

## DISTRICT NURSING SERVICE

The District Nursing Service provides the following information to assist in provision of quality care. We provide services to clients living within a 20 - 30km radius of Swan Hill.

### Our Services

The District Nursing service provides a wide range of specialised nursing care such as:

- wound care
- palliative nursing care
- stomal therapy
- health assessments
- diabetes nursing and education
- medication management
- continence care
- Nursing care following hospital discharge
- foot care
- Hospital in the Home (HITH)

District Nursing liaises with other care agencies and healthcare providers, such as case managers, doctors and hospitals on a daily basis to coordinate quality care for our clients.

### Active Service Model

The Active Service Model aims to support you to live in the community as independently and autonomously as possible. This is achieved by increasing your capacity to manage the day to day activities of daily life.

## Protecting your Privacy and Personal Information

The Health Records Act protects the privacy of the health information that we collect from you.

Any information you disclose will be only given to others with your permission

Our staff will only collect your relevant health information. This information is used to develop a Home or Client Care Record and is used as the basis for planning and monitoring your care and treatment.

New information is added on a regular basis as your condition changes or is reviewed.

### Our responsibility to you

We will endeavour to provide you with the highest level of care possible by:

- Providing a professional and efficient service.
- Treating you, your carer and your family with respect and dignity.
- Listen, respond and assist in any appeal process.
- Actively involve you, your carer, your family and your advocate in planning care and support
- Protect your privacy.
- We will coordinate your care with other services, with your consent.
- We will take into account your special language, cultural, physical or intellectual requirements.

## Your Rights & Responsibilities

You have the right to:

- Be actively involved in planning your care and service.
- Receive professional and efficient services and support.
- Appeal against any decision made in regard to fees, support or service.
- Appoint an independent advocate, family member or friend to represent you and act on your behalf.
- Refuse services offered to you.
- Contact us or an independent advocate if you believe you are being treated unfairly or that your privacy and circumstances are not being respected.
- Have access to your personal information as per our policy.

We have a legal obligation to ensure a safe working environment for all of our staff. We therefore ask that you treat them with respect and dignity at all times.

Please note that our staff have the right to leave your home if they feel unsafe.



## ADVOCACY SERVICES

While Swan Hill does not yet have a professional advocacy service, advice can be sought from:

- OPA (Office of the Public Advocate) 1300 309 337
- COTA (Council of the Ageing) 1300 135 090
- V.A.L.I.D. (Victorian Advocacy League for Individuals with a Disability) 1800 655 570 or Fax 9427 8739

### Interpreter Services

If you or your family needs an interpreter, our staff will try to arrange one. You will not have to pay for this

### How you can seek access to your information

You have the right to seek access to your health information. Access can be arranged under the Freedom of Information Act by contacting Swan Hill District Health.

### Providing feedback

If you wish to complement our service – please let us know! It is rewarding to our staff to receive positive feedback. If you have a complaint about our service please let us know. Any queries and comments can be raised by simply talking to our staff. Ask about our feedback process, if there are any aspects of our service that you are unhappy with or that we could improve. All feedback is appreciated.

**Office hours** are 7 days a week from 8.30am to 8.30pm. (Reduced services occur on weekends and public holidays)

### In the event of a Medical Emergency

Please call **000** and ask for an ambulance

### If your need to speak to the District Nurse

Contact the Swan Hill District Health District Nursing service on **50339 375** and leave a **message** or Swan Hill District Health on **5033 9300** and state that you need to contact the District Nurse.



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### Swan Hill District Health District Nursing Service

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Swan Hill, 3585

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[www.shdh.org.au](http://www.shdh.org.au)

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# DISTRICT NURSING SERVICE

## Our Vision

**“Supporting your independence”**

