

Patient Information Guide



July 2023

Your health, Your choice



Mildura
HEALTH
Private Hospital

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Chief Executive Officer, Marcus Guthrie, Chief Financial Officer, Julie Humphrey and Director of Clinical Services, Melissa Wade

Welcome

Mildura Health Private Hospital acknowledges the Kureinji and Latje Latje people who are the Traditional Custodians of this land. We pay respect to the Elders both past and present, and acknowledge their living culture and their unique role in the life of the region.

Our Chief Executive Officer, Marcus Guthrie and Director of Clinical Services, Melissa Wade welcome you to the Mildura Health Private Hospital. This Patient Information Guide is to provide you with information about the Hospital, answer questions and to help make your stay with us as comfortable as possible. While in our care, we will endeavour to make your stay as comfortable and relaxing as possible.

The Mildura Health Private Hospital is proud to provide a high standard of Medical and Surgical care over a range of health specialities. The Hospital is ISO: 9001 accredited and we are constantly working to improve the safety and quality of our services by achieving all components of the Australian Commission on Safety and Quality in Healthcare Standards.

Your comments and suggestions are gratefully received and help us to care for all our patients in the best possible way. If you need any assistance or further information during your stay, please ask one of our staff.





A Message from the Chief Executive Officer

Welcome to Mildura Health Private Hospital, the only acute private hospital in the Loddon Mallee region providing both inpatient and outpatient services to Mildura and wider surrounds. The hospital team strives for the highest standards of safe, quality healthcare and our practices are complimented by a culture of care and respect. Being the only private hospital in the region bestows significant responsibility, a responsibility that is held during every episode of care.

Through the invaluable contributions of Mildura Health Fund members, the hospital has made major advancements in infrastructure boasting state of the art, modern operating theatres and patient recovery areas, as well as Mildura Health Icon Cancer Centre for medical and radiation oncology services. The Mildura Health Private Consulting rooms is a thriving Specialist and General Practice outpatient facility that enables Visiting Medical Officers to admit their patients to theatre or the Banksia Inpatient Ward for a more holistic journey of care.

Our modern facilities and enhanced models of care are attracting exceptional healthcare professionals who live Mildura Health Private Hospitals mission of “Providing life-long, exceptional health care when you need it.

Sincerely,

Marcus Guthrie



A Message from the Director of Clinical Services

At Mildura Health Private Hospital, your safety and well-being are our top priorities. We understand the trust you place in us when you seek our medical expertise, and we take that responsibility to heart. With our team of skilled and caring professionals, we are committed to maintaining the highest standards of patient safety. We continuously evaluate and improve our practices to create a secure environment where you can feel confident in the care you receive. In addition to patient safety, we strongly believe in the power of personalised care. We know that each patient is unique, with specific needs and concerns.

Our dedicated team of healthcare professionals works together to tailor treatment plans that address your individual requirements. We foster an environment that encourages open communication and active participation, empowering you to be an integral part of your healthcare journey. Our goal is to provide you with the personalised attention and care that you deserve. I extend my warmest welcome to you as patients and potential patients of Mildura Health Private Hospital.

Sincerely,

Melissa Wade



About the Hospital

Mildura Health Private Hospital (MHPH) is a not for profit 53 bed surgical and medical private hospital located in regional Victoria, approximately six hours drive northwest of Melbourne and four hours' drive from Adelaide. We have a strong emphasis on providing high quality healthcare whilst at the same time fostering a relaxed, friendly home-like environment. Our Doctors and staff are dedicated, highly skilled and committed to providing excellent patient care.

We provide healthcare to both privately insured and self-insured patients and we also provide Tier 1 healthcare services to the Veteran Community. Our hospital opened in 1985 and has been owned by the current owners Mildura Health Fund since 1997.

The inpatient ward, Banksia ward, has 30 beds incorporating a two bed Enhanced Care Unit (ECU). Accommodation is within single and shared rooms with refurbished ensuite bathrooms. The rooms are also refurbished and are equipped with flat screen televisions and direct dial telephones.

The hospital's Day Procedure Unit offers privacy and individual care with comfortable private patient bays with recliners and individual flat screen televisions.

Our Medical Oncology Unit, within the newly constructed Mildura Health Icon Cancer Centre, is staffed by specialist Oncology nurses and a local, Specialist Medical Oncologist, provides seven patient chairs and two beds in a modern, comfortable and relaxed environment with garden views through large picture windows.

