

## 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
- VALID (Victorian Advocacy League for Individuals with a Disability) 1800 655 570.

## 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.

## Cost

Fees are charged according to guidelines provided by State and Commonwealth Governments. On admission to the service the nurse will discuss this with you. If you experience difficulty with the fee schedule or our accounts system please discuss this with the attending nurse or contact the District

## Disposal of Information

Your information is securely stored and can only be destroyed after a specified period of time. Most client records are kept for a minimum of 7 years.

## 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.

## FOR MORE INFORMATION CONTACT:

### District Nursing Service

Swan Hill District Health

**Address: 44 High Street, Swan Hill Vic 3585**

**Phone: (03) 5033 9375**

**Email: [dns@shdh.org.au](mailto:dns@shdh.org.au)**

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

**OFFICE HOURS** are 7 days a week from 8.30am to 8.30pm. (Reduced services occur on weekends and public holidays). If you need to speak to the District Nurse outside of these hours, contact Swan Hill District Health on (03) 5033 9300.

**IN THE EVENT OF A MEDICAL EMERGENCY,** please call **000** and ask for an ambulance.

This program is supported by funding from the Commonwealth and Victorian Governments under the HACC program.



# DISTRICT NURSING SERVICE

Our Vision Supporting Your Independence

# 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.

## Your Care In The Community

Swan Hill District Nursing aims to deliver the highest possible standard of health care while treating you with courtesy and dignity. We work hard to ensure that our service meets your health care needs.

## 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.

## Service 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.

## Our Responsibility To You

We will endeavour to provide you with the highest level of care possible. Within this we undertake to:

- Provide a professional and efficient service.
- Treat 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

As a recipient of District Nursing Services from us, 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.

## Protecting Your Privacy

As our client, you are the focus of our efforts. This includes protecting your privacy. 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.

## Your Personal Information

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. This record contains your name, address, contact details and other information such as the problem for which you seek treatment. New information is added on a regular basis as your condition changes or is reviewed.

## 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.

## Your Responsibility

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.