

Inpatient

Patient Information



Ramsay Clinic Albury Wodonga

ramsaymentalhealth.com.au



**Ramsay
Mental Health**

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Compliments, concerns and complaints

My Healthcare Rights

Welcome

Ramsay Clinic Albury Wodonga acknowledge the traditional custodians of the land on which our facility is located, and we pay our respects to their elders past, present and emerging.

Thank you for choosing Ramsay Clinic Albury Wodonga for your hospital care. Owned and operated by Australia's largest private hospital operators, **Ramsay Health Care**, Ramsay Clinic Albury Wodonga is considered one of the finest and most comprehensive private hospitals in rural Australia.

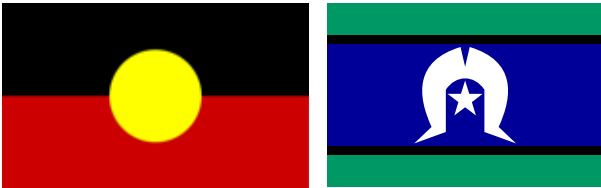
The staff and doctors of Ramsay Clinic Albury Wodonga would like to extend a warm welcome to you and your family. Our aim is to provide you with the best possible experience and to make your stay as pleasant as possible.

We recognise that admission to hospital can be a daunting experience. It is a time when a lot of information is given verbally, so we are here for any questions or concerns you may have. This publication is designed to provide information relating to our hospital's facilities and services, and your admission and stay here.

We would like to take this opportunity to thank you for choosing Ramsay Clinic Albury Wodonga and wish you all the best for your recovery.

The Executive Team

Ramsay Clinic Albury Wodonga



About Ramsay Clinic Albury Wodonga

Ramsay Clinic Albury Wodonga is owned and operated by Ramsay Health Care.

Ramsay Clinic Albury Wodonga provides an extensive range of inpatient and day patient services all located on site for the convenience of our patients. Equipped with advanced medical, surgical and diagnostic technology, the hospital and our team of highly skilled practitioners are able to provide the very best psychiatric care.

In recognition of our commitment to excellence in quality patient care and customer service, Ramsay Clinic Albury Wodonga is fully accredited to the National Safety and Quality Health Service Standards.

We strive to provide a positive experience for our patients and assure you that every effort will be made to make your stay with us as comfortable as possible. Should you have any concerns or wish to talk to someone with regard to improving our service, we encourage you to contact us.

Values

The Ramsay values of “People Caring for People” recognises that we operate in an industry where “care” is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers, our patients and our staff.

The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed.
- We take pride in our achievements and actively seek new ways of doing things better.
- We value integrity, credibility and respect for the individual.
- We build constructive relationships to achieve positive outcomes for all.
- We believe that success comes through recognising and encouraging the value of people and teams.
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty.

Your Room

The call bell

Your room's call bell system allows you to contact nursing staff 24 hours a day. A button is located on the white handset by your bed, which your nurse will place within your reach. Once the button is pressed, it will remain on until cancelled by your attending nurse. Additional call buttons are located in the bathroom.

Television & radio

Your room's complimentary in-house entertainment includes free-to-air television and a range of Foxtel Channels. The system is remote-controlled.

Telephone

- Local Calls: Dial 0 to access an outside line. Local calls to land lines are free.
- No calls to STD or mobile telephone numbers can be made from your room phone. Please speak to your nurse if you need to make an STD or mobile call.

Your direct telephone number to give to family & friends

You may receive calls directly to your inpatient room or alternatively, calls can be received and transferred to you from our main switchboard.

Your room telephone number is printed on your telephone handset.



Rights and Responsibilities

You have a right to:

- Be accommodated in a safe and secure environment
- Confidentiality
- Be treated with dignity and respect
- Informed consent, i.e. An explanation of your treatment and any risks that may be involved
- A second medical opinion
- Receive advice on making a complaint
- Receive advice about discharge and follow-up care

You have a responsibility to:

- Work in collaboration with your treating team, which consists of a consultant Psychiatrist, Nursing staff and Psychologist
- Take an active role in your treatment, care and rehabilitation
- Inform your treating team of any changes to your physical and/or mental health
- Seek out staff should you feel at any risk of harming yourself or others
- Attend the group programs daily
- Act as a responsible member of the therapeutic environment of the ward
- Treat yourself and others with respect and dignity, and ensure the confidentiality of other Patients in the group setting
- Seek out staff if you have any concerns or difficulties
- Not bring sharps, drug paraphernalia, weapons or plastic bags onto the ward

Important Information:

- Intimate relationships between patients are discouraged to protect the health and reputation of all patients, and to avoid distress and disappointment to individual parties.

General Information

Accommodation

There are two types of accommodation available at Ramsay Clinic Albury Wodonga

- Ensuite rooms
- Single rooms with a shared ensuite.

Allocation of rooms is determined by the Nurse Unit Manager, based on the following:

- Availability
- Clinical needs
- Level of health insurance

Aggression

Aggression (electronic, verbal, physical/other aggression, weapons).

Ramsay Clinic Albury Wodonga has a zero tolerance for aggression of any form. Any items perceived to be a risk will be confiscated and returned on discharge provided that it is safe to do so.

Alcohol

No alcohol is to be consumed at any time while you are an inpatient at Ramsay Clinic Albury Wodonga. Non-adherence to this policy may result in discharge.

Medication

Only medications prescribed by your treating doctor, and or administered by the nursing staff, are to be taken during your stay here. No illicit drugs are to be taken at any time. This also includes non-prescribed medications including cough mixtures, lozenges etc

Animals

Visitors may bring pets to the ward but must have approval of the Nurse Unit Manager and the Director of Clinical Services. The pet is permitted in the outdoor areas only. All animals must be fully vaccinated, de-fleed and trained.

Attire

You are encouraged to wear comfortable casual clothing whilst an inpatient and are requested not to wear night attire out of the ward.

Cameras

You are requested not to bring a camera into the ward as photographs within the ward may compromise other patients' privacy.

Carers

On admission you will be asked to nominate a person or persons that we can include in discussions about your treatment plan and progress, and identify the level of information you would be happy for staff to share with these people. Personal information about your thoughts, feelings and or history will not be discussed with anyone without your full consent.

Level of information includes:

- 1) Full disclosure – can discuss anything with this person (via phone or in person)
- 2) General information – can discuss treatment plan and medications but not information disclosed in therapy
- 3) Nil Disclosure – cannot discuss anything.

Under exceptional circumstances, as per privacy legislation, your nominated carer/next of kin may be notified if there is concern for safety.

Patient Care Category

Your category status will be decided by your treating doctor and is determined by the requirements of your care. The Nursing staff will explain this procedure to you.

Confidentiality & Privacy

During your stay at Ramsay Clinic Albury Wodonga you will be in contact with other patients. We ask that you respect the privacy and confidentiality of all patients whilst you are an inpatient and after you leave. This includes information that you may come across in group programs.

Day Program

Day services offer out-patient group based therapy programs that can help prevent relapse following discharge from hospital. If you would like to consider attending the day program on discharge, please talk to your Psychiatrist or nursing staff who can arrange a referral for you.

Discharge

It is recommended you start your discharge planning when you start your admission here at Ramsay Clinic Albury Wodonga. This discharge plan can be worked through in conjunction with the group programs and with the assistance of the Nursing staff and your Psychiatrist. There is also the 'My stay well' app free for you to download. If you require any information please speak to nursing staff.

Electrical Items & Safety

On admission, and during your stay, you are requested to present any personal electrical items to nursing staff, to be checked by the Maintenance Department to ensure they are safe.

The use of candles, incense, open flames oil burners, hot water bottles, wheat heat packs and electronic blankets are not permitted on the ward.

Fire Alarm

If there is a fire alarm during your stay, please remain in the ward and follow staff instructions.

Group Therapy Programs

While you are in the ward a large component of your time will be spent in Group Therapy. The Group Programs are an integral part of your treatment. To optimise the therapeutic value of the Group Program, we ask that you adhere to the Group Guidelines at all times.

