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Maitland Private Hospital

PATIENT INFORMATION GUIDE

Maitland
Private Hospital



Access resources
to support your stay

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



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AUSTRALIAN COMMISSION
ON **SAFETY AND QUALITY** IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

Welcome

The management and staff of Maitland Private Hospital warmly welcome you to our hospital and thank you for the opportunity to care for you.

Our friendly and caring staff are committed to providing you with the highest standard of care and making your stay with us as comfortable as possible.

At Maitland Private Hospital, we are committed to partnering with you in all aspects of your care. We hope that this handbook is useful to you and answers a lot of the questions that you may have about our hospital. Please speak with any of our staff if you require further information.



ABOUT US

Maitland Private Hospital consists of 157 beds. Our inpatient services include, surgical, medical, rehabilitation and mental health. We have six operating theatres an Intensive Care Unit and Day Oncology Unit.

Useful Contact Numbers

Hospital Phone: 02 4933 8400
Switchboard: 300
Executive Office: 321
Dial '0' first when making a local call.

Your Rights & Responsibilities

As a patient at Maitland Private Hospital, you have the right to:

- Be treated with considerate and respectful care throughout your hospital stay regardless of race, creed, sex or nationality.
- Be involved in the planning of your care from admission to discharge, taking into account your cultural and religious beliefs.
- Be informed of the names and functions of all people involved in providing your care.
- Receive information regarding your condition and treatment options, in non-technical language, from those involved in your care before giving consent to treatment.
- Refuse a recommended treatment, test or procedure, unless the law prohibits this.
- Confidentiality of medical records and personal details to the extent permitted by law.
- Decline to participate in teaching and research activities.
- Leave the hospital against the advice of your doctor at your own risk, unless the law prohibits this. Upon leaving, you will be required to complete hospital discharge forms and acknowledge responsibility for your actions.
- Know the plans for discharge from hospital and any continuing health care you may require, including the time and location for appointments and the name of the doctor who will be providing the follow-up care.
- Refuse the presence of a particular health care provider, unless clinically indicated.
- Seek a second medical opinion.
- Nominate a person(s) to speak on your behalf if you are unable to.
- Have a family member or support person present when you receive information about your condition, where possible and therapeutically appropriate.
- Be informed of estimated costs prior to any treatment.
- Expect safety where practices and environment are concerned.
- Privacy for visits during established patient visiting hours.
- Make a complaint about any aspect of your hospital stay, and have it dealt with promptly without penalty to your treatment.

As a patient at our hospital, you have a responsibility to:

- Respect the dignity and rights of other patients, visitors and hospital staff. There is zero tolerance of aggressive or confronting behaviour towards other people.
- Co-operate with staff in the provision and planning of your health status and admission.
- Provide accurate and complete information about present health issues, past illnesses, hospitalisations, medications and other health related matters.
- Inform the hospital if you have an Advanced Health Directive or Power of Attorney for any health and/or personal matters.
- Contact the hospital should you wish to cancel or postpone your admission or if you are unable to arrive at a scheduled time.
- Tell staff and/or your doctor immediately if you have any concern about your condition, or if there is any aspect of your care that you do not understand.
- Inform staff of any particular requirements relating to your ethnic, cultural or spiritual beliefs.
- Understand that there may be a reason why a service is unavailable at a particular time.
- Accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instructions.
- Respect hospital property, policies and regulations.
- Follow the treatment plan recommended by your practitioner primarily responsible for your care. This may include following the instructions of nurses and allied health personnel as they carry out your coordinated plan of care.
- Report unexpected changes in your condition to the responsible practitioner.
- Finalise all accounts pertaining to your hospitalisation.
- Provide information concerning your ability to pay for services.
- Direct any complaint to a staff member so that appropriate steps can be taken to remedy your concerns.

Accommodation

Maitland Private Hospital has a combination of shared and private rooms. Whilst every effort is made to meet requests for private rooms, this may not always be possible. This can be due to factors such as occupancy and patient needs. We will, however, provide any requested room changes as soon as practical during your stay.

