



This book belongs to
Room number

Hospital Contact Phone No

PORTLAND DISTRICT HEALTH

Patient Handbook

A personal guide to your stay in hospital

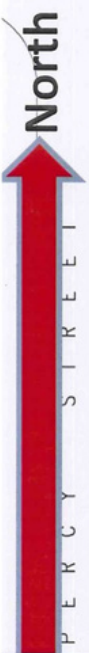


PORTLAND
DISTRICT HEALTH

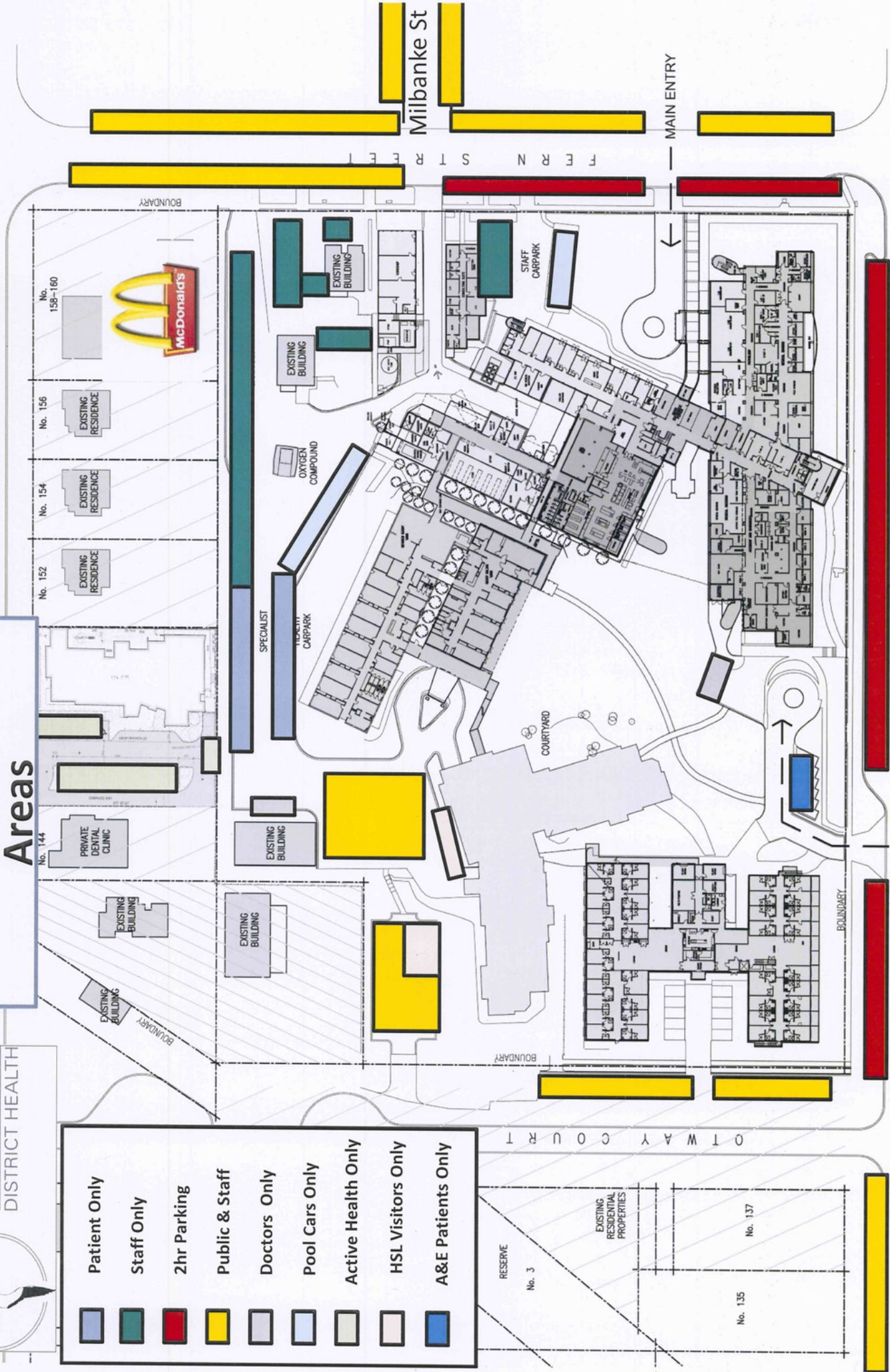


PORTLAND
DISTRICT HEALTH

PDH Car Parking Areas



	Patient Only
	Staff Only
	2hr Parking
	Public & Staff
	Doctors Only
	Pool Cars Only
	Active Health Only
	HSL Visitors Only
	A&E Patients Only



Pre Surgery Instructions

Hygiene

Please shower/bathe prior to surgery, dress in clean clothes and underwear. Do not apply cosmetics, perfume or talc powder and remove nail polish, gel shellac etc.

Jewellery

All jewellery will need to be removed prior to surgery. Therefore we recommend that you leave it at home.

Eating/Drinking

You will need to follow specific instructions regarding what and when you can eat and drink prior to your surgery. Please call before your surgery day to confirm these instructions.

Smoking/Alcohol

In the interest of safe anaesthesia, you are required to cease smoking at midnight on the night prior to day of surgery. Please refrain from drinking alcohol on the night before surgery. Your procedure will be cancelled if you have smoked after this time.

Illness

Please contact the Pre-admission clinic on **5521 0664** if you develop a cold or an illness in the week prior to surgery.

