

EUROA HEALTH INC

Patient & Visitor Information

This booklet includes important information about Euroa Health and the services we provide. It has information on what to expect during your stay and after you go home, services that may help you, and how to be more involved in your care and treatment plan.

It is important to us that you feel comfortable and safe while you're staying at our Hospital. Please ask our staff if you need more information about any aspect of your care or how we can improve your experience.

Contents

Hospital Services	4
Patient Information	5
Partnering in your Healthcare	6
Yours Rights and Responsibilities	7
Preventing Infection	8
Your Medication Safety	9
Patient Identification	10
Understanding and Sharing your Health Information	11
Blood Transfusions and You	12
Preventing Pressure Injuries	13
Patient, Family and Carer Concerns	14
How to Avoid Falling	15
Eating Well	16
Thinking Ahead: Advance Care Planning	17
Getting Around Safely	18
Tell Us How We Are Doing	19
Appendices	20
Useful Services	21

Hospital Services

Euroa Health is a rural, Bush Nursing hospital that provides care to the Strathbogie Shire community. We are a 'not for profit' facility adhering to the National Safety and Quality Health Service Standards.

Our services include an **Urgent Care Centre** staffed by nurses 24 hours a day 7 days a week. Doctors are available on call for emergencies. **Inpatient Services** consist of 22 inpatient beds, providing general **Medical Care, Palliative Care, Transitional Care Program**, and a **Physiotherapy gym**. We also cater for **Outpatients**.

Radiology Services Available via Appointment PH: 03 5795 0393

The **Transitional Care Program (TCP)** provides care for a maximum 12-week period for older people. This allows older people to continue their recovery and transition to home or residential aged care facilities. To receive TCP, you need to be assessed and approved by the **Aged Care Assessment Service (ACAS)** while you are in hospital.



Patient Information

All our staff here at Euroa Health are working to make your stay with us as comfortable as possible.

Patient Enquiries

Family and visitors can call 03 5795 0200 for any enquiries they may have during your stay. Be aware that due to privacy laws, we may not be able to provide the information they are requesting.

Meals

Kitchen staff will supply you with a daily menu for you to select the coming days meals. If you have any special dietary requirements, nursing staff will notify the kitchen.

Our kitchen staff will visit each room to deliver meals at these approximate times:

- Breakfast at 8am
- Morning tea at 10am
- Lunch at 12pm
- Afternoon tea at 2pm
- Dinner/tea at 5pm
- Supper at 7pm

If a family member/carer is required to stay with a patient, they can order a meal through our kitchen for a reasonable cost. Order forms and costs are located at front reception and meals are required to be ordered by 10am for lunch and 3pm for dinner.

Visiting Hours

General visiting hours: 2:00pm-7:00pm daily (these times may change in response to directions from the **Chief Medical Officer** regarding Covid 19 management).

Alcohol & Smoking

Smoking is not allowed anywhere on our hospital grounds. If you would like more information regarding smoking, please ask a staff member for our Smoke Free Health Service brochure.

Televisions

Free-to-Air TV is provided to all rooms free of charge.

Food and Drinks for Visitors

There is a café located in GraniteHill open from 10am to 4pm each day. Enter through main reception in Kennedy St.

For Grocery items Burtons IGA deliver, Ph: 5795 2004

Laundry Service

A daily laundry service is provided for a small fee. Talk to your nurse or reception, Items must be labelled.

Remember - We are here to help you. If you need something, please ask one of our staff members.

Partnering in your Healthcare

In healthcare, you are given the most honest and up-to-date information. The information should be clear and simple, given in a way you can best understand.

You decide what is best for you and make choices based on the information you are given. This is called ‘informed consent’.

If English is not your main language, let one of our friendly staff know your preferred speaking language and we will arrange an interpreter for you.

It is important you understand all the information the doctor shares with you. Your doctor will talk to you about treatment options. It is important to remember, some treatments and tests come with risks. Your doctor will explain all of this.

Asking questions will help you feel more at ease and clear about the information shared with you. What are some questions you can ask?

- What other treatment options are there?
- What will happen if I do not go ahead with the recommended treatment?
- How successful is this treatment?
- Where can I find more information about the treatment?
- How can I get a second opinion if I choose to?

