

# 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), မြန်မာ Burmese and Tiếng Việt (Vietnamese).

## PARTNERSHIPS IN CARE

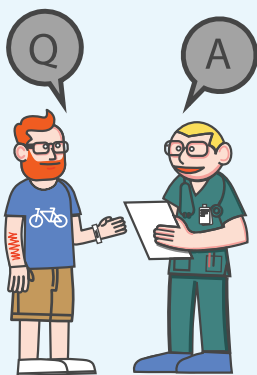
You will have a healthcare team focussed on your safety and wellbeing. You are an important part of that team and we want you and your family to take an active role in your healthcare during your stay with us.

Our staff work together with you and your family to develop your care plan and to deliver the best care possible.

Throughout your stay:

- Our staff will regularly discuss your care with you. We will ask your permission to discuss your care with family or carers.
- Please always feel free to ask questions, and to tell us what matters to you.
- We thank you and your family for sharing with us any legal paperwork that may help to guide how you wish your care to be provided. For example, an Advance Care Plan or Power of Attorney.
- We respect your values, preferences, expressed needs, beliefs, cultural needs, family situation and lifestyle.
- If you are worried that a patient in hospital is getting worse, not doing as well as expected or not improving, speak to a member of the team about your concerns. If you are not satisfied with the response, speak to the nurse/midwife in charge. If you are still not satisfied, phone the Patient Care Hotline on 99756789.
- Tell us if you have any food allergies, a modified diet (e.g. soft, minced or pureed food and/or thickened fluids) or have specific cultural or religious requirements regarding food.





## INVOLVING YOU IN DECISIONS ABOUT YOUR CARE

- You can expect a thorough assessment when you arrive at the hospital and a nurse will check on you at regular intervals throughout your stay.
- Your doctor, nurse and other health professionals will make decisions with you about your care.
- When staff are discussing your care (at nursing shift changes, when your care provider changes or when you move from one area to another) it is an opportunity for you to be involved in your care.
- Please ask if you are unsure or don't understand what your doctor, nurse or health professional is saying.
- 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.



## 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.
- This will usually be a white band but if you have any allergies or other medical alerts we will give you a red identification band to wear.
- Staff will ask to see your identification band before giving you medication or treatment.
- 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.



## PREVENTING BLOOD CLOTS AND MAINTAINING YOUR STRENGTH AND WELLBEING

When you are in hospital your risk of having 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.

- Try to keep your legs and ankles moving even when you are in bed. Even small ankle rotations help.
- Ask what basic exercises you do in your bed or chair to maintain your strength.
- Drink fluids as recommended.
- Take all medications as required.
- You may be asked to wear compression stockings.
- You may be required to use a foot compression device.



## 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:

- Washing your hands after visiting the toilet and before all meals.
- Asking our staff if they have washed their hands or used the hand rubs before any contact with you.
- Telling us if you have been unwell, for example diarrhoea or vomiting.
- Letting your nurse know if your bed area or bathroom is dirty and needs cleaning.
- Encouraging visitors to use the hand rub when entering and leaving the ward.





## 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 complementary medicines e.g. vitamins or herbal remedies.
- Keep an up to date list of the names of any medicines you take, the strength, how much you take and when you take them. Bring a list of your medications to hospital with you.
- Let us know if you have had an allergic reaction or side effect from any medicines in the past. This includes the name of the medicines and what happened (what was the reaction).
- Ask about 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 medications e.g. swallowing pills.



## PREVENTING FALLS

Falls in hospital can occur due to the unfamiliar environment, feeling unwell or the effects of certain medications.

- Ask your nurse and doctor what you can do to reduce your risk.
- “Call, don’t fall”. If you need help when moving or walking, please ask staff for help and wait until we come to you.
- Look out for hazards that may cause a fall such as spills and clutter and promptly tell staff about them.
- Take your time when getting up from sitting or lying down and let staff know if you feel unwell or unsteady on your feet.
- Wear comfortable non-slip shoes that fit you well. If you don’t have any well fitting shoes in hospital ask your family to bring in foot wear and speak to your nurse about alternatives.
- If you have a fall in hospital, please tell a nurse.





## PREVENTING PRESSURE INJURIES

Pressure injuries (bed sores) are areas of damage to the skin or underlying tissue, caused by lying or sitting in one place for too long.