Escort Arrangements

Following day surgery you must be escorted home by a responsible adult. You must have someone stay with you in the first 24 hours after surgery. You are not to drive a vehicle, work machinery, sign documents, cook or make major decisions for 24 hours following a general anaesthetic.

Other Instructions

GP/CONSULTING SUITES/PATHOLOGY FOR ECG:

ANAESTHETIC CLINIC:

ON _____

AT _____

IN Consulting Suite

PHYSIOTHERAPY/OT/DIABETES EDUCATOR:

PATHOLOGY FOR BLOODS:

Medication Instructions

Please take **only** the following medications on the day of your surgery. You may take these with a small sip of water.

Please **stop** taking the following medications.

_____ on _____

_____ on _____

_____ on _____

Admission Times

The theatre will call you with your admission time

Your Surgery is Booked For:

FASTING FROM: _____

NO WATER FROM: _____

Please present to the Admissions Office

ON: _____

AT: _____

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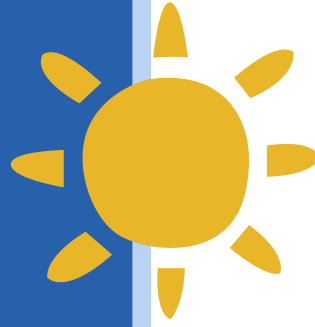
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Welcome to Portland District Health



This handbook has been written for people who are coming to Portland District Health for:

- day procedure or day surgery
- an overnight stay, or
- emergency treatment if you have a sudden illness or require emergency treatment due to an accident

This Patient Handbook is your guide and personal planner during your time with us and your discharge from hospital. It provides information to make your stay with us as comfortable and relaxed as possible, as well as information to support your recovery once you go home.

Please take the time to read the Patient Handbook. There are many ways we believe that you will find the Patient Handbook useful and we trust it makes a positive difference to your stay with Portland District Health.

Please do not hesitate to ask questions of our staff regarding your health, treatment or routines. As our patient, you, your family or carers are our most important concern. This is known as 'patient-centred care' which is another way of saying, we are putting our patients first.

Samantha Sharp
Chief Executive Officer
Portland District Health



Vision and Values of Portland District Health



PDH Care

The Portland District Health Board, Executive, Leadership Team & Staff have committed to **4 Quality Goals**, which are focused on:

Putting consumers first in everything we do

This is **PDH Care**, the care we want our consumers to experience, and that we want to deliver every day.

4 PDH Care Goals



Person-centred:

People's values, beliefs and specific needs and circumstances guide the delivery of care and organisational planning.



Effective:

The right care is delivered in the right way, at the right time with the right outcomes.



Connected:

Staff and consumers work together to achieve shared goals; people experience service and support continuity as they move through the service system.



Safe:

Avoidable harm is eliminated.

Our Values



We Value Wisdom:

We use knowledge, experience and understanding to make the decisions that matter.



We Value Compassion:

We care about people – their safety matters above all else. Every person's need is different and is respected. Our service quality is second to none.



We Value Courage:

We are fearless and courageous in making things happen, embracing opportunities and creating solutions.

Our Commitments

We Surpass:

Your experiences in our care will be safe and the highest quality they can be.

We Connect:

Our collaborations, partnerships and relationships are vital to our success.

We Learn:

Our skilled team are the heart of our organisation; they are dedicated to lifelong learning, allowing us to deliver high quality healthcare.

We Create:

Discovering and developing innovative solutions is our way of delivering the best care we can.

We Are Responsible:

We work hard to meet or exceed expectations and comply with what is required of us.

Preparing for Hospital



Private Patients

On admission to Portland District Health you can choose to be admitted as a private or public patient. Regardless of whether you are admitted as a public or private patient the quality of care shown to you will be of the same high standard.

When admitted as a private patient you can be treated by the doctor of your choice (providing that your doctor has visiting rights at this hospital). You will be responsible for the payment of the hospital accommodation fees and charges for all medical and ancillary services.

Private patients enjoy free newspapers, television, toiletries pack or a voucher redeemable from the hospital kiosk located on the ground floor.

Single rooms are allocated according to medical needs. If you are insured for single room cover, and request this, we will do our best to accommodate you but cannot guarantee that a single room will be available.

Preparing for your hospital admission

If you are being admitted to a ward or other designated area of the hospital, please proceed to the Admissions Office.

The Admissions Office is on the ground floor (behind the kiosk). Enter via the main entrance in Fern Street, turn left at the bottom of the stairs. The Admission Office is open between 7.00am and 3.30pm, Monday to Thursday. If arriving at any other time, please enter via the Urgent Care Centre entrance in Bentinck Street. Your details will be confirmed by staff and you will then be directed to the appropriate department.

A doctor will see you before your surgery. This is a good opportunity to discuss any questions you may have. Not all patients are taken to the operating suite on a trolley. You may be invited to walk unless you are not able to do so.

We suggest you bring a dressing gown or other garment to wear over your hospital gown and keep you warm while waiting for your surgery. We also recommend that you wear comfortable shoes or slippers.

You can discuss all aspects of being admitted as a private patient with our

Private Patient Liaison Officer

by telephoning

(03) 5521 0397



What if my surgery is postponed?

Unfortunately there will be times when unexpected events such as emergencies may cause your surgery to be postponed to the next available time. If this does occur, we will give you as much notice as we can and appreciate your understanding in these circumstances.

Consent for Procedure

Consent means that you give us permission to undertake a procedure or to provide medical treatment.

Consent may be:

- **Implied by your actions**, for example when you put out your own arm after a nurse has explained how a blood test will be carried out
- **Given verbally** such as when you agree to proceed with an X-Ray
- **Given in writing**

Written consent is required prior to a procedure or operation. You will be required to sign a Consent for Procedure Form.

