

Hervey Bay Hospital

Patient Information 2020



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Acknowledgement of Traditional Custodians

Wide Bay Hospital and Health Service (WBHHS) respectfully acknowledges the traditional custodians of the land on which we work and live. We pay our respects to the Elders past, present and emerging, and to their spirits and legacy. The foundations laid by these ancestors – our First Nations people – gives strength, inspiration and courage to current and future generations. The hospital and health service is committed to honouring Aboriginal and Torres Strait Islander's unique cultural and spiritual relationships to the land, water and seas, and their rich contribution to society.

The hospital and health service is devoted to working towards a stronger and healthier Queensland community for Aboriginal and Torres Strait Islander people. All staff and facilities within the WBHHS are committed to reducing inequalities between Indigenous and non-Indigenous health outcomes, in line with the Australian Government's 'Closing the Gap' initiative.

Interpreter Service

Interpreter services, including for the deaf and hard of hearing community, are available and will be organised by the nurse caring for you. All information that is interpreted is kept confidential. Please speak with a member of staff for further information.



Disclaimer

Hervey Bay Hospital is grateful to the advertisers who made this handbook possible. However, an advertisement in this handbook does not imply an endorsement by the Wide Bay Hospital and Health Service, or Queensland Health. The information contained in this document applies primarily to the Hervey Bay Hospital, however may also apply to other facilities within the WBHHS. Information in each facility may vary.

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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



Welcome from the Chief Executive

Dear patients, families and friends,

Welcome to the Wide Bay Hospital and Health Service (WBHHS). While you are in our care, it is our aim to make your stay as comfortable as possible. As a health service, we are passionate about the Wide Bay community and the health of the people living in it.

Our vision, *Care Comes First... Through Patients' Eyes*, captures our aim to support the people of Wide Bay to improve their lives. We endeavor to do this by consistently delivering quality patient care in a friendly, compassionate setting. Patient safety is a priority for our organisation, and our wonderful staff do an excellent job in delivering high-quality care across all services and facilities.

We are here for you to support you and your family, and to help you get well and stay healthy. When caring for you, each one of our staff members will introduce themselves and make you feel welcome. Everything we do is to provide you with the best quality, safest and most efficient health care we can. We consider it a privilege to care for you and your family and will work in partnership with you to achieve consistently high standards of personalised treatment and care.

The WBHHS strives to ensure that your time in our facility results in a positive experience. If you have any questions or concerns about your care, I encourage you to discuss them with your care team. They may be able to resolve your issues immediately. Alternatively, you can contact our Clinical Governance Support Unit on (07) 4184 1824 or email: WBHSD-CGSU@health.qld.gov.au

On behalf of the whole WBHHS team, I wish you a fast recovery. Please let a member of our staff know if there is anything we can do to make your stay as comfortable as possible.

Debbie Carroll

Chief Executive, Wide Bay Hospital and Health Service

About the Wide Bay Hospital and Health Service

The Wide Bay Hospital and Health Service (WBHHS) is an organisation with more than 3,700 employees, providing extensive health services to a population of more than 214,000 people.

The WBHHS is made up of three regional hospitals in Bundaberg, Hervey Bay and Maryborough, and eight rural facilities in Biggenden, Childers, Eidsvold, Gayndah, Gin Gin, Monto, Munduberra and Mount Perry. Outreach services are also provided to Agnes Water and the Discovery Coast area.

Our Vision & Directions

Our vision and directions are at the heart of why we do what we do, and they define the way in which we do things. The WBHHS operates under an overarching vision that *Care Comes First... Through Patients' Eyes*.

Our directions and commitments are:

Enhance holistic care: We will put patients, carers and consumers at the centre of all we do.

Deliver more care locally: We will provide high quality services in our region.

Plan today for future infrastructure: We will develop our health infrastructure to meet our region's needs.

Develop and support our staff: We will invest in and nurture our staff.

Excellence through innovation: We will improve our services through strategic partnerships, innovation and efficient use of resources.

Accreditation & Quality Management

All facilities in the WBHHS are accredited by the Australian Council on Healthcare Standards against the eight (8) National Safety and Quality Health Service (NSQHS) Standards. This means that our commitment to provide the highest quality and safe care is maintained to nationally recognised standards.

During your stay, you may be asked to provide feedback on the services we provide. Although you are not obligated to respond, the WBHHS values feedback, and will use it to improve service delivery and patient care.





Welcome to the Hervey Bay Hospital

Contact Us

For all enquiries, please phone the hospital directly with the details of the ward or department that you wish to speak to, and the Switchboard staff will assist you.

Hervey Bay Hospital
Cnr Nissen and Urraween Streets,
Hervey Bay QLD 4655
Telephone: (07) 4325 6666
www.health.qld.gov.au/widebay/facility-herveybay

About Us

Maryborough and Hervey Bay hospitals work in close partnership to deliver high quality healthcare to the people of Fraser Coast.

Hervey Bay Hospital was established on its current site in 1997 and has rapidly grown to be a major provider of health services in the Wide Bay region. It provides a wide range of acute and specialist services, as well as community health, allied health, oral health, cancer care and other support services. Hervey Bay Hospital has benefited from substantial investment in infrastructure upgrades in recent years, and is equipped with leading- edge technology and highly qualified staff to provide you with the best possible care.

