



# INFORMATION FOR YOUR STAY



## Our Values

### Respect

- For patients
- For staff
- For community

### Pride

- In our work
- In our facilities
- In our people

### Excellence

- In health services
- In administration
- In governance

### Accountability

- For quality
- For sustainability

## Our Vision

A healthy community in the Edenhope district

## Our Mission

To competently care for our community with best practice health services

To model best practice rural health care in Australia from a robust foundation primed for growth

To embrace innovation in all aspects of our work



*This booklet has been written to welcome you, and to help you prepare for your stay in Hospital and to provide you with information on the general routine of the Hospital.*

*The staff of the Hospital are aware that hospitalisation even for a short period, can upset your daily routine and give rise to fear and anxieties. We hope that you will assist the staff in your recovery by communicating your needs and concerns to those responsible for your care.*

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## Consent

All information we collect as part of your admission is confidential and the privacy of your information is also protected by law.



A record will be kept of your illness and treatment. This record will remain the property of the Hospital. Access to medical records is limited to Hospital staff and health care professionals who are involved in your treatment.

You will be given information about the Privacy Act both verbally and written and then asked to sign a form confirming you have read and understood this Privacy Statement.

The Victorian Freedom of Information Act outlines conditions under which patients may be granted access to their medical record kept by a Hospital or other public institution.

Applications under the Act should be addressed in writing to the Privacy Officer, Edenhope & District Memorial Hospital.

By coming to Hospital you have given general agreement to some basic Hospital procedures required for general observation of health such as checking temperature, pulse rate and blood pressure.

Before you sign a consent form for some procedures, certain diagnostic procedures or blood transfusions be sure you fully understand what the procedure is and involves. Remember that you are entitled to ask your doctor for a clear explanation of any procedure planned for you, and you are able to refuse the procedure if you so wish.

## **Can you refuse treatment?**

You may refuse to have any test, examination, procedure or treatment at any time. If you do refuse, you have the right to be given full details of the likely or potential outcome of your refusal and you cannot hold others responsible for the consequences. A refusal of medical treatment certificate may be required to be completed if you are withdrawing from treatment. Your wishes can be communicated to either medical or nursing staff.

You may discharge yourself from the hospital or treatment at any time. By doing so, however, you cannot hold the hospital and its staff responsible for the outcome. If you wish to discharge yourself from the hospital against the medical recommendations you will be asked to sign a "Patient Discharge At Own Risk" form.

## **Dealing with Problems**

It is difficult to overcome a certain lack of privacy when you come into Hospital. The Hospital staff, however, will do their best to ensure you have the maximum independence and privacy possible.

If you are unhappy about any aspect of your care while in Hospital, you should speak to any of the nursing staff.

The hospital welcomes any suggestions you may have for improving patient care. Suggestions can be made by filling out an Improvement Form.

These forms can be found at the front foyer or at the nurse station. When you have completed the form it can be given to a hospital staff member or placed in the suggestion boxes available throughout the organisation.

## If you have a complaint

If anything goes wrong, the best course of action is to approach the nurse or your doctor and try to resolve it yourself. You may also complete a Comments/Complaints Form.

The Director of Nursing is available to assist patients and relatives to resolve any disagreements or disputes.



The Chief Executive Officer would also be pleased to assist if these avenues cannot solve the issue.

If these approaches fail you may make a formal complaint to the Health Services Commissioner.

Address: 30<sup>th</sup> Floor, 570 Bourke Street  
MELBOURNE VIC 3000

Telephone: (03) 8601 5200

Toll Free: 1800 136 066

Fax No.: (03) 8601 5219

E-mail: [hsc@health.vic.gov.au](mailto:hsc@health.vic.gov.au)

## Cost of Hospital Care

If you are a Medicare patient, then your Hospital stay will be free of charge to you. Should you elect to be a private patient, you will normally be asked to sign the appropriate health insurance form which authorises the Hospital to send your inpatient account direct to the fund.

## Visiting Hours

There are no set visiting hours, however as it is not always convenient for patients to receive visitors. Visitors are asked to please seek permission from a member of the nursing staff first.



## Open Disclosure

If things do not go to as planned while a patient at Edenhope Hospital, we will ensure that you are kept fully informed regarding your care. This process is known as open disclosure and your doctor or senior staff member will explain what has happened, what is being done about it, and the steps being taken to prevent it happening again.

## Respect for Your Illness and Treatment

You are entitled to have access to high quality and appropriate care and an explanation of your illness or condition, proposed treatment or any available alternative treatment. You will be fully involved in the discussion of care and treatment whilst you are a patient.

The Australian Charter of Healthcare Rights describes the right of patients, consumers and other people using the Australian healthcare system. These rights are essential to ensure that whatever and whenever healthcare is provided it is of high quality and safe.

**Your rights when you use health services in Victoria** | **health**

**Easy to read**

- Safe and good health services
- Respect
- Good communication
- Privacy
- You can make choices
- You can give feedback

Phone 1800 136 066  
Website [www.health.vic.gov.au/hsc](http://www.health.vic.gov.au/hsc)  
[www.patientcharter.health.vic.gov.au](http://www.patientcharter.health.vic.gov.au)

Easy English version January 2011 | Communication: Resource Centre, 20/20a, Melbourne www.rcproject.org.au  
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Victoria | Department of Health



## Managing your care and safety

We are committed to ensuring your safety. We encourage you to be included in your care and work with us as a team. This has been shown to reduce the risk of injury. Our staff complete many assessments and if you are identified as at risk staff will provide further information and strategies to ensure your safety.