Your specialist will explain the medical treatment, operation or procedure that you may need. It is important that you understand what the specialist has said so that you can make an informed decision about giving consent. It may be helpful to have a family member or friend with you when you speak with the specialist.

It is also important for you to know that you have the right to refuse treatment during your hospital stay.

What Should I Bring to Hospital?

- This handbook
- Medicare card, Health Care card, DVA card and private health fund details if applicable
- Current X-Rays
- Current medications including details of herbal or non-prescription medications
- Details of community services you use if applicable
- Pyjamas, dressing gown and comfortable day wear
- Slippers or shoes that you can walk in safely
- Walking stick or frame if needed (please label these with your name)
- Hearing aid or glasses if you need them
- Ear plugs for sleeping if you need them
- Medical equipment you may be using at home e.g. CPAP, BGL machine
- Essential toiletries: soap, toothbrush, toothpaste, comb
- Pen for filling out menu

You May Also Like to Bring Along:

- Battery operated radio with earplug if needed
- A favourite toy or activity for children
- An activity for adults e.g. crosswords, book to read, etc.
- Small amount of money for the papers, phone calls, television

What's Best Left at Home?

We hope that you will understand that we are unable to take responsibility for items such as:

- valuable jewellery
- large amounts of money
- expensive electronic games and equipment

Can I Bring Electronic Equipment?

- Please ensure all phone or electronic device chargers meet approved Australian Standards
- Free Wifi is available for your use
Password: PDH3305wifi
- Please ask for assistance if you need help to access the free wifi

How to Get Involved in Your Healthcare



These tips are provided to assist you in becoming more active and confident in your healthcare.

You are encouraged to:

1) Be actively involved in your own healthcare.

- Take part in every decision to get the best possible care for your needs.

2) Talk about your options if you need to go into hospital.

Ask:

- How quickly does this need to happen?
- Is there an option to have the surgery/procedure done as a day patient?

3) Make sure you understand what will happen if you need surgery or a procedure.

Ask:

- What will the surgery or procedure involve and are there any risks?

4) Make sure you, your doctor and your surgeon all agree on exactly what will be done.

- Close to the time that you are due to have your operation, confirm exactly what the operation is going to involve.

5) Speak up if you have any questions or concerns.

- Ask questions.
- Expect answers that you can understand.
- Ask a family member, carer or interpreter to be there with you, if you want.

6) Learn more about your condition or treatments.

- Collect as much reliable information as you can.

Ask your health professional:

- Please tell me more about my condition, tests and treatment.
- How will the tests or treatments help me and what is involved?
- What are the risks and what is likely to happen if I don't have this treatment?

7) Keep a list of all the medications you are taking.

Include:

- Prescriptions, over-the-counter and complementary medicines(e.g. vitamins and herbs); and
- Information about drug allergies you may have.

8) Make sure you understand the medicines you are taking.

- Read the label, including the warning and make sure it is what your doctor ordered for you.

Ask about:

- directions for use
- possible side effects or interactions; and
- how long you'll need to take it for

9) Get the results of any test or procedure.

- Ask your doctor for the results of any test or procedure.
- Ask what they mean for your care.

10) Before you leave hospital, ask your healthcare professional to explain the treatment plan you will use at home.

- Make sure you understand your continuing treatment, medicines and follow-up care.
- Visit your GP as soon as possible after you are discharged.

During Your Hospital Stay



Simple Steps to Keep You Safe During Your Stay in Hospital

Preventing a fall

- Wear well-fitted, non-slip footwear(including non-slip socks, if appropriate)
- Take extra care in the bathroom
- Some medicines may make you feel unsteady
- Use a walking aid, if you need one
- If you need assistance, tell us

Preventing blood clots

- Wear your hospital stockings if advised and move as often as you can
- Try to do simple leg and ankle exercises
- Drink fluids as recommended
- Take blood-thinning medicines or medications as advised

Preventing infection

- Wash your hands or use the hand gel provided after visiting the toilet, if sneezing or coughing, and before all meals
- If you're worried a staff member may have forgotten to wash their hands, you or your family can remind them
- Tell us if you have diarrhoea or vomiting

Preventing pressure injuries

- If you can, try to keep mobile, even in bed, and call us if you are uncomfortable
- We are very happy to help you change position, and can work with you on ways to relieve pressure

Consumer Involvement

- Talk to us during handover
- Tell us if something is wrong
- Ask us questions if you don't understand
- Tell us if someone's condition gets worse
- Get staff to check
- When in doubt, ask / tell / clarify
- PDH support "It's OK to ask"



Your medicines

- Tell us if you have an allergy, have had a serious reaction to any medicines or if you do not understand what your medicines are for
- Talk to your doctor, nurse or pharmacist if you have any questions or concerns about your medicines (including herbal remedies and essential oils)
- Ask about possible side effects
- Keep an up-to-date list of any medicines you're taking, as well as natural medicines

Identification

- Tell us if any of your personal information is wrong (Address, ID band, GP, next of kin)
- If you have any allergies, you will have a red wristband
- Before any medicine is given your ID band will be checked

Leaving hospital

Before you leave, make sure:

- you have all the information you need to be safe at home
- your medicines have been explained to you, particularly if they've changed
- you know who to contact if you have any questions or concerns
- you know when your next appointment is

Any concerns

- We are here to help you
- Talk to us if you have any worries or concerns about your treatment, or about what will happen when you leave hospital

Patient or Family Escalation of Care

Portland District Health encourages you, or your family and/or carer, to escalate care when there is a concern regarding your health.