We always respect your decision and will make sure it is written in your medical history. Remember you decide what you want to do; it is completely your decision and your choice.

Information boards

Information boards are located in each patient room. They contain information including:

- details about your admission
- care during your stay
- discharge planning

These boards are used to assist in the communication between you, your family, doctors, and nurses. You and your family are encouraged to write any questions about your care so that the doctors and nurses can address.

Patient bedside handover occurs at each shift change and involves the nurse that has been caring for you to handover your care to the next nurse caring for you. You will be invited to add or correct any information. Your participation is strongly encouraged.

Remember - If you are unsure about any information you are given, you can always ask for a second opinion.

Your Rights and Responsibilities

To make sure we respect and work well together, patients and staff at Euroa Health each have rights and responsibilities.

As a patient, you have the right to:

- be treated with respect and dignity.
- be given clear and simple to understand information. Including letting you know of any errors that may have been made during your stay (**open disclosure**).
- have all your questions answered
- be free to say 'yes' or 'no' to treatments.
- seek a second opinion.
- know all your details are private and secure in your medical record.
- have interpreters available if needed.
- have your treatment planned and booked according to how sick you are.
- tell us if you are happy or unhappy with our service.
- access your medical records according to the law.
- have your values and beliefs respected.
- a protected and safe environment that is always free from harm.
- refuse student involvement in your care.
- discharge from hospital at your own risk.

Some of your responsibilities are to:

- come to all your appointments or let staff know in advance if you cannot make it.
- make sure you give your full medical history to the doctor/nurse.
- report all the medications you are using, this includes over-the-counter items such as vitamins, herbal drinks and any other alternative medications or therapies.
- notify staff if you feel there are changes in your condition.
- tell staff if you are having problems with your treatment.
- follow treatment instructions or tell staff if you do not wish to.
- be respectful of each other all the time.
- behave in a manner that will not effect the safety, well being or rights of other patients, staff or visitors.

Remember - If you wish to know more about your healthcare rights in Victoria, you can visit: www2.health.vic.gov.au/about/participation-and-communication/australian-charter-healthcare-rights

Preventing Infection

When people are unwell, they are at a higher risk of developing an infection. In hospital, it is important we all do our best to stop the spread of germs.

Help stop the spread of germs:

- wash your hands using soap and water after going to the toilet.
- wash your hands using soap and water before eating food.
- use hand sanitizer as much as you like.
- ask visitors to use hand sanitiser when they first come in and when they leave.
- tell your visitors if there are any special safety actions or precautions put in place for your room. If you are unsure, please ask your nurse.



Sometimes visitors are asked to wear a mask, gown and gloves. This is a precaution for them as much as for you.

If you are a patient and have a cold or flu like symptoms, it is important you protect yourself and others.

You can do this by:

- covering your nose and mouth with a tissue when you cough or sneeze.
- washing your hands after coughing or sneezing.
- wearing a mask if you wish to leave your room.

Your health and recovery is important. Ask visitors not to visit when they are unwell with a cold, flu like symptoms or upset stomach. They should wait for at least two days or until they are free of any symptoms before they visit.

Remember - it's okay to ask those treating or visiting you to wash their hands.

Your Medication Safety

Sometimes medication mistakes happen at home or in hospital. Mistakes can happen when medications are prescribed, given, or taken incorrectly.

To help manage your medications safely, you should:

- tell us about all your health problems and what medications you are taking.
- tell us about any allergies or serious side-effects you have from any medications.
- keep a list of all the different medications you are taking. Not all medications come from a doctor. Some are bought over the counter without a prescription. They can include vitamins, herbal teas and alternative medications.
- bring your medication list to all your appointments at the hospital. A doctor or pharmacist will want to see your list. They will talk to you about your list and let you know if there are any problems.

If you are booked to come into hospital, bring all your medications with you. This will help make sure your doctor gives you the right medications while you are at Euroa Health.

If you or your carer feels unsure about the medications given to you, then please let us know. Do not be afraid to ask questions, we prefer that you do. You may have new medications prescribed while you are here. The details of these will be included in a summary of your stay you will receive when you go. If you require a webster pack for discharge this will be arranged with your elected pharmacy the day before for you to pick up on your way home.



Remember - If you have trouble remembering how or when to take your medications or would like some extra help when you go home, let us know.