The Perioperative Services Theatre Unit comprises four Theatres with two specially designed for endoscopy and the remaining two for major operations. A fifth theatre remains as a shell to future-proof the region and to be utilised when demand allows. Direct access to the Theatre Unit occurs through the Day Procedure Unit, with patient flow after your procedure to either the Day Unit or Banksia Inpatient ward. Our Perioperative Services Theatre Unit is staffed by highly skilled nurses.

Services Provided at Mildura Health Private Hospital

We provide a range of services including:

- Acute Medical
- Bariatric (Laparoscopic Banding, Gastric Sleeves)
- Cardiology (Pacemaker, Cardio-version)
- Day Procedure Unit
- Ear Nose and Throat
- Endoscopy
- General Surgery
- Gynaecology
- Enhanced Care Unit
- IVF Treatment (Oocyte retrieval)
- Oncology
- Ophthalmology
- Oral and Dental Surgery
- Orthopaedics
- Paediatrics
- Pain Management
- Palliative Care
- Plastic and reconstructive surgery
- Physicians
- Sleep Studies
- Urology
- Vascular Surgery



Mildura Health Icon Cancer Centre



Vision

Your Health, Your Choice

Mission

Providing life-long, exceptional health care when you need it.





Our Safety and Quality Statement

The Mildura Health Private Hospital management and staff are committed to ensuring compliance to our Quality Management System based on ISO:9001 and the Australian Commission on Safety and Quality in Healthcare Standards.

Regular monitoring and reporting of outcomes is the measure of safety and quality and is based on whether the care is:

- Safe – ensuring that harm is eliminated;
- Effective – providing appropriate and integrated care that is delivered in the right way, at the right time, with the right outcomes for each patient; and
- Patient Centred – ensuring that our patient's values, beliefs and their specific situations guide the delivery of care.

All staff must understand their role and contribution in ensuring all services are delivered as intended. Staff should meet, and where possible exceed the expectations of all stakeholders.



Compliments, Complaints and Suggestions

Your feedback is important to us. It enables us to continually evaluate and improve our services. You will be given a care and service feedback form during your stay with us. Once this form is completed, your comments are reviewed and actions taken to improve the current service. You may choose to remain anonymous when completing the form, however we encourage you to indicate your contact details so we can provide feedback.

If you are not satisfied with any aspect of your stay, please let us know. You have the right to raise a concern about the care and service you receive and not be adversely affected for doing so. Any problems you encounter can usually be resolved at the time they occur. Should you, your family or carer have any concerns during your stay, please speak with a staff member or ask to speak with the Nurse Unit Manager or Director of Clinical Services. We take concerns seriously and aim to resolve them quickly and fairly.

Following your discharge, if you would like to discuss your hospital experience further, please contact the hospital's Complaints Officer, Melissa Wade. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner. The Health Complaints Commissioner responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. The Health Complaints Commissioner can be contacted by:

Level 26, 570 Bourke Street
Melbourne, VIC 3000
DX Number: 210182

Phone: 1800 582 113
Website: www.hcc.vic.gov.au

Your privacy

The Mildura Health Private Hospital management and staff are committed to ensuring compliance to our Quality Management System based on ISO:9001 and the Australian Commission on Safety and Quality in Healthcare Standards.

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The Australian Charter of Healthcare Rights

The Charter

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system.

It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Patients, consumers, healthcare providers and health service organisations all have an important part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system.

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes.

Healthcare providers are aware that in some circumstances, your ability to interact with the healthcare system may be restricted. Where possible, they will alert family or support services about your circumstances if they consider that you need assistance.

Access

A right to healthcare

You have a fundamental right to adequate and timely healthcare. Sometimes, this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

Safety

A right to safe and high quality care

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your healthcare riskier.

Respect

A right to be shown respect, dignity and consideration

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender.

Respect also includes being mindful of healthcare staff and other patients.

Communication

A right to be informed about services, treatment options and costs in a clear and open way.

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.



You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Please notify the team on your ward, if you need an Interpreter Service. The nurses will organise this for you. Interpreters can also be used for hearing and sight impaired patients.

Interpreter services are free and may be booked in advance, where possible. Please advise on admission if you require this service.

Participation

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

Privacy

A right to privacy and confidentiality of provided information

You are able to obtain your records on written application to your hospital. In some situations, your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed.