There are posters in each room about how you can escalate care.

Are you concerned?

Are you worried about your or your family members condition? If so you can speak to a nurse and request an urgent medical review. If you remain concerned please contact

Assistant Director of Nursing on 5521 0349

who will assess the situation and organise further care as appropriate



Clinical Handover at the Bedside

A number of staff will be involved in your care at different points of time. Clinical handover is the sharing of information about your care between the on-duty staff and the staff who will take over your care. The staff involved in the handover are doctors, nurses and sometimes other health professionals.

Clinical handover at your bedside involves you in your care and allows staff to discuss and ensure your care continues as planned.

Information which may be shared during the handover includes:

- your medical history
- your current condition
- tests and procedures you have had
- tests and procedures you are booked to have
- your need for assistance with tasks such as showering
- plans for discharge, even if this is a few days away

Clinical handover at the bedside occurs between the morning and the afternoon shift. During the handover, you will be introduced to the staff who will be taking over responsibility for your care.

You can be involved in the clinical handover at your bedside by:

- asking questions if you have any concerns
- telling staff if you think a mistake has been made
- asking for clarification if you are not clear about anything

Please speak to your nurse if you require further information regarding your care whilst you are in hospital.

Managing Your Pain While in Hospital

How you can help us to best respond to your needs – making your recovery as pain free as possible:

Tell us about your pain:

- By controlling your pain as best we can, you are likely to recover faster. You need to tell us how you feel, particularly how strong your pain is. You will be asked to rate your pain, this is how we know how you are feeling and what is working best for you.

What else can you do?

- Ask for pain relief before you get too uncomfortable. It is harder to ease pain once it has taken hold.
- Remember to tell your nurse or doctor about any pain that doesn't get better, even after having pain medicine.

Pain treatment options:

- Your pain may be treated in a number of ways. What works best for you will be decided by you, your doctors and nurses and is based on the location and type of pain that you have.

Some options include:

- Tablets that you swallow
- Occasional injections
- Continuous drip containing pain medicine
- Patient Controlled Analgesia (PCA) small dose of pain medicine controlled by you
- Local Anaesthetics given near your wound that block the feeling of pain
- Epidural Pain Medicines given into your back that block pain over your wound
- Special techniques used when moving and coughing that minimize discomfort

Although we would like to take away all the pain and discomfort you might experience, in reality it often cannot be removed completely. However our aim is to make you as comfortable as possible, especially when moving around and performing the activities you need to do to get better.

Your GP and Hospital

Whilst you are in hospital, you will be asked to nominate your General Practitioner (GP) and whether you would like us to communicate with him / her about your treatment.

Sometimes we may need to phone your GP to get details about your previous medical history or to check which medications you take.

When you are discharged from hospital, we are able to inform your GP of the treatment or ask him/her to follow up some test or treatments you are having. This will ensure you receive the care you need within the hospital and importantly, after your discharge. If you prefer that we don't contact your GP, please let us know and we will respect your decision.

Transfers

Patients sometimes need to be transferred to another health service. This will be arranged by the nursing staff on your ward in consultation with the medical team, yourself and your family.

Decisions regarding the type of transport needed are based on your clinical status, your destination and whether the transport is required as an emergency.

Transport is planned at all times to be timely and to maintain your wellbeing and safety.

If you have been transferred to another health service, there may be emergency accommodation options available to you and/or your family.

For patients and their families travelling long distances to access treatment at Warrnambool Base Hospital. Accommodation costs are in line with the Victorian Patient Transport Assistance Scheme (VPTAS) rebate rates. VPTAS provides financial subsidies to eligible patients who need to travel long distances to access medical specialist services.

Rotary House PH: 03) 5564 4105
VPTAS PH: 1300 737 073

For patients transferred to Barwon Health, information regarding accommodation can be found by phoning the Barwon Health Social Work team on **03) 4215 0777**.

Your Medications

To assist us with knowing exactly what medications you are taking, please bring your updated medication or herbal remedies list and all of the medicines you have been taking at home in their original, labelled containers.

This includes any over-the-counter medications that you have bought from your local pharmacy, supermarket or health store.

Your medications will either be stored securely in your bedside lockers, or stored within the pharmacy department to be returned to you upon your discharge if they are still required.

Medications may be sent home once the pharmacist or doctor has taken a list of medications.

Please also bring with you monitoring equipment that you use on a regular basis: blood glucose meter, strips, puffers etc.

Allergies and Intolerances

It is really important that you advise the doctor, nurse or pharmacist if you have had any unexpected reactions or allergies to medications in the past or any other allergies or intolerances that you know of. This might include certain foods or drinks, adhesive tapes or dressings, or anything else you have had a sensitive reaction to.



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

Planning to go Home



Your discharge from hospital will be planned in advance. Your attending medical officer will discuss with you your expected discharge date soon after you are admitted.

Patients should be able to go home as soon as their health permits. We will involve you and your carer (if applicable), as much as possible in the planning and preparation for going home and we will listen to any concerns you may have.

Your discharge date may change depending on your medical condition.

It is best that someone accompanies you home. If you feel you may require additional support once you are home, please discuss this with staff. A referral can be made to Glenelg Shire Home and Community Care Program.

If you decide to discharge yourself against medical advice, you will be asked to sign a form absolving Portland District Health from liability if problems arise. However, this should not stop you from seeking further treatment if you later have concerns.

Medication Reminder

Have we returned the medications that you brought in with you, before you leave?

