

Primary Care Services

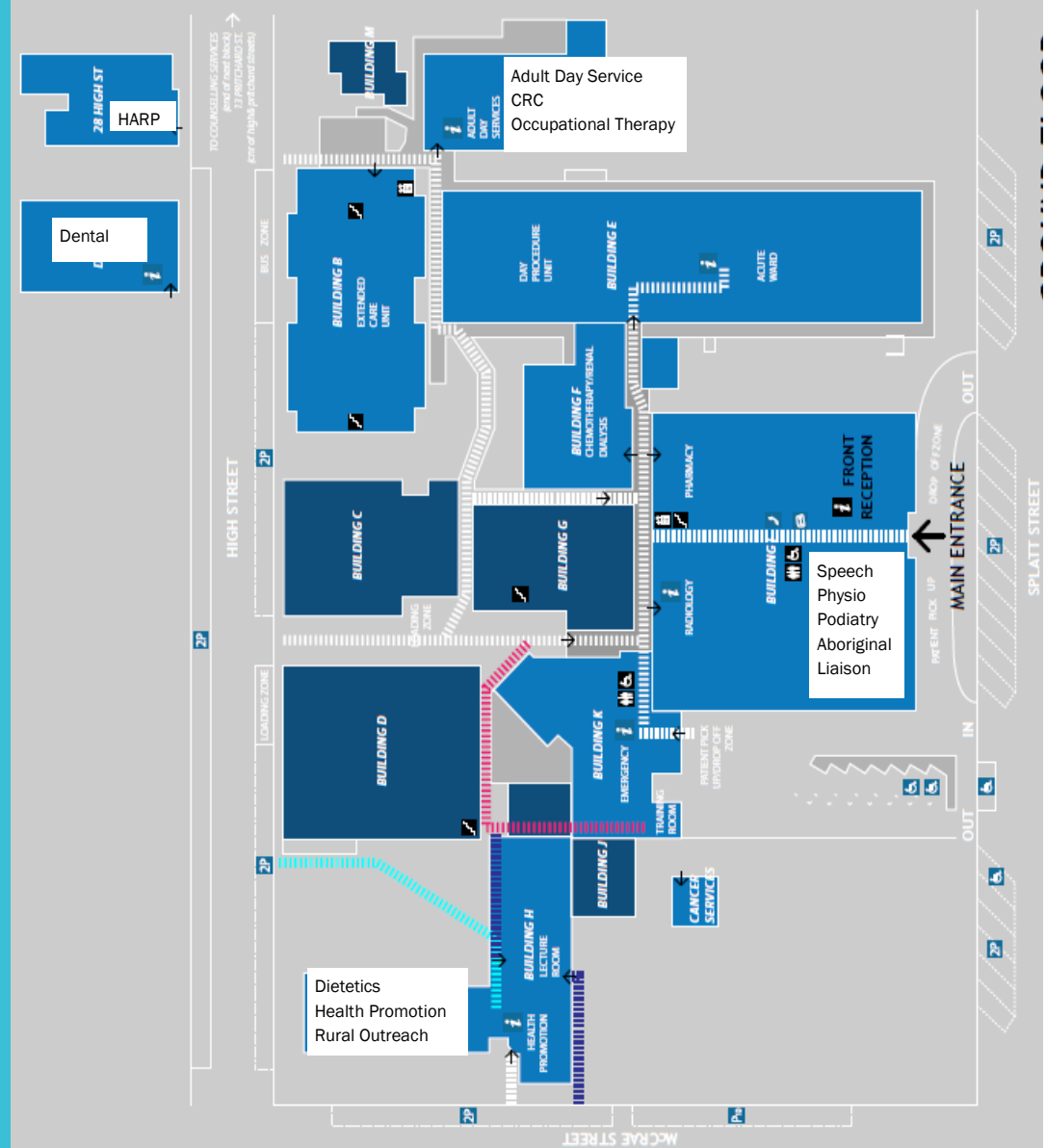


Consumer Information Book

Primary Care Division
Swan Hill District Health
P.O. Box 483
Swan Hill, 3585
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Www.shdh.org.au
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KEY

- Entry Points
- Public Walkway
- Main Enquiries
- Department Specific Enquiries
- Lift
- Stairs
- Toilets
- Disabled Toilets
- Melibox
- Public Telephone
- Disabled Parking
- 2 Hour Parking
- 10 Minute Parking
- Path to Lecture Room
- Path to Training Room
- Youth Clinic Back Entrance Path

Useful Information

Further information on services available throughout the community, as well as information on specific conditions and diseases is available.