Schedules & Routines at the Hervey Bay Hospital

Meal Times

Meal times are as follows:

Breakfast	from 7.30am
Morning Tea	from 9.50am
Lunch	from 12.00midday
Afternoon Tea	from 2.00pm
Dinner	from 5.30pm

If you are absent at meal times due to having a consultation or procedure, sandwiches can be provided.

Each day you will need to fill in your menu card, choosing your meal preferences for the following day. If your menu card is not completed, or if you are a late arrival through the Emergency Department, a standard meal will be provided for you.

The food menu is designed to provide a selection of healthy food choices to flexibly meet your appetite and dietary needs.

If your diet needs to be modified due to your illness or if you have specific dietary requirements, your care team will discuss this with you. The hospital dietitian is also available to provide instructions so that you may continue your special diet at home, if required.

Visiting Hours

The Hervey Bay Hospital has flexible visiting hours from 11.00am–8.00pm, seven days a week. Some wards may have quiet or restricted times established, when lights are dimmed, and visitors are asked to leave the ward at these times to allow patients to rest, recuperate and receive treatment.

If you have permission from the Nurse Unit Manager to stay with your loved one during quiet/restricted time, we ask you are mindful of noise during this time. Some wards/units may also limit visitor numbers for short periods of time or suggest immediate family only to visit.

At all times, the patient's best interest is our priority, and we ask that you respect any requests made by staff.

General Information about the Hervey Bay Hospital

Accommodation for Relatives

Short term accommodation may be available for relatives at the Rotary House, which is located near the hospital cafeteria, with allocation based on need and availability. The hospital Social Worker or the afterhours Nurse Manager can assist with enquiries. There may be a minimal cost associated with this accommodation.

Alcohol & drugs

Patients and visitors are not permitted to have alcohol or illegal drugs in their possession while in hospital. People suspected of holding illegal drugs will be referred to the Queensland Police Service.

ATM

An ATM is available near the vending machine in the entrance of the Emergency Department.

Cafeteria & Coffee Shop

The Health Service operates the hospital cafeteria and coffee shop, located at the end of the main hospital corridor.

Items such as snack foods, hot and cold drinks, and small meals are available.

These services are available to staff, patients and visitors, although patients should consult their care team regarding any dietary restrictions they need to follow during their stay.

The Thirst Aid Café supports the Queensland Government's healthier drinks initiative.

Cashier Office

The cashier office operates during business hours and accepts payments via EFTPOS, direct debit details and credit card.

Chaplains & Pastoral Care Workers

Hervey Bay Hospital accesses the services of volunteer chaplains, pastoral care workers and visiting clergy. Chaplains and pastoral care workers are available 24/7 to people of all faiths and no faith. They will listen and provide emotional support and will pray with you if you wish. Please ask a staff member to contact a chaplain on your behalf. A member of the chaplain team will respond as soon as they are able.

WBHHS strives to respect all patient needs, including those around spirituality and faith. Staff will endeavor to accommodate these requests to the best of their abilities.

The Chapel (Multi-Faith Space)

Hervey Bay Hospital offers a quiet space for patients or visitors who wish to have some time away from the ward, in a peaceful area for reflection.



The chapel is located off the main corridor of the hospital. Advise a member of your healthcare team if you would like to access the chapel and require assistance to do so.

Information Desk

The information desk is located in the foyer of the main entrance and is staffed Monday to Friday, 9.00am–12.00pm, by volunteers who can help you with finding your way.

Laundry

Please bring enough clothing for your hospital stay or arrange for your clothes to be laundered as the Hervey Bay Hospital does not have patient laundry facilities.

Mail

Mail sent to you will be delivered to the hospital mail room and is collected regularly by staff. If you are expecting mail, please advise the Ward Clerk or another member of your care team.

If you have mail to send, a member of staff would be happy to place outgoing mail in the hospital mailbox, provided it has a stamp attached.

Hervey Bay Hospital Auxiliary

The Hervey Bay Hospital Auxiliary is a non-profit community organisation with the aim of improving the comfort of Hervey Bay Hospital patients and supporting the staff who work there. Monies raised directly support the provision and purchase of hospital equipment and essential staff resources.

Parking

Free street parking is limited, however there is ample free parking on the hospital grounds.

Parking is also available at the Oral Health and Cancer Care building across the road from the hospital.

Please note that the hospital does not accept liability for loss or damage to vehicles or their contents; take care when parking, and ensure your vehicle is secured.

Public Transport

A public bus stop is located on Nissen Street, near the hospital entrance.

Free taxi phones are located in the Medical Imaging Department, pharmacy waiting room, Fast Track waiting room and Emergency Department waiting room.

Smoking

Smoking is against the law at all Queensland hospitals and for five metres beyond their boundaries. If you are a smoker, please talk to nursing staff about accessing help with nicotine replacement during your stay.