The Group Programs are conducted by Registered Nurses, Clinical Psychologists, Physiotherapists and Occupational Therapists. Patients are required to attend all groups unless otherwise prescribed by your Psychiatrist.

Group Guidelines

- 1) Group members are asked to respect the rights of others by,
 - Speaking for themselves during group, rather than on behalf of others
 - Listening actively while others are talking, without interrupting
 - Showing respect for the feelings and different values of others.
- 2) Personal matters raised by group members and discussed during group are confidential – please do not talk about others or their personal problems without them present.
- 3) It is OK to come to group and to not talk
- 4) Groups will begin on time – it may be possible to join after the group has begun, however for some groups this may not be appropriate. Please see nursing staff.
- 5) Please stay for the whole group – this is important for the continuity of care. If you do need to leave early or know that you will arrive late, please see the group leader or staff beforehand.
- 6) Phone calls are not to be taken during group therapy please. Please leave your mobile phone in your room.

The current timetable for the Group Program is located near the nurse's station. A copy will be given to you on admission. If you have anything you would like to discuss at the programs, please speak to the staff.

You will be orientated with the Group Program by a member of the Nursing staff, or the group facilitator within the first two to three days after your admission. The aim of orientation at Ramsay Clinic Albury Wodonga is to determine the goals of your stay. You will be given two booklets upon admission – one is "My Recovery Workbook" and the other is a "My Stay Well discharge workbook". These will be utilised in conjunction with your treatment, please take these to groups and utilise them as part of your treatment, recovery and discharge planning.

Late Night entry to the Ward

If you are returning from leave after 8pm please go to the main entrance where an intercom buzzer is located on the wall to the right of the main glass doors. A staff member will respond and let you into the hospital and direct you to the ward.

Laundry

A laundry is available for use, equipped with a washer and dryer. Please see nursing staff should you require the use of these. Ensure that all items are machine washable and dryer safe. Detergent is supplied for your use.

Leave During the Day

Patients may only take leave according to their care category and what their treating psychiatrist deems acceptable.

Category One Patients may leave hospital alone between the hours of 8:30am and 8pm for up to two hours only. Leave greater than two hours must be approved by your Psychiatrist and the Nursing Unit Manager prior to departure, and will be documented in your medical record as extended leave.

Category Two patients may leave the hospital in the company of a friend or relative between the hours of 8:30am–8pm for a period of one hour. Leave greater than this must be approved by your Psychiatrist and the Nursing Unit Manager prior to departure, and will be documented in your medical record as extended leave.

It is vital that staff know of your whereabouts at all times. It is therefore a requirement that each time you leave the ward you fill your leave times in the diary located at the nurses station and verbally inform staff of your plans to utilise leave.

Leave Overnight

Overnight leave is not usually offered during your stay here, however overnight leave may need to be trialled at some stage of your admission. This will be dependent upon circumstance and length of stay and is only granted in consultation with your treating Psychiatrist and Nursing Unit Manager.

Maintenance Program

If you notice anything in the ward that requires attention, whether it's a dripping tap or a broken door handle, please bring it to the attention of the nursing staff.

Medication

Your medication will be collected upon admission to the ward. Only prescribed medication is returned on discharge.

Unplanned discharge may mean that return of medication may be withheld. When you signed the orientation and consent form on admission, you agreed to:

- Take only prescribed medication
- Transfer ownership of all medication brought into the hospital to Ramsay Clinic Albury Wodonga.
- Give all medication to Nursing staff (including natural remedies, vitamins, panadol, etc)

Medication is dispensed from the wards medication room. Medication times may vary slightly, but generally are as follows:

- 8:00am
- 12:00pm
- 6:00pm
- 8:00pm
- 10:00pm

Motor Vehicle Policy

Ramsay Clinic Albury Wodonga regards the safety of all patients as paramount. You are not to drive a motor vehicle during your stay at the clinic.

Sometimes you may require the use of your vehicle in preparation for discharge, please ask your doctor about this.

If you drive to the ward upon admission it is a requirement that you hand your keys in to the Nursing staff to secure and they will be returned upon discharge.

Newspapers

A newspaper is delivered to the ward each morning for patient use.

Night Time

The ward is secured at 8:00pm and re-opened at 7:00am.

Your bedroom internal door will be locked around 10pm.

For your own benefit, and in consideration of others, you are requested to retire to bed by 10:00pm. Please speak to nursing staff if you are unable to sleep at this time.

Official Visitors

Official Visitors attend the ward once a month. Information about the official visitors program is available on the Patient Information Noticeboard and a confidential comment box is located in the hall next to the information board.

Pharmacy

During your stay at the clinic, medication prescribed for conditions other than psychiatric conditions (e.g. Physical conditions) will be your financial responsibility.

If you have a pharmaceutical benefits card please inform Nursing staff upon admission and they will ensure this information is given to the pharmacy.

Relationships

Relationships – Patients are discouraged from developing relationships with other patients whilst an inpatient. Please talk with staff if feelings for another Patient should arise. It is also advised that you do not lend money or personal items of value to anyone.

Room Search

A room search may be conducted when a Patient or group of Patients demonstrate symptoms or behaviours which suggest the use of non-prescribed or illegal drugs, or a potential for self-harm.

Security

All external doors to the hospital are secured at approximately 8:00pm and are re-opened at approximately 7:00am. Before opening any external doors early in the morning, please check with Nursing staff that the alarms have been turned off. To get your bedroom external door unlocked please see nursing Staff.

Surveillance Cameras

Surveillance cameras, with recordings, are used for the safety and security of Patients and Staff. These cameras are located in all the external courtyards and within ward areas. They are not in Patient bedrooms.

Shoes

It is important that footwear is worn at all times whilst in the hospital and/or walking around.

Smoking

All internal areas of the ward are designated non-smoking. However smoking is permitted outside in the designated smoking areas. (courtyard) For security reasons the doors to this outside area will be locked and secured at around 10:00pm and re-opened at approximately 7:00am. Once again, before opening any external doors early in the morning please check with nursing staff.

Please note that smoking inside the hospital will trigger smoke alarms and thus necessitate evacuation of the entire hospital. Please do not smoke in the hospital.

Valuables

You are advised to leave valuables at home, as the ward cannot take any responsibility for these items. Please also limit the amount of cash you have on you whilst an inpatient.

If you have any valuables and are unable to send them home, please see Nursing staff.

Visiting Hours

Visiting Hours are outside group times and within hospital general opening hours.

Please check with nursing staff around visiting times.

Parking

Free parking is available in the designated parking spaces at the front of the hospital entrance on Pemberton Street. Please note that parking is at your own risk. Parking for disabled persons and less mobile persons is available in the marked bays at the front of the hospital.

Meal Services

We understand how important your meals are to you during your stay. We strive to ensure the consistent delivery of high quality food and food services to patients every day.

Our Diet Monitor will visit you each day and take your meal order with our computerised meal ordering system. Our meals have been created to meet the specific needs of patients in a healthcare environment, and are therefore lower in fat and salt content which may affect the taste that you are used to.

We offer menu options which are suitable for patients on a diabetic, low fat, low salt or restricted diet as ordered by the dietician or your doctor. Kosher & Halal meals are also available on request.

Due to your medical condition you may be on a special diet. In some cases your meal option may be changed as a result of changes in your health requirements.

A suitable alternative will be chosen. Should you require further information regarding the type of diet you are on please discuss with the nurse caring for you or one of our experienced Diet Monitors on Ext 4147. An information leaflet is also available for further clarification.

If you have any concerns regarding your meal please contact our diet monitor who can assist with planning meals to your requirements for our chef to prepare.

Meal service times

Breakfast	7.00am – 8.30am
Morning Tea	10.00am – 11.30am
Lunch	12.00pm – 1.00pm
Afternoon Tea	2.30pm – 3.30pm
Dinner	5.00pm - 6.00pm

Meals are served in the dining room, located near the courtyard entrance.



