 - Deep breathing and coughing
- Wear your compression socks if they are prescribed.
- Use your foot compression device if prescribed.
- Maintain healthy eating and adequate fluid intake.





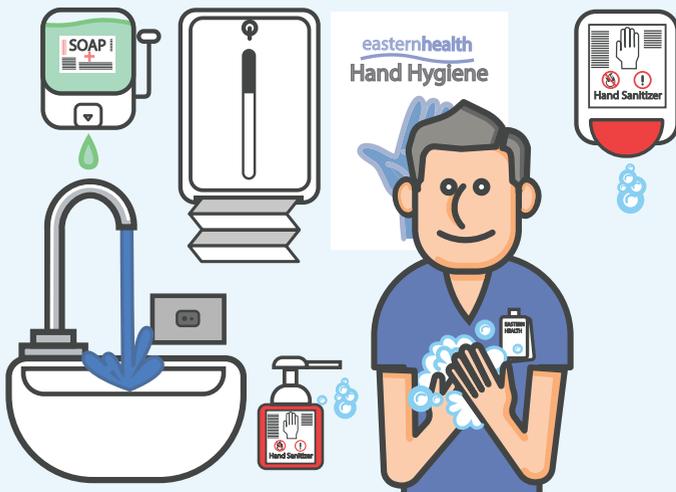
PREVENTING INFECTION

It is possible to get an infection while in hospital that can make your care more complicated. Ways to reduce the risk of this happening include:

- Wash your hands after visiting the toilet and before all meals.
- Ask our staff if they have washed their hands or used the hand rubs before any contact with you.
- Tell us if you have been unwell, for example diarrhoea or vomiting.
- Let your nurse know if your bed area or bathroom is dirty and needs cleaning.
- Ask your doctor if your IV (intravenous cannula) can be removed.
- Encourage visitors to use the hand rub when entering and leaving the ward.
- Ask visitors not to visit if they are feeling unwell.

Sometimes we have to wear special protective equipment to look after you. Things like face masks, goggles, face shields, disposable gowns and gloves are recommended from time to time by the Department of Health to prevent the spread of highly contagious diseases like gastro and COVID-19 between patients and staff.

If we use these measures we will explain them to you and how long you can expect us to be using them for.



YOUR MEDICINES

Medicines are the most common treatment used in healthcare. There are some important things that you can do to manage your medicines.

Tell us about your health and any medicines you have been taking at home, including non-prescription medicines or traditional/complementary medicines e.g. vitamins or herbal remedies.

Bring with you to hospital an up to date list of the names of medicines you take, the strength, how much you take and when you take them.

Let us know if you have had an allergic reaction or side effect from any medicines in the past.

When it is time for you to go home, ask about any medication changes, the possible side effects of any new medication and what to do when you get home.

If you are unsure or have any concerns about your medicines, talk to your doctor, nurse or pharmacist.

Let us know if you have any difficulties with taking medications e.g. swallowing pills.

LEAVING HOSPITAL

It is important to have the information you need before you leave hospital.

We will speak to you about the following:

- The summary of your care (discharge summary) for your local doctor (GP).
- Your medicines.
- The date, time and location of your follow up appointment/s if needed.
- Any referrals that may have been made to community services to support you at home.
- Who to contact if you have any questions or concerns.

It is important to us that you understand the information you have been given. Please ask questions if you need to.



PROTECTING YOUR PRIVACY

Maintaining your privacy and the confidentiality of your information is very important to us. We comply with all Victorian legislation relating to privacy and confidentiality.

We only collect the information that we need to provide good healthcare and for related administrative activities e.g. billing accounts.

At any time, you can tell us if you do not want us to share your health information with other people helping you with your healthcare.

In certain circumstances, by law, we must pass on some personal information to organisations such as the Department of Health and Courts of Law.

Your information may be used for health-related research – researchers have strict confidentiality guidelines and no personal or identifiable information can be used for research without your agreement. Health-related research would only occur with ethical approval.



ACCESSING YOUR INFORMATION

All patients with a Medicare or DVA card now have a My Health Record unless they have specifically 'Opted Out' by contacting Medicare.

Eastern Health loads a variety of documents to My Health Record. More information on My Health Record can be seen on the Eastern Health website

 www.easternhealth.org.au

or you can email email

 myhealthrecord@easternhealth.org.au

You may also request a copy of your pathology or radiology results from one of our staff.

You may ask to see or obtain a copy of other health information we have about you. Your request must be put in writing and given to the Freedom of Information Service (FOI).

 The service can be contacted by phone on **(03) 9871 3170**

or you can email

 foi@easternhealth.org.au

 More information on FOI can be seen on the Eastern Health website www.easternhealth.org.au

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

As a patient of Eastern Health, you are entitled to expect and receive high-quality services and care.