Telephones

There are two public telephones provided for your convenience and use:

- In the Emergency Department
- In the Medical Ward corridor of the main hospital building

Please ask the staff if you need directions or assistance to access these phones.

Mobile phone use is permitted and may be restricted upon the advice of staff, based on the care needs of yourself and other patients around you. At times, you may be asked to turn your phone off completely, and you must comply with this request.

We request that your mobile phone is kept on 'silent mode' to ensure it doesn't disturb other patients or interrupt hospital routine or procedures. We also ask that all mobile calls cease between 9.00pm and 8.00am in consideration of other patients.

To respect privacy, staff and other patients are not be photographed or filmed.

Trolley Service

The Hervey Bay Hospital Auxiliary, together with their volunteers, operate a trolley service which visits patients' rooms and waiting areas each morning, Monday to Friday. Newspapers, magazines, chocolates, snacks, drinks, sandwiches and other convenience items are available for purchase.

Visitors

We welcome and encourage families, carers and friends to visit their loved ones in hospital. Visitors can help patients recover faster, are an important source of support and can also help reduce patient anxiety and stress. However, it is up to the person in hospital to decide if they want visitors. Patients may request no visitors at times, and this will be respected and supported by our staff.

There may be times when visitors are asked to leave an area briefly because of care being provided to the patient. If you are unsure about the best time for visiting, we encourage you to talk directly to staff on the ward.

There are also patient lounges available for use by patients and visitors, where it may be more private and comfortable to visit.

Children visiting the hospital must always be under the supervision of an adult. This is for everyone's safety.

The WBHHS is committed to preventing hospital infections. To help us prevent the spread of germs and infections, we ask all our visitors and staff to please use the hand hygiene gels before entering and leaving the hospital wards and after patient contact. Visitors who have colds or other infections should not visit until they are well.



Your Rights

As a patient accessing health services at a WBHHS facility, you have the right to:

- Free hospital and community-based services as a public patient, if you have a current Medicare card. This does not apply to oral health services.
- Be treated with respect, dignity and consideration regardless of your age, gender, sexual preference, religion and culture.
- A free interpreter.
- Information so you can choose to be a public or private patient.
- Treatment based on the hospital's assessment of how sick you are.
- Take part in decisions about your health care.
- Information that is easy to understand about your treatment, including risks and other options.
- Give your permission before being treated, if you are able.
- A second opinion.
- Give a compliment, feedback or make a complaint.
- Have your personal information kept private and confidential.
- Submit a formal request to see your medical record.
- Decide if you want to take part in medical research and clinical training.

Your Responsibilities

We want to make sure you get the best possible care. To do this, please do a few things, such as:

- Give staff as much information as you can about your health and any beliefs that may affect your treatment.
- Tell staff if you are taking any medicine, recreational drugs or natural remedies.
- Tell staff if someone else is treating you for the same condition.
- Ask questions and talk to your family if you want to, before making any decisions about your health care.
- Follow staff instructions for your treatment and care.
- Tell staff about any problems you are having because of your treatment or the treatment that you need.
- Be on time for appointments and let your health service know if you want to cancel your appointment or make changes to your contact details.
- Talk to your local doctor if your condition changes while you are on a waiting list for treatment.
- Treat all people you meet in the health service (staff, volunteers, patients/clients) with respect and consideration.
- Advise staff if you are leaving the unit you have been admitted to, even for a short time.
- Respect the confidentiality and privacy of others.

Zero Tolerance to Violence

Queensland Health and the WBHHS has a 'Zero Tolerance to Violence' policy. This policy states that no person in the health care system should be exposed to verbal or physical aggression. All staff, patients and visitors are encouraged to report breaches of the policy.

Choosing Health Care

Eligible Australian residents may choose to receive private or public hospital services that can both be delivered from a public hospital. If any costs apply to receiving treatment at a WBHHS facility, these will be clearly outlined to you before receiving your treatment, or as soon as possible after admission. This provision of cost information is referred to as Informed Financial Consent. Having accurate financial information allows patients to make decisions around choosing public or private health, and the proposed procedure or treatment being undertaken.

Public Health Care

If you choose to be a public patient, generally hospital services are free of charge. However, you may have to pay a nominal fee for some services and any costs will be explained to you

Private Health Care

If you have private health insurance, you may be eligible to receive private health services through the public hospital.

There may be fees charged for some services, or an out-of-pocket (gap) fee charged that your private health insurance may not cover.

If any costs apply, they will be explained to you as soon as possible.

Our staff will assist you to record your choice using the Patient Election Form.

Long Stay Patients

There is no cost for public patients while they require acute care. The standard acute care period is 35 days. This period can only be extended for a declared medical reason. If there is no medical reason for acute medical care after this period, a daily fee, set by the Commonwealth Government, will be charged. Staff will discuss this with you should the situation arise, or you can talk to a social worker.

Overseas Visitors

Overseas visitors from countries that have signed agreements with Australia are entitled to emergency public hospital services free of charge. Phone Medicare on 132 011 to find out if this applies to you.

Overseas visitors from countries that do not have signed agreements with Australia, and are therefore ineligible for Medicare entitlements, are responsible for all fees and charges for hospital treatment. We endeavor to work with these patients, to ensure that costs are explained clearly and are minimised where possible, and to support them in their payment of fees.