Patient Services & Facilities

Bringing in food for patients

We understand that family and friends may like to bring in food for their loved ones, unfortunately we cannot accept responsibility for food that is prepared outside of the hospital and is brought in for patients by relatives and visitors. Our hospital has a legal obligation to comply with Food Safety Standards. Patients, relatives and visitors are welcome to use storage and reheating facilities in the kitchenette in each Ward. Please inform the nursing staff about food you bring into the hospital and clearly label this with the patient's name and the date the food was prepared.

Vending Machine

A vending machine is located onsite

Clergy and Religious Representation

If you would like a visit from a religious / spiritual representative please speak with your nurse who will arrange this for you.

Cultural Diversity

Ramsay Clinic Albury Wodonga provides a culturally sensitive environment to support the needs of patients and families from culturally diverse backgrounds. If we can assist in meeting any special considerations or requirements please speak to your health care team.

Department of Veteran's Affairs

A Veteran's Affairs Liaison Coordinator is available from 8.00am – 4.00pm Monday to Friday. Please ask the ward staff to arrange a visit.

Housekeeping services

We take great pride in maintaining a clean environment and taking care of your surroundings during your stay. If you require any assistance with your room or something you may have left at home (soap, shampoo, razor, toothbrush) please contact a member of our environmental services team on 4146

Aboriginal and Torres Straight Islander Health

Ramsay Clinic Albury Wodonga provides a culturally sensitive environment. We Understand the unique healthcare needs of Aboriginal and Torres Straight Islander people. If you identify as an Aboriginal or Torres Straight Islander person please let a member of your healthcare team know so that we can offer you support during your treatment.

Interpreter services

The Translating and Interpreter Service (TIS) is available and provides a free interpreting service for doctors and specialists. If you would like an interpreter at any stage of your hospitalisation, please speak with your doctor or nurse. Ramsay Clinic Albury Wodonga is happy to assist with these arrangements. Please be aware, there are a small number of exceptions to the provision of free services. Compensation case patients, non-permanent residents and services not booked under the doctor are not eligible for free services. In these cases, charges apply.

Pathology & Radiology

Private specialist pathology and radiology services provide 24 hour cover to hospital inpatients. They also provide outpatient services. If you have a pathology or radiology service performed whilst you are in hospital, **a separate account may be sent to you which can be claimed from Medicare and your health fund.**

Internet access

Free WiFi is available to inpatients.

1. Go to WiFi in your devices settings.
2. Choose WiFi@Ramsay.
3. Your Internet Browser will automatically open and you will be prompted with the 'Welcome to Ramsay WiFi' page as below.



Welcome to Ramsay WiFi

Getting started is simple, just select from one of the buttons below to access our free WiFi portal.

I AM A PATIENT

I AM A GUEST

I AM A HEALTH PRACTITIONER

Select the appropriate option - Patient or Guest. The option that you select will display a second page where you can register for WiFi as shown in the windows below.

Welcome to Ramsay WiFi

Your MRN (eg. AB12345678) *

First name *

Last name *

Your email address *

- I have read and understood the [Terms and Conditions](#) of using Ramsay WiFi.
- I would like to subscribe to HealthUp – Ramsay's one stop shop for all your health related information.

LOGIN

* Required field

If you are having issues connecting, please contact ward reception

Enter your details as required. N.B. Your MRN is created on admission and can be found on your wristband.

Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use. Accepting the terms and conditions is necessary if you want to use the WiFi facility.

Click on the LOGIN button to proceed to the internet.

Reception hours

5.30am - 7.30pm Monday to Friday
6.00am - 5.00pm Saturday
8.30am - 5.00pm Sunday

After hours all enquiries will be diverted to the Ward for assistance.

Volunteers

The hospital has a team of volunteers who attend throughout the week assisting the hospital staff and our patients with small tasks such as tending to your flowers. This arrangement is subject to health service visitor restrictions.

Allied Health

Our Allied Health team consists of Physiotherapists, Occupational Therapists, Dietitians, Exercise Physiologists, Social Work and Allied Health assistants. We all work together to promote health, wellbeing and independence using evidence based and holistic approaches to help our patients reach their goals through personalised care and treatment programs designed specifically for you.

Ramsay Health Plus

Our Allied Health team are passionate about providing individualised solutions and programs to prevent, treat and rehabilitate based on your specific needs. Whether recovering from injury or illness, or living with a disability or chronic condition, our outpatient service can create an effective plan, both long and short term, just for you.

How to refer

Please contact the friendly staff within Ramsay Health Plus to assist you in booking an appointment on Phone: 02 6055 3100.

Important information for all patients

Your nursing care

During your stay nurses will be allocated to care for you 24 hours a day. These nurses may comprise a team of Registered Nurses, Enrolled Nurses, Assistant in Nursing and sometimes students and trainees.

We understand the importance of continuity of care and try to allocate the same nurse each day, however sometimes this may not be possible.

Our Performance in Clinical safety and quality

Our performance in patient safety and quality care is the highest priority for us as an organisation. We use clinical and patient experience data to; identify high performance; evaluate how reliable and consistent patient experiences are to reduce unwarranted variation; and to drive opportunities for improvement. We translate clinical data into current outcome trends over time and evaluate improvement opportunities. Most importantly we are transparent and strive to provide you with the information you need to make an informed decision that is right for you.

In order to measure our performance and truly know how our performance translates to patient outcomes and experience we need to gather information from a range of sources, for example, we gather data from clinical incident reporting, clinical outcomes audits, patient experience surveys, patient feedback, clinical registries and clinical indicator sets that compare standardised outcomes both internally and externally (benchmarking). Here at Ramsay Clinic Albury Wodonga processes to ensure clinical outcome data is reviewed in time frames relative to the risk. The greater the risk the more frequently and immediate our review. We have systems that ensure information is escalated to the highest level of the organisation if they pose an imminent risk to patient safety. Otherwise, we review clinical performance at monthly, quarterly and half-yearly intervals. Here at Ramsay Clinic Albury Wodonga we also have systems to ensure patient outcome data is communicated to our frontline staff as well escalated up to the highest levels of governance of the organisation.

Should you wish to view our latest safety and quality data please head to our website www.alburywodongaprivate.com.au and view information under the clinical quality and safety tab.

Alternatively, this can be viewed on the my hospitals website at www.aihs.gov.au/reports-data/myhospitals/hospital/h5190

The Ramsay Rule

The Ramsay Rule is about keeping our patients safe.

The Ramsay Rule is a three step process where you or your family or carer can escalate their concerns and call for rapid assistance when they believe that something is 'not right' with your clinical condition.

Initially concerns are raised with the nursing staff and the Nurse in Charge of the ward. If you or your family are still concerned about your clinical condition, the final step is to ring a dedicated hospital phone number which alerts a senior clinical staff member. This call initiates a timely clinical review by an experienced clinician.

In addition, the objective of the program is also to acknowledge you and your family's concerns and take appropriate action. (Step by step instructions can be found on page 17.)

Partnering with consumers

As a patient you will notice that the staff will include you and your family / carers in your treatment by seeking information from you and giving information to you to ensure that we are providing the right treatment to the right patient and regularly monitoring your care.

Patient Centred Care (PCC) is an important part of your care. It is a broad term used to describe healthcare that is respectful of and responsive to the preferences, needs and values of you, as patients and consumers. PCC is an important measure of healthcare safety and quality.

PCC is more than customer service, in that it involves actively consulting, collaborating and partnering with patients, carers and families to not only improve your perceptions and experience of healthcare, but to also support your healthcare rights and responsibilities, improve your health literacy and the quality and safety of the wider system of healthcare.

We may at times seek input from patients regarding patient information publications, new processes or equipment to ensure that they are either easy to understand and informative, or what patients are needing in hospital.

Preventing & controlling healthcare associated infections

Strategies and education are in place to dramatically reduce your risk of acquiring an infection from your hospital stay. The nursing staff will provide education to you regarding your role in participating in our infection control program. Please ask should you have any questions.