Air Conditioning

We understand that not everyone likes the same room temperature. Our air conditioning is set to a 'comfortable' temperature in our wards. Some wards have separate air conditioners for each patient's room. If you are finding the temperature uncomfortable, please let one of our staff know.

Basic Personal Hygiene Products

Slade Pharmacy stocks a selection of basic hygiene products that are available for purchase for your convenience.

Communication Boards

A patient communication board is located on the wall of your room. The aim of this board is to assist you in:

- Identifying the team responsible for providing your care.
- Determining the daily goals that you are aiming for during your hospital stay.
- Recording/remembers any questions or comments you may have for your health care team.

You and your family are encouraged to write your goals and comments or questions on your board in order to prompt communication and discussion with your health care team. Ask your nurse for a pen if there is not one on the board.

Concerns or Complaints

We strive to meet your expectations and value your feedback, however if you have any concerns or you are not satisfied with your care, we would like to know.

Your first step should be to talk to the staff caring for you. If you are not satisfied with the outcome, you should ask to speak to the Nurse Unit Manager or After-Hours Manager. Alternatively, call REACH on 310.

If you feel that your concerns have not been adequately addressed, please ask to speak to the Director of Clinical

Services or Chief Executive Officer. All complaints will be dealt with in confidence and with discretion.

Day Leave

Under certain circumstances, your doctor may allow you day leave from the hospital. You are required to sign a form and inform the staff of your return time prior to leaving the hospital. If you anticipate returning later than the time you have told our staff, please contact the ward so that they do not worry. Overnight leave is not permitted unless there are extenuating circumstances.

Discharge Procedures

The discharge process is an important part of ensuring that you are safe when you go home. You will be informed of your expected discharge day when you are admitted. **Our discharge time is 10am.** This helps us to ensure that the room is prepared for the next patient.

At discharge, your nurse will:

- Return your medications and provide you with any new medications that your doctor has prescribed. Either your nurse or the pharmacist will explain your medications to you.
- Return all of your x-rays and scans.
- Finalise any appointments and/or services that may be required by you after discharge.
- Explain your care after discharge and ask you to sign paperwork stating that you understand the information.

Please check your bedside locker to ensure you have not left any belongings behind.

If you have any concerns after your discharge regarding your condition or progress, it is advisable to contact your treating doctor. If your doctor is unavailable, please contact the hospital and ask to speak to the nurse in charge on the ward you were in.

Doctors Visiting Times

Your doctor will most likely work at sites other than Maitland Private Hospital. Staff can advise you of the times that your doctor usually visits the hospital but this cannot always be guaranteed. If you or your relative wish to speak to your doctor, please notify staff and arrangements can be made to advise your doctor of this. It's a good idea to keep a list with you of any questions that you may have for your doctor as it is easy to forget them when the doctor is doing rounds.

Emergency Procedures

Maitland Private Hospital staff are all trained in emergency response. In the event of an emergency, please remain in your room until a staff member advises you otherwise. Any visitors with you at the time should also remain with you.

Financial Matters & Health Insurance

If you are a member of a health fund, it is advised that you check with them regarding your current level of cover in relation to your admission. All patients who have any out-of-pocket expenses (such as excess, co-payments, etc.)

will be contacted via phone prior to admission.

On admission, all patients will receive an 'Informed Financial Consent' form, which outlines the costs associated with your admission to Maitland Private Hospital. If you haven't signed a form, please inform the Nurse Unit Manager, who will organise for the accounts department to give one to you. Please be aware that STD, international calls, calls to mobiles and sundry item charges are payable on discharge. Please note that medical practitioners, allied health practitioners and anaesthetists fees are billed separately by the individual practitioner. If you have any questions on financial matters, please speak with our helpful reception staff. For your convenience, payment may be made by cash, EFTPOS, bank cheque, MasterCard or Visa.