The WBHHS does not withhold critical emergency treatment to any patient, and emergency treatment will be provided to all patients if needed.



Before Admission

What to Bring from Home

- Medical information, such as x-rays
- Information about allergies and/or adverse medication reactions
- Letters, reports, referrals and consent forms relating to your current admission
- Your identification, Medicare card, pension card, department of veteran affairs (DVA) card
- Private health fund details
- A copy of an advanced health directive/enduring power of attorney if available
- A notebook and pen for writing down key pieces of information or any questions you may want to ask your care team
- Phone charger
- Any medications you are taking

Please DO NOT bring large amounts of money or valuables with you to hospital.

If you have forgotten any of the above items, a staff member can help make alternate arrangements or contact a family member to locate them for you.



Admission

Pre-Admission Clinic

Prior to non-urgent surgery, you may be required to attend a pre-admission clinic. The clinic is conducted for patients who are booked for surgery and for some diagnostic procedures. Most often, you will be seen by the nursing staff, medical staff and anaesthetic staff. Consultation with them will identify any health problems that will need treating prior to surgery and any tests you may require. It allows for any discussions regarding instructions/education on the plan of your care, and provides time for you to ask any questions about your procedure.

Admission

All planned admissions come to the Central Admissions Counter located in Main Reception, where staff will check that your contact details and paperwork are up-to-date. You will need:

- Your Medicare card.
- Any relevant concession cards (such as pension or healthcare).
- Details of your private health insurance (if relevant).
- Details of third-party claims (if relevant).

You will then be assigned to your designated ward or the Day Surgery Unit.

Day Surgery Unit

The Day Surgery Unit caters for a range of patients and procedures requiring same-day stay. The unit supports elective surgical activity and endoscopic procedures. Unless otherwise advised, you will be discharged home the same day or the following day.

When you are well enough, a nurse will discharge you according to your doctor's instructions and give you information regarding your post-operative care. You may have a little discomfort at your operation site. The nurse is the best person with whom to raise any questions or concerns you or your carer may have. It is imperative that you and your carer follow your post-operative instructions.

The Day Surgery Unit will phone you on the next business day after discharge to check on your progress and answer any questions you may have. Please be aware when we try to call you that the hospital number will display as private.

How to Prepare for Your Operation

What you can do:

- Follow the pre-operative instructions given to you.
- Tell the doctors and nurses about any medication and supplements you take.
- Ensure all your details are correct.
- Tell the nurses if you have any difficulty with mobility or will need special care when you are discharged home.
- Let us know if you require a medical certificate.

- Arrange special transport home if required.
- Check and make sure you understand all the information on the consent form before you sign it.
- Ask your doctor or nurse if you are not sure about anything.

About Your Stay

Bed Allocations & Single Rooms

The Hervey Bay Hospital has single and shared rooms which accommodate both private and public patients. Rooms are allocated based on clinical need so, at times, men and women may be in the same room. Very ill or infectious patients always have priority to single rooms. While we strive to ensure a consistent environment during your admission, your bed allocation may change during your stay, based on the medical needs of both yourself and other patients.

Children in Hospital

We recognise that hospitals are an unfamiliar environment and are full of bright lights, noises and smells that can be unsettling for children and their families. Our staff understand that it is important for them to help you and your child feel comfortable as quickly as possible to enable your child to receive the care they need. Children take cues from their parents and it is helpful if you are as calm as possible and talk with the staff, as this will help your child to relax in the hospital environment. We know that having trusted family members present as often as possible is beneficial to children and our visiting hours are open to allow this to occur.



Comforting, playing with and supporting your child can have a positive effect on their health care and treatment. It may also be helpful to bring in items from home that are significant to your child, or that they use to self soothe or for comfort.

To reduce anxiety that children may experience with various routines, staff may request your involvement in these routines. This involvement can help soothe your child and show them that you are comfortable with the routines they are experiencing.

There are some routines and/or treatments that may only be performed by nursing staff, as prescribed by a doctor. During these times, there may be visitation restrictions, but there are otherwise no restrictions on visiting times for parents.

One adult member of your family is welcome to stay overnight with your child and will be provided with a sofa chair beside your child's bed. Parents and carers have access to tea and coffee in the parents' lounge, and in special circumstances, will be provided with meals.

Please be sure to speak with the nursing staff if there is anything you need to make your child's hospital stay more comfortable.



Clinical Handover

Clinical handover is necessary to help keep you safe. It requires that important information about your care and medical condition is accurately passed between staff during shift changes. We always encourage your participation in this process.

We are committed to ensuring your privacy and confidentiality and therefore we only share general information about your care at your bedside. If you have any concerns in relation to privacy, please feel free to speak with your care team.

External Partners

Some specialist services are provided for public patients through a public/private partnership. These include cardiology, ophthalmology, radiation oncology and paediatric ear, nose and throat surgery. Referral to these services does not incur a cost for public patients even though you may be treated in a private hospital.

