

Your Healthcare Journey

SAFETY AND RIGHTS



Western Health

Your safety and healthcare goals are our highest priority. We aim to partner with you in your healthcare. By sharing your needs and what’s most important to you, together we can make the best healthcare decisions.

INTERPRETER SERVICES

Let staff know if you need an interpreter, or if you need this information in your preferred language.

(03) 8345 7148



DISABILITY LIAISON SERVICE

Are you living with a disability or caring for someone with a disability and require support assessing hospital services?

(03) 8345 6539
0481 396 300

The Disability Liaison Service is a free service.



Thank you to our consumer partners who participated in the development of this brochure.

ABORIGINAL HEALTH SERVICE - WILIM BERRBANG

The name Wilim Berrbang, provided by the Wurundjeri Land Council, means “Place of Connection” in Woi wurrung language. Wilim Berrbang offers cultural support and assistance to all Aboriginal and Torres Strait Islander people that attend Western Health.

(03) 8345 0952 Business hours or
wilim.berrbang@wh.org.au



Contents

Your rights and responsibilities as a Consumer	4
Making decisions together	6
Communicating with us	6
Providing feedback	7
Identification	8
Medication safety	8
Preventing blood clots	9
Preventing bed sores (pressure injuries)	9
Preventing falls	10
Preventing infection	11
Delirium	12
Changes in your condition	13
Your nutrition	14
Carers’ rights and responsibilities	15
Leaving hospital	16
Your information	17
Partner with Us	18
Western Health Foundation	19

your Culture | your Ability | your Identity

We welcome you at Western Health



Your rights and responsibilities as a consumer

The Australian Charter of Healthcare Rights describes the rights of patients, consumers and other people using the Australian healthcare system. These rights are essential to make sure that, wherever and whenever health care is provided, it is of high quality and is safe.

Your rights	What this means
Access	You can access healthcare services to meet your needs.
Safety	You receive safe and high-quality health services in an environment that makes you feel safe.
Respect	The care provided shows respect to you and your culture, beliefs, values and personal characteristics.
Partnership	You have open and honest communication about your care. You make decisions with your healthcare team to the extent which you choose.
Information	You receive open, timely and appropriate communication about your healthcare in a way that you can understand. This includes information around treatment options, risks, benefits, outcomes and costs to make an informed decision for you. If a mistake is made, we will tell you and give opportunity for feedback.
Privacy	Your personal privacy is maintained and proper handling of your personal health and other information is assured.
Give feedback	You can comment on or complain about your care and have your concerns dealt with properly and promptly, this will not affect the care you are provided.

TO HELP US IN PROVIDING THE BEST CARE, PLEASE MAKE SURE TO SHARE:

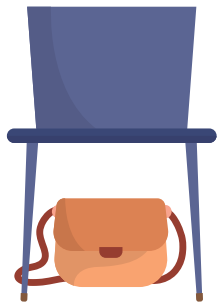
- Your medical history including any medications you are taking
- The symptoms you are experiencing
- Any allergies you may have
- Any special religious or cultural needs you have.
- Any other details that could be helpful in your care.



We kindly request that you interact with others in a respectful and polite manner. Please be mindful of the rights and belongings of others, as well as the property of the hospital. If you plan to leave the hospital premises, please inform the staff.



Western Health is smoke free and Vape free. Do not smoke or vape anywhere within the hospital grounds. Speak to your doctor about strategies to help you quit smoking or vaping while you are in hospital.



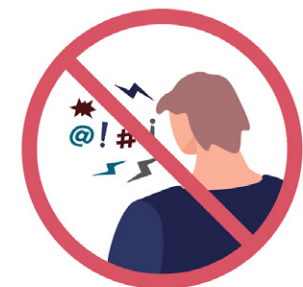
Western Health does not accept responsibility for items lost during your time with us. Keep only small amounts of money with you. Leave valuable items including jewellery at home.



Western Health is a clinical teaching hospital, where students participate in supervised patient care to learn to become competent practitioners. We will always tell you if a student will be involved in your care. Please let us know if you would prefer not to have a student involved.



We prohibit use of alcohol or drugs (unless under medical supervision).



We will not tolerate aggressive or threatening behaviour towards our staff or Consumers. If you behave in an aggressive or threatening way, we may ask you to leave and report you to the police.

Making decisions together

We aim to partner with you in your Healthcare. We want you to feel comfortable openly sharing your needs, goals, values and preferences. Together we can make decisions about your healthcare that’s tailored to you.

