



PATIENT INFORMATION BOOK

OUR MISSION STATEMENT:

To Provide High Quality & Effective Health Services

OUR VISION:

To Excel as a Rural Community Health Provider

OUR VALUES:

- Willingly being Accountable
- Valuing People
- Achieving Results Through Teamwork
- Integrity in all we do
- Respect for Others at all Times



Developed in consultation with our consumers

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Welcome to Tallangatta Health Service

It is important to us that our care and services meet your expectations and needs. With this in mind, and in conjunction with consumers, we have developed this Information Book to provide you with some details of our services during your stay; which we hope is comfortable.

Feel free to discuss your feelings with staff and do not hesitate to ask questions which may be troubling you about the hospital routine, your illness or planned discharge.

Tallangatta Health Service aims to effectively engage with our patients by providing resources and listening to them.

For Your Information:

Patient Rights and Responsibilities

- Information about the Australian Charter of Healthcare Rights in Victoria is located within this book.
- This document describes the rights of patients, consumers and other people who use the healthcare system.
- These rights are essential to make sure that wherever and whenever health care is provided, it is high quality & safe.

Nurse Call

- To ring for a nurse, press the button in the centre of your buzzer. Your call shall be answered promptly by a nurse who will then turn your buzzer off. Your call bell is attached to your bed by a clip.
- A photo demonstrating how to use the nurse call system and the green nurse assist button is located at the end of your bed.

Transfer of Care / Handover

- Transfer of care and information about your clinical care needs will be discussed with you and other staff members. You will be involved in this conversation with "Bedside Handover" that will take place daily with you at approximately 3pm.
- If you have any questions regarding this process or your clinical care please speak with the Nurse Manager.
- If at any time you, your carer or visitors have any concerns about your condition, regardless of signs and symptoms please notify a nurse immediately by pressing the **nurse call bell**.

Doctors Rounds

- Doctor's rounds are generally Monday and Thursday from 9:30 am – 10:30am. This, of course, can vary depending on patient need.

Hospital Staff

- During your stay you will be cared for by a team of health professionals and other support staff. Please ask any staff member for any information or assistance you may require.

Teaching & Learning

- The Health Service is committed to education & training of health professionals, and at any time there may be students assisting in providing your care. They will always be supervised. If you have any questions please discuss with the Nurse Manager.

Compliment, Comment, Complaint or Concern

- We value your feedback on the services we provide, and are open to any suggestion or comments you believe will improve our services.
- At the back of this folder are forms for you to list any comments, complaints or compliments, or please speak to the Nurse Manager.
- All complaints are addressed to the Chief Executive Officer.

Privacy

- The use of still photography or audio visual equipment within the hospital is limited. Staff, patients, volunteers and visitors may not be photographed or filmed without prior knowledge or approval.

Open Disclosure

- If you are involved in an incident or you are harmed at all during your hospital stay, your doctor, nurse or another healthcare professional will report and openly discuss the incident with you, your family and / or your carer. If you have any questions please speak to a member of the nursing staff who will refer you to the Nursing Unit Manager.

Medications

- If you have any concerns or questions regarding your medications discuss this with your Doctor or Nursing Staff.
- Please inform nursing staff if you are allergic to any medications.

Meal Times

Meal times are:

- Breakfast 8.00 am
- Morning Tea 10.00 am
- Dinner 12.00 midday
- Afternoon Tea 2:30pm
- Tea 5.00 pm
- Meals for family / friends can be ordered and purchased through the Catering Department.
- Take away food can be purchased in the township.
- Tea and coffee making facilities are available to patients & visitors.
- Good nutrition and maintaining oral fluids are important to maintaining your health and may reduce your risk of having a fall.
- Please discuss your dietary needs with the staff.

Visiting Hours

- Visiting hours are between 8am – 12 midday and 2.30 pm until 8 pm.
- Visitors will not be allowed into the wards during the rest period between 12.30pm and 2.30pm.
- Alternative arrangements can be made with the nurse in charge at any time if the need arises.

Telephone & Enquiries and Phone Calls

- The telephone is provided free of charge for you to make local calls.
- Speak to staff if you wish to make long distance telephone calls.
- We would appreciate your family / friends restricting all telephone calls to the ward to within the hours of 10am-12pm and 1pm-5pm.
- Phone calls will not be put through to the wards during the rest period between 12.30pm and 2.30pm.
- When using telephones and mobile phones outside the room please be considerate of other patients.

Beds

- All beds have remote controls that can alter the height of your bed and can raise you into sitting or lying position. These controls are attached by a hook on the side of your locker. Please ask for assistance if you need help.

Patient No Lift Policy

- Tallangatta Health Service has a Patient No Lift Policy. Where a patient is assessed as requiring a lifting aid then these will be used.
- Lifting aids may include mechanical lifting devices, slide sheets.

Valuables

- Please do not bring items of value or large sums of money with you. The Health Service will not take responsibility for loss or damage to valuable items.

Ministers of Religion

- Accredited clergy visit the hospital on a regular basis. With your consent, your denomination will be listed.
- Church services are held across the facility.
- Please advise our staff of your wishes & if you wish to participate.

Smoking

- THS is a smoke free facility.
- Quit smoking advice and support is available. Please discuss with your Doctor or Nurse in Charge.

Aggression & Violence

- A safe environment for patients, employee's, visitors and consumers is maintained. Aggressive & violent behaviour will not be tolerated.

Fire Safety

- We aim to provide an environment safe from the risk of fire and address an outbreak of fire in a manner which will minimise its effects.
- If you suspect or discover a fire: inform a member of staff & obey the instructions of hospital staff.

Laundry

- The patient / family are responsible for all personal laundry.
- Arrangements can be made for Tallangatta Health Service to do your washing. A cost is involved for this service and all items need to be named.

