



**Swan Hill**  
**District Health**  
*my hospital*

## PATIENT INFORMATION BOOKLET

### WELCOME

Thank you for choosing Swan Hill District Health (SHDH).

SHDH is a public hospital committed to providing health care and services to meet the needs of our diverse community, located within easy walking distance to Swan Hill's main shopping centre. Our inpatient services are also available to patients covered by Private Health Insurance, Veterans Affairs, TAC and WorkCover. We also offer a range of Outpatient and Home Care Services.

### OUR VISION

Our vision is to provide appropriate services in the right setting by dedicated people with and for the community.

### Our Values:

**Respect**...this means that you interact with others as you would expect them to interact with you

**Professionalism**...this means we deliver services with integrity, honesty and competence

**Care**...this means that we provide a standard of service and support which we would expect for ourselves

**Commitment**...this means that we are dedicated to the promotion and success of the organisation

**Collaboration**...this means working together in a positive, supportive manner.

### Visiting Hours:

**Acute Ward:** 9am – 1pm & 3pm – 8pm

**Midwifery Ward:** 9am – 1pm & 3pm – 8pm

**Day Procedure Unit:** 1 or 2 visitors at any time

**Sub-Acute Ward:** 10am – 8pm

*Children may be visited by parents/carers at any time*

*If End of Life Care Pathway is in place please speak to the nurse in charge.*

**Parking:** Please refer to parking time restrictions if leaving your vehicle parked in the street surrounding SHDH. If possible, you are advised to have someone accompany you into SHDH, or take a taxi rather than drive yourself.

**Smoking:** SHDH has a 'no smoking' policy; Smoking is not permitted in SHDH buildings or grounds, and not within 4 metres of external doorways. Patients will be given support to stop smoking whilst an inpatient, including free "Nicobate" patches.

### USEFUL PHONE NUMBERS:

Switchboard .....(03) 5033 9300	Acute Ward .....(03) 5033 9256	Emergency.....(03) 5033 9231
Midwifery .....(03) 5033 9269	Theatre .....(03) 5033 9262	Admission Clerk.....(03) 5033 9469
Quality & Risk....(03) 5033 9317	Logan Lodge .....(03) 5033 9800	Jacaranda Lodge.....(03) 5033 9400
Private Patient Liaison Officer ..... (03) 5033 9224		

## Being Admitted

**Unplanned admissions** are via the Emergency Department upon referral by an emergency doctor or if a patient has been referred from a medical clinic.

**Maternity admissions** are booked in at 12-20 weeks for women planning to have their baby at SHDH. You do not require a referral from your doctor to complete the pre-admission process. At the time of booking the midwifery team will also inform you of antenatal programs that are provided by SHDH.

**Elective admissions (planned surgical procedures)** patients who are to have a procedure will be advised of their admission date by the theatre ward clerk or the specialist who is performing the procedure. Some surgical patients are required to speak with our pre-admission nurse. If this is necessary, you will be advised of a date and time for your pre-admission clinic appointment.

**Private Patients (Simplified Billing):** SHDH offers a simplified billing program for patients with private health insurance. **Provided you have adequate cover** you will not have any gaps to pay when you choose to use your insurance. You are also entitled to our private patient benefits, which include daily newspaper, premium towels, toiletries pack, fruit or cheese platter with dinner (overnight patients) or reusable drink bottle (day stay patients). Please request a private patient information booklet or contact our Private Patient Liaison Officer for more information (Phone (03) 5033 9224).

### WHAT TO BRING:

- Medicare or entitlement cards
- Reading material if you wish
- Your usual medications in original packaging or a list of your usual medications
- We suggest children may wish to bring a comfort item (teddy bear, etc.)
- Maternal and Child Health Record book for children less than 6 years of age

### *Patients staying in overnight (in addition to the above items):*

- Your night wear (pyjamas) and dressing gown, and slippers
- Toiletries (toothbrush, toothpaste, soap, deodorant, etc.)

### WHAT NOT TO BRING

- DO NOT bring large amounts of money
- DO NOT bring valuable jewellery (or items of sentimental value), make-up or nail polish
- DO NOT bring talcum powder or aerosol spray of any type (may interfere with the fire alarm system)
- AVOID using mobile phones as they may disrupt others and may be seen as a privacy risk

**Discharges:** The discharging process is an important part of your stay. Discharge planning commences at the time of admission and the participation of patients, family and carers is encouraged. Discharge times are usually planned for between 10:30 – 11:30am each day. Patients and family are more than welcome to rest in the patient lounge whilst waiting for discharge.

**Fire and Emergency Responses:** If **YOU** or your visitors observe smoke, please alert the staff within the department immediately. If you are alerted to an emergency via the audible alarm system (**you will hear SIREN CODE RED, etc.**) please follow instructions given to you by the SHDH staff member.

**Reporting a Hazard:** If you witness a condition or activity that you believe is capable of causing harm, please inform nursing staff as soon as possible.

**Medical Records:** When you become a patient of Swan Hill District Health as an inpatient, resident of an aged care facility, or through our Emergency, Community or Outpatient services, a medical record is created. This will contain your name, address, date of birth, contact details, information required for billing purposes and medical information regarding the nature of the problem you are seeking treatment for, together with your past medical history and future treatment plans.