Hand Hygiene

Hand hygiene is the single most important factor in reducing hospital acquired infections. Everyone plays an important role in stopping the spread of infection by ensuring they regularly sanitise their hands. Please ask your visitors to sanitise their hands on entering and exiting your room. All staff should also always perform hand hygiene in front of you. Please feel free to remind staff if you are concerned this has not been done. Alcohol hand rub is available in every room and throughout the hospital.

Clinical handover

As part of the management of your progress it is important that all members of the healthcare team communicate to you about your treatment and care effectively. To assist in the process we utilise a standard approach to transferring information using the acronym ISBAR. There may be many situations where you will hear staff talking about you or your care. These discussions will generally take place with you in attendance. If you hear information that is incorrect or that you don't understand we encourage you to speak up to staff to explain or repeat the information. Within your room, there is a communication board which will be used by the staff who will be looking after you to write their names and any other significant information including goals for the day.

Medication Safety

Medication Safety is one of our top priorities. For this reason we try to minimise interruptions as much as possible when medications are being handled. We appreciate your support in this area.

Our staff that administer medications are qualified to do so and are assessed regularly to ensure they remain competent. We utilise systems that ensure that we match you to your intended treatment. Each time the nurses administer medication to you they will ask you to identify yourself, or check your identification band, and ask you about any allergies that you may have. Any medication errors that may occur are reported, thoroughly investigated and analysed to learn from them.

The Ramsay Rule

FOR PATIENT SAFETY

When to Activate the Ramsay Rule

Patients: When you are concerned about a change in your condition, feel that you may be getting worse or feel that your concerns have not been followed up.

Families & Carers: You are concerned that your loved one is looking unwell, getting worse or their behavior is unusual for them.

How to Activate the Ramsay Rule

FOLLOW THESE STEPS TO RAISE YOUR CONCERNS

- 1 Talk to the Nurse, Doctor or Midwife regarding your concerns;**
And if you are not satisfied that your concerns have been addressed,
- 2 Ask to talk to the Nurse in Charge of the shift;**
And if you are still concerned then you or a family member or carer can,
- 3 Activate the “Ramsay Rule” by ringing this phone number**
02 6022 4150
A Ramsay Rule nurse or doctor will talk to you and arrange a review of the patient.

The Ramsay Rule

is about keeping our patients safe by partnering with you and your family in Care.

Our commitment is to provide excellent care to our patients by focusing on your safety.

The Ramsay Rule helps us to do this.



ALBURY WOODONGA PRIVATE HOSPITAL

You know yourself or your loved one best. So if you are worried, follow these three simple steps to alert us of your concerns.

The Ramsay Rule is based on REACH, an initiative of the Clinical Excellence Commission's Partnering with Patient's Program and Ryan's Rule developed by Queensland Health.



Ramsay
Health Care

Patient identification

We are committed to the delivery of safe patient care by adopting the Australian Commission for Safety and Quality in Health Care's National Specification for patient identification. The hospital has developed and implemented an organisation wide system for patient identification using key identifiers and questions to correctly identify you and match your procedure. These include:

- What is your name?
- When were you born?
- Why are you here?

Pressure injury prevention

A pressure injury (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to prolonged or unrelieved pressure. Pressure injuries may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

Pressure injuries usually occur over bony areas – especially heels, buttocks and toes. Anyone confined to bed or a chair, who is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of developing a pressure injury.

The best thing that can be done is relieve the pressure by keeping active, and changing your position frequently, whether you are lying in bed or sitting in a chair.

If you are unable to move yourself, the staff will help to change your position regularly. Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular places following assessment.

If you are at an increased risk, your staff will develop an individualised care plan with you. Staff will also inspect your skin daily to identify if a pressure injury is developing. Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Keeping your skin and bedding dry helps to keep the skin in good condition. It is important to let staff know if your clothes or bedding are damp. Avoid massaging your skin over bony parts of the body. Use a mild soap and moisturise dry skin.

For more information, speak with the nursing staff caring for you, or ask for a patient information pamphlet.

Falls prevention

It's surprisingly easy to fall or slip whilst in hospital.

Medication or fatigue may affect your balance, or you may not be as fit or as steady on your feet as you normally are. That's why we ask you to take particular care when standing or moving about because your safety and well-being are important to us. On admission we will assess your risk of having a fall and will implement strategies to reduce your risk of falling. The following describes a few ways you can reduce the risk of a fall.

Medication

Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

Unfamiliar surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

Flooring

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

Your condition

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

Visiting the bathroom

You may need to use the toilet unexpectedly or more often than usual whilst having treatment. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses, they are here to help you feel as comfortable as possible.

Clothing

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip and fall at home. Make sure these are the right length for you.

Footwear

Check that your slippers or other footwear fit securely.

Our Falls Management Program aims to minimise falls and reduce the frequency and severity of any injuries resulting from falls.

Patient Manual Handling System (PMHS)

We aim to optimise patient quality care as part of our ongoing quality improvement process. We have implemented patient handling work practices for staff that eliminates lifting of a patient's full body weight when handling, transferring and mobilising our patients. Your nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurses will encourage you to be as independent as possible. If you need assistance the staff may use equipment or aides that will facilitate your movement, making it more comfortable and safe for you, whilst reducing the risk of injury to staff assisting.

Electrical safety

All electrical equipment, including laptop computers, electric shavers, hair dryers, radio/stereos and clocks, have the potential to affect our electrical network. Please consult with ward staff to have your electrical items checked prior to use in the hospital.

Medical records

A medical record will be kept of your admission and treatment. This will be confidential with access being limited only to the healthcare professionals directly involved in your treatment. This record will remain the property of the hospital. The contents of your medical record will be divulged only with your written consent, or where required by the law. You may request to review your medical record at any time. Please contact the Nurse Unit Manager to organise this.

Medical staff

The doctor (VMO) who admits you is responsible for your medical care whilst you are a patient in Ramsay Clinic Albury Wodonga. Each doctor will have a different time of the day that they will visit the hospital.

Career Medical Officer

The hospital provides 24-hour Career Medical Officer coverage in liaison with your VMO to assist with your care in hospital.

We have a system in place to flag changes in your condition. If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or medical officer of your condition as necessary.

Students in training

As a teaching hospital of a number of local universities, we are involved in the training of nursing and other health care students. We hope you appreciate the importance of their training. However, if at any time you do not wish to be seen by students, please let the Nurse Unit Manager or nurse caring for you know.

Staff identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. Additionally our staff wear different uniforms depending on their role within the hospital.

Valuables

We strongly recommend that you do not bring any valuables to hospital. Ramsay Clinic Albury Wodonga does not accept responsibility for patient's valuables. Valuables remain your responsibility.

Pressure Injury Prevention Information for people at risk

Keep your skin clean and dry

Regularly change incontinence pads. Use a soap-free cleanser and moisturiser, if appropriate.

Look after your feet

Check for signs of pressure injury on your feet. If you have diabetes or reduced sensation, check your feet regularly. Wear comfortable, well-fitted shoes.