Hairdresser

- Arrangement for a visit from the hairdresser is made directly with the hairdresser by the family.

Television

- The television has been provided for your enjoyment.
- Staff will advise you if the volume is too loud and disturbing other patients.

Newspapers

- Delivery of newspapers can be arranged at the front office of the hospital, or directly via the Tallangatta newsagent.

Electrical Equipment

- Electrical equipment brought into the hospital has to be electrically tested and tagged which can be arranged through the Health Service Maintenance Department at no cost.

Safe Clothes / Footwear / Equipment

- To ensure your safety, any unsafe clothes / footwear or personal equipment such as walking aids will be sent home with your family / carer or friends.
For example, dressing gowns that are too long or poor-fitting, slippers / shoes that may increase the incident of falling.

Interpreters

- An interpreter service is available by telephone if required.
- Some consumer information can be obtained in other languages
- If you have any questions regarding this please discuss with the Nurse Manager.

Social Worker

- Please advise a staff member if you would like to consult with our social worker.

Your Discharge

- We will start planning your discharge when you first come into the hospital on admission.
- This allows us time to arrange and coordinate any services you may require to be in place so that we know you are safe when you go home. Services may include but not limited to :
 - Home & Community Care
 - Meals on Wheels
 - District Nursing
 - Planned Activity Groups
 - Exercise Programs
- When you are discharged you will be provided with discharge documentation which will include :
 - Patient Discharge Medication List
 - Acute Nursing Discharge Plan and Checklist

And you may also be provided with;

- Pharmacy Scripts
- Follow up Appointments Dates & Times
- Pathology / X- Ray forms & other referral forms
- Medication Consumer Information

The discharge nurse will discuss all this with you but if you have any questions regarding discharge please ask.

Post Discharge Follow up

- A Nurse from the hospital will ring you 3 – 5 days after discharge to check that you are progressing well after being in hospital.
- This is another opportunity to ask questions around your health care, medications or any discharge follow up information.

FALLS PREVENTION

Did you know?

- A third of people over 65 years and one half of people over 80 years have a fall at least once a year.
- The hours spent resting in bed or sitting in a chair can affect your balance and movement.
- We would like to reduce the number of falls that happen while people are in our care. To do this, we have introduced a falls prevention program for your safety.
- Everyone, including patients, staff, families and friends has a role to play in helping to minimise the risk of falls while in hospital.

What will happen?

- Our staff will do an assessment to see if you are at risk of having a fall. You will be rated as low, medium or high risk of falling.
- We will discuss strategies with you that can reduce your chances of having a fall. These strategies will be suited to your individual needs and support you on discharge

Strategies that can be used:

There are a number of strategies that can be used to decrease your risk of falling. We will discuss these with you and ways to incorporate them into your care. Issues that we will consider include:

- Environmental factors & your general health
- The type and number of medications you take
- Whether you can do things safely on your own
- Reducing your pain
- A physical check by your doctor
- Managing bladder/bowel issues

Who can help you to prevent falls?

A variety of Health Professionals such as your Doctor, Nurse, Occupational Therapist, Physiotherapist, Podiatrist and Optometrist can all provide help in preventing you from falling. If you have fallen in the last twelve months please let the staff know so we can help you.

Useful Points to consider when moving around:

Lying down to Standing Up:

- Sit on the bed for a minute before you stand up
- Move your ankles up and down to get your blood pumping
- If you use a walking aid, make sure it is in reach and ready to use (lock brakes on if you use a frame) .
- When standing up lean forwards and use your hands to push up from bed or chair, don't pull up on a walking aid.
- Wait a minute to get your balance before you start to walk.
- If you have trouble getting in and out of bed, talk to staff about ways to manage easier.

When You Are Walking:

- Wait for staff before moving, if they have recommended you need assistance or supervision. Use your call bell and wait until staff arrive to help you.
- Take your time when walking around.
- If you have a walking aid, make sure it is in good condition and the brakes are working or rubber tips are not worn.
- Use your walking aid appropriately. Don't grab for furniture. Avoid leaning on furniture when you walk. If you feel unsteady or unsure, seek assistance.
- Wear suitable footwear that is non-slip and comfortable. The safest shoes have low broad heels, are lace up (or other fastening) and are a good fit. Loose slippers or thongs are not good options.
- Remember to take extra care on wet or slippery surfaces.
- Wear your distance glasses. Take care when using bi /multi focals when walking
- If you have a foot problem (such as corns, foot pain or tingling feet) notify staff as a referral to a podiatrist can be made.

When moving to a chair or wheelchair:

- If you normally use a stick or frame for walking, use these when moving to a chair or wheelchair.
- If staff have recommended that you need assistance or supervision, wait until they come to help you
- For wheelchairs, make sure BOTH brakes are put on before transferring.

Around your Bed:

- Ensure your call bell is always within reach and seek assistance when required.
- Take care not to over-reach for things (eg: on your bed side table). If necessary, ask for assistance

Exercises:

Speak to staff about exercises that are appropriate for you to do during your stay to reduce your risk of falling.

If you can walk without supervision or assistance, and feel well enough to do so regular short walks can help you maintain your health and mobility.

Diet and Fluids:

Good nutrition, keeping your fluid levels up are important to maintain your health and reduce your chances of having a fall.

Who can help you to prevent falls?

- ❖ Your Doctor
- ❖ Nurse
- ❖ Occupational Therapist
- ❖ Pharmacist
- ❖ Podiatrist
- ❖ Physiotherapist
- ❖ Optometrist
- ❖ Dietician

If you have fallen in the last twelve months please let the staff know so we can help.

Reference – Preventing Falls and Harm from Falls in Older People – Best Practice Guidelines for Australian Hospital 2009.