SHDH has several 'Pamphlet displays' located at the main reception, Allied Health reception, Acute ward entry, Emergency waiting area, Pritchard Street campus, Health Promotion, Community Rehabilitation Centre and District Nursing Office. These are freely available to anyone interested, so please help yourself or enquire if the information you are looking for is not on display, staff will be happy to assist you.

Some useful websites for your information is as follows:-

www.shdh.org.au (Swan Hill District Health website)

www.dhs.vic.gov.au (Department of Human Services front door)

www.connectingcare.com (Health Community Services Directory)

www.riac.org.au (Regional Information and advocacy council)

www.health.vic.gov.au/hsc (Privacy Commissioner)

www.health.gov.au (Australian Department of Health & Aged Care)

www.betterhealth.vic.gov.au (Health guide)

Healthy Minds Support & Referral

Ambulance, Fire & Police	000
Mental Health	1300 366 375 1300 363 788
Alcohol & Other Drugs	1800 888 236
Kids Help Line	1800 551 800
Life Line	13 11 14
Suiceline	1300 651 251
Mensline Australia	1300 789 978
Mallee Domestic Violence Service	(03) 5033 1899

Introduction

Swan Hill District Health Primary Care Division provides a comprehensive range of responsive Primary Health and Community Support Services. Our skilled health professionals are committed to delivering quality health care and advice. Our aim is to improve the physical, mental and social well being of community members and to reduce the requirements for hospital and other specialist institutional services.

Swan Hill District Health Primary Care Services are provided in a variety of settings and locations with some services being outreached to surrounding towns.

These Primary Care Services aim to:-

- Provide you with ongoing support, treatment and care following an acute episode in hospital.
- Treat or relieve conditions and injuries that do not require hospitalisation.
- Assist in your preparation for hospitalisation.
- Maintain or improve your independence and activities of daily living following an injury or illness.
- Improve your general health and wellbeing of both you as an individual and the community as a whole.
- Provide education in the use of any new equipment required by those following an injury, illness or condition being experienced.
- Provide education to the community on preventable diseases and encourage healthy lifestyles.

Your Rights & Responsibilities

You have the right:

To be treated with respect and courtesy.

Service providers must respect your ideas and the decisions you make about your life. They should listen to what you have to say, and are expected to show courtesy in their behaviour to you.

The right to be informed and consulted.

As a client you have the right to be informed about the service available to you, and about your rights as a service consumer.

The right to be part of decisions about your care.

You have the right to remain in control of the care you receive by being part of decisions made about the services provided to you. You have the right to decline any services advised by Primary Care staff. Decline of services will not affect future access to services provided by Swan Hill District Health.

The right to receive quality service.

An agency needs to inform you about what services it can and cannot provide. You have the right to receive a planned and reliable service. Any service a Primary Care Department is unable to provide will not affect future access to services provided by Swan Hill District Health.

The right to make a complaint.

As someone using services, you have the right to give honest feedback about the service you are receiving without fear of losing the service, or having it reduced.

Car Parking

Limited car parking is available in Splatt Street and High Street. Please observe the parking time restrictions. Unrestricted car parking is available at our Pritchard Street Campus.

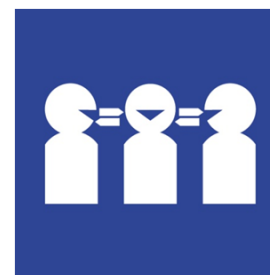
Patient Fees

A fee for our Primary Care Services does apply in most cases.

Please enquire at the reception desk as to what payment is to be made.

Translation & Interpreting Service

We acknowledge the diverse cultural backgrounds of our community and the visitors that frequent our region. To ensure that we communicate effectively with our patients, **all patient care areas have access to Translating and Interpreter services.**



Smoking

SHDH is a smoke free campus. Clients who choose to smoke must do so outside Hospital grounds.

Advocacy

Everyone has basic rights as Australian citizens and these include expressing your views. It can be helpful to have family or friends to speak on your behalf, or agencies whose role is to advise people about their Rights and Responsibilities when receiving services, and to act on your behalf with service providers. Agencies like this are known as **'Advocacy Agencies'**, and people who act on your behalf are known as **'Advocates'**.

Advocacy can help you when you need support, if you disagree with a decision or a change to your service.