Hospital Staff Identification

Many staff will be involved in your care during your stay. Our staff are required to wear identification at all times.

It can be confusing seeing so many different uniforms. We hope this helps!

Green shirts - Nursing Unit Managers

Blue checked shirts or navy blue scrubs - Nursing staff

Bright blue shirts - Cleaning staff

Light blue shirts - Catering staff

Navy shirts - Allied Health staff

Dark grey shirts - Administration staff.

You will also see theatre staff in scrubs.

Hudsons Coffee Shop

Hudsons Coffee Shop is located in the foyer of the hospital. Opening hours:

Monday - Friday 7:00am - 4:00pm
Saturday 9:00am - 1:00pm
Sunday closed

Infection Control for Visitors

If you are feeling unwell, please stay at home. Some of our patients have compromised immune systems and it may not be good for their health to be exposed to infections.

If you or anyone in your family has signs of a cold, influenza, gastroenteritis or diarrhoea, please do not visit until you are symptom-free for at least 48 hours.

All of our patient rooms have telephones, so your family are welcome to contact you by phone. If this is a concern, please let nursing staff know that you will not be visiting while you are unwell and they can pass it on to the patient.

Please ensure that your visitors wash their hands or use the hand gel provided upon entering and leaving the ward.

Mail Delivery

Any mail that is sent to you at the hospital will be delivered to your bedside. If you require a letter to be posted, please ask the staff and this can be arranged for you. Stamps are available for purchase from reception. will be contacted via phone prior to admission.

Manual Handling & Safe Lifting

Manual handling involves 'any activity requiring the use of force to lift, lower, push, pull, carry, move, hold or otherwise restrain an object or person'.

In order to decrease the risk of injury to both you and our staff, you will be assessed on a daily or shift-by-shift basis to determine your level of mobility. After assessing you, the staff will determine which equipment is to be used to safeguard against injury to you or the staff. This may include slide sheets, walking frames, mechanical lifters. All of our staff are trained in manual handling techniques and are obliged to use these techniques.

If you would like any further information or clarification, please ask to speak to the Nurse Unit Manager.

Meals & Food Safety

Menus are delivered to your room daily for you to select your meal for the following day. Completed menus are collected by catering staff each morning. A member of the catering service team is available to assist you with menu selection if required.

Meal times are approximately:

Breakfast	7:00am - 8:00am
Morning tea	10:00am - 10:30am
Lunch	12:00pm - 1:00pm
Afternoon tea	3:00pm - 3:30pm
Dinner	5:00pm - 6:00pm

If you have a special or additional dietary requirement, our dietician and diet aides are available to assist you in the selection of appropriate meals. Please advise the nursing staff if you require assistance.

Patient Satisfaction

Your feedback is valuable. It provides us with the opportunity to review and improve our services.

If you have provided us with your email address, you will be sent a patient experience survey one to two weeks after you are discharged. We would be very grateful if you would take the time to complete the survey. The information you provide us with in the survey guides us in our quality improvement activities.

If you would like to make a complaint or raise a concern, please inform a member of staff. Alternatively, you can log on to our website: maitlandprivatehospital.com.au and go to the patient feedback section on the patient page.

Pathology Services

Pathology services are available onsite, seven days a week.

Pharmacy

The hospital has an onsite Slade Pharmacy, which provides pharmacy services to all of our patients whilst they are in hospital.

To assist the pharmacy in accurately billing for your medicines, please ensure that you provide us with:

- Any concession cards (pension, concession, OVA, Safety Net).
- Safety Net printout from your pharmacy.
- Medicare card. Medical Records

You may receive a bill for medications from the pharmacy.

Privacy

Maitland Private Hospital is committed to conducting its services in compliance with all applicable legislative requirements and in accordance with the highest ethical standards. Maitland Private Hospital complies with the *Commonwealth Privacy Act* and all other state/ territory legislative requirements in relation to the management of personal information. Our patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely. In order to provide you with the health care services that you require, we need to collect and use your personal health information. If you provide incomplete or inaccurate information to us, or withhold personal health information from us, we may not be able to provide you with the services you may need.