Feedback

We encourage our patients to share their hospital experience with us. Any concerns, suggestions or compliments can be made during or after your stay by:

- Speaking with a member of your care team or the manager of your ward.
- Completing a 'feedback form' brochure, available from staff.
- Contacting the clinical governance support unit on (07) 4184 1824 or by emailing wbhsd-cgsu@health.qld.gov.au

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 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



My healthcare rights:

How can I use the Charter?

The **Australian Charter of Healthcare Rights** describes what you can expect when receiving health care in Australia.

I know that I have rights



I tell my healthcare provider what is important to me



I ask questions



I get information that I can understand



I can include my carer, family and friends



We make decisions together



Informed Consent

Informed consent is a two-way conversation between you and the care team treating you. Informed consent will occur before providing your care, procedure or therapy. You will be provided with information on what is involved, the benefits, the risks and alternatives to treatment, as well as an opportunity to discuss your personal circumstances, beliefs and priorities. It is important that you have enough information that you understand and can make an informed decision about the proposed treatment or procedure.

If you later change your mind, you can withdraw your consent, even if you have signed a form.

Medical Team & Teaching of Health Professionals

WBHHS values our future health professional and is dedicated to helping shape the future of health care in our region. While your treatment and care are our primary concern, the Hervey Bay Hospital is also a teaching hospital, which means staff:

1. Train future health care workers (student doctors, nurses, allied health professionals and other health care workers), and
2. Assist in the advancement of health knowledge through research.

To meet these teaching and research duties, health profession students and recent graduates assist with your treatment and are taught at the bedside by specialist staff.

You will always be asked for your consent to have a student involved in your care.

You may be asked to discuss details of your illness and undergo examination by students. Please be assured that we will respect your wishes to not participate at any time.

We hope you will appreciate the importance of this training and that you are willing to consent if asked to assist in the teaching process.

Nurses Call System

Should you require anything, do not hesitate to call the nursing staff. The nurses' call button is on the bedside handset. It is only necessary to press the button once, as the call registers in the nurses' station until it is switched off at your bed. A nurse will be with you as soon as possible.

Patient Identification

When you are admitted, an identification band will be put on your wrist. Please check that the details on the band are accurate and wear it at all times while you are in hospital.

Advise staff if there are any inaccuracies. During your stay, you will be regularly asked your name and date of birth to confirm your identity. You will be asked to confirm these details repeatedly by different staff, and while we acknowledge that this can be frustrating, it is an important safety process.





Staff

Our staff are here to support you and care for you while you are a patient in our hospital. All staff and volunteers wear hospital identification badges that include their photograph, name and job title, and they will introduce themselves as they care for you. If you are concerned about the identity of a visitor, please speak with a staff member.

Discharge

Discharge Planning

We want to make your transition to home as smooth as possible. Your care team will discuss discharge plans with you early in your hospital stay, including:

- What goals you need to meet to be discharged;
- When you are likely to go home; and
- What preparations will need to be made.

The day before discharge, ensure that you are happy with the plan for your ongoing care.

Ensure you make arrangements for your transportation home prior to discharge, or before admission if you are a day patient. If you need assistance with arranging transport, please let your care team know.

We aim to discharge patients by 10.00am, but this is not always possible. In some situations, a member of the treating team may want to consult with you immediately prior to your discharge.

Medications and scripts may still be pending approval, and there may be other final checks to be conducted prior to you returning home.

Before you leave hospital, the nurse looking after you will ensure you have the following:

- Any follow up appointments
- Medical certificates
- Discharge medications or a script to supply these from your usual pharmacy
- Education information to assist with your ongoing care
- Information for any community support services you may require

Should your treatment need it, or in cases of extended stay, you may be transferred to another hospital. This is a decision made by Medical Officers based on your care needs, and the needs of others.

Discharge at Own Risk

Except in certain circumstances (e.g. serious infectious disease, or those who are detained under the *Mental Health Act*) every patient has the right to leave hospital when they choose. This may be a serious step when taken against the advice of your care team and requires great caution. Should you decide to leave against the advice of your doctor, you will be asked to sign a form disclaiming the hospital's responsibility for your action.

However, if your condition does not improve or causes you concern, please do not hesitate to seek further medical advice or return to the hospital's Emergency Department.

Transfer to Other Facilities

On occasion, it may be necessary to transfer you to another health facility, including our rural facilities, even if you do not reside in these communities. At times, Hervey Bay Hospital requires access to beds for acutely unwell patients, and you may need to be transferred for this to occur.

Other reasons that may make your transfer necessary are:

- If you are a patient awaiting residential aged care
- If you are well enough but are unable to go home and live independently or with family
- If you do not require acute care and are well enough to transfer as part of your treatment plan and discharge process

Your Care & Safety

Safety and quality care are a top priority of all WBHHS staff, and we are committed to ensuring the best possible outcomes for our patients.

Advanced Health Planning

Age, illness or accidents may make it difficult for you to make decisions about your health care. Advanced health planning means thinking about and making choices around your health wishes now, to guide future health decisions if you are unable to.

Ensure your wishes are discussed with your doctor, family and friends. Bring documents such as Advanced Health Directives and Enduring Power of Attorney with you to hospital.