If you have any suggestions about how services could be improved, please let staff know.

The procedures used by the health service organisation to comment about your care can be made available to you. You can provide verbal or written comments about the procedures and your experiences.

To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care, please speak with one of the nurses



General Information

Accommodation

We offer a range of private and shared rooms, all with ensuites, televisions, telephones and access to Wi-Fi. Every effort will be made to accommodate you in the type of room you prefer. This may not always be possible on admission, however as soon as a room of your choice becomes available we will transfer you. Your room is cleaned daily, but if there are any particular cleaning needs you have, please talk with the Nurse Unit Manager.

Admission

It is important that you advise us at this stage of any medical problems, physical limitations, allergies, special needs and prescribed medications so that your care can be tailored to meet these specific needs.

Ambulance

The Mildura Health Private Hospital recommends Ambulance Victoria membership because some instances of ambulance transport costs will be the patient's responsibility.

Balloons

The hospital allows foil balloon gifts however, latex balloons are not permitted in the hospital due to allergy restrictions.

Call Bell

A handpiece (call bell) near your bed allows you to call a nurse for attention at any time.



General Information

Carers and Relatives

Family members may request or be requested to stay to assist in patient care or emotional support. Patients may include paediatrics (children), elderly patients in a confused state and terminally ill patients.

Car Parking

General access and disabled car parks are located in the main Hospital car park. Please note there is a 2-hour limit and queries regarding infringement notices should be made with Mildura Rural City Council.

Public Transport

A public bus stop is located at the Medical Precinct on Ontario Avenue.

Taxi

Receptionist staff will assist you to contact the Taxi service of your choice should you require one.

Coffee Shop - Private Blend Café

The Café is open to the general public and hospital customers and provides barista made coffee, morning tea, lunch and afternoon tea. The opening hours are from 8:30am to 2:00pm weekdays.

Confidentiality

Hospital staff are required to conduct their activities ethically and to maintain patient confidentiality at all times.

Consent for Procedure / Treatment

Your Medical Practitioner is required to obtain your full, free and informed consent prior to medical treatment. Your Medical Practitioner should discuss with you your present condition, alternative treatments available and explain the nature, purpose, likely results and risks of the recommended procedure or treatment and the consequences of refusal of treatment.

You should be provided with the opportunity to ask questions and have them answered. Your signature on the consent form is proof that the consent conversation took place and you have understood and agreed.

A parent or guardian is required to give informed consent for patients under 18 years of age unless the patient is deemed to have capacity. Your consent remains valid as long as there is no change to your condition or to the nature, extent or reason for the medical treatment. Development of new treatment options should be discussed with you.

Disability

Access to a range of services can be provided for patients with a disability. If you have additional needs, please discuss these with your doctor and care team prior to admission so appropriate arrangements can be made.

General Information

Discharge

Discharge is at 10:00am. You may be required to vacate your room and wait in the patient lounge area if the room has been booked for another patient.

Before you leave the hospital, ask your nurse about:

- Your discharge summary (or letter for your Doctor / GP)
- Your medicines and make sure they have been explained to you
- Who to contact if you have any questions or concerns
- The date and time of your follow up appointment/s if you need one

Please check with your doctor if you are able to drive yourself home. Although you may feel fine to drive, the effects of your medication may mean that it would be dangerous for you to drive.

You are not permitted to drive for 24 hours following a general anaesthetic.

Please ensure you take all of your possessions with you, including all x-rays that you brought to the hospital, any x-rays that were taken during your stay and your medications.

Discharge Support

Planning for your care after discharge commences before your admission and continues throughout your stay. Prepare for your return home by considering any extra support arrangements that may need to be made with family and friends, transport arrangements for day of discharge and community services and/or equipment requirements. Upon discharge, you will be provided with patient instructions and/or relevant patient discharge information.

Discharge at Own Risk

With few exceptions (as in the case of infectious patients), patients have the right to leave the hospital when they choose.

This may be a serious decision when taken against the advice of your doctors and could pose a serious threat to your well-being. If you choose to be discharged under these circumstances, you will be asked to sign a “disclaimer” and the responsibility for this action will rest with you.

If you proceed to discharge against medical advice and your condition does not improve or causes your concern, you should seek immediate medical attention

Electrical Appliances

Personal electrical appliances are permitted for use in the hospital.

Emergency Response

The hospital has detection systems and procedures to handle any foreseeable emergency and staff are trained in emergency procedures. There are exit signs throughout the hospital and emergency exit plans are displayed in all departments.