Shower & Water Temperature

The hot water temperature is determined in guidelines set by the NSW Department of Health in order to prevent scalds. The temperatures are checked regularly to ensure compliance.

Smoking

With the exception of the mental health unit, smoking is prohibited on the hospital premises and grounds. Patients who smoke are advised to discuss this with the nursing staff on admission. Your doctor can prescribe nicotine replacement therapy to assist you during your hospitalisation.

Staff are not permitted to accompany patients who wish to smoke and as such, patients who do so are placing themselves at increased risk of harm.

Spiritual & Emotional Needs

We understand that coming to hospital can be stressful. Emotional and spiritual health are just as important as physical health. If you feel the need to speak with a religious or spiritual leader, please inform the nursing staff, who will be able to arrange this for you. Your own religious or spiritual leader is also welcome to visit you.

Maitland Private Hospital has social workers and psychologists onsite. If you would like to speak with the social worker or psychologist, please inform your nurse.

Students in Training

Maitland Private Hospital has agreements in place with many tertiary organisations for the placement of various student health professionals. While in hospital, you may be asked to discuss details of your condition and undergo examinations by students, who will be under direct supervision of a qualified professional. Your consent is required for this to occur. If you choose not to participate, your right to do so is respected and acknowledged. Students in training are obliged under the *Privacy Act* to ensure discretion and confidentiality, as is any health professional/ staff member throughout the hospital.

Telephones

Telephones are available at each bedside for free local calls. To make a call, press '0' and then the required number. Unfortunately mobile calls cannot be made from the bedside phones.

Please observe any signage and instructions relating to the use of mobile phones in the hospital as some devices may interfere with medical equipment.

Televisions

Each bed has a digital television, which is tuned to all local TV stations. A selection of Foxtel channels are also available. Ear phones are available for the comfort of those around you. Please be mindful of excess noise, particularly if you are in a shared ward.

Tests & Treatment

Occasionally, patients are required to attend external facilities for tests that cannot be provided at Maitland Private Hospital or the adjoining medical centre. If your doctor says that you are well enough to travel via car, private transport may be arranged with a family member or hire car. If this is not appropriate for your condition, an ambulance or patient transport will be arranged. Depending on your condition, a nurse may accompany you.

Valuables

We are unable to take responsibility for any valuables that are lost or damaged whilst you are at the hospital. For this reason, we strongly recommend that valuables such as jewellery, mobile phones, laptop computers, etc. are not brought into hospital with you. Only small amounts of cash, if any, should be held in your possession.

Items such as dentures and spectacles can be easily misplaced and should be placed in an appropriate container or glasses case with your name clearly marked. If you don't have anything to place your dentures into, please ask the staff for a denture container.

Veterans' Liaison Officer

Maitland Private Hospital employs a veterans' liaison officer, who acts as a single point of contact for entitled persons, their families and carers, ex-service organisations, and the OVA. They give particular attention to resolving concerns and problems.

The officer can also:

- Provide pre-admission and discharge planning support.
- Assist in the coordination and streamlining of care.
- Refer patients to appropriate services or resources.
- In conjunction with ex-service organisations, coordinate OVA client visiting and information services, and establish and maintain communication and linkages between the hospital and the veteran community.

Visiting Hours

Visiting hours are generally from 10.00am- 8.00pm daily. However, we understand that visiting at these times is not always possible. Please talk to the nurse involved if your visitors can only visit outside of this timeframe. Please be considerate of other patients sharing a room.

If you are visiting a patient in the rehabilitation ward, please be advised that the patient may be taken to therapy whilst you are visiting. It is very important that the therapy proceeds.

We recommend a rest period between 1:00pm and 3:00pm.