Blood & Blood Products

Some patients require blood transfusions as part of their treatment.

Blood and blood components are supplied by the Australian Red Cross Blood Service. The Red Cross has strict screening protocols for volunteers who donate blood.

If you are a Jehovah's Witness or have an objection to receiving a blood transfusion, please tell your doctor. It is important that your wishes are recorded in your medical record and written on the hospital consent form.

If you would like further information when in hospital, please speak with a member of your care team.

Changes in Your Health

Our staff are trained to take observations and notice changes in your health which could indicate that something is not quite right. However, you are the expert on you; you know yourself best and can help staff by letting them know immediately if:

- You don't feel well, no matter how insignificant it may seem.
- You think there has been a change in your condition.
- You think that part of your care has been missed (e.g. medications missed).

Any patient or carer can activate a rapid response. Please ask nursing staff for further information. If something is not quite right, the sooner we know about it, the sooner we can act upon it.



Fire Alarms/Emergency Evacuations

The Hervey Bay Hospital is fitted with an advanced fire and smoke detection system. In each ward, there is a fire evacuation plan, which you can view at any time.

If there is a fire or other alarm, patients will be guided by staff who have special training to respond to emergencies. In these situations, it is important to follow all staff instructions.

When an alarm sounds, if it is safe to do so, return to your ward and remain near your bed.

Lifts must not be used any circumstances in an emergency.

Help Us Prevent:

Falls

- Wear non-slip, rubber-soled footwear; do not walk around in socks.
- Use walking aids if required.
- Do not hesitate to call for assistance before you move.
- Turn on the light at night to avoid tripping over.
- Wear your glasses and hearing aids if required.
- Ensure your bed is at knee height before getting out.
- Never climb over bed rails.
- Never stand or try to walk if you are feeling dizzy.

Blood Clots

- Wear compression stockings if required.
- Mobilise frequently.
- Do foot and ankle exercises in bed.

Pneumonia

- Do deep breathing exercises and use the 'triflow' breathing exercises if required.
- Sit out of bed during the day if your condition allows.

Pressure Injuries

- Sit out of bed frequently if your condition allows.
- If you are feeling uncomfortable, reposition yourself/ask for assistance when in bed.
- Change your lying and sitting position as often as possible, even only slightly.
- Keep your skin and bedding as dry as possible.
- Eat well and drink plenty of fluids.
- Keep weight off bony parts of your body, e.g. heels, tail bone.
- Let staff know immediately if you develop a sore spot where you've been lying or sitting.

Infections

The Hervey Bay Hospital has high standards when it comes to protecting our patients from infection. Hand hygiene is the single most important factor in reducing hospital-acquired infections.

When we are fit and healthy, we can usually defend ourselves against many germs. Often, our natural defences are weakened when we are not well or after an operation. For your safety, it is very important that everyone, including staff, patients, their families and carers, clean their hands:

- Before and after entering a patient room or visiting someone in the hospital.
- After going to the toilet.
- After blowing your nose, coughing or sneezing.
- Before, during and after preparing food.
- Before eating.
- When your hands are visibly dirty.

All health care workers are expected to always perform hand hygiene in front of you. If you have any concerns, feel free to discuss them with them and remind them.

Alcohol-based hand rub is in all patient care areas and in high traffic areas at the Hervey Bay Hospital. Further information is available in a 'Hand Hygiene' brochure. Feel free to request one from a member of your care team.

Leaving the Ward Area

Please notify the nurse who is caring for you before leaving the ward area, as this nurse is directly responsible for your safety whilst you are in the hospital's care.

Medication safety

It is important that the team knows about any medications you are taking or were taking prior to admission. This includes medications prescribed by your own doctor or bought over-the-counter from a chemist or health food store, as well as any herbal or homeopathic preparations.

We will also need to know of any allergies or reactions that you may have had to antibiotics, medications or foods.

You should give ALL your medications to nursing staff when you come into hospital so they can be stored at the right temperature and out of the reach of children and other patients. They will be returned to you on discharge.

While in hospital, all your medications will be stored securely in a bedside cupboard near your bed. If you are staying in an area that doesn't have bedside lockers, your medication will be stored in the nurse's medication room. All medications need to be given by hospital nurses or doctors. It is important that the hospital staff supervise all of your medication while you are in hospital to monitor for side-effects and to avoid unexpected reactions.

Ask staff for a brochure if you would like additional information.



RYAN'S RULE: Patient, Family & Carer Escalation

Ryan's Rule offers patients, their family and/or carer an opportunity to 'escalate' their concerns independently when they believe the patient in hospital is getting worse, not doing as well as expected, or is showing behaviour that is not normal for them.

Step 1...

First, speak with a nurse or doctor on the ward about your concerns.

Step 2...

If you are not satisfied with their response, talk to the Nurse in Charge

Step 3...

If you are still not satisfied with the response, phone 13 HEALTH (13 43 25 84), or ask a nurse and they will call on your behalf. Request a Ryan's Rule Clinical Review and provide the following information:

- Hospital name
- Patient's name
- Ward and bed number (if known)
- Your contact number

The hospital will be contacted and a senior doctor will review the patient and assist.