Has the pharmacist spoken with you during your stay? If not and you have some questions about your medications, ask the nursing staff to contact the pharmacist to speak to you before you go home.

Important questions to ask

- How am I supposed to take the new medication?
- Does this new prescription mean I should stop taking any of the medication that I was taking before I came into hospital?
- Are there any side effects I should be aware of?
- Can I stop my medicine if I am feeling better?

Support Services and Programs to Assist Your Recovery

After your stay in hospital, you may require support to help you recover at home. The staff caring for you while you are in hospital may talk to you about these services, and you may need some of these services while you are an inpatient.

Please ask a staff member about the services listed below if you think they may assist you in your recovery.

Discharge Support

A staff member from the Discharge Support team will assist you if

- You are going to be discharged to a setting other than your home eg residential care.
- You have complex ongoing health and social care needs requiring a detailed assessment, planning and delivery of services by the multidisciplinary team.

As part of the discharge process you may be eligible for Post-Acute Care - short term help at home.

Services which may be provided to you through Post-Acute Care include:

- District nursing
- Meals on wheels
- Personal care
- Accommodation
- Home help
- Respite care

There is no cost for services provided by Post-Acute Care

Advance Care Planning/Directives

- Advance Care Directives/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.
- An Advance Care Directive/Advanced Care Plan records your specific wishes and preferences for future care. This includes treatment you would accept or refuse if you had a life threatening illness or injury. An Advance Care Directive/Advanced Care Plan will only be used when you do not have capacity to decide for yourself or to communicate your wishes.
- If you have an Advance Care Directive/Advanced Care Plan, you should provide a copy of it to the hospital when you are admitted. It will be placed in your medical record and a note of its existence will be made to alert staff.
- For more information on Advanced Care Directives / Advanced Care Plans, please follow the link below.
- <https://www.health.vic.gov.au/patient-care/advance-care-planning-1>

Alcohol and other Drug Services

- These services provide support and assistance for people with problems associated with alcohol or other drugs, or in some way feel their lives are affected by the use and / or misuse of alcohol or other drugs.
- Support is also available if you have a family member you are concerned about in regards to their alcohol or drug use.

Breast Care

- The Breast Care Consultant will help you if you have breast cancer or other disease of the breast.
- The consultant will help you through diagnosis, treatment, rehabilitation, and palliative care.

Cancer Support

- The Cancer Support Nurse is an experienced oncology nurse who plays a vital role in the ongoing management of cancer patients.
- The nurse will assist you to understand your treatment, help coordinate your care, provide emotional support and assist you with referrals to other services.
- The nurse also plays a valuable role in education and raising awareness about cancer prevention, treatment, and survivorship issues.

Community Rehabilitation

- PDH offers a range of rehabilitation programs targeting specific areas.
- Rehab programs on offer that may assist you include: oncology, cardiac, pulmonary, ambulatory and falls prevention.
- These programs help you to regain and reach health independence and encourage self-management of your health conditions.
- You may attend the rehab program at a gym, as part of a group or one on one supported by PDH staff.
- You may also have rehab support in your own home.

Community Transport

- Volunteers assist Portland District Health clients with transport to enable them to attend medical appointments if they do not have alternative transport.
- The cost of this service is in consultation with the Community Transport Coordinator.

Continence Services

- The Continence Nurse is able to assist in the assessment, education and management of a variety of continence issues affecting both adults and children.



Counselling Services

- The Psychologist or the Social Worker can provide support for a range of specialised services and groups including chronic disease management, health coaching, behaviour change, parenting, depression, anxiety, panic, mood disorders, stress management and relationship therapy.
- Members of this team can also diagnose and treat mental, behavioural, and emotional issues.

Diabetes Education

- Credentialed Diabetes Educators work in partnership with General Practitioners, other members of the multidisciplinary team and the person with diabetes to achieve mutually agreed diabetes management goals.
- They will help you to understand the diabetes process and your treatment plan to improve diabetes self-management.

Dietetics and Nutrition

- Dietitians can help people to manage their health conditions or disease by using food as a form of therapy.
- Dietitians are able to help treat a wide range of conditions including diabetes, heart disease, cancers, gastrointestinal diseases, food allergies, food intolerances, disordered eating as well as weight loss and obesity.

District Nursing Service

- Nurses are able to attend to your health care needs in the comfort of your own home if you are medically unable to attend a clinic.
- The District Nursing Service can provide wound care, chronic disease management, education, monitoring and support for yourself or your carer, as well as treatments requested by your general practitioner.

Exercise Physiology

- Accredited Exercise Physiologists are allied health professionals providing exercise and lifestyle therapies for the prevention and management of chronic disease, injury and disability.
- Interventions are provided by exercise delivery including health and physical activity education, advice and support, and lifestyle modification with a strong focus on achieving behavioural change.
- The aims of the exercise programs are to prevent or manage chronic disease or injury and assist in restoring your optimal physical function, health or wellness.

Hospital Admission Risk Program (HARP)

- **Program staff will work with you if you have chronic and complex health issues. Staff will support you to manage independently in your community, thus reducing the risk of being admitted to hospital.**

Life! Program

- Prevention programs help you learn how to reduce your risk of diabetes, heart disease & stroke. This group program offers strategies and goal setting for participants to maintain a healthy life style.

Lymphoedema Management

- The Lymphoedema Nurse is available to you for assessment and education on lymphoedema management, massage, exercise, self-care, compression bandaging and garment choice.

Needle Exchange Program

- This program is a public health measure to reduce the spread of blood borne viruses/infections among and from people who inject drugs.
- The program provides sterile injecting equipment, education, counselling and referral.