In the unlikely event of an emergency, we ask you to remain calm, stay in your room and follow the instructions of staff at all times.

Feedback

Mildura Health Private Hospital aims to provide a service that meets the needs and expectations of our patients. Feedback from our patients provides the opportunity for us to review and improve on the care and service provided.

To achieve this, we ask every patient to complete a ‘Care and Service Feedback’ form prior to discharge. We welcome comment from carers and family members using the same format. We invite you to include your contact details should you be happy to be contacted to participate in further consumer-focused surveys.





General Information

Flowers

The hospital provides vases for flowers if required and we request you ask your nurse for assistance. Please be aware that potted plants and Lilliums are prohibited in the hospital.

Information About Your Health Care

You are entitled to be fully informed about your medical treatment and seek a second opinion, if necessary.

Internet Access

Mildura Health Private Hospital offers complimentary Wi-Fi for patient and visitor use. Please ask hospital staff for the password.

Interpreter Service

Your carer, family member or support person is encouraged to accompany you to assist if necessary. A telephone interpreter service can also be arranged if required. Please notify hospital staff should you require an interpreter service.

Laundry

Please send any laundry home with relatives or friends, as we do not have an onsite laundry.

Meals and Meal Times

Our Chefs in consultation with a Dietitian compile all menus to assure your dietary and nutritional needs are met. Vegetarians and children's menus are available. Special dietary needs such as gluten and lactose free or other intolerances are also catered for so please speak with the catering staff regarding your requirements.

- Breakfast: 7:30am (8am weekends)
- Morning Tea: 10:00am
- Lunch: 12:00 pm
- Afternoon Tea: 3:00pm
- Dinner: 5:30pm

Visitors, (up to two per patient) may order a meal and dine with you in your room, or alternatively in the hospital courtyard.

Visitor meals are reasonably priced and can be ordered and paid for at Reception. Please order your visitor meals prior to 11:00am for lunch and 4:00pm for dinner.

Mobile Phones

Mobile phones are permitted within the hospital. Mobile phone etiquette should be observed.

Newspapers

You will receive a complimentary Sunraysia Daily (each day it is published). Other newspapers and magazines can be ordered for you and charged to your account, which is payable upon discharge.

Pharmacy

Prescription medicines can be supplied by the hospital pharmacy or by Terry White Chemist. You will be responsible for the cost of any medication you were using prior to your admission and/or any prescriptions filled out on discharge. Non-health fund members are responsible for the cost of all prescriptions filled on their behalf.

Physiotherapy

Your doctor may refer you to a Physiotherapist to assist you in recovery. They will organise, fit and teach you to use any required equipment or aids (such as crutches or a brace). For the majority of patients, physiotherapy provided during the stay is covered by your health fund. Your physiotherapist can also discuss options for follow-up physiotherapy after your discharge from hospital, if required.

General Information

Public Toilets

Visitor toilets are available near the Reception area and the Private Blend Café. Please follow the signs or ask staff for directions.

Toilets for the disabled are located near the Private Blend Café.

A baby change table is located in the disabled toilet near the Private Blend Café.

Reception

Reception is staffed for your convenience between the following hours:

Monday to Friday: 6:30am to 8:00pm

Saturday and Sunday: 8:30am to 5:00pm

Smoking (No Smoking Policy)

The Mildura Health Private Hospital is a smoke-free hospital.

Spiritual Needs

Your spiritual needs can be catered for through prior arrangement with the Nurse Unit Manager. Religious representatives/clergy are welcome to visit during your stay with your prior permission.

Staff Identification

All staff wear identification badges as a means of identification and internal security. The badge shows the staff member's name and position. If you cannot see a staff member's identification badge, you may ask them to show you.

Telephones

Telephones are available at each bedside for local calls, free of charge. To place a call, lift the receiver, dial "o", and on hearing the dial tone proceed with your number. Dial 9 for switchboard assistance.

Direct dial facilities are available for your family and friends to call you by dialling 5023 98 plus the last two digits of your extension number, please ask staff for your number. Hearing-impaired telephones are available on request.

Television

The television includes all free-to-air-television and radio channels.

Valuables

Patients are strongly advised not to wear jewellery, to leave other valuables at home and not to bring large amounts of money into the hospital. The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room. Should you decide to take responsibility for personal items and you experience loss or damage during your stay, please ensure that it is reported to a staff member immediately.