Use appropriate equipment

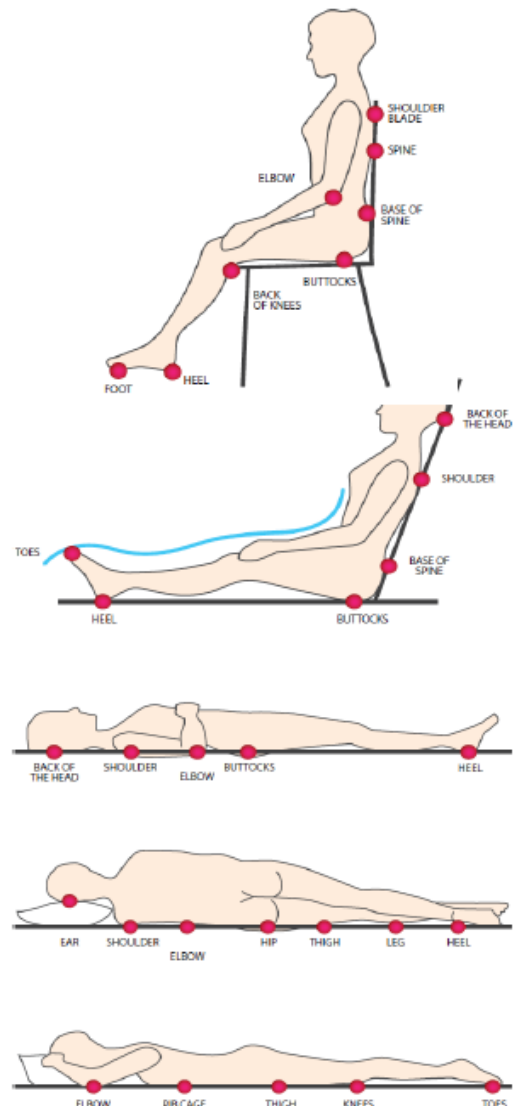
Ensure any equipment you are using is on good working order and regularly maintained. Specialised pressure-relieving equipment, such as cushions and mattresses, may be required if you are identified as being at risk of developing a pressure injury, or currently have a pressure injury.

Check your skin

Where possible, check your skin at least daily for signs of a pressure injury. If you experience any warning signs speak to a healthcare professional for advice.



The diagrams below show the areas of body at risk of pressure injury when lying and sitting



Acknowledgements

European Pressure Ulcer Advisory Panel, National Pressure Injury Advisory Panel and Pan Pacific Pressure Injury Alliance. Prevention and Treatment of Pressure Ulcers/Injuries: Clinical Practice Guideline. The International Guideline. Emily Haesler (Ed). EPUAP/NPIAP/PPPIA: 2019

Pressure Injury Prevention: Information for Patients and Families Released May 2021, ©Clinical Excellence Commission 2021. SHPN (CEC) 210617

Pressure Injury Prevention Information for people at risk

Pressure Injury

A pressure injury, also referred to as a pressure ulcer or bed sore, is an injury to the skin caused by unrelieved pressure. It may occur when you are unable to move due to illness, injury or surgery. A pressure injury can develop at home or in a hospital.

They may develop from poorly-fitted shoes, under plasters, splints or braces, and around medical equipment such as tubes, masks or drains.

Pressure injuries can happen quickly, from lying or sitting in the same position for too long. They can be painful, take a long time to heal, and may lead to other complications.



People at increased risk

You have an increased risk of developing a pressure injury if you are:

- Older or very young
- Immobile or unable to reposition yourself
- Underweight, eating poorly or have experience recent weight loss
- Overweight
- Incontinent (bladder and/or bowel)
- Experiencing reduced sensation/feeling

Warning signs of pressure injury

Check your skin and look for the warning signs:

- Redness/skin discoloration
- Tenderness, pain, or itching in affected areas
- Blistering
- Broken skin
-

Reducing your risk of pressure injury

There are a number of simple things you can do to help reduce your risk of developing a pressure injury.

Move frequently to relieve pressure

Reposition yourself, or ask your carers to assist you to change your position. You can also ask them to regularly remind you to change position.

Eat a healthy diet and drink fluids regularly unless you are on fluid restriction

You may benefit from nutritional supplements if you are underweight, have recently lost weight, or have been eating poorly. Speak to a health care professional for advice.

MOVING AROUND SAFELY IN HOSPITAL

INFORMATION FOR PATIENTS, FAMILIES AND CARERS

We want you to be as safe as possible in hospital

During your stay, staff will talk to you about:

- your risk of falling
- how much assistance you need when you are moving around
- ways to prevent falls in hospital.

Falls in hospital

There are many reasons you may be at risk of falling in hospital:

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

Most falls in hospital happen when people are moving around, including:

- Getting out of bed
- Walking, especially to the toilet
- In bathrooms and toilets
- Bending over or reaching for personal items.

Please tell a staff member if:

- You are worried about falling
- You have had a recent fall or have had a fall in hospital before
- You feel dizzy or unwell
- You need help walking or with things like showering and dressing
- You have problems with your balance
- You need to go to the toilet urgently
- You don't feel safe or comfortable moving around.

Tips for getting around safely:

- Check with a staff member if it is safe to move around on your own
- Use your call bell and keep it in easy reach
- Use a walking stick or frame if this has been recommended for you
- Wear supportive, non-slip shoes or slippers
- Get up slowly from sitting or lying down
- Be alert for any spills or obstacles.

Bathroom safety tips:

- A staff member may need to stay with you for your safety.
- Sit down to shower and use the rails to get up off the chair or toilet.
- Remain seated in the bathroom and use the call bell if you need help moving around.



Carers, family and visitors

We know many carers and family members provide support to patients in their home environment. However, there may be risks associated with hospital environment and the patient being unwell. Please speak with a member of the health care team, such as nurse, physiotherapist or occupational therapist if you would like to keep helping while the person you care for is in hospital.

Carers, family and visitors can help by:

- Telling staff if you notice any changes in the patient's condition
- Making sure the patient can reach their call bell and personal items
Reminding the patient to ask the nurse for help before getting up
- Telling the nurse before leaving if the patient is experiencing any confusion so that additional safety measures can be taken.



For further information on the NSW Falls Prevention Program, please visit:

<http://www.cec.health.nsw.gov.au/patient-safety-programs/adult-patient-safety/falls-prevention>

Released February 2017, © Clinical Excellence Commission 2017. SHPN (CEC) 170039



Our skin is our largest organ and a barrier to germs. It protects and maintains body temperature. It is the protective layer that guards us from the environment and stops our body losing fluids. As we age, skin becomes thinner and may become drier.

How to keep skin healthy

- Drink plenty of water to hydrate your skin, unless you have been advised otherwise by a health professional.
- Eat a well-balanced diet which includes fruit and grains, vegetables, meat and dairy.
- Avoid adding fabric softeners to your laundry as these are strongly perfumed and may irritate your skin.



Keeping your skin clean

- Use pH-neutral, non-perfumed, soap-free body wash
- Avoid bar soaps, as they remove the natural oils from the skin causing dryness
- Have shorter, warm showers rather than hot showers
- Use a soft washcloth or shower puff to cleanse your skin
- Rinse your skin and dry gently with a soft towel after showering. Do not rub
- Dry well between your toes and in skin folds
- Products that are plant based (pawpaw ointment) or animal-based (goat's milk soap) may cause allergies in some people.

Moisturising and barrier protection

- Applying moisturiser and barrier cream or barrier cloth to the skin helps maintain the skin's physical barrier, providing protection from irritants and preventing the skin from drying out. Use a non-perfumed moisturiser right after your shower
- Moisturise areas that get frequent exposure to the sun, such as the face, neck, arms and lower legs
- Use a barrier cream or barrier cloths to protect skin in your groin/buttocks from moisture damage caused by sweat or urine and/or faecal leakage.

Sun protection

- Long-term exposure to the sun increases your risk of skin damage and skin cancers. Some skin cancers can spread to other parts of your body if not treated promptly.

To protect your skin:

- Seek shade when outdoors. Use tree shade or umbrellas. Wear a hat with a broad brim or legionnaire style cap
- Use a Sun Protection Factor (SPF) 30+ broad spectrum sunscreen. Water-resistant sunscreens should be used if you are very active or are swimming
- Apply sunscreen 15 minutes before going outdoors and every 2 hours even when cloudy
- Wear wrap-around sunglasses with an Eye Protection Factor (EPF) of 10
- Wear wet-suits and rash shirts with an Ultraviolet Protection Factor (UPF) of 40+ to increase sun protection
- Avoid or minimise your time in the sun between 10 a.m. to 2 p.m. as the ultraviolet (UV) light is strongest during this time.

Check your skin regularly

Any new, changed or bleeding moles, discoloured skin or wounds that won't heal. Ask a family member or your GP to check areas you cannot see, such as your back.