The Barrington Clinic visiting hours allow for patients to attend required therapy. The visiting hours are:

Monday - Friday 4:00pm - 8:00pm

If you are feeling unwell, please stay at home. Some of our patients have compromised immune systems and it may not be good for their health to be exposed to infections.

If you or anyone in your family has signs of a cold, influenza, gastroenteritis or diarrhoea, please do not visit until you are symptom-free for at least 48 hours.

Visitor Facilities

There are free tea and coffee making facilities in each ward lounge area for any visitors or friends that may wish to use them. Please take care when carrying hot liquids within the hospital. Soft drinks and snacks are available in vending machines located on the ground floor near the stairs.

Wi-Fi

Free Wi-Fi is available within the hospital. Please see the nursing staff for a login code.

Zero Tolerance

Maitland Private Hospital does not tolerate aggressive behaviour towards staff/patients or members of the community. If you have any concerns, please ask to speak with the Nurse Unit Manager.

Keeping You Safe in Hospital - Helping Us Help You



The National Safety and Quality in Health Service (NSQHS) Standards

The Australian Commission for Safety and Quality in Healthcare is a government agency that has developed the eight (8) National Safety and Quality in Health Service (NSQHS) Standards for safety and quality in health care. The aim of the standards is to protect the public from harm and improve the quality of health service provision across all Australian hospitals.

The NSQHS Standards describe the level of care you should expect to receive from a health service organisation in areas that affect the safety and quality-of care, and where there is good evidence of how to provide better care.

Maitland Private Hospital is fully accredited to the Australian Council on Healthcare Standards (ACHS). The standards are:



1. Clinical Governance, aims to ensure that there are systems in place within health service organisations to maintain and improve the reliability, safety and quality of health care.

In simple terms, Standard 1 is about making sure that we have systems and processes in place to keep our patients safe, that we have the right people doing the right jobs in a safe environment, that we have policies and procedures in place to guide staff and that we have systems in place to manage risks and decrease harm.



2. Partnering with Consumers, aims to ensure that consumers are partners in the design, delivery and evaluation of healthcare systems and services, and that consumers, carers and/or their family are supported to be partners in their own care.

Patients and carers have an important role to play in the safe delivery of healthcare. You should be aware of your healthcare rights and receive care that is of a high quality and is safe.

Please look at the "Australian Charter of Healthcare Rights" in this booklet.

This standard also identifies that people of different backgrounds may have special cultural needs. We will work with the cultural requirements of all patients. This includes addressing the needs of Aboriginal or Torres Strait Islander patients and families if they so wish.



3. Preventing & Controlling Healthcare-Associated Infection

aims to reduce the risk of patients getting preventable healthcare-associated infections, manage infections effectively if they occur, and limit the development of antimicrobial resistance through the appropriate prescription and use of antimicrobials.

Germs can be spread by our hands even when they look clean.

Removing these germs by washing your hands or using alcohol-based hand rub (provided throughout the hospital) can help prevent the spread of infection in hospital.

- Soap and water should be used to clean hands if they look dirty, if you are going to eat or if you have used the toilet.
- At other times, hand rub can be used.
- Visitors should use the hand rub when arriving and leaving your room.
- Family and friends who are unwell with colds, stomach bugs or rashes, should not visit you.

The hospital regularly checks staff hand washing practices. The information is provided to Hand Hygiene Australia three times a year. If a staff member enters your room and does not wash/hand gel their hands, you are quite within your rights to ask them to clean their hands.

If you find an area that appears unclean, please notify our staff immediately.



4. Medication Safety, aims to ensure that clinicians safely prescribe, dispense and administer appropriate medicines, and monitor medicine use. It also aims to ensure that consumers are informed about medicines, and understand their own medicine needs and risks.

It is hospital policy that staff cannot administer medication from a Webster-Pak or any dosette boxes. While you are in hospital, your medications will be locked in the drawer beside your bed. The nursing staff will administer your own medications to you as prescribed by your treating doctor.

The hospital has a community pharmacy onsite, which will dispense admission-related and discharge medications to you.