Safety First

Please tell us if you:

- Have any allergies or reactions to medications.
- Have been exposed to any contagious or infectious conditions.
- Are in pain and/or discomfort.

- Have been on a recent overseas trip.
- Need assistance or have any special needs.
- Feel your condition is getting worse.
- Have any concerns about the quality of your care.
- Wish to provide feedback about our service.

Patient Support Services

Aboriginal & Torres Strait Islander Health

The Aboriginal and Torres Strait Islander Health staff provide culturally sensitive and appropriate, non-clinical support to Aboriginal and/or Torres Strait Islander patients and their families during their stay in hospital.

Aboriginal and Torres Strait Islander Health staff provide:

- Patient care in specialty health areas, such as child health, maternity, drugs and alcohol, mental health, chronic disease, sexual health problem prevention, and support for the frail and aged.
- Help to facilitate communication between clinical staff, and the patient and their family, to help them better understand their health conditions, treatment and options.
- Support to the patient and their family by providing information to access other services during their hospital stay and follow up on discharge from hospital.

- Advocacy and information to access the Patient Travel Subsidy Scheme (PTSS).
- Support to staff to improve cultural capability awareness and knowledge.

Aboriginal and Torres Strait Islander Health Staff are available at all Wide Bay Hospital and Health Service facilities. If you identify as being of Aboriginal and/or Torres Islander origin, please ask to speak with one of our staff members.

At Hervey Bay Hospital this service is available between 8.00am and 5.00pm, Monday to Friday. Please contact on (07) 4325 6666 or ask staff to arrange access.

Please be mindful that this service does not provide patient transport.

Independent Patient Rights Advisor (IPRA)

The IPRA provides advice and support to consumers accessing mental health services, their family and support people. The IPRA can help with explaining consumer/family rights, communicating with the treating team, completing advanced health directives for mental health, appointing nominated support people and applying for legal representation for the Mental Health Review Tribunal. The IPRA can be contacted on (07) 4184 1824, or on 0447 750 516, or by emailing WideBayIPRA@health.qld.gov.au

Medical Information

You have the right to determine who should be informed by your care team of your condition.

In order to protect your privacy, medical information will not be released without your consent. Should you be unable to advise staff of this, the provision of information about you is restricted to your designated next of kin, who can then communicate to other family and friends.

You have a right to access your clinical record and personal information held by WBHHS. Patients are required to complete the appropriate application form and provide proof of their identity before any personal information can be released. There is no application fee or processing charges for patients wishing to access their own personal information, however, there may be an 'access' charge. To access forms or for any queries, please contact Health Information Services on (07) 4325 6666.

My Health Record

My Health record is an Australian Government initiative available to all Australians and is a secure, on-line summary of an individual's health information. It includes a patient's health summary, medication prescribing and dispensing history, pathology reports, diagnostic imaging reports and discharge summaries. My Health Record can be accessed and contributed to by the health care providers involved in an individual's care.

For more information visit <http://www.myhealthrecord.gov.au> or call the helpline on 1800 723 471.



Nurse Navigators

Nurse navigators are a team of registered nurses who provide a service for patients who have complex health conditions. These nurses are highly experienced and have a comprehensive understanding of the health system.

Nurse navigators support and work across primary care, acute care and in close partnership with multiple health specialists and health service stakeholders to ensure patients receive the appropriate and timely care needed.

The treating team will identify if you qualify for this service and assign a nurse navigator to connect with you.

Other Services

The Hervey Bay Hospital offers a wide range of health services, both for inpatients and outpatients. For more information about any of these services, or if you cannot find the information that you are looking for, please visit our website <http://www.health.qld.gov.au/widebay/> or contact Hervey Bay Hospital on (07) 4325 6666.

Patient Travel Subsidy Scheme

You may be eligible for the Patient Travel Subsidy Scheme (PTSS) if you live in a rural or remote area and must travel more than 50km from your local public hospital for medical services that are not available locally. This can include assistance with travel and accommodation costs for you and a family member or carer.

The PTSS office is located at the reception area of the Hervey Bay Hospital and is open 9.00am–4.00pm, Monday to Friday or by phone (07) 4325 6666. More information about the Patient Travel Subsidy Scheme can be found at <https://www.qld.gov.au/health/services/travel/subsidies>

Telehealth

The WBHHS is committed to making more services accessible locally and supports the use of Telehealth in clinically appropriate situations.

Using live videoconferencing, patients can receive care from a wider variety of specialists and have more complex treatment, such as chemotherapy, closer to home, thus reducing travel to tertiary centres such as Brisbane.

We encourage all patients to ask their specialist during their appointment if their follow-up visits could be conducted via Telehealth.

Allied Health

Dietitian

Our nutrition and dietetics team will ensure you have meal plans specific for your illness. Referral to a dietitian will be arranged by your nurse or doctor if required, to ensure your nutritional needs are met.

Pharmacy

The pharmacy team work with your doctors and nurses to take care of your medications while you are staying in hospital. The staff in dispensary supply medication for inpatients as well as for specialised outpatient prescriptions.