TO HELP US PROVIDE YOU WITH THE BEST CARE POSSIBLE:

- Let us know what’s most important to you, your goals and preferences
- Let us know if you need an interpreter, Auslan or other communications supports
- Let us know if you have any concerns about your safety or care
- Let us know if your condition is getting worse
- Let us know if you have any previous trauma or negative experiences that may affect your time in our care
- Tell us who you would trust to make decisions for you if you were unable to
- Tell us if you have an advance care plan

- Ask questions about your tests, treatments and procedures to help better understand your health care options
- Ask what other treatment options are available to you
- Ask us to explain any information you don’t understand.

During your stay we’ll provide regular updates on your condition and treatment. Decisions about your health care are made with you and your carer or family members.

We encourage you to be as involved as you like in your own care and decision making.

Communicating with us

You have the right to know everything about your health. At times, instructions may be unclear or confusing. Your medical, nursing, allied health and pharmacist team will discuss your care with you. You may hear something that is incorrect or that you don’t understand. If this happens, please let us know so we can fix it.

IF YOU ARE UNSURE, PLEASE ASK:

- To have information written down for you
- To have information repeated when you have a family member or carer present
- Your family members or carer to ask questions for you
- For an interpreter to be present if you do not understand what is being said in English or if you are deaf or hearing impaired.

MY COMMUNICATION BOARD

The board is by your bed and is for you to use. Please write any questions or messages you have on your communication board.

Providing Feedback

We’re committed to providing you with reliable, safe, person-centred care. We think we do a good job, but there’s always room for improvement.

WE VALUE YOUR FEEDBACK:

It helps us to improve the care we provide. The first step is to provide feedback to the person providing your care such as your nurse or doctor. They will help resolve your issue and share your feedback with the right people.

We want to know if we have done a good job or where we need to improve.

YOU CAN ALSO PROVIDE FEEDBACK BY:

- Completing the “we welcome your feedback” form. You can request a copy from staff
- Emailing feedback@wh.org.au
- Calling the Best Care Feedback team on 1800 319 631
- Scan the QR code to complete the online feedback form.

For more information about providing feedback visit:



Identification

It's important that we know a little bit about you so we can provide you with appropriate care.

- When you arrive, staff will check your information – such as your name, date of birth and address – to help us identify you
- We will ask you to wear an identification band during your stay. Please check that the information on your name band is correct. If it is wrong, please let staff know
- We will ask you if you have an allergy. If you do we will give you a red band to wear
- We will check your identification band before giving you medications, tests, procedures or a blood transfusion
- We will ask who you are many times during your stay to make sure we don't make a mistake.

We will ask if you identify as Aboriginal or Torres Strait Islander. This helps us provide you with culturally safe care. We can put you in touch with our Aboriginal Health Liaison Officers while you are here.

Medication safety

We need to know about your usual medications.

TO USE MEDICINES SAFELY:

- Tell us about allergies or of a side effects to any medicines you have
- Tell us what medicines you take at home including:
 - Prescription medicines
 - Medicines from a pharmacy, supermarket, health food store (for example, vitamins or supplements) or herbal remedies
- Ask us about new medicines you are taking in the hospital
- Ask us about side effects of new medicines.

We will safely store any medicines you bring to hospital.

Preventing blood clots

Your risk of a blood clot is much higher while you're in hospital.

TO AVOID BLOOD CLOTS FORMING:

- Keep moving where possible
- Ask what basic exercises you can do in your bed or chair to maintain your strength. Even small ankle rotations may help
- Drink fluids as recommended
- Ask the medical staff what steps are being taken to prevent blood clots during your stay
- We may give you an injection of medication to prevent blood clots
- We may ask you to wear compression stockings or an air-compression device.

TELL STAFF IMMEDIATELY IF:

- You feel pain, swelling, heat or redness in your leg
- The veins near the surface of your left appear larger than normal.

If you develop chest pain, shortness of breath or cough up blood call for help immediately.

Preventing bed sores

A bed sore (pressure injury) is an area of skin damage caused by lying or sitting in the same position for too long.

TO PREVENT BED SORES:

- Don't sit or lie in the same position for too long
- Ask us to help you move if you are uncomfortable
- Keep weight off bony parts of your body (for example your heels or tail bone)
- Avoid lying on a bed sore
- Dry your skin thoroughly after showering
- Moisturise your skin with a non-perfumed skin cream or lotion twice a day
- Tell us about areas of redness on your skin.

We may ask you to use a pressure relieving device, such as an air mattress, cushion or specialised shoes, to help prevent bed sores.

Preventing falls

Falls can cause serious injuries and disability.