Patient Identification

Euroa Health is dedicated to making sure you are safe.

To make you safe, we will ask you to identify yourself several times. We have not forgotten who you are, but we need to check and double check. So, you are always getting the right treatment, procedure and/or medication.

We check by asking:

- your full name
- address
- date of birth
- and then we double check using your:
 - medical record
 - consent form (if this applies);
 - wrist band (if you are wearing one)
 - prescription or medication chart.

A safety tip for you:

Ask to see your Consent to Treatment form and:

- carefully read and understand your form
- ask any questions you have about your treatment or procedure
- make sure the procedure listed on the form, is what you consented to when you signed the form
- check all the information on the form is correct. It is very important to do this before your procedure or before you take any medication
- tell us if any of your personal details are wrong or have changed
- if something does not look right, let a staff member know straight away.



Understanding and Sharing Your Health Information

Understanding your health is very important to us. At times, you may hear something or be a part of a health discussion that doesn't sound right. If this happens, we encourage you to speak up and ask questions.

At Euroa Health we store your health information, as a paper file. Your stored health information can be used if:

- there is an emergency and quick access to your up-to-date information is needed.
- a new doctor needs to look at your full health history.

Your private information is always protected. All Euroa Health staff are legally and ethically bound to protect your personal information and always keep it confidential.

Important tips to remember:

- You have the right to access your medical record.
- You have the right to know what information is held about you in your medical record.

You can access your medical record at any time (fees apply). To request your record simply send a written request to:

EUROA HEALTH
36 Kennedy Street,
Euroa Victoria 3666

We understand that sometimes asking questions can make you feel uncomfortable but you have the right to know everything about your health.

At times, instructions may be unclear or confusing.

If you are not sure, please ask:

- to have the information written down
- to have the information repeated when you have a family member or carer present.
- your family members or carer to ask questions for you.
- to have an interpreter present if English is your second language.

Your care plan is designed to meet your needs when you are in hospital and when you return home.

To continue your care after you leave us, we need to work closely with your GP and other health care providers.

For this reason, it is important you give us the correct contact details of your GP and any other health care providers you use.

Remember - We will ask if we can share your information with other health professionals involved in your care. This helps to make sure everyone is up to date on your needs and treatment plan.

Blood Transfusions and You

You may need a blood transfusion because of your disease or treatment.

It is important to understand the risks and benefits of a blood transfusion before you give your consent. Always ask questions if you are unsure or unclear on the information given to you.

Australia has one of the safest blood supplies in the world. The risk of getting an infection from a blood transfusion is very low. Donors are carefully tested every time they give blood and blood is tested for viruses such as HIV, Hepatitis B and C.

As with all medical procedures, there are risks with a blood transfusion.

Most people do not experience any side effects at all. Transfusion side effects are usually minor; only in rare cases does a transfusion cause harm.

Some common side effects include:

- high temperature
- rash
- itching.

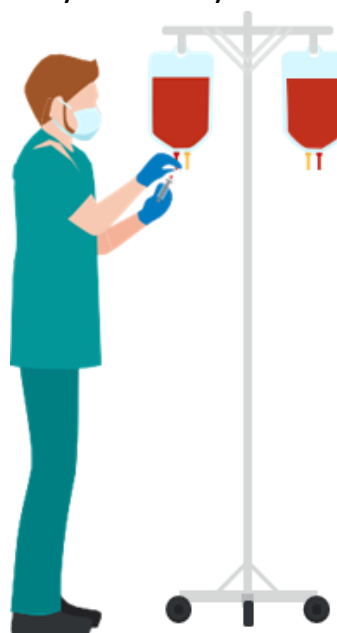
If you are having blood taken for blood cross matching, it is important to make sure all your details are correct. To keep you healthy and safe, all blood transfusion patients will always be asked to state their:

- first name and surname
- date of birth.

If you are an inpatient, we will also:

- check your hospital armband details
- double check your identity again, and at the bedside check your unit of blood is right.

Staff must follow strict checking procedures before every transfusion. This is for your safety and must be done.



Remember - you must tell your doctor if you have ever had a reaction or bad side effects from a transfusion.