**We can work together to try and prevent a pressure injury occurring.**

- It is important that you change your position regularly and avoid lying or sitting in the one position for too long. Staff are happy to help you change position if needed and provide a special mattress or cushion as appropriate.
- Please let the staff know if your bedding or clothing is damp as this is also a risk.
- Eating a healthy diet and drinking fluids often are important for healthy skin.
- Using a soap free skin wash and keeping your skin moisturised helps keep skin healthy. We can provide you with information on how to continue this at home.
- It is important to keep moving as much as possible, both when in and out of bed. Sitting out of bed for meals and walking often will help you return to your usual level of mobility and will help you to return home.
- Bring in comfortable, supportive shoes that will help you stay active.

Preventing a pressure injury is our goal. Let's work together to achieve this.



## LEAVING HOSPITAL

Before you leave the hospital, we will speak to you about the following:

- The summary of your care for your local doctor (GP).
- Your medicines.
- The date, time and location of your follow up appointment/s if you need one.
- 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.



## PROTECTING YOUR PRIVACY

- Maintaining your privacy and the confidentiality of your information is 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 Human Services 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.
- You may ask to see the health information we have about you. Your request to see your personal information 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 email at [foi@easternhealth.org.au](mailto:foi@easternhealth.org.au). More information on FOI can be seen on the Eastern Health website.

## 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.

Eastern Health has many sites. During your hospital stay we may need to transfer you to another site to provide the care you require. We thank you in advance for your cooperation.

You are discouraged from bringing in any precious items such as jewellery. Where possible, all precious belongings you have with you should be sent home with someone you trust.

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.**

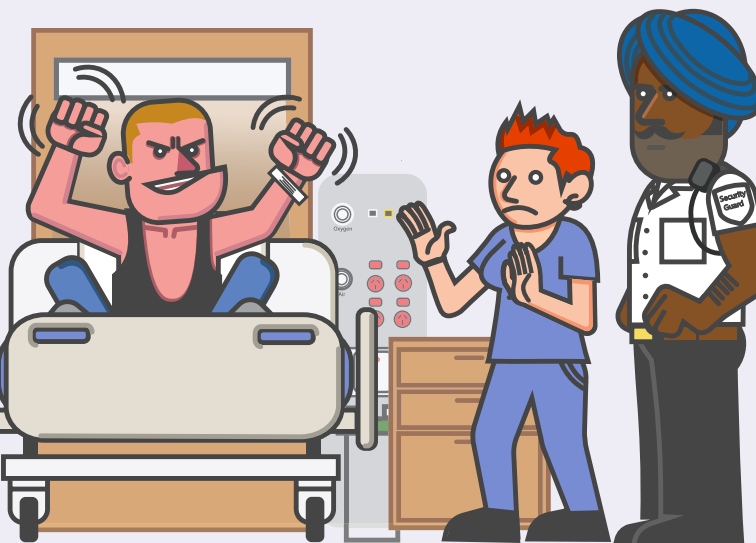
WHAT CAN YOU EXPECT FROM EASTERN HEALTH?	
YOUR RIGHTS	WHAT THIS MEANS
<b>Access</b>	You can access services to address your healthcare needs
<b>Safety</b>	You receive safe and high-quality health services, provided with professional care, skill and competence
<b>Respect</b>	The care provided shows respect to you and your culture, beliefs, values and personal characteristics
<b>Communication</b>	You receive open, timely and appropriate communication about your healthcare in a way that you can understand
<b>Participation</b>	You will be asked to join the team in making decisions and choices about your healthcare
<b>Privacy</b>	Your personal privacy is maintained and proper handling of your personal health and other information is assured
<b>Comment</b>	You can comment on or complain about your care and have your concerns dealt with properly and promptly

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.
- Working with health professionals on 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.
- Smoking including the use of e-cigarettes is not permitted on or in Eastern Health property. Eastern Health proactively encourages and supports patients who wish to reduce or stop smoking.
- Understand that everyone has a right to feel safe and be treated with respect at Eastern Health.
- Do not bring in weapons, illegal drugs or alcohol.
- Do not behave in an aggressive or threatening way.

**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.**



## FEEDBACK

Your feedback is important. If you have any feedback (compliments, suggestions or complaints) about your experience at Eastern Health, we would like to hear it. We take your feedback very seriously. **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 on 1800 EASTERN (1800 327 8376). 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. If you feel more comfortable, you are free to provide feedback after you have left us.

## 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.

Consumer  
Consultation



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 Participation & Patient Experience at [feedback@easternhealth.org.au](mailto:feedback@easternhealth.org.au)

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](http://easternhealth.org.au)

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