### Things you can do whilst in hospital

- Ask for help to get out of bed, especially at night. Most falls happen when people are trying to get out of bed.
- Wear footwear with rubber soles to prevent slipping.
- Move and change your position frequently to prevent pressure injuries and blood clots developing.
- Ask questions. If you think of something when your doctor or nurse is not with you, write it down so you can remember to ask later.
- Ask a family member or friend to also listen when treatment, care plans, test results etc. are explained
- Staff will ask about any medications you take to obtain your medication history.
- Always ask about any medication given and if you do not recognise a medicine, check with staff before taking it.
- Whilst you are in Hospital, all your medications will be provided by us. Please provide to the nursing staff any medications you bring in with you, and they will be returned to you on discharge.
- Ask your nurse if they have washed their hands especially before a procedure.

## How do we know our Patients

You will be given an identification band to wear during your hospital stay. It's important that you wear this band at all times until you are discharged from the hospital.

For your safety, staff members will frequently check your identification band, or ask for your name and birth date prior to performing treatments or procedures or administering medications. If they don't, please ask them to.

## When do I call for help?

### Patients

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

### Families/Carers:

- The patient is looking unwell and you are worried about their safety.
- The patient shows any unusual behaviour that is not normal for them.

You know how you feel or how your loved one usually behaves. We encourage you to raise your concerns with the Nurse in charge at anytime about the care being received or any concerns



## Staff Safety

All staff have the right to feel safe and supported in their workplace. Violent, aggressive or intimidating behaviour (swearing and yelling included) will NOT be tolerated. Offenders will be removed and may be prosecuted.

## Smoking

Smoking is not permitted within the Hospital. Patients and visitors are not permitted to smoke within the Hospital under any circumstances, except in the designated smoking area which nursing staff can direct you to.



## Telephone and Internet

Your relatives may make general enquiries regarding your progress by telephone. The Hospital telephone number is (03) 5585 9800.

Please note that no confidential medical or private information will be given over the phone by Hospital staff.

The use of a mobile phone is permitted, however please check with nursing staff prior to use as it may interfere with some Hospital equipment.

Internet- Wi-Fi access is available

Username: EDMH\_Guest

Password: PrivateGuest

## Laundry Service

If you are a patient in the hospital and are unable to have your laundry done by family members then DON'T WORRY.

We'll do it for you. A small fee is charged for each item to cover labour costs. Speak to the nursing staff if you would like your laundry done.

## Menus

You will be asked to complete menus for each meal one day in advance. If you have a special requirement please refer them to the nursing staff. Additional menu choices are available for private patients. Please ask the nursing staff if you need assistance to complete your menu.

## Meal Times



Breakfast	7.45am
Morning Tea	9.45am
Lunch	11.45am
Afternoon tea	1.45pm
Tea	4.45pm
Supper	7.30pm

## Refreshments

All meals and snacks are provided by the Hospital. A drink vending machine is situated in the front foyer and a Café Bar is situated in the patient sitting area.

## Leaving the Ward

Should you need to leave the ward at any time, be sure to inform the nursing staff before you go. The nurses are responsible for your safety while you are in the Hospital's care.

If you have any difficulty finding your way around the Hospital, do not hesitate to ask a member of staff for directions.

## Infection Control

Infection control is an important part of quality health care, and is very important . Infection control involves a number of simple strategies to ensure that we do not spread disease between patients, or to the staff. This includes, hand washing, use of protective clothing and equipment, and maintaining a clean environment within the Hospital.

You can help us to provide a safe environment by washing your hands before and after you visit friends and relatives in hospital, before eating, and after using the bathroom. Please discourage visitors who are unwell.



It is the responsibility of all staff at the Hospital to promote and support our infection control strategies. EDMH expects all staff will perform hand hygiene (either washing hands with water and soap or rubbing hands with an antimicrobial hand rub) before and after they provide care to you. All new staff attend an infection control orientation session and staff are encouraged to attend regular education updates.



Patients and their visitors have an important role to play in infection control.

## **Discharge from Hospital**

Your plan for going home begins when you arrive so planning will be discussed often. This will enable you to make arrangements for return to your home.

Please ensure you have suitable clothing for your discharge from Hospital.

If you require a medical certificate for work, Centrelink or insurance please ask your doctor or nurse well in advance of your time of discharge.

## **Patient Satisfaction Survey**

You may be asked to participate in Victorian Healthcare Experience Survey (VHES) you may receive a survey a month following your admission and you may respond online or by pen and paper with free post return.

This is used to obtain your opinion of the services provided by our Hospital and assist us in improving the service we provide



*We do hope you have found this information of assistance and it has been helpful in making your stay in Hospital a pleasant one.*



**Edenhope & District Memorial Hospital**

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(PO Box 75)

Phone: (03) 5585 9800

Fax: (03) 5585 9891

Email: [info@edmh.org.au](mailto:info@edmh.org.au)

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