Preventing Pressure Injuries

A bed sore or skin blister is also known as a pressure injury. It is a break, sore or blister caused by constant pressure on an area of the body over a long period of time. They can happen when sitting or lying in the same position for a long time.

Pressure injuries can be very painful and may take a long time to get better. They can affect the way you move but a few simple actions even though difficult can save a lot of pain.

When sitting for a long time you can:

- try and keep good posture. Try to sit up straight with your back and bottom against the back of the chair.
- when sitting for a long time, change your position every 15 minutes.

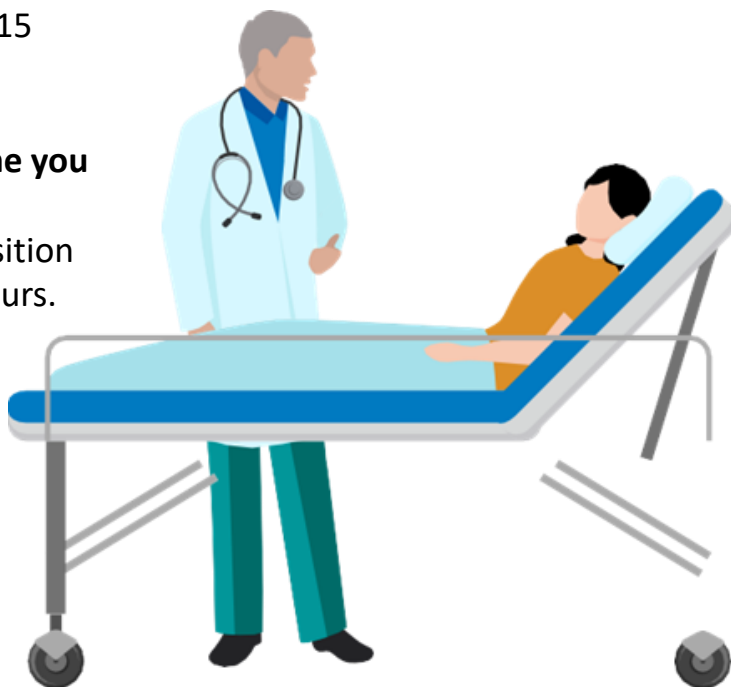
When lying down for a long time you can:

- turn your body to a new position at least every one to two hours.

Pressure injuries can happen anywhere on the body but are more likely to show on bony areas where there is little body fat.

Early signs of pressure injury are:

- constant redness
- broken or blistered skin
- tingling and / or numbness
- pain



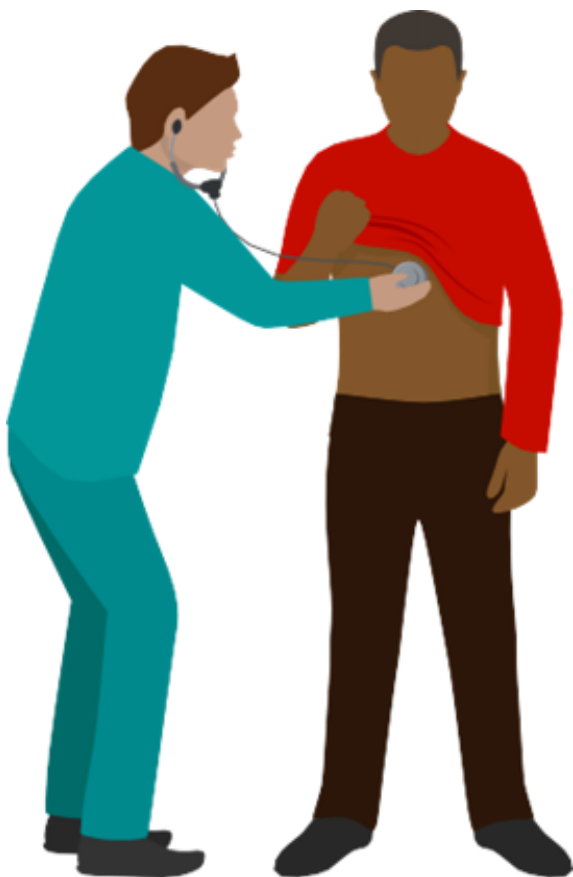
Remember - If you notice any signs of pressure injury, or already have any broken skin or sores, tell your doctor or nurse immediately.