Please check your room on discharge for any personal belongings, x-rays or medications. Please name mobility aids that you bring in to hospital.

Veterans

Mildura Health Private Hospital has a Tier 1 rating with the Department of Veterans Affairs. Our Veteran's Liaison Officer can assist veterans and their families so please enquire with your nurse for further information. The Department of Veteran's Affairs provides a feedback questionnaire for each overnight patient to complete. We encourage you to complete the questionnaire, as your feedback is important to DVA.

Vending Machine

A snack and drink-vending machine is available for both patients and visitors and is located adjacent to the Private Blend Café.

Violence / Aggression

The hospital's staff and patients need to work and be cared for in a safe environment, one that is free from violence and aggression.

Physical and non-physical violence towards staff and/or others in the facility will not be tolerated. Any such acts may lead to discharge, and may result in the police being notified and legal action being taken.

Visiting Hours

Visitors are welcome at any time at the discretion of the ward staff. Please consider other patients' needs when enjoying the company of your visitors.

Parents may wish to room with their children. A bedside cot and meals for parents wishing to stay overnight can be arranged by talking with the Nurse Unit Manager.



Financial Information

Additional Charges

An estimate of fees will be provided to you prior to admission, indicating potential “out of pocket costs”. Whilst every effort has been made to provide an accurate estimate of the expenses you may incur, additional costs are sometimes incurred during your hospital stay. The actual expense may differ for a number of reasons which may include the doctor varying the proposed treatment, procedure or length of stay. Fees not paid upon admission are required to be paid prior to discharge.

It is also important that you understand and are aware of any likely out-of-pocket expenses you may incur from your surgeon/specialist or anaesthetist and you should discuss this with the doctors involved in your care. Separate to your hospital account, you may also receive invoices from one or more of the following:

- Surgeon / Specialist
- Physician / Assistants
- Anaesthetists
- Allied Health Professionals
- Radiology
- Pathology
- Pharmacy
- Hire of Physical Aids

Informed Financial Consent

All patients who have any out of pocket expenses (such as excess, co-payments etc.) will be contacted via phone to be informed of the amount payable prior to admission. On admission, all patients will receive an “Informed Financial Consent” form, which outlines the costs associated with your admission to Mildura Health Private Hospital.

Payment Procedure

Private Patients – the portion of your estimated hospital account not covered by your health fund, e.g. an excess co-payment, must be paid on admission.

Repatriation (DVA) Patients – the hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge or upon request, e.g. discharge pharmacy costs and some investigations.

WorkCover Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by WorkCover.

Third Party Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed.

Uninsured Patients – total payment (aside from any ancillary charges) must be made on admission. Other costs which may be incurred during your stay are payable on discharge or after discharge.

Please bring provision for payment of these fees on admission to hospital. Payment may be made by cash, credit card or eftpos.



Medical Information

Surgery

Fasting

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. If you have been advised to fast, then you must not consume any food, this includes lollies and gum.

Your fasting time is determined by your Anaesthetist and is related to factors such as your age and type of operation. It is imperative that fasting times be observed for your safety during anaesthetic.

Operation Time

We try to advise the approximate time that you will be going to theatre but ask that you keep in mind delays can sometimes occur in operations prior to your own, which may delay your entry to theatre.

We will endeavour to keep you informed should this happen.

Preparation

Prior to having surgery you may, for infection control purposes, have hair removed around the operation site and be asked to shower using an 'antiseptic' lotion. This will depend on your surgeon's instructions. All jewellery (including wedding ring is on the operative side for upper limb surgery) should be removed prior to the shower and not be put on again until after the operation. Nail polish, hairpins and make-up must also be removed. You may wear dentures to the operating theatre.

Medications

Medicines are the most common treatment used in health care and there are risks associated with medications. To help reduce the risk of problems with 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
- Let us know if you have had an allergic reaction or side effect to any medications in the past
- Talk to your doctor, nurse or pharmacist about any concerns you may have

Identification and Allergy Bands

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

- You will be given an identification band to wear during your stay. Staff will ask to see your identification band before giving any medication or treatment
- 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
- Please let us know if any of your personal information is wrong or needs to be updated



Involving You In Decisions About Your Care

Did you know that when hospital staff work together with patients and family to develop your care plan, it delivers the best care possible? We like to think of it as caring for you in partnership with you.