It is important that you know what to expect from Eastern Health and what your responsibilities are while in our care.

The Australian Charter of Healthcare Rights describes the rights of patients, consumers and other people using the Australian healthcare system. These rights are essential to ensure that whenever healthcare is provided, it is of safe and high-quality. Eastern Health supports and is committed to these principles.

 Full details of the Australian Charter of Healthcare Rights, including an easy English version, translation into 19 community languages and video and digital resources, is available at www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights/supportive-resources-second-edition-charter

Equally, upholding the rights and responsibilities of children is important to us and we are committed to child safety as everyone's business.

WHAT CAN YOU EXPECT FROM EASTERN HEALTH?

YOUR RIGHTS	WHAT THIS MEANS
Access	You have the right to get care that meets your healthcare needs.
Safety	You have the right to get safe healthcare.
Respect	You have the right to get respect when you are at a health service.
Partnership	You have the right to partner with your healthcare provider.
Information	You have the right to get information about your health; see information about you; and get help to understand information about your health.
Privacy	Healthcare providers must respect your privacy.
Give Feedback	You have the right to give feedback .

YOUR RESPONSIBILITIES

As a patient, family member or carer, you also have responsibilities when receiving healthcare services from us.

Your responsibilities include:

- Working with your treatment team by providing information about your health and circumstances that may influence your care, treatment or stay in hospital.
- Participating in decision-making regarding your healthcare.
- Attending all scheduled appointments and if unable to do so, ensuring the hospital or relevant service is notified, where possible, in a timely manner.
- Not smoking, including the use of e-cigarettes, on or in Eastern Health property. Eastern Health proactively encourages and supports patients who wish to reduce or stop smoking.
- Understanding that everyone has a right to feel safe and be treated with respect at Eastern Health.
- Not bringing in weapons, illegal drugs or alcohol.
- Behaving in a respectful way to all staff, other patients and visitors



Aggressive, threatening behaviour or assaults on our workers and our property are NOT acceptable. Patients and visitors who behave in an aggressive or threatening way may be asked to leave and may be reported to the police. Offenders may be prosecuted.

PUTTING PATIENTS FIRST

During your hospital stay we may need to transfer you to another site to provide the care you need. You can be assured that we will send you to the most appropriate site for the care and treatment that are best for you.

As Eastern Health is a teaching hospital, students and trainees may be part of your treating team.

INCIDENTS

Sometimes patients or family members identify an event or circumstance which could have resulted, or did result, in unintended or unnecessary harm to a patient.

This is an incident. We encourage you to tell the ward or area manager about any incidents you identify or contact us via the feedback options on the following page.

FEEDBACK

We welcome and encourage patients and their families to give us feedback about their experiences. Your feedback is important to us and helps us know what we are doing well and where we need to improve.

If you have any feedback (compliments, suggestions, complaints) about your experience at Eastern Health, we would like to hear it.

If you are concerned or dissatisfied with any aspect of your care, please talk to the ward or area manager first. If you remain concerned, contact one of our Patient Relations Advisors via email to

 feedback@easternhealth.org.au or on

 **1800 EASTERN (1800 327 837).**
This is a free call.

Sometimes people feel that they may be treated differently if they complain while they are using one of our services. All feedback is managed separately to a patient's medical record and any concerns raised will not affect current or future care.

If you feel more comfortable, you are free to provide feedback after you have left us or to provide your feedback anonymously via our online feedback form available at www.easternhealth.org.au/contact-us/complaints-compliments-and-comments

If you have provided your feedback anonymously, your feedback will be relayed to the appropriate manager for their review and awareness, however without your details, we cannot provide you with a response.

Consumer
Consultation 

THANK YOU

We acknowledge the patients and consumer register members who participated in the development of this booklet. We value the contribution that our patients make to improving the quality and safety of the care we provide.

Eastern Health is committed to hearing the voice of our consumers.

Our consumer register members are involved in a range of committees and improvement activities. If you are interested in applying to be a member of the consumer register please contact the Manager Consumer and Community Engagement at:

 consumers@easternhealth.org.au

If you have any feedback or suggestions on how to improve this booklet please contact the Centre for Patient Experience at:

 feedback@easternhealth.org.au or

 **1800 327 837**

Eastern Health is accredited by the Australian Council on Healthcare Standards.

EASTERN HEALTH SITES

- Angliss Hospital
- Box Hill Hospital
- Healesville Hospital and Yarra Valley Health
- Maroondah Hospital
- Peter James Centre
- Wantirna Health
- Yarra Ranges Health

For general enquiries about our services please phone Eastern Health Contact Centre on 1300 342 255.

easternhealth

easternhealth.org.au