Depending on your level of insurance, you may need to pay for any medication to take home or for any of your own regular medication that is dispensed to you while in hospital. You may receive an account from the pharmacy if medications have been provided to you that are not covered by your insurance.

If you are started on any new medicines while you are in hospital, our pharmacist will supply an information sheet to you about the medicine. Please make sure that you read the information and if you have any questions, please let the nurse know and arrangements will be made for the pharmacist to visit you.

If you are on multiple medicines, our pharmacist will visit you before you go home to explain how to take your medicines on discharge.



5. Comprehensive Care, aims

to ensure that consumers receive comprehensive health care that meets their individual needs, and that considers the impact of their health issues on their life and wellbeing. It also aims to ensure that risks to patients during health care are prevented and managed through targeted strategies.

Preventing Pressure Injuries

A pressure injury is an area that has been damaged due to unrelieved pressure. It may look minor, such as redness on the skin, but can hide more damage under the skin's surface. In order to prevent the risk of pressure injury, our staff will assess you and discuss strategies that they will put in place to decrease the risk of you developing a pressure injury while you are in hospital. It is important that you follow the nurse's instructions to prevent pressure injuries.

It is important that you relieve pressure by keeping active and changing your position frequently when you are lying in bed or sitting in a chair. If you are unable to move by yourself, the staff will help you change your position regularly.

Special equipment, such as air mattresses and booties, may be used to reduce the pressure in particular places.

Please tell our staff if you have any tenderness, burning or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Preventing Falls

It is surprisingly easy to fall or slip whilst in hospital. It is an unfamiliar environment and medication, fatigue, surgery and other factors may affect your balance, or you may not be as steady on your feet as you normally are.

Our nursing staff will assess you on admission, and again daily for your risk of falling. They will put certain strategies in place to help prevent your risk of falling and will explain these to you. Please follow their instructions. Some of the things that you can do to decrease your risk of falling include:

- Taking special care when walking or getting to your feet, especially if you are taking pain relieving medication.
- Making yourself familiar with your surroundings.
- Taking particular care when moving around at night, ensuring that the lights are on.
- Wearing appropriate footwear, like non-slip slippers and shoes over surgical stockings. NEVER walk on tiled or lino flooring in stockings or socks.
- Using walking aids as required and recommended by our staff.
- Using the nurse call bell if you feel unsteady or have been asked to ring for assistance. Wait for the nurse to come.

Nutrition

On admission, the nurse will assess your nutritional status and you will be referred to a dietitian if needed.



6. Communicating for Safety,

aims to ensure that there is effective communication between patients, carers and families; multidisciplinary teams and clinicians; and across the health service organisation, to support continuous, coordinated and safe care for patients.

Patient Identification

All of our patients are required to wear an armband at all times. Please check your armband when it is applied. Staff will check your identification band daily, before they give you medication or before you undergo any test or procedures.

Our staff use the World Health Organisation Surgical Safety Checklist for all procedures that are performed in our operating suite.

Clinical Handover

Each time you are cared for by a different department or shift of nurses, our staff will give the receiving staff a comprehensive handover of your history and care requirements. This will occur at the bedside if it involves another department or, in the nurse's handover area or bedside at change of shift.

You are an important part of the handover process and we encourage you to be actively involved. If you would like anything conveyed during this time, please inform your nurse.

When you are discharged, a summary of care will be given to you. A copy will also be sent to your general practitioner.



7. Blood Management,

aims to ensure that patients' own blood is safely and appropriately managed, and that any blood and blood products that patients receive are safe and appropriate.

If you require a transfusion of blood or blood products whilst in hospital you will be asked to give your consent to this. Written information on the risks and benefits of blood transfusion will be provided to you. Please let us know if you have had any problems with blood products in the past.



8. Recognising and Responding to Acute Deterioration,

aims to ensure that acute deterioration in a patient's physical, mental or cognitive condition is recognised promptly and appropriate action is taken.