TO PREVENT FALLS:

- Bring your walking frame or stick with you to hospital
- Bring your glasses or hearing aids from home
- Wear comfortable firm fitting flat shoes with a broad heel and sole with grip
- Make sure you know where the toilet is
- Never climb over bed rails
- Make sure you can reach the call bell
- Turn on the light so you can see.
- If the room is dark, turn the light on
- If you feel dizzy or faint, get up slowly
- If you are attached to IV lines or tubes, call for your nurse before attempting to walk.



Wear your glasses



Know where the toilet is



Please call, don't fall



Use your walking aid



Wear day clothes



Wear safe shoes

Ask for help when getting out of bed, walking or going to the toilet.

Preventing infection

There are simple steps you can take to reduce your chances of infections.

TO HELP STOP THE SPREAD OF INFECTION AND PROTECT YOURSELF:

- Wash your hands with soap after going to the toilet
- Use soap when showering
- Don't be afraid to ask staff to wash their hands before touching you , Ask your visitors to wash their hands or use hand sanitiser when they arrive and leave
- Ask visitors not to use the bathroom in your room
- Use the hand wipe from your meal tray before eating
- Avoid touching any of your bandages or tubes
- Ask friends or family who are unwell not to visit you.

INTRAVENOUS CANNULA (IV) INFORMATION:

- At times you may require an intravenous (IV) cannula to be inserted to your vein. The IV cannula allows us to provide you much needed medications or fluid directly into your veins when needed.
- You can help the staff giving you an intravenous (IV) injection, by counting to 15 with them as they disinfect where they will be injecting into.

Tell us if your IV cannula site hurts, looks red, or feels warm. Even after it has been removed.



Delirium

Rarely, some consumers may experience delirium while in hospital. Delirium is when your thinking and awareness gets mixed up, causing you to feel confused and not know who or what is around you.

TO AVOID THIS, TRY THESE STEPS:

- Bring things from home that you know well, like glasses, hearing aids, clothing, shoes, books, playing cards, photos or foods
- Have friends or family visit you regularly
- Use a clock and calendar to help remember what day and time it is
- Make sure to drink enough water to stay hydrated.

IF SOMEONE YOU CARE ABOUT GETS CONFUSED, HERE'S WHAT YOU CAN DO TO HELP:

- Stay with your loved one whilst they are confused and in hospital
- Give them comfort and support because they might feel scared
- Turn off the radio or TV to keep things quiet and less confusing
- Spend time with your loved one, talking and keeping them company
- Do not turn off the bed or chair alarm when you are with your loved one
- Tell your nurse when you are leaving
- Clear the area of any extra furniture and move things out of the way
- Do not put the bed rails up.

Is your loved one confused? They may be experiencing delirium. Let us know if you notice any changes in the behaviour of a loved one.



Changes in your condition

If you're worried, we are worried.

If you or your family and friends notice something has changed about you or is 'not quite right' and feel worried - we want you to let us know.

FOLLOW THESE 3 SIMPLE STEPS IF YOU HAVE CONCERNS:

1



Talk to your nurse/ midwife or doctor about your concerns.

2



Talk to the Nurse/Widwife in charge of the ward about your concerns.

3



If these nurses, midwives, or doctors cannot help then please call 03 8345 HELP (03 8345 4357).

Call for HELP is not an escalation process for complaints or routine clinical care.



Your nutrition

Eating well while you're in hospital is important. It can help you avoid getting weak and getting problems like bed sores from staying in bed too much, or accidents from falling.

HERE ARE SOME THINGS TO TELL YOUR NURSE:

- If you can't eat certain foods because of allergies, or you need special foods or drinks for your diet, religious or cultural beliefs or personal taste
- If you have trouble swallowing or eating
- If you need some help to complete your menu request, eating meals or opening the packages
- If you've lost weight without meaning to . Ask to be weighed weekly
- If you have been eating less than half of what you usually do.

HERE'S HOW YOU CAN MAKE SURE YOU'RE EATING WELL DURING YOUR STAY:

- Listen to what your doctor, nurse, dietitian or speech pathologist say about your special diet for your medical condition
- Try to choose foods and drinks that give you lots of energy and protein if you are not very hungry
- Fill out your menu every day, so you get the food and drinks you want, or ask for help if you need it
- Keep your over-bed table clear so you can eat comfortably
- Bring your dentures to hospital with you and make sure you're wearing them
- Check with your nurse before you or your family or friends bring in food from outside. Hospitals have rules about food safety.