See your GP or Skin Specialist if you notice any changes or are worried or you have fair skin, lots of moles, freckles, sunburn easily or have had skin cancers.

Non-melanoma skin cancers



Basal cell carcinoma (BCC)



Squamous cell carcinoma (SCC)

Melanoma



Melanoma

Photos used with permission Professor Peter Soyer

Looking out for skin tears

As we age, skin is damaged more easily. Some medications can also make the skin thinner, such as long-term steroids. Skin tears can happen by bumping into furniture falling, or someone gripping your arm or hand.

You can reduce skin tears by:

- using soap free, pH neutral cleanser and moisturiser
- wearing long sleeves and long pants
- keeping your home clutter-free and using a night light when mobilising at night
- padding sharp edges of furniture
- carers avoiding long fingernails and jewellery
- wearing prescribed glasses.

Pressure Injuries

Pressure Injuries are caused by lying or sitting in the same position for too long. The skin may appear red or purple, or blistered or broken. You are at risk of getting pressure injuries if you are older, can't move well, have poor bladder or bowel control, or have recently been in hospital or unwell. Avoid pressure injuries by checking your skin regularly, change your position frequently and keep your skin clean and dry.

Take home points for healthy skin

- Check your skin often for changes
- Eat a healthy diet and drink plenty of water, unless advised otherwise by a health professional
- Use a non-perfumed soap free, pH neutral cleanser and moisturiser
- If outdoors, wear sunscreen, wrap-around sunglasses, a broad brim hat and long sleeves
- Talk to a Nurse, GP or Occupational Therapist if you have any concerns.

Where can I find more information?

[Cancer Council Australia: Understanding Skin Cancer](#) and [Eatforhealth.gov: Australian Dietary Guidelines](#)

PREVENTING BLOOD CLOTS

INFORMATION FOR PATIENTS & CARERS

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

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

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

Causes of a blood clot

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

Your risk of developing a blood clot is increased if:

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

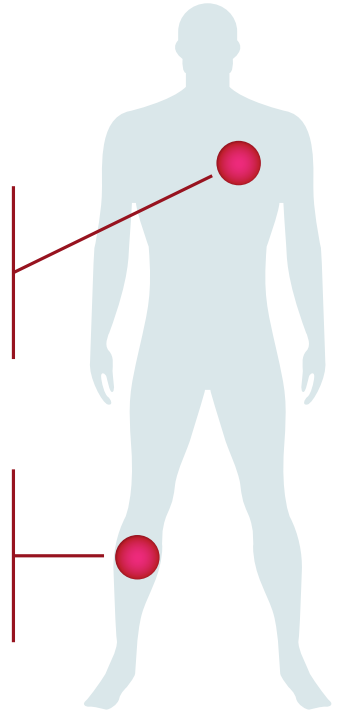
Speak to your doctor if you have any concerns.

Signs and symptoms of a possible blood clot

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

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

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



Disclaimer

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

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



Drink water

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



Stay active

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



Keep your stockings on

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

What your doctor will do

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

Anti-clotting medicine

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

Mechanical devices

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

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

Acknowledgements

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

Your "Going Home" Plan

<Place Patient Sticker Here>

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

Medicine: _____

Dose: _____

When to take: _____

For How Long: _____

Mechanical Device: _____

For How Long: _____

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

Medical terms for blood clots

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

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

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

About the VTE Prevention Program

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

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

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

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

Advance Care Planning

Making your wishes known



What is Advance Care Planning?

Advance Care Planning is an important process that helps you plan for future care, for a time when you are not able to make your health care wishes known.

The process involves thinking about your values, beliefs and wishes about the health care you would like to have if you could not make your own decisions.

It is best if Advance Care Planning happens earlier in life, when you are still well.

Why do I need to think about advance care planning?

Medical technology advances mean that there are treatments which may prolong your life, and that can keep you alive when you are seriously ill or injured.

Some people have firm ideas about how they want to live the rest of their life, including conditions that they might find unacceptable.



Advance Care Planning can include one or more of the following:

- Conversations between you and your family, carer and/or health professional
- Developing an Advance Care Plan on your own or with help from another person. An Advance Care Plan is the documented outcome of advanced care planning. It records your preferences about health and treatment goals
- Appointing an Enduring Guardian. An Enduring Guardian can legally make decisions on your behalf about medical and dental care, if you lose the capacity to make the decision
- Making an Advance Care Directive.

Choosing who should make decisions for you if you do not have capacity is an important part of Advance Care Planning.

Capacity means that you can understand the information and choices presented; weigh up the information to determine what the decision will mean for you and communicate your decision.

In NSW, there is no set form to record your wishes

What is an Advance Care Directive?

An Advance Care Directive records your specific wishes and preferences for future care. This includes treatments you would accept or refuse if you had a life-threatening illness or injury.

An Advance Care Directive will only be used when you do not have capacity to decide for yourself or to communicate your wishes.

It is recommended your Advance Care Directive be written and signed by you and a witness.

An Advance Care Directive is valid and legally binding if:

- You had decision-making capacity when you made it
- You were not influenced or pressured by anyone else to make it
- It has clear and specific details about treatment that you would accept or refuse
- You have not revoked it
- It extends to the situation at hand.

Advance care directives made in other states and territories are enforceable in NSW

When would my advance care directive be used?

- Only when you are unable to express your health care wishes
- To assist the 'person responsible' with consenting on your behalf.

Can I change my directive?

Yes, it is recommended that you review your directive regularly and following a change in your health.

What cannot be included?

An advance care directive cannot contain instructions for illegal activities, such as euthanasia, assisted suicide or assisted dying.

Who is the 'Person responsible'?

In NSW, if you are unable to consent to a medical and/or dental treatment, the health practitioner should seek consent from your 'person responsible'.

The 'person responsible' is:

1. An appointed Guardian, including an Enduring Guardian; if none, then
2. A spouse, de facto spouse or partner where there is a close continuing relationship; if none, then
3. An unpaid carer; if none, then
4. A relative or friend with a close and continuing relationship.

A Power of Attorney cannot make medical or dental decisions for you

Where can I get more information?

- You may also discuss your wishes with your GP. Your GP or other health care professional can provide information related to your health and ageing. You may wish to include your family in this discussion.
- The NSW Trustee & Guardian has information about appointing an Enduring Guardian. They can be contacted on 1300 364 103 or you could visit their website www.tag.nsw.gov.au for more information.
- The NSW Ministry of Health's Making an Advance Care Directive package <http://www.health.nsw.gov.au/patients/acp/Pages/acd-form-info-book.aspx>

What do I do now?

- Learn about any health and ageing issues you may have.
- Think about your values and wishes for treatment.
- Identify your 'person responsible'? Consider legally appointing an Enduring Guardian/s.
- Talk to friends, family, GP about your values and wishes.

For more information and resources:
planningaheadtools.com.au
or visit
www.health.nsw.gov.au/patients/acp



Delirium

This brochure provides information for people who are at risk of, or have experienced delirium, and for their families and carers.



What is delirium?

Delirium is a common medical problem that is characterised by changes in mental function.

Delirium and its symptoms develops over a short period of time, within hours or days. It usually only lasts for a few days but may persist for longer periods.

Delirium occurs more often among older people, but it can occur at any age. It can be a serious condition.

In many cases delirium can be prevented. Treatment of delirium relies on finding and treating the underlying causes.

Who is at risk?

People who:

- are very sick or frail
- have cognitive impairment (past or present), including dementia, intellectual disability or brain injury
- have had delirium before
- are aged over 65 years, or over 45 years for Aboriginal and Torres Strait Islander people
- are taking multiple medications or have had recent changes to medications
- are having a surgical procedure, e.g. heart, hip or neuro surgery
- experience depression
- have poor eyesight and/or hearing impairment.

How common is delirium?

About one in five older people admitted to hospital, and about half of the residents in aged care facilities, experience delirium at some stage of their care. Delirium can occur at any age.

What are the symptoms?