At Maitland Private Hospital, our staff are all trained in recognising and responding to changes in our patient's condition. We have an early warning system in place to flag changes in your condition.

If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or medical officer of your condition as necessary. If you are not satisfied with their response, please call 310 on your bedside phone and you will be put through to the Hospital in Charge Nurse.

This process is called REACH. Please don't be afraid to activate it. Nobody knows you better than yourself or your family.

Falls Prevention – In hospital

**If you fall in hospital, it can lead to injury, resulting in a longer stay.
Most people fall near the bed and while getting to the toilet.**

What causes people to fall?

- Being unwell and in an unfamiliar place.
- Poor mobility and balance (unsafe when walking).
- Badly fitting footwear and clothing.
- Urgent need to go to the toilet.
- Medications that cause drowsiness/dizziness.



Photo© Queensland Health

Top tips to prevent a fall in hospital:

- **Use your call bell.** Keep it in easy reach and ring **early** if you require assistance. Please wait for staff, especially if you have been told you require assistance.
- **Sit down to shower and use the rails** to get off the chair or the toilet. If you feel unsafe in the bathroom, remain seated, use the call bell and wait for assistance.
- **Familiarise yourself with your room and bathroom.** Be aware of any hazards (e.g. spills and clutter) and advise staff when you see them.
- **Take your time.** When getting up from sitting or lying down. Let staff know if you feel unwell or unsteady on your feet. Use stable objects for support.
- **Use your walking aid.** Always use your own walking aid and keep it within reach.
- **Wear safe footwear.** Wear supportive shoes, slippers or non-slip socks that fit you well – no scuffs or thongs. Do not walk in socks or surgical stockings without non-slip soles.
- **Wear your glasses.** Keep glasses clean and within easy reach.
- **At night.** Use the light button on the call bell to turn on the light before getting out of bed. Turn the light on in the bathroom.

If you do have a fall - do not get up on your own - wait for help.

Falls Prevention – In hospital

Things you need in hospital:

- All medications you are currently taking, including supplements.
- Nightwear that is above your ankle length.
- Well fitting shoes, slippers, or non-slip socks.
- Any equipment you normally use, such as glasses, walking aids, hearing aids and spare batteries.

Staff will:

- Screen and assess your risk of falling. Discuss with you and your family/carer, strategies to reduce risks. These will be included in your care plan.
- Liaise with others who specialise in falls prevention, such as a physiotherapist and/or occupational therapist, to assist with your care.

If you do have a fall, staff will:

- Consult you and your family/carer to identify why you fell and repeat an assessment of your risk of falling again.
- Make changes to your care to make you safer.
- Arrange review by a doctor.

Preventing falls is also important when you go home.

Before you leave hospital, you may be referred for further review or services, to make you safer at home.

Acknowledgement to:
South Western Sydney and Sydney Local Health
Districts Falls Prevention Program

Northern Sydney and Central Coast Local Health
Districts Falls Prevention Program

For further information scan this with your smart phone

Email: falls@cec.health.nsw.gov.au
Web: www.cec.health.nsw.gov.au

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PREVENTING BLOOD CLOTS

INFORMATION FOR PATIENTS & CARERS

Sometimes blood can pool and thicken inside normal, healthy veins and block the flow of blood through the body. This is known as a blood clot. Blood clots can be minor and have no signs or symptoms, but they can also cause significant health issues and, in some cases, lead to death.

Most blood clots occur in the deep veins of the legs or groin. Occasionally, clots break free from the area and move to other parts of the body, including the lungs. Blood clots that move to the lungs are particularly serious.

Blood clots are a leading cause of preventable death in Australia. Early detection and treatment of clots can help reduce the risk of harm. However, preventing clots is much easier, safer and more effective.

Causes of a blood clot

Being a patient in hospital increases your chance of getting a blood clot, particularly if you are having or have recently had surgery or a procedure, or if you are unable to move around as usual. A clot could occur during your stay in hospital or after you return home following treatment in hospital.