ORDER YOUR MEALS FROM YOUR PHONE

The CBORD app is available for you or your family to order your hospital meal via phone or mobile device:

APPLE



ANDROID



Carers' rights and responsibilities

A carer is someone who provides unpaid care and support to family members and friends. At Western Health we respect and recognise carers:

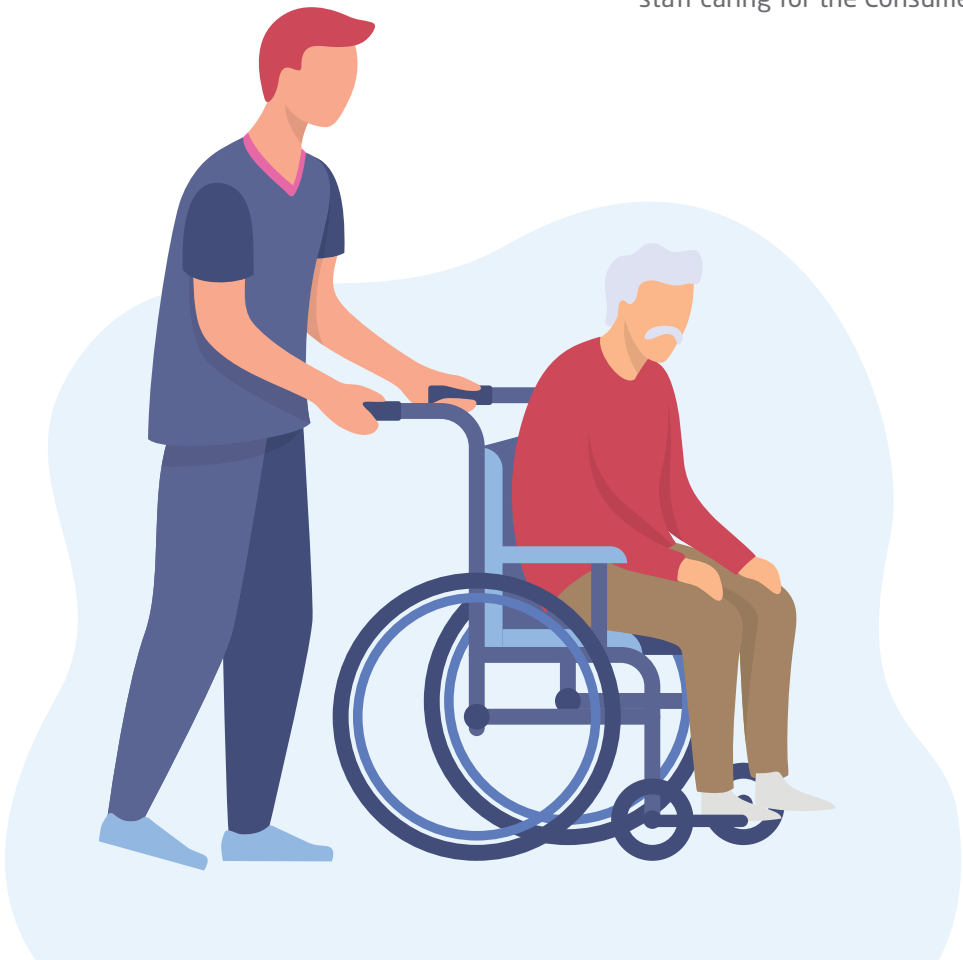
- as an individual with their own needs
- efforts and dedication
- as someone with special knowledge of the person in their care.

WITH CONSENT OF THE CONSUMER OR MEDICAL ENDURING POWER OF ATTORNEY CARERS HAVE THE RIGHT TO:

- Inclusion - being recognised as part of the care team
- Make decisions - taking part in decisions about the Consumer's care
- Information - knowing about the Consumer's condition and care plans
- Care - helping care for the Consumer if you would like
- Advocate - support or recommend for the Consumer if needed
- To choose the level of their involvement in care provision.

AS A CARER YOU HAVE THE RESPONSIBILITY TO:

- Tell us what your relationship is with the Consumer
- Give us a detailed history of the Consumer if they can't
- Tell us things about the Consumer that will help us care for them better
- Work with and support the Consumer's agreed care plan
- Let us know if you notice a change in the Consumer's condition
- Help us plan for the Consumer's discharge by letting us know what needs to be set up at home before the Consumer leaves hospital
- Respect and listen to the views of the staff caring for the Consumer.



Leaving hospital

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

IT IS IMPORTANT THAT YOU GIVE US THE CORRECT CONTACT DETAILS OF YOUR GP AND ANY OTHER HEALTH CARE PROVIDERS YOU USE.