National Diabetes Services Scheme (NDSS)

- The National Diabetes Services Scheme (NDSS) is available through Portland District Health or your local pharmacist.
- The NDSS supports people with diabetes by providing timely, reliable and affordable access to services and products.
- Registration with the NDSS is free and open to everyone diagnosed with diabetes. Talk to your Diabetes Educator about how to register.

Occupational Therapy

- Occupational Therapy promotes health and wellbeing through occupation to help you participate in everyday activities.
- PDH Occupational Therapists work with children and adults.
- Assessment, education, retraining, activity adaptation and environmental modification are used to assist with your safety and independence.

Occupational Hand Therapy

- The Occupational Hand Therapist provides support to people with acute hand injuries, including post - surgical treatments, as well as chronic hand conditions.

Palliative Care Services

- This service provides care for people of all ages who have a life limiting illness, with little or no prospect of cure and for whom the primary treatment goal is quality of life.
- A palliative care nurse consultant provides symptom assessment and management, referral and liaison to other support services, access to equipment, counselling, respite, and bereavement services as well as support through specially trained palliative care volunteers.

Physiotherapy

- Physiotherapists are experts in movement and function. They will work with you to assist in improving and retraining movement disorders, neuro-musculoskeletal conditions and persistent pain. These conditions may have been present from birth, the result of accident, injury or ageing.
- Our physiotherapy team will assess your condition, help diagnose the problem, and assist you to understand your condition. They work as part of a multidisciplinary team to provide you with the best care.

Podiatry

- A podiatrist works on your feet and lower limbs in the prevention, diagnosis, treatment and rehabilitation of medical and surgical conditions.

Speech Pathology

- The speech pathologist provides support in the diagnoses and treatment of speech disorders, and work with people who have difficulty communicating.
- People who experience difficulties swallowing food and drink safely can also be assisted by the speech pathologist

Telecare

- Telecare is a telephone service providing reassurance and social support with a daily telephone call to you at home and is supported by volunteers.

Telehealth

- Telehealth is real-time health service delivered by communication technology between you and your health professional, usually some distance apart. This may be available for you and saves you time, cost and traveling. Talk to your doctor if you would like more information on this.

Volunteer Program

- Volunteers are an important part of Portland District Health as an enthusiastic group of people sharing their time, skills and life experiences with us to support clients, patients, staff and the wider community.
- By providing the time, enthusiasm and dedication these volunteers allow our organisation to run programs that adds value to our community and other services.



*If you would like to be
a volunteer*

at Portland District Health, call
the

Volunteer Coordinator on

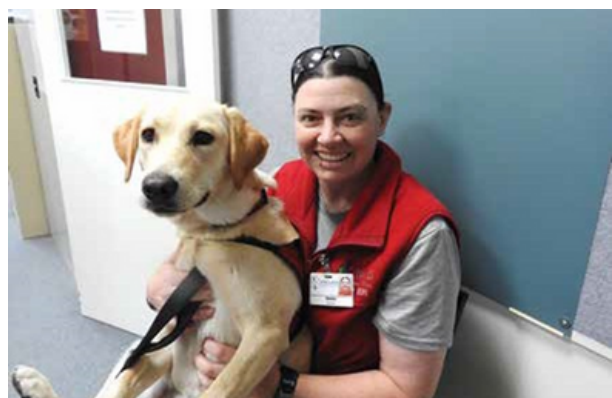
5522 1182

If you would like more
information on any of these
services, please phone

03 5522 0333

or check out the Portland
District Health website

www.pdh.net.au



About Portland District Health



Aboriginal Health Support

- If you are of Aboriginal or Torres Strait Islander heritage, and you require support from an Aboriginal Health Worker, please speak to the staff involved in your care to arrange an appointment on your behalf. The Aboriginal Health worker will provide emotional, social, spiritual and cultural support to Aboriginal and Torres Strait Islander people and their families.

Accommodation

- PDH does not have accommodation available for family and friends, but there are several motels in close proximity.

Appointing a guardian

- You may wish to consider giving someone else permission to make decisions for you if illness prevents you making decisions for yourself.
- Information and relevant documents including the kit, 'Take Control' which provides step-by-step assistance to making powers of attorney and guardianship arrangements are available online at: www.publicadvocate.vic.gov.au or from any post office.

Behaviour

- Portland District Health has a zero tolerance policy on violence and aggression (both physical and verbal). Persons displaying these behaviours against staff or other patients will be asked to leave the premises and may be prosecuted. We ask that your behaviour and that of your visitors be of a standard acceptable to the health service.

Car Parking

- Street parking and onsite parking is available for patients and visitors. There are also a number of drop off points for patients near the main entrances of the hospital. There are time restrictions in some parking areas.

Donations

- Portland District Health requires community support to maintain and improve the high level of services available as well as upgrading of equipment. Donations can take a number of forms such as gifts and pledges, in kind support or bequests. All donations are tax deductible and any help you can give would be most appreciated. Donations can be made directly at PDH Main Reception or by contacting the Community Engagement & Fundraising Officer on (03) 5522 1182.

Emergency and Safety Procedures

- Staff are trained in emergency and safety procedures. In the event of a fire or other emergency, evacuation of the ward may be necessary.
- All that is required of you is that you remain calm and stay within the ward until staff give you directions for evacuation.

Hairdresser

- If you require a hairdresser during an extended stay in hospital, please ask ward staff to arrange this. The hairdresser is available at your own expense.