Information about this partnership is available on our website and in patient areas. It explains your rights while making decision about your treatment, as well as your responsibilities.

We are respectful of your values, preferences, expressed needs, beliefs, cultural needs, family situation and lifestyle.

Your physical and emotional safety is important. Please let us know if you do not feel safe for any reason.

- You can expect to have a nurse check on you regularly
- Our staff will regularly discuss your care with you, your family or carers, as appropriate during your stay
- Your doctor, nurse and other health professional will make decisions together with you, about your care
- Handover may occur during ward rounds, at nursing shift change, or when you move from one area to another
- Please ask if you are unsure what your doctor, nurse or health professional is saying.

If You're Worried, We're Listening

Our nursing staff are trained to provide the very best care, which includes recognising when a patient's condition is worsening, or they are not doing as well as expected. Despite this, there are times when you or your family and friends may be concerned about a recent change in your condition. We understand that you know yourself or your loved ones best.

Talk to staff if:

- Something doesn't feel right
- You think something may have been missed
- You are concerned or worried

Early recognition and response to clinical deterioration can prevent serious harm.





Preventing Blood Clots

A stay in hospital may increase your risk of developing a blood clot in your legs or lungs.

Blood clotting is the body's natural way of stopping us from bleeding. Clotting only becomes a problem when a clot is the wrong type, or is in the wrong place and blocks blood flow.

Some people have a predisposition to developing blood clots, but one of the biggest risks for developing a clot is being immobile. While in hospital, nursing staff will assess your risk of blood clots.

Ask

Ask your doctor or nurse about your risk and what treatments they recommend for you.

Act

Minimise your risk by:

- Try to keep your legs and ankles moving even when you are in bed
- Drink fluids as recommended
- Take all tablets or injections as advised
- Wear compression stockings, if required
- Use a foot pump, if asked

Watch

Call your nurse if you experience any of these symptoms, or after discharge, notify your GP:

- Sudden or increased pain or swelling in your legs
- Pain in your lungs or chest
- Difficulty breathing or shortness of breath

Preventing Pressure Injuries

Pressure injuries (bedsores) are localised areas of damage to the skin or underlying tissue, caused by lying in one place for too long or your skin rubbing against another surface. Again, staff will determine your risk and will talk to you about preventing pressure areas. This will include:

- If you can, try to keep moving, even in bed, and call us if you are uncomfortable
- We are happy to help you change position, and can provide a special mattress or cushion for support
- Keep your skin and bedding dry and let staff know if your bedding is damp





Falls Prevention

It is surprisingly easy to fall or slip when in an unfamiliar environment like a hospital. Illness, anaesthetic, medication and fatigue may affect your balance.

Because your safety and well-being are important to us, the section describes a few ways you can reduce the risk of a fall.

Risk Assessment

Nursing staff will complete a falls risk assessment on admission, and then weekly to determine if you are at risk of falling and implement measures to reduce your risk of a fall.

Medication

Some medications such as pain relievers and changes in medication can have the side effect of making you feel dizzy.

Always take care when bending, showering or getting to your feet.

Unfamiliar

Make sure you know the layout of your room and where the furniture is. Take particular care when moving around at night and ensure you have the lights on before getting out of bed. Tiled floors, linoleum or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear.

Your Condition

Ask the doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist can also provide advice with balance, mobility or exercise.

Visiting The Bathroom

You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses for assistance.

If the nurse has assisted you to the bathroom and asked you to buzz when finished, please do so, even if you feel like you don't need assistance.

Clothing

It is easy to become tangled in loose or full-length clothing like pyjamas or dressing gowns. Make sure these are the right length for you.

