

Client Rights and Responsibilities

The statements which follow regarding Client Rights and Responsibilities are provided to help you understand what you can reasonably expect from the Hospital and its Staff.

It includes your responsibilities to ensure the comfort and welfare of other clients and staff, so that all clients can obtain maximum benefit from their treatment.

- You should be given a clear explanation of your condition, problem or disease in a language that you can understand.
- Before any treatment or investigation is carried out you should be given a clear explanation of the procedure to be followed including risks and side effects and you should give your consent to such treatment or investigation.
- You can, at any time, withdraw your consent and refuse further treatment.
- You are entitled to be treated with care, consideration and dignity at all times and full acknowledgement of your cultural and Religious beliefs and your right to privacy.
- You have the right to be looked after by health care professionals whose skill and care meet recognised standards, practices and ethics.
- We need to know your medical history including details of any medications or substances you may be taking. It is important that you answer questions honestly and let us know of any problems which you

Client Rights and Responsibilities Continued

- We assume that you will comply with your prescribed treatment, so as to achieve the best possible health outcomes for you.
- We will involve you and your Carers in planning and in the setting of care goals.
- Please consider the well being and rights of other clients, staff and visitors to the Hospital.
- important that you answer questions honestly and let us know of any problems which you feel may be affecting your health or medical condition.
- We assume that you will comply with your prescribed treatment, so as to achieve the best possible health outcomes for you.
- We will involve you and your Carers in planning and in the setting of care goals.
- Please consider the well being and rights of other clients, staff and visitors to the Hospital.

You will need to sign an election form in Medical Records advising the Hospital of your choice to be treated as a Public, Private, Veterans Affairs, Transport Accident or Workcover Client. There is no cost to you for this treatment.

For more information contact:

Chemotherapy Unit
Swan Hill District Health
Swan Hill, 3585
ph—(03) 50339342
Open Monday—Friday
9.00am-3.00pm
www.shdh.org.au

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Swan Hill District Health

Chemotherapy Dept.



**Swan Hill
District Health**
my hospital

About the Unit

The Chemotherapy Unit is located immediately behind the Haemodialysis Unit. Access to the Unit from the Splatt Street entrance can be made simply by progressing down the main corridor of the Hospital and following the signs.

STAFFING OF THE UNIT

The Unit is staffed by five Nurses, who have undergone specialised training in the administration of chemotherapy. They will assist you with your treatments. Most treatments take place between 9.00 a.m and 3.00 p.m, Monday—Friday.

CONTACTING THE SERVICE

Clients can contact the Chemotherapy Service during our normal opening hours, Monday—Friday, 9:00 am - 3.00 p.m.
Our Phone number is 5033 9280.

AFTER HOURS CONTACT

Should you need to seek advice after hours, please contact the Emergency Department on 5033 9231. Staff of the Emergency Department will provide you with any necessary medical advice.

PARKING

Parking is available in High Street. On Street parking is available around the Hospital, however, time limits do apply.

What to Expect

Chemotherapy Treatment

Your chemotherapy will usually be given in the afternoon, it often takes between one to two hours. You will have a blood test before each course of treatment commences, to check your blood cell levels. Treatments are usually given by intravenous drip.

Common Side Effects

If you experience any side effects such as -

- sore mouth
- diarrhoea
- constipation
- nausea or vomiting

contact the Chemotherapy Unit for advice or for after hours advice contact the Emergency Department of this Hospital.

Treatments are available for many of these symptoms, should they occur. The earlier treatment is commenced, the sooner your comfort will be improved.

You must be careful with your hygiene and protect yourself from any infections. Please avoid people with colds etc.

If you have a temperature above 38 degrees celsius or feel unwell contact your Doctor immediately for advice.

Before you leave the Chemotherapy Unit

Before you leave the Chemotherapy Unit you need to arrange with the Nurse -

- Your next appointment date and time
- When any tests are due

Some tests may need to be completed between your visits to the Chemotherapy Service.

OTHER HELP AND ADVICE

Cancer Helpline: 131120

Breast care nurse—50339202

Loddon Mallee Integrated Cancer Service (LMICS) Cancer improvement officer—50339201

Look Good Feel Better - 50339202

The Look Good Feel Better Program offers support and practical help with make-up, hair design etc, to help minimise some of the side effects of the chemotherapy treatment. Please do not hesitate to ask staff any questions about the treatment you are receiving.