**Use of Your Information:** Your health information is shared among those health professionals that are in your treating team so that you can receive the proper care and can help us quickly identify which treatments are likely to be safe and effective for you. Your medical record is a means of communication amongst your healthcare team and other healthcare facilities that you may attend in the future. It is added to each time you attend the health service. We are also required by legislation to report information to the following government authorities where relevant. (These authorities are also bound by privacy laws and principles):

- Victorian Cancer Registry
- Victorian Perinatal Data Collection Unit
- The Department of Health (Statistical information only – contains no names)
- Communicable Diseases Prevention & Control Unit
- Where there is immediate danger to the community
- If the record is subpoenaed for court

It is usual procedure to provide a discharge summary to your general practitioner. Your discharge summary will also be automatically uploaded to My Health Record unless you advise admission staff or ward clerks you don't want it uploaded, which can be done at any time during your stay.

If you wish to withdraw consent from sharing your information with person(s) or agencies (e.g. you may not wish your local GP to receive a copy of the summary), and we are not bound by legislation to report the information, then you can state this on the 'Patient Authority for Release of Information' form, which you will be asked to sign on admission or pre-admission.

We may use some of your health information for the purpose of research, statistical analysis, quality improvement activities or staff education. Whenever possible, we remove any information which identifies you before it is used for this purpose.

**Freedom of information:** You have the right to access your medical record under the Freedom of Information Act 1982 (Vic). Requests for access should be directed to the **Swan Hill District Health 'Freedom of Information Officer'**. You may write to us directly or you can request an 'FOI Request Form' from the front reception. They are also available to print from our website ([www.shdh.org.au](http://www.shdh.org.au)) under the "Admissions and Discharges" section. Under the Freedom of Information act, requests can take up to 30 days to be processed.

**Confidentiality:** Everyone working for SHDH has a moral, ethical and legal duty to keep information about you confidential. The information collected about you is stored in a secure area and we have strict rules on who

can access or receive your information. We only pass on information about you to those who are involved in your treatment, or if authorised by you or by law.

Our records can only be destroyed in accordance with the standards set by the Public Records Office Victoria and the Public Records Act 1973. The main patient medical record is kept for a minimum of 15 years after the last attendance (30 years for children).

**SHDH Chief Health Information Manager**

Phone: (03) 5033 9341

**SHDH Freedom of Information Officer**

Phone: (03) 5033 9230

**Privacy & Data Protection  
Commissioner**

Phone Toll Free: 1300 666 444

Web site: [www.cpdp.vic.gov.au](http://www.cpdp.vic.gov.au)

Email: [privacy@cpdp.vic.gov.au](mailto:privacy@cpdp.vic.gov.au)

### Tips for Safer Health Care – BE ACTIVE: SEEK AND GIVE INFORMATION

- ASK: “I’m not sure what you said.”

*Make sure you understand the medicines that you are taking:*

- ASK “What are the common side effects? What should I look for?”
- ASK “When can I return to work? How long will I be taking this medicine?”

**Electrical Items:** Any personal electrical items – e.g. shavers, laptops, phone chargers – need to be tested and tagged by the hospital electrician for use. Please advise nursing staff on admission.

**Infection Control:** Staff patients and visitors are encouraged to regularly wash their hands. An alcohol hand rub solution is also located throughout the hospital to help stop the spread of some infections.

**Pharmacy and Medications:** The Pharmacy department is open weekdays Monday – Friday, 8:30am – 5.00pm. All inpatient medications are supplied by the pharmacy department at no charge. If discharge medications are required, you will be given a prescription which can be dispensed by the Pharmacy Department at normal Pharmaceutical Benefits Scheme (PBS) prices.

**Meals:** Our food services prepare meals within SHDH and provide a varied menu choice, including Halal certified beef and lamb dishes. If you have any specific dietary requirements please inform nursing staff.

**Australian Charter of Healthcare Rights:** The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that wherever and whenever care is provided, it is safe and of high quality.

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| 1) Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful. | 2) The Australian Government commits to international agreements about human rights which recognise everyone’s right to have the highest possible standard of physical and mental health. | 3) Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences. |
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### Feedback (Compliments, Complaints, Suggestions):

Email: [feedback@shdh.org.au](mailto:feedback@shdh.org.au) Phone 50 339 317

SHDH values all feedback from patients, families, carers, and visitors. Feedback forms are located in all departments of the hospital and feedback mailboxes are located throughout the hospital. We also welcome feedback through the link on our website, written feedback and feedback via phone.

Once you have been a patient you may be randomly selected to complete a Victorian Health Experience Survey, which is coordinated by the Department of Health and Human Services. We encourage your participation in this, as it allows us to improve the services that we offer.



48 Splatt St  
(PO Box 483)  
Swan Hill, VIC 3585

**Phone:** 03 5033 9300  
**Fax:** 03 5032 9528

**Respect | Professionalism | Care | Commitment | Collaboration**

*Reviewed June 2019*