Symptoms for delirium occur suddenly, and involve changes to a person's physical and mental state. Someone with delirium may:

- appear confused and forgetful
- be unsure of the time of day or location
- be unable to pay attention
- act differently from their usual self
- have changes in their function i.e. mobility, ability to self-care
- be very agitated, sleepy, quiet and withdrawn, sleepy or a combination of these
- have changes to sleeping habits, such as staying awake at night and being drowsy during the daytime
- feel fearful, upset, irritable, angry or sad
- see things that are not there, but that seem very real to them
- lose control of their bladder or bowels (incontinence).

What causes delirium?

Delirium is often associated with an underlying physical illness or infection. Other common causes of delirium in older people include:

- difficulty going to the toilet (constipation or not being able to empty bladder)
- dehydration or malnutrition
- severe pain
- medications, including 'over-the-counter' medicines
- heavy alcohol consumption
- withdrawal from alcohol, cigarettes or medication, particularly sleeping pills
- changes in a person's environment, such as being hospitalised.

It is not always possible to identify the cause.

How does delirium start?

The symptoms of delirium happen very quickly, usually over hours or days. A person's behaviour can also fluctuate during the course of a single day.

Delirium is sometimes mistaken for dementia or depression, so it is important for family and friends to notify medical staff of any sudden change in a person's mental state.

How long does delirium last?

Delirium usually only lasts for a few days, but sometimes it will continue for weeks or even months.

If delirium is not resolved quickly, it can lengthen the person's time in hospital and lead to serious complications, such as falls, pressure ulcers, and even death.

Will it happen again?

People who have experienced delirium have a higher risk of experiencing delirium again.

How is delirium treated?

Staff will do a thorough medical assessment to look for and treat the underlying cause of the delirium. If a physical problem is identified, appropriate treatment will be given (for instance, antibiotics to treat a urinary tract infection).

Treatment is sometimes aimed at lessening symptoms and reducing the risk of complications.

Role of family and carers

It is reassuring for someone with delirium to see familiar people. Family and carers are encouraged to stay with their loved one.

Family members and carers can also provide valuable information to the staff caring for the person with delirium. It is important to notify staff of any sudden change in a person's mental or physical condition.

Carer support is available. Please let the nursing staff know if you or other family members need some support.

How to help and care

- Speak slowly in a clear voice. Identify both yourself and the person by name.
- Avoid getting into an argument.
- Encourage and assist the person to have adequate food and fluids.
- Remind the person of the location, date and time. Open the curtains in their room during the day. Knowing the time of day can reduce confusion.
- If the person usually wears glasses or hearing aids, help to put them on and ensure they are working. Visual or hearing impairment can make confusion worse.
- If the person is agitated or aggressive, do not try to restrain them. If they want to walk around, let them, but try to make sure that they are safe from falling and that the area is free from hazards.
- Bring items that help remind the person of home, such as photos, a dressing gown, a radio or player with favourite music.
- Let staff know of any personal information that may help calm and orient the person, such as the names of family and friends, hobbies, significant events, etc.

If you have any concerns or questions about delirium, talk to your local doctor or ask your hospital staff.

Contacts

Carers Australia - NSW Carer Line
1800 242 636
www.carersaustralia.com.au

My Aged Care
1800 200 422
www.myagedcare.gov.au

National Dementia Helpline
1800 100 500

Dementia Australia
www.dementia.org.au

**NSW Agency for Clinical Innovation
Care of Confused Hospitalised Older
Persons Program**
www.aci.health.nsw.gov.au/chops

Adapted with permission from Northern NSW Local Health District and Delirium Care Pathways, Department of Health and Aging, Canberra, 2010. This brochure has been produced as part of the Care of Confused Hospitalised Older Persons Program and funded through the NHMRC Cognitive Decline Partnership Centre, 2018. 2HAC108 March 2020 0061 03/20

Preparing to leave hospital

Discharge time

The discharge time is **10.00am**. Please arrange your transport home by 10.00am. Patients remaining after this time are welcome to use our Discharge Lounge.

Important information on discharge day

Before you leave hospital, please make sure you have the following:

- A discharge letter / summary
- All personal belongings
- All personal x-rays
- All current medications
- Follow-up appointment requirements

As you leave please see staff at the Nurses Station on your ward to ensure you have completed the discharge process.

Discharge planning services

It is recommended you start your discharge planning when you start your admission here at Ramsay Clinic Albury Wodonga. This discharge plan can be worked through in conjunction with the group programs and with the assistance of the Nursing staff and your Psychiatrist. There is also the 'My stay well' app free for you to download. If you require any information please speak to nursing staff.

Better Discharge Planning Program

Our hospital is proud to be associated with the Department of Veterans' Affairs Better Discharge Planning Program. The program aims to improve the health outcomes of veterans and war widows with chronic conditions who are most at risk of illness and readmission to hospital. To be eligible for the program a veteran / war widow must satisfy the program eligibility criteria as determined by the Department of Veterans' Affairs.

The chronic conditions can include one or more of the following:

- i. Congestive heart failure;
- ii. Coronary artery disease;
- iii. Pneumonia;
- ix. Chronic obstructive pulmonary disease;
- v. Diabetes;

We recognise that living with a chronic disease is not easy. For you the program starts before you go home by:

- Identifying your ongoing medical condition and associated risks; **then**
- Walking you through your discharge plan;
- Making sure you understand the importance of your medications;
- Talking to you and your carer regarding any home help / support you will need.

When you get home we will be in contact with you or your carer to see that you're getting back on track and any planned services have occurred in the 14 days after you are discharged from hospital.

We will also let your GP know you are going home and that we are keeping an eye on your care and wellbeing.

We are pleased to be part of your recovery team and hope the BETTER DISCHARGE PLANNING PROGRAM will see you "going home and staying well".



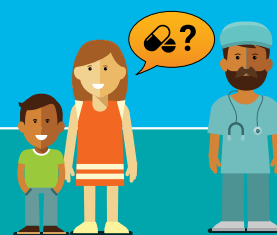
Top Tips for Safe Health Care



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

Policies

Ramsay Health Care Australia Privacy Statement

Ramsay Health Care Australia (Ramsay) is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information (including but not limited to patient health information).

We are committed to complying with all applicable privacy laws which govern how Ramsay collects, uses, discloses and stores your personal information.

This Privacy Statement sets out in brief how Ramsay will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: www.ramsayhealth.com or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

In respect of Patients, Ramsay will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay may collect, use or disclose personal information:

- For use by a multidisciplinary treating team;
- Assessment for provision of health care services;
- To liaise with health professionals, Medicare or your health fund;
- In an emergency where your life is at risk and you cannot consent;
- To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers or the placement of students or trainees at Ramsay facilities;
- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

In respect of other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with Ramsay and for other related purposes.

Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under

their contracts with Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.

To view full privacy policy please see our website alburywodongprivate.com.au



Compliments, concerns and complaints

We welcome compliments and feedback relating to your stay with us. This enables us to evaluate and improve our services to our patients. Feedback can be anonymous, however if you wish to write a specific and signed letter, your points will be acknowledged and dealt with appropriately.

Following your discharge you will be invited to provide feedback on your experience.

We would appreciate you taking the time to complete this as it is used to inform and plan our care delivery.

If you are concerned about your care or the hospital services we encourage you to speak to the Nurse Unit Manager on the Ward, the Director Clinical Services or the Chief Executive Officer during the day and the Hospital Duty Manager out of hours. It is important that you endeavour to resolve any matter with the hospital.