Hand Hygiene

- Vigilance in hand hygiene practices by staff, patients and visitors minimises transmission of potentially infectious organisms. Alcohol based hand rubs are recommended for this purpose and accessible at many points throughout the organization. Patients are encouraged to ask staff if they have washed their hands prior to providing care.

Infection Prevention

- Infection prevention is a priority at Portland District Health; if you wish to discuss infection control issues please ask the ward staff to contact the Infection Control Nurse.

Interpreter Service

- A free interpreter service is available in all languages and for the hearing impaired. Please inform a staff member in advance if you require an interpreter, especially when organising appointment.

Kiosk

- JJ's Kiosk is located on the ground floor to the left of the Fern Street entrance. Opening hours are Monday to Friday 8.30am to 5.00pm. A range of products (including light meals) are available for purchase.
- The kiosk delivers a trolley service to the bedside, for the purchase of newspapers, magazines, toiletries, etc.

Laundry

- We do not have facilities for the laundering of patients' own clothing at the Portland District Health. Please make arrangements for your washing to be done by family or a friend.

Legal Matters

- Staff and volunteers are not permitted to witness legal or personal documents. Please talk to the nursing staff for assistance if you need advice on this.

Mail

- Mail is delivered to the wards by 10.30am each morning, Monday to Friday. Mail received after you have been discharged will be forwarded to your home address.
- Outgoing mail can be posted at the front reception desk on the ground floor, main foyer.

Meals

- Portland District Health aims to provide a choice of nutritional meals. You will be provided with a menu card one day in advance. This will be collected by food services staff. Please ask if you need assistance to fill out your menu.
- Please advise the nurse or food service staff if you have any special dietary, cultural or religious meal requirements.

Meals Brought in by Visitors

- If food is brought into PDH from an outside source, we must ensure food is handled in a safe manner.
- Relatives / visitors must be made aware of the following:
 - food must not be shared with other patients
 - all food brought in must be taken to a staff member to ensure the appropriate protocol is followed
 - if the food is to be stored, the food item must be labelled with the patients name and date it is brought in, and stored in the ward pantry fridge
 - the Nurse Unit Manager reserves the right to refuse food that is inappropriate

Noise

- Your cooperation and that of your visitors in keeping noise to a minimum is appreciated. Ear plugs may be obtained from nursing staff.



No Lift Policy

- Portland District Health's no lift policy states in part that "the manual lifting of patients is to be eliminated in all but exceptional or life threatening situations". PDH has a variety of equipment to assist patients with their mobility.

Nursing Call System

- The call bell at your bedside has a number of switches. The yellow button turns the overhead light on / off. The green button notifies the nursing staff that you require them. Please do not hesitate to call for assistance if required.

Pastoral Care

- Pastoral Care visitors from various religious denominations regularly visit Portland District Health. Should you want to speak to a chaplain please speak to your treating nurse. A list of chaplains is available in the Prayer and Reflection Room.

Patient Rooms

- Hospital rooms are set up in a number of configurations. These are single, double and four bed rooms. All rooms have access to bathroom facilities. Rooms are allocated firstly on the basis of health needs.
- Private health insurance status will be considered when allocating single rooms.
- At times it may be necessary to have both men and women sharing a room, however single gender rooms are always our first choice.

Photos

- Taking of photos is not permitted unless consent has been gained by all persons concerned. Privacy and confidentiality of our staff and patients is of the utmost importance.

Prayer and Reflection Room

- The Prayer and Reflection Room is available to patients and their visitors. This is a quiet space available for use in times of stress or for more private conversations.

Smoking

- PDH is a smoke free environment, thus smoking is prohibited in all Portland District Health buildings and grounds. This applies to all staff, patients and visitors.
- If you are unable to abstain from smoking during your hospitalisation, staff are unable to accompany you off the premises. If you do choose to smoke, you voluntarily assume all risks associated with leaving the premises of the health service.
- Information and literature on quitting smoking is available through nursing staff and doctors.
- Nicotine patches or gum may be beneficial for your stay in hospital. Please discuss this with the medical or nursing staff.



Student Information

- PDH is proud of its role in teaching and training health professionals.
- From time to time patients may be asked to be involved in teaching or training opportunities for our staff and students. We greatly appreciate your assistance with this, however it is important for you to know that you have the right to say 'no' to students being involved in your care at any point without this decision impacting on your care. All students can be identified through their badges.



Telephones / Incoming Calls

- Incoming calls will be put through to your bedside except where your condition is such that it is not possible to take calls or upon your request to hold calls. Please let staff know if you would like them to take a message for you.



Television

- Portland District Health provides ceiling mounted televisions at each bed. The television controls are the grey buttons on the bedside control hand piece. We ask you to please keep the volume to a minimum to avoid disturbing other patients.
- Public patients will be required to pay a rental fee. Current costs are advertised on television payment kiosk, (located at the end of the corridor between both wards) please ask staff for assistance.

Visiting Hours

- Visiting hours are open and are only restricted by the patient's personal choice or varying state of health.
- Any need to restrict visitors is first discussed with the patients and family.

Valuables

- Please leave valuables such as jewellery, money, electronic devices etc. at home, as staff cannot take responsibility of these items.

What to Wear

- It is preferable that you wear your own night attire. You should wear suitable footwear within the hospital. Bare feet are not permitted for infection control and safety reasons. If appropriate, you may wear day clothes during your stay but be aware that there is limited storage space available within your room. You are required to bring your own personal care products.