Your risk of developing a blood clot is increased if:

- You are over 60 years old
- You are overweight
- You have had a blood clot before
- Someone in your family has had a blood clot
- You are pregnant, or have recently given birth
- You have cancer or are undertaking cancer treatment
- You are on the contraceptive pill
- You take hormone-replacement therapy
- You have a chronic illness (like heart disease) or a blood disorder.

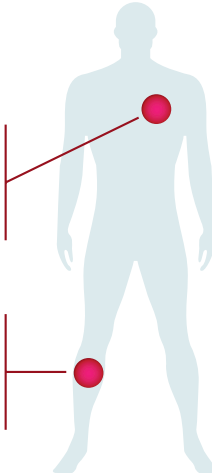
Speak to your doctor if you have any concerns.

Signs and symptoms of a possible blood clot

Tell your doctor or nurse if you experience any of the following:

Chest pain, sudden shortness of breath or coughing up blood-stained mucus

Pain and/or swelling in the legs. Skin may be red or warm to touch



Disclaimer

This fact sheet is for educational purposes only. It should not be used to guide and/or determine actual treatment choices or decisions. Any such decisions should be made in conjunction with advice from your treating doctor or other health professionals.

What you can do to help prevent a blood clot while in hospital



Drink water

Water helps blood flow. Check with your doctor how much water you should be drinking per day.



Stay active

Staying as active as you can will help to keep your blood flowing. Ask your doctor if it's ok to walk around.



Keep your stockings on

If you've been given compression stockings to wear, keep them on as directed.

What your doctor will do

To help prevent you from developing a blood clot, your doctor may need to prescribe an anti-clotting medicine and/or a mechanical device. If you think you are at risk, please discuss with your doctor.

Anti-clotting medicine

This is a medicine that slows down the formation of a clot, making it less likely to form. Your doctor will choose the best medicine suited to you. It may be an injection or tablet that you will be given each day while you are in hospital, or until you start moving around as usual. You may need to continue taking the medicine when you go home.

Mechanical devices

Mechanical devices apply pressure to your legs to help keep the blood moving around. There are many different types of mechanical devices. The most common are compression stockings, intermittent pneumatic compression (IPC) devices and venous foot pumps.

If they become uncomfortable to wear, speak to your doctor or nurse before you remove or adjust them.

Acknowledgements

This information leaflet has been adapted from 'Blood Clots and You', developed by Southern Cross Hospitals, New Zealand.

Your "Going Home" Plan

<Place Patient Sticker Here>

Complete the following with your doctor or nurse to record what you have been given to help prevent a blood clot after leaving hospital:

Medicine: _____

Dose: _____

When to take: _____

For How Long: _____

Mechanical Device: _____

For How Long: _____

If you start to develop swelling or pain in either leg, shortness of breath or chest pain, contact your GP immediately or go directly to an emergency department.

Medical terms for blood clots

Deep Vein Thrombosis (DVT) is the medical term for a blood clot in the deep vein of the arms, legs or groin.

Pulmonary Embolism (PE) is the term for a blood clot that has travelled to the lungs.

DVTs and PEs are collectively known as venous thromboembolism (VTE).

About the VTE Prevention Program

The VTE Prevention Program is run by the Clinical Excellence Commission. It aims to help prevent patients in hospital from developing blood clots (VTE).

The program raises awareness, improves clinical practice, and promotes the risk assessment of all patients and prescription of appropriate treatment to reduce the risk of developing a VTE.

For further information, please visit <http://www.cec.health.nsw.gov.au/programs/vte-prevention>.

Preventing Blood Clots: Information for Patients and Carers. Released September 2014. © Clinical Excellence Commission 2014. SHPN (CEC) 140237

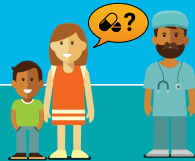
Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.



3 Understand the risks and benefits

Find out about your tests and treatments before they happen.



4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.

5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips



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