Patient, Family and Carer Concerns

When you are in hospital there are times when your health changes and it may become worse. This is called ‘deterioration’.

It is important you let us know if you feel your health is getting worse and it is making you feel sicker than usual.

If you are a visitor or carer and are worried a patient is looking worse, you should tell staff straight away. Staff will check the patient.



Signs to watch for include:

- feeling or looking worse
- safety concerns
- showing behavior that is not normal.

What you need to do:

1. Talk to a nurse or doctor about your concerns.
2. If you are still worried, ask to speak to the Nurse in Charge
3. If there is ongoing concern, you can make a phone call. Please call 0498 032 951 to speak to the **Nurse Manager.**

When the nurse answers, tell them:

- Patient's name
- Reason for the call
- Room number. This number is displayed in each room and the Patient Information Board.

Remember – Please talk to us about any concerns we are here to help.

How to Avoid Falling

Your safety is our number one priority. We want to work with you to reduce your risk of injury.

Falls happen more easily when you:

- are sick.
- have low blood pressure.
- take medications.
- are in an unfamiliar place such as a hospital.
- have poor eyesight.
- are confused

You can lower your risk of falling by:

- wearing comfortable clothes and shoes.
- not walking in socks or stockings without well-fitted shoes.
- wearing low heeled, non-slip shoes.
- taking your time to get up from a chair or bed.
- telling us if you are feeling unsteady on your feet or when sitting.
- Call for assistance to go to bathroom
- making sure you can always reach your call buzzer.

If you think you are at risk of falling or are unsteady on your feet, let Euroa Health staff know. They will help you understand your risk from falling and put strategies in place to reduce your risk.

Things you can do to help:

- Wear your eyeglasses for walking.
- bring and use your walking aids such as a walking stick or frame. If you need help, please tell us and we will be happy to help you.
- get to know the room and area you are in.
- If you think there is clutter or things that might cause a trip or fall, ask staff to shift things away.
- let staff know if there is anything on the floor that should not be (liquid, food, dropped items)
- stay hydrated by drinking plenty of fluids unless you have been told not to by your doctor.



Remember - Tell your nurse if you have had a fall in the last year.

Eating Well

Many Euroa Health patients are at higher risk of malnutrition because of their illness and sometimes their treatment. During this time, it is important to have the right food and drinks for energy and to help restore and repair your body.

Some things you can do to help with your health and nutrition are:

- look for signs of malnutrition such as unexpected weight loss, especially if it happens quickly. This can even happen if you are overweight.
- eating less than you normally would because you feel full quicker or because it is a side effect of your treatment.
- weigh yourself often and watch for weight changes.

At Euroa Health we will weigh you on admission and then weekly to monitor your nutrition.

When you are at home, choose foods that are high in energy and protein.

High protein foods include:

- meat, fish and chicken
- eggs
- full cream dairy - milk, cheese, yoghurt
- beans and legumes
- nuts and seeds.
- nutritional supplements such as Hi Protein Milk, Sustagen Ensure and Resource.

High energy foods include.

- full cream dairy products and desserts.
- margarine, butter, salad dressings and oils.
- soft drinks, cordial, chocolate, and sweets.
- nutritional supplements such as Hi Protein Milk, Sustagen Ensure and Resource.

Bringing some food from home is okay but please let your nurse know. This food needs to be labelled with your name and for safety reasons needs to be eaten the same day as prepared. Foods not allowed are raw meat, raw fish, raw eggs, soft cheese, some dairy and deli type meats. Your nurse can provide you with more information about this.



Remember - Our own kitchen serves carefully selected and freshly cooked meals daily to our inpatients.

Thinking Ahead: Advance Care Planning

Some patients know their health will get worse with time (deteriorate). While you are reasonably well, you can think ahead. Thinking ahead lets you plan and talk about what you want to happen if your health gets worse.

This is called ‘Advance Care Planning’ and describes your wishes such as:

- the treatment you would want or not want if your health gets worse.
- the values and beliefs that are important to you.
- who will act for you (your agent) if you can no longer talk

There are two types of forms available to record your wishes.

They are:

- Advance Care directive for adults
- Advance Care directive for someone signing on your behalf.

