

Admission to Swan Hill District Health

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.

Visiting Hours

Visitors are usually welcome at any time but must check with the ward clerk or nursing staff if it is alright to proceed to the room upon arrival.

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

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 can choose your own doctor and may be eligible for a single room. You are also entitled to our private patient benefits, which include daily newspaper, premium towels, toiletries pack, fruit or cheese platter and a beer or wine 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).



FOR MORE INFORMATION :

Phone: (03) 5033 9300 | Email: info@shdh.org.au | Web: www.shdh.org.au



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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			Subacute	(03) 5033 9288

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.)

Parking

Please refer to parking time restrictions if leaving your vehicle parked in the street surrounding SHDH. If possible, 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.

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.

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

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.

Pharmacy and Medications

The Pharmacy department is open weekdays Monday – Friday, 8:30am – 5.00pm. Medications are supplied by the pharmacy department to admitted patients 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.

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.



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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?”

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.

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.

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  Freedom of Information

care is provided, it is safe and of high quality.

- 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.

Your rights in the Australian Charter of Healthcare Rights

- Access – a right to access health care.
- Safety – a right to receive safe and high-quality health care.
- Respect – a right to be shown respect, and to be treated with dignity and consideration.
- Communication – a right to be informed about services, treatment, options and costs in a clear and open way.
- Participation – a right to be included in decisions and to make choices about your health care.
- Privacy – a right to privacy and confidentiality of your personal information.
- Comment – a right to comment on your health care, and to have your concerns addressed.

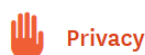
www.health.vic.gov.au/patientcharter

Privacy & Data Protection Commissioner

Phone Toll Free: 1300 666 444

Web site: www.cdpd.vic.gov.au

Email: privacy@cpdp.vic.gov.au



Privacy



Data Protection



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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. We are 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 Victorian Department of Health and Human Services (Statistical information only – contains no names)
- Communicable Diseases Prevention & Control Unit
- Safer Care Victoria
- Victorian Agency for Health Information
- 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 for optimum continuum of care.

If you wish to withdraw consent from sharing your information with person(s) or agencies 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 **'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) under the "Health Information Services" section. Under the Freedom of Information act, requests can take up to 30 days to be processed.

SHDH Chief Health Information Manager

☎ (03) 5033 9341

SHDH Freedom of Information Officer

☎ (03) 5033 9489

Diversity and Inclusiveness

Swan Hill District Health recognises, respects and values the diversity of its consumers, staff and the community in which it operates. Equity in health care requires that all consumers have equal access to high quality and safe healthcare regardless of their cultural, linguistic, religious, sexual orientation and socio-economic considerations. Effective teamwork and respect for human rights require that all staff members are included and their diverse backgrounds celebrated.

Interpreter Services

Please let staff know if you require an interpreter to understand about the healthcare you are receiving.



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Patient and Visitor Expectations

When you come to Swan Hill District Health as a patient, client or visitor, you agree to act respectfully. This includes committing to the following conduct:

- I will not behave violently and speak or act in an aggressive tone
- I will not make physical or verbal threats
- I will not bring weapons to SHDH
- I will not use any object as a weapon.

Aggression and violence against our staff, volunteers or other patients will not be tolerated. If you are unable to act respectfully while in our care or when visiting our sites, you may have your care terminated or be asked to leave the hospital.

Unacceptable Behaviour

Unacceptable behaviour has a major impact on the physical and mental wellbeing of our staff.

Examples of unacceptable behaviour include:

- Aggressive gestures or expressions
- Verbal abuse such as yelling, swearing and name calling
- Intimidating physical behaviour
- Physical assault such as biting, spitting, scratching, pushing, tripping and grabbing
- Extreme acts of violence and aggression such as hitting, punching, strangulation, kicking, personal threats, threats with weapons, and sexual assault.

What to do if you witness aggressive or violent behaviour?

If you witness an act of aggression or violence, do not get involved. Please report it immediately to the Nurse in Charge, or a member of your healthcare team.



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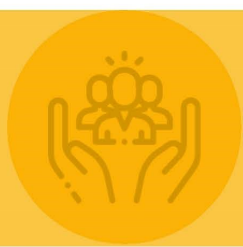
Feedback (Compliments, Complaints, Suggestions):

Email: feedback@shdh.org.au ☎ 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.

WE ARE....

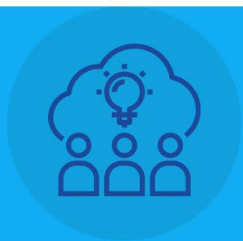
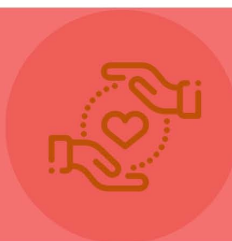


INCLUSIVE

We provide an experience that welcomes and values everyone

COMPASSIONATE

We respond to our people with understanding, empathy and kindness.



PROGRESSIVE

We continue to strive for the best experience outcomes.



ACCOUNTABLE

We personally commit to taking responsibility for all of our decisions and actions.



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Connected Care. Best Experience.



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