Whilst an inpatient, please be assured that:

- We want to resolve your concerns to your satisfaction
- You can expect any complaint to be dealt with quickly and confidentially
- Your complaint will not adversely affect the treatment / service you receive

Should you feel that the matter requires independent hearing, feel free to write to:

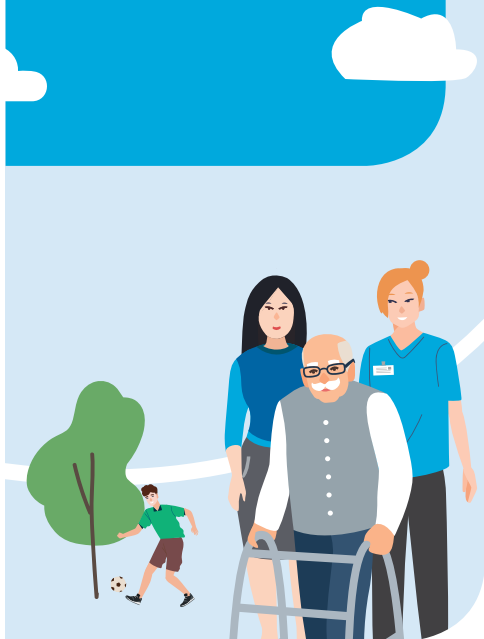
The Director General
NSW Ministry of Health
73 Miller Street
North Sydney NSW 2060

or

The Commissioner
Health Care Complaints Commission
Level 13, 323 Castlereagh Street
SYDNEY NSW 2000



My Healthcare Rights



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

You have the right to safe and high-quality health care, as described in the **Australian Charter of Healthcare Rights (the Charter)**.

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

The rights apply to everyone and everywhere health care is provided in Australia.

Take the time to read and understand your rights.

This brochure describes the **seven rights in the Charter**.



Access

You have the right to use healthcare services and receive treatment when you need it.



You have a right to receive health care that meets your needs.

Medicare helps with the costs of seeing a doctor, as well as many treatments and medicines. You have a right to know, before you receive treatment, if there are any fees and charges that you need to pay.

Health service organisations need to provide an environment that enables people with a disability to use its services.

Safety

You have the right to be cared for in a place that is safe and makes you feel safe.



You have the right to receive safe and high-quality health care that meets national standards.

Your health care and treatment should be based on the best available evidence, and your needs and preferences.

If you are concerned about your health, notice a worrying change or think something has been missed, you have the right to ask for a review.

Respect



Your health service organisation should recognise and respect your culture, identity and beliefs.

You have the right to be treated with dignity, respect and compassion.

You should be asked about your needs, and your care should reflect your choices.

Partnership



Sharing information with your clinician can help you receive care that is right for you.

You have the right to be treated as an equal partner in your health care. You can ask as many questions as you need to. Your clinician should talk to you about your health care openly and honestly.

You can include other people in your care, such as family, friends, a carer or a consumer advocate.

Information

Ask for help if you don't understand something. You can bring someone with you to appointments to help you understand information.



You have the right to get clear information about your health and different services available, such as public and private options.

You need to give informed consent before having any treatment. This means you fully understand your treatment options, the possible benefits and risks, and the costs.

You should be given information about your healthcare options, where to go, waiting times and if you'll need to pay for anything.

If something goes wrong during your health care, you have the right to be told about it. The health service should explain what happened, how you may be affected and what is being done to make care safer.

Privacy



Your privacy should be respected in all places such as hospital wards and waiting rooms.

You have the right to have your privacy respected. This includes the privacy of your body, belongings, information and personal space.

Your personal and medical information must be kept secure and confidential.

Give feedback

You have the right to provide feedback or make a complaint. Your concerns should be addressed openly and within a reasonable time frame. Providing feedback or a complaint should not negatively affect the way you are treated.

Sharing your experiences can improve the quality of health care.

If you are concerned that your rights have not been met, talk with your clinician or health service organisation. If you are not able to do this, or are not happy with their response, contact the health complaints organisation in your state or territory.

For more information about the Charter or the contact details for health complaints organisations, visit:

www.safetyandquality.gov.au/your-rights



Ask at the healthcare service for more information about your **healthcare rights**.

Level 5, 255 Elizabeth Street
Sydney NSW 2000

GPO Box 5480
Sydney NSW 2001

Telephone: (02) 9126 3600
mail@safetyandquality.gov.au

safetyandquality.gov.au



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



Private Patients' Hospital Charter

Your rights and responsibilities as a private patient
in a public or private hospital

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice as to when you are admitted to hospital. Even if you have private health insurance you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

- Information about your treatment - Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.
- Informed Financial Consent - Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.
- Other medical opinions - You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).
- Visitors - The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians if the patient is a child, and when your friends can visit you.
- Seek advice about costs - As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gaps). In some cases you may also have to pay an 'excess' or co-payment. Before you go to hospital, ask your private health insurer, doctor(s) and hospital about the expected costs of your treatment, including possible costs for surgically implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).
- Confidentiality and access to your medical records - Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.
- Treatment with respect and dignity - While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.
- Care and support from nurses and allied health professionals - Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.
- Participate in decisions about your care – Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.

- Comments or complaints - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).
- Provide accurate information - To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).
- Long-stay patients - If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

Find out about any potential costs before you go to hospital

Ask your treating doctor or specialist:

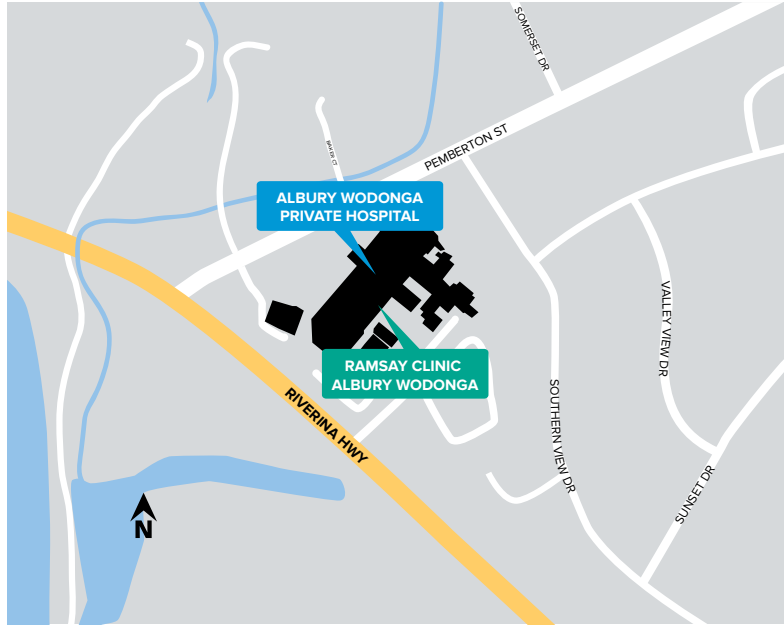
- for confirmation in writing of how much their fee will be and how much is likely to be covered under Medicare or your private health insurance.
- whether they participate in your health insurer's gap cover arrangements and if you are likely to have to pay a gap, how much it will be.
- which other doctors and medical staff will be involved in your treatment and how you can get information about their fees and whether they will be covered by your private health insurance.
- for an estimate of any other costs associated with your medical treatment that may not be covered by Medicare or your private health insurance (e.g. pharmaceuticals, diagnostic tests).
- whether you are having a surgically implanted device or prosthesis and if you will have to contribute towards the cost for this.

Ask your health insurer:

- whether the treatment you are having is covered by your private health insurance and if there are any exclusions or waiting periods that currently apply to this treatment under your policy. If you are having a baby, talk to your health insurer as early as possible in your pregnancy to find out what rules apply to obstetrics and newborn babies.
- whether you have to pay an excess or co-payment, and, if so, how much this will be.
- about the level of hospital accommodation covered by your policy (some policies only cover being a private patient in a public hospital).
- whether your insurer has an agreement with the hospital you are going to be treated in.
- whether you will need to pay extra for surgically implanted devices or prostheses.
- if any gap cover arrangements are in place that may apply to you.

Ask your hospital:

- whether the hospital has an agreement with your private health insurer.
- whether you will have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).



Ramsay Mental Health

Ramsay Clinic Albury Wodonga

1125 Pemberton Street

West Albury NSW 2640

Ph: 02 6022 4450

ramsaymentalhealth.com.au

People caring for people