Clinical pharmacists work with medical and nursing staff to ensure that your medication treatment is safe and effective, and they are there to answer any questions you may have about your medication.

During your hospital admission, there is the potential for your medications to change. These changes may include new medications, changed doses or stopping some of your regular medications.

You are encouraged to ask staff about your medications if you have any concerns or are unsure about anything. If you feel confused with your discharge medications, talk to a member of your care team.

Most patients will be given a list of their medications on discharge, including any changes that occurred during your stay. With your permission, your pharmacist or your doctor can forward your medication information to your GP and/or community pharmacy.

Physiotherapy

A physiotherapist may be involved in your care following a major operation or if you are having difficulty with things such as breathing, moving or walking. Physiotherapists also have specialist involvement in intensive and coronary care, paediatrics, women's health and outpatient services during rehabilitation. A member of your care team will be able to discuss this with you and can arrange a referral.

Podiatry

A podiatrist may be involved in your treatment if you are at high risk of foot disease. Staff will refer you to the High-Risk Foot Clinic for podiatry care if required.

Psychology

Let a member of your care team know if you are feeling very worried, concerned or overwhelmed during your stay in hospital. You may be able to obtain support whilst in hospital or once you have gone home.

Social Work

Social workers are available to assist you and your family in managing the emotional and physical impact of illness and being in hospital. They do this through emotional support and counselling. Referral can be arranged by your care team, and you are free to discuss whether you would like to access a social worker with them.

Speech Pathology

A speech pathologist will become involved in your care if you are experiencing swallowing and/or communication difficulties. A member of your care team will refer on your behalf.



SENIORS LEGAL & SUPPORT SERVICE

— FRASER COAST —

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Do you feel your rights are being respected?
Are your family members supportive, or do they
create stress in your life?

Are any of the following scenarios happening to you?

- Being told that you can't make any decisions for yourself because you have had a diagnosis of dementia.
- Being pressured into entering a nursing home when you're not ready.
- Being frightened to voice your needs/concerns.
- Carers or family members borrowing money and not paying you back.
- Adult children moving in with you and refusing to pay rent.

The Seniors Legal and Support Service offers a FREE service providing legal and social support to older people whose rights are being compromised.



📍 6/16 Torquay Road,
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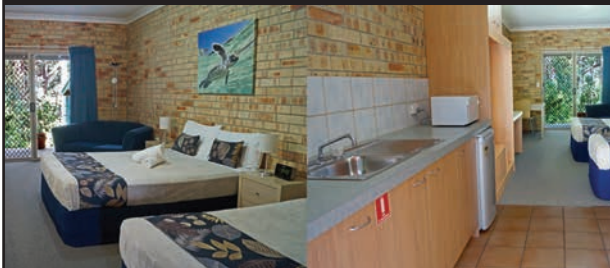


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1/1 Guest Court Eli Waters
Phone: 4128 4563

**Opening hours: 8am to 8pm Monday to Friday,
9am to 4pm Saturday and 9am to 1pm Sunday.**

Burrum Heads Medical Centre Ph: 4193 4400
Opening Hours: 8:30am to 4:30pm Mon to Fri
Airport Doctor Surgery Ph: 4124 9988
Opening Hours: 8:30am to 5:00pm Mon to Fri

Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia



Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.

Drink plenty of water.

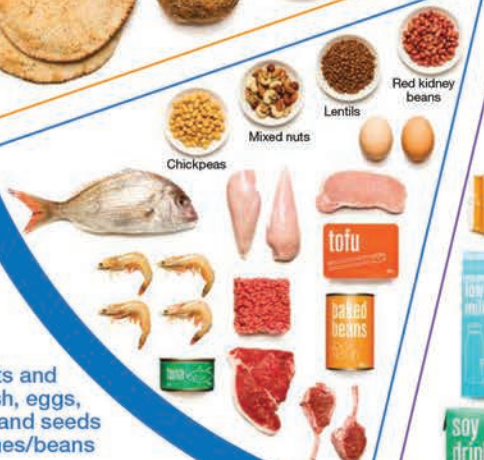
Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



Vegetables and legumes/beans



Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans



Fruit



Milk, yoghurt, cheese and/or alternatives, mostly reduced fat



Use small amounts



Only sometimes and in small amounts



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Saturday 8am-4pm



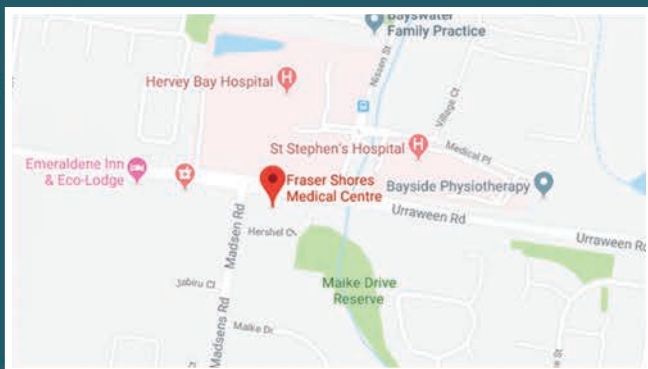
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