You have the right to involve an advocate of your choice to represent you at any time. An advocate can be a trusted friend, family member or worker.

There is a **Regional Information and Advocacy Council** located in Swan Hill.

Office: 369 Campbell Street, Swan Hill

Postal: P.O Box 1617 Swan Hill, 3585

Phone: 03 5032 0082/1800 221944

Website: www.riac.org.au

Infection Control

Staff aim to eliminate the risk of infection for patients by keeping to strict infection control practices. If you would like to know more, please ask your health professional who will give you further information.



Your Rights & Responsibilities

While you have a number of rights as a service user, you also have some responsibilities to the people providing care to you.

Primary Care services ask their clients to:

Treat staff with **respect and courtesy**—for example by letting them know as soon as possible if you cannot keep an appointment.

Provide a **safe** work environment for staff and help them to provide you with services safely—for example by not leaving floors slippery when home visits are required. If there are hazards, please advise department via telephone prior to home visits or before entering home.

Take **responsibility** for the results of decisions which you make with staff about your care.



Services provided by Primary Care

Services located opposite Main Reception

Speech Pathology

Swallowing assessment

Communication and swallowing support in aged care

Speech & language therapy for children and adults

Physiotherapy

Outpatient Physiotherapy

Hydrotherapy (Water Exercise)

Rehabilitation

Therapy Groups

Mobility Assessment and provision of walking aids

Continance Service

Lymphoedema Service

Podiatry

Care for conditions affecting the foot including:

- Children-intoeing & 'flat feet'
- Adolescents -'growing pains', ingrown toenails
- Adults - Diabetes foot care & education
- Foot & Knee pain
- Pressure lesions (corns, ulcers)
- Orthotics, insoles & walking styles
- Outreach services to Nyah West and Tooleybuc

Aboriginal Hospital Liaison Officer

To assist and improve access, availability of health services for Koori community. To provide information, programs and resources so informed decisions can be made concerning treatment, prevention and rehabilitation services.



Medical Records

During your treatment and care, the health care professionals will need to collect information about you. This information is important because it will assist in planning your treatment and ongoing care. Information relating to your health care may be shared with other health care professionals or other health care facilities where they are continuing with your care.

The information may also be used in reviews and audits, in which case all information remains confidential and is not identifiable. Your information cannot be released to any person(s) not involved in your continuing care unless it is a statutory requirement or with your consent obtained.

If you have any concerns about your information being shared with other health care providers or services, please speak to a member of the health care team. SHDH also has available brochures regarding 'Protection and Use of Your Personal & Health Information' which you may be given, and are freely available throughout SHDH.

People may have access to information held in their medical record through the 'Freedom of Information' Act. All applications for information must be processed by the Freedom of Information Officer. These usually incur a small processing charge and may take up to several weeks to process. Inquiries need to be made in person at the Admissions Office or in writing addressed to:

The Freedom of Information Officer,

Swan Hill District Health, PO Box 483,

SWAN HILL, Vic 3585.

Comments, Complaints & Feedback

SHDH values all feedback received from patients, families and their carers. Throughout the year, the hospital will conduct a number of patient satisfaction surveys that will cover a wide range of services provided to our patients. We do this to ensure that we are providing a high standard of service that meets the needs of our community.

In addition there are suggestion boxes where we welcome your feedback.

Suggestion forms are available with the suggestion boxes or alternatively you may obtain a form from our Admission Office, Outpatient reception and Pritchard street reception desks.

You may also wish to verbally express a concern about the facility. Please speak to the health professional who is caring for you or other staff member. All concerns and praise about our service are appreciated and acted upon.

The suggestion boxes are located in the following areas:

- * Main hospital reception area
- * Emergency Department
- * Acute ward
- * Midwifery ward
- * Pritchard Street campus
- * Health Promotion
- * Extended Care Unit
- * Jacaranda Lodge Nyah



Services provided by Primary Care

Services located at the Community Rehabilitation Centre

Adult Day Services

Social and recreational support for frail/disabled adults living alone or with carers in the community.



Community Rehabilitation Centre

Provides a team focused rehabilitation service to enable patients who are:

- Disabled
- Therapy groups
- Chronically ill
- Recovering from traumatic injury or who have a medical or surgical condition to achieve and maintain optimal independence

Occupational Therapy

- Home safety & modification assessment
- Activity of daily living assessment & therapy
- Assist in aged care assessment & planning
- Outreach services to Sea Lake