There are three important steps to Advance Care Planning. They are:

- Appoint a person you trust, to act as your agent. Someone who will speak for you and make sure your wishes are respected.
- Chat and communicate with your loved ones, approved agent and doctors. Share your ideas and wishes; let them know what you would want and not want if you couldn’t speak for yourself.
- Put it on paper. Write down what is most important to you. Share this record with your agent, loved ones and doctors.



Remember - For more information visit www.betterhealth.vic.gov.au/havetheconversation

Getting Around Safely

You and your safety are our number one priority. At Euroa Health we always make sure we use the safest and most comfortable ways of moving patients.

Often when we move patients around, we need to lift them from one piece of equipment to another. To make sure we do this safely at all times, we use the patient lifting system called a sara, steady eddy or hoist.

On admission to Euroa Health, your nurse will carry out a **Health and Safety Care Assessment** with you. Your nurse will check how well you can:

- stand.
- walk.
- sit in a bed.

All patients are different and the way they move will be different too. Some patients will be able to move on their own, but others may need help. Staff will always assist patients who need help moving.

To always ensure safety and comfort, staff will use special lifting equipment. This equipment is specially designed to help reduce risk of injury to you or our staff.

During any move, it is important you work with the staff member moving you. When moving, with or without equipment, it is a good idea to let your staff member know

how you are feeling. This will help the staff member know the best and safest way to move you.

Things to remember:

- Staff will select and use the best piece of equipment to help you move in comfort and safety.
- Patients, who take part in the move, make it safer and more comfortable for everyone.
- Taking part leads to improved mobility and can help speed up your recovery.

If you have any questions or concerns, please let our staff know.



Remember - You will be encouraged to help with all your moves. Working together helps improve your ability to move and this leads to a speedier recovery.

Tell Us How We are Doing

At Euroa Health, we care about what you think and what you must tell us. Telling us about your experience, helps us to better understand our service from a patient's point of view.

We are committed to delivering a high-quality level of care and we welcome your feedback about our services. This includes compliments, suggestions or complaints from patients, residents, family, and our community. Feedback is used to review and improve our service where needed.

Information provided is managed with respect and confidentiality.

We would like to respond to any concerns you have whilst you are still in Hospital.

To help us do this if you feel comfortable talk to a staff member. Otherwise ask for the Director of Nursing.

You can also fill out a feedback form which is available from:

- nurses' station.
- Reception.
- a staff member.

When we receive a complaint, our Complaints Manager will:

- contact you to discuss the complaint.
- investigate your concerns.
- get back to you about how we can improve the problem.
- On admission you are provided with a "your hospital experience survey. Please complete & leave with staff on discharge.

If you are unhappy with the response you get, please feel free to write to:

Euroa Health

Att: Paula McPherson

36 Kennedy St,

Euroa VIC 3666

You are also within your rights to make a complaint to the Health Complaints Commissioner.

Call 1300 582113 between 9am and 5pm, Monday to Friday.



Remember - Your feedback is used to improve our services. We are always interested in hearing your thoughts on the care we provide.

Useful Services

If you need a little extra help, these services might be able to provide extra assistance to support you at home.

Domestic Violence Resource Centre Victoria

Ph: 1800 RESPECT (737 732)

[www.dvrcv.org.au/help-
advice/mothers](http://www.dvrcv.org.au/help-advice/mothers)

Lifeline

24-hour crisis counselling service

Ph: 13 11 14

www.lifeline.org.au/

Headspace Shepparton

129 High Street,

Shepparton, VIC 3630

Phone: (03) 5823 8800

headspace@gvhealth.org.au

Quitline

Increase your chance of quitting smoking.

Ph: 13 78 48

Mensline Australia

A dedicated service for men with relationship and family concerns Ph: 1300 789 978

www.mensline.org.au

Rural Financial Counsellors

Ph: 1800 686 175

My Aged Care

www.myagedcare.gov.au/

Did you know – Euroa Health has consumer representatives on committees and Volunteers who help us design and deliver our services. If you are interested in learning more about how you might be able to contribute, please contact Melissa Seymour Ph: 5795 0200

Euroa Health Inc

36 Kennedy Street,

Euroa VIC 3666

Phone: (03) 5795 0200

Fax: (03) 5795 0240

www.euroahealth.com.au



CONSUMER
APPROVED