Visitor Code of Conduct

All visitors at Portland District Health have the following obligations to other visitors, staff, patients, clients, residents and volunteers:

- **To treat everyone with respect and dignity and to be courteous at all times**
- **To respect the confidentiality of others (including staff)**
- **To keep the noise to a minimum so as to not disturb others**
- **To not visit patients or residents while under the influence of alcohol or illicit drugs**
- **To not bring or consume alcohol on the premises - unless authorised by the Nurse Unit Manager of the department**
- **To not smoke within the boundary of Portland District Health**
- **To comply with lawful requests by Medical Practitioners and Portland District Health staff**
- **To be respectful of Portland District Health property and the property of others**
- **To keep children under control at all times**
- **To comply with visiting times**
- **To seek consent from the nurse in charge, and the person being photographed, prior to taking any photos or videos of other persons or the facility**
- **To not be in possession of weapons whilst on the premises**

Please feel free to talk to staff about the Visitor Code of Conduct if you have any concerns.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

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



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

Tell us About Your Experience

What to do if you Have a Concern:

Firstly speak to a staff member
directly involved in your care or the
person in charge of the area.

Provide feedback in writing.
At the back of this handbook is a form
“Tell us about your experience”. This
form can be handed to a staff member
or posted – reply paid.

Write a letter and address it to:

**Quality Department
Portland District Health Bentinck
Street PORTLAND VIC 3305**

Send us an email
quality.pdh@swarh.vic.gov.au

Telephone
the Quality Department on

5522 1125

At Portland District Health we have a dedicated team of health care professionals and support staff who endeavour to provide the highest possible standard of care and service.

We appreciate all feedback about the services and care we provide. The feedback received is used to continually improve the quality of our services. Any information provided will not affect your care. You will be treated with respect and your feedback will be dealt with in a timely manner.

If you believe your concerns have not been adequately addressed by Portland District Health you can contact:

**Health Complaints Commissioner Level 26, 570
Bourke Street
Melbourne VIC 3000
Free Call: 1300 582 113
Email: hcc@hcc.vic.gov.au**

Or the

**Aged Care Complaints Scheme Department of
Health and Aging Free call: 1800 550 552**

If you require translating or interpreting services
call: 131 450

Patient Experience Survey

**At Portland District Health we want to ensure
that we consistently provide high quality care.**

As part of your hospital admission with Portland District Health service you will be invited to participate in a Patient Experience Survey, aimed at determining your satisfaction with the PDH Care that you received. After you have been discharged you will receive a survey to complete by email or SMS. May I please ask you to take the time to complete the survey?

Please be assured survey responses remain anonymous and remain confidential, all survey reports are de-identified.

Advocacy

What is an advocate?

- An advocate is someone who acts on behalf of another person.

You are welcome to use an advocate if you want assistance with particular issues or accessing services.

Some of the common uses of advocacy services include:

- Access to disability services
- Guardianship issues
- Dispute resolution
- Legal problems
- Making a complaint

If you would like assistance with accessing an advocate please feel free to speak to one of our staff members or contact

- Office of the Public Advocate 1300 309 337
- State Ombudsman 1800 806 314

Protecting Your Privacy

What is an advocate?

Portland District Health protects your privacy by ensuring personal information is secured through policies regarding access, handling, storage and disposal in accordance with the Health Records Act 2001.

Maintaining your privacy and the confidentiality of your personal information is important to us.

When you become a patient, a medical record is created. This includes information such as your name, address and contact details, as well as information about your health and the treatment you receive. Every time you attend or have contact with Portland District Health, new information is added to your record. Your medical history, treatment and any information provided to Portland District Health is treated confidentially. We cannot use or pass on information about you to anyone unless you agree, or unless it is required by law.

Personal information relating to you can only be disclosed in the following circumstances:

- When you (or your next of kin) consent to the disclosure of information
- For your ongoing treatment
- When the law requires disclosure infectious diseases, subpoena of information for court or tribunal hearings, Mental Health Act 1986 (Vic), Health Services Act 1988 (Vic).

All staff employed by Portland District Health are bound by a strict code of conduct with respect to maintaining the confidentiality of your personal information.

Freedom of Information

The Freedom of Information (FOI) Act 1982 gives you the right to apply for access to your information held at Portland District Health.

You can request:

- To view or receive copies of documents
- An explanation or summary of information
- An amendment to information which you believe is incorrect

How to Apply

You will need to complete the application form. This form is available from the Health Information Services, or via the PDH website <https://pdh.net.au> or email: foi.pdh@swarh.vic.gov.au

For your application to be valid it must contain:

- The paid application fee (if applicable)
- Copy of photo identification
- Evidence of consent/guardianship/ authority if applying for documents on behalf of another person

More information regarding fees and charges, exemptions and further details about the FOI process are attached to the application form and available on the PDH website <https://pdh.net.au> or email: foi.pdh@swarh.vic.gov.au

For further
information, please contact the

**Freedom of
Information Officer on:**

5521 0341

or

foi.pdh@swarh.vic.gov.au

www.health.vic.gov.au/foi.htm





PORTLAND
DISTRICT HEALTH



**How to contact
Portland District Health
by telephone:**

Portland District Health
(03) 5521 0333

Allied Health
(03) 5521 0653

Harbourside Lodge
(03) 5521 0300

Medical Imaging (Xray)
(03) 5521 0320

Consulting Suite
(03) 5522 1410

Pre-admission Clinic
(03) 5521 0664

Urgent Care Centre
(03) 5521 0346

**In case of emergency
please contact 000**

Nurse on Call:
1300 60 60 24

Follow us on



Acknowledgements

Ballarat Health Services - Patient Handbook
Southern Health Rights and Responsibilities
Last review October 2022