- Your health care team will discuss your plan for discharge with you and your family/ carers
- Your plan will include the agreed date and destination for your discharge (for example, home or other). This will depend on your individual situation and ongoing care needs
- Discharge discussions may start early during your hospital stay. The earlier we can start planning, the smoother the process will be for you and your family/carers
- It is important that you have the right support and care when you leave hospital. Speak with your nurse if you have any concerns about managing at home
- WE will aim to send your discharge summary to your GP within 48 hours
- Please talk to a staff member as early as possible if you have any questions or concerns.



Your information

Western Health respects your privacy. We comply with relevant laws to protect your confidentiality and the privacy of your information.

HERE ARE SOME THINGS YOU SHOULD KNOW:

- We only collect the information we need to provide you with good health care or to organise services for you when you go home
- We may share information about you with external organisations. We will only do this if you have provided consent or where there is a law that permits or requires us to do so. For example, we may share information with your GP, the Department of Health, or a court of law if your record is required
- In some situations, by law, you have the right to refuse sharing of your information. This may affect our ability to organise services for your ongoing care
- You can apply to access your information under the Freedom of Information Act. Your request must be made in writing. For more information and the application form foi@wh.org.au, call 03 8345 6352 or visit www.westernhealth.org.au/ConsumersandVisitors/Medical_Records/Pages/Accessing-information-about-me.aspx
- If you feel we have not respected your privacy, you can contact our Best Care Feedback team on 1800 319 631 (between 9am and 3:30pm weekdays) or email feedback@wh.org.au.



Partner With Us

Become a Consumer Advisor at Western Health

We encourage our consumers to share their perspective on how Western Health services are provided and how they can be improved. You can get involved by becoming a Consumer Advisor.

A CONSUMER ADVISOR IS A MEMBER OF THE COMMUNITY WHO SHARE THEIR LIVED EXPERIENCE TO IMPROVE THE QUALITY OF OUR SERVICE. THE CONSUMER ADVISOR ROLE MAY INCLUDE:

- Advocating for issues that impact consumers
- Supporting Western Health to represent many varied voices of the community
- Consultation on committees to ensure a lived experience is heard
- Partnering with staff at Western Health to ensure consistent Best Care outcomes
- Participating in discussions and focus groups on current projects at Western Health
- Reviewing and updating documentation intended for consumers
- Working with healthcare workers to improve patient outcomes
- Collaborating with staff on co-design projects.

For more information, please contact consumers@wh.org.au or register your interest to become a Consumer Advisor via the QR code below:



Western Health Foundation

WESTERN HEALTH FOUNDATION (WHF) RAISES, MANAGES AND INVESTS FUNDS TO HELP WESTERN HEALTH GIVE THE BEST CARE TO OUR COMMUNITY

Donations to the Western Health Foundation support:

- Building better hospitals with the latest equipment, technology and patient facilities
- Caring for our community with specific support for patients in need
- Enabling innovative research to keep Melbourne's west at the forefront of medical and health outcomes
- Furthering staff training and education.

Read more on the Western Health Foundation website: whfoundation.org.au

COMMUNICATIONS FROM WESTERN HEALTH FOUNDATION

Western Health Foundation communicates with past patients to provide updates about events, campaigns and fundraising activities.

If you do not wish to receive these updates, please scan the QR code below to opt-out of receiving messaging from Western Health Foundation. If you choose to opt-out, your data and information will not be shared with Western Health Foundation, and you will not receive material from Western Health Foundation in future.



Western Health
FOUNDATION

SUNSHINE HOSPITAL

Furlong Road
St Albans VIC 3021
PO Box 294, St Albans VIC 3021
Phone: (03) 8345 1333

FOOTSCRAY HOSPITAL

Gordon St
Footscray VIC
Locked Bag 2, Footscray VIC 3011
Phone: (03) 8345 6666

SUNBURY DAY HOSPITAL

7 Macedon Street
Sunbury VIC 3429
Phone: (03) 9732 8600

WILLIAMSTOWN HOSPITAL

Railway Crescent
Williamstown VIC 3016
Phone: (03) 9393 0100

BACCHUS MARSH HOSPITAL

29 - 35 Grant Street
PO Box 330
Bacchus Marsh, 3340
Phone: (03) 5367 2000

MELTON COMMUNITY SERVICES

195-209 Barries Road
Melton West Vic 3337
Phone: (03) 9747 7600

Western Health acknowledges the Traditional Custodians of the land on which our sites stand. The Wurundjeri Woi-wurrung, Boon Wurrung and Bunurong peoples of the greater Kulin Nation. We pay respects to Elders past, present and emerging.

We are committed to the healing of country, working towards equity in health outcomes, and the ongoing journey of reconciliation.

Western Health is committed to respectfully listening and learning from Aboriginal and Torres Strait Islander people and wholeheartedly supports their journey to self-determination.



Western Health