Footwear

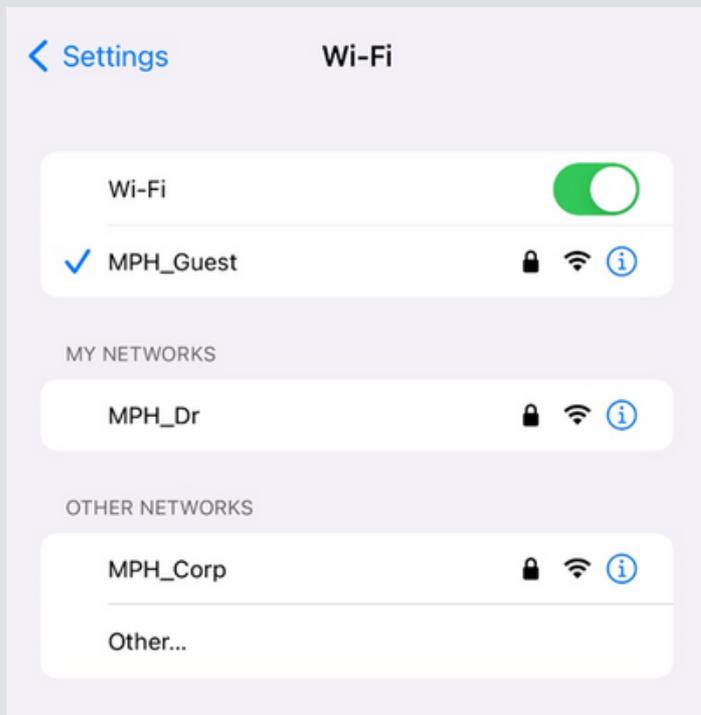
Slippers or other footwear should fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to also wear slippers over the top, so you do not slip.

Always remember that your condition may reduce your ability to stand or move freely. Help us to care for you by taking extra care when walking. If you need help, please call one of our nurses.



Wireless Internet Access

1. Request Wi-Fi password from Mildura Health Private Hospital staff
2. Ensure your wireless enabled laptop or mobile device is turned on and has its wireless signal/switch activated.
3. Go to available Wireless Network Connection List as displayed on your laptop or mobile device
4. Click on MPH_Guest and then enter password.



Assistance and Support

If you are having issues connecting, please contact Ward Staff or Reception Desk. Please note not all types of devices are supported. Should you have issues connecting to the Wi-Fi after following the instructions in this leaflet, please contact your mobile phone service provider.



Infection Prevention and Control – For Patients/Carers/Visitors

The Management and Staff are committed to providing all patients with the highest quality of care by promoting Infection Prevention and Control.

This standard of care includes hand hygiene, high standards of cleaning/housekeeping, the use of sterile techniques and equipment, to ensure your recovery is speedy and to reduce the risk of infection.

It is possible to get an infection while in hospital that can make your care more complicated.

To support our staff in providing the safest possible environment for patients, please follow these simple guidelines:

- Wash your hands before and after visiting the toilet and before all meals
- Don't hesitate to ask our staff if they have washed their hands or used the hand cleaning lotion 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

Safety and Quality Standards

Mildura Health Private Hospital operates under the following National Safety and Quality Health Service Standards. The Hospital is externally audited for compliance against these Standards.

National Safety and Quality Health Service Standards



Clinical Governance

This standard aims to ensure that there are systems in place within the hospital to maintain and improve the reliability, safety and quality of health care. It recognises the importance of governance, leadership, culture, patient safety systems, clinical performance and the patient care environment in delivering high quality care.



Partnering with Consumers

This standard aims to ensure that consumers are partners in the design, delivery and evaluation of healthcare systems and services; and that patients are given the opportunity to be partners in their own care. It recognises the importance of involving patients in their own care and providing clear communication to patients.



Preventing and Controlling Healthcare Associated Infections

Infection prevention and control aims to create safe healthcare environments by minimising and where possible preventing infections from occurring. Remove germs by hand washing or using hospital provided hand rub. Visitors and staff should use the hand rub when arriving and leaving your room.



Medication Safety

This standard 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. Hospital staff will ask you which medicines you take at home – either prescribed or from your pharmacy or health store. Let us know of allergies or reactions to medicines or food. Before you go home you can ask staff for written information about your medicines.



Comprehensive Care

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



Communicating for Safety

This standard aims to ensure there is effective communication between parties, carers / families and health care teams to support continuous, coordinated and safe care for patients. You can expect that staff will update you and involve you on a regular basis so that you know what is going on and your healthcare needs are met.



Blood Management

Blood is a valuable and limited resource and treatment with blood can be lifesaving. Comprehensive national regulations cover all aspects of blood donation and processing of blood and blood products. This standard aims to improve outcomes by using strategies that optimise and conserve blood supplies, as well as ensuring that any blood and blood products that patients receive are safe and appropriate. Information on the risks and benefits of blood is available so ask your nurse or doctor if you would like more information.



Comprehensive Care

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

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

Communicating with your healthcare provider: improving the safety & quality of your care

What does effective communication look like?



Why is it important?



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.



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 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
- Request access to 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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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





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