

Primary Care Services

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Department of Health

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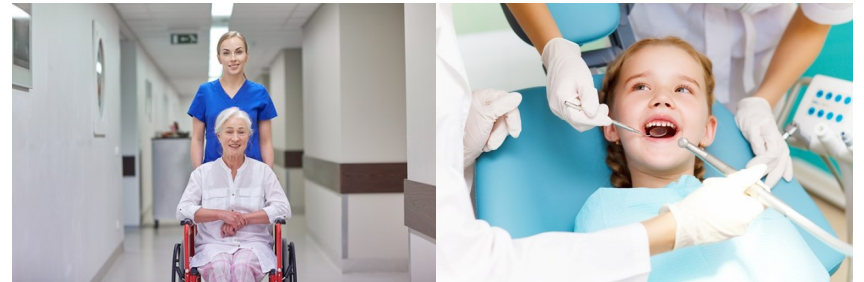
www.shdh.org.au

eatmovesmile.shdh.org.au

www.facebook.com/swanhilldistricthealth

www.facebook.com/eatmovesmilesdh

[www/twitter/com/swanhillhealth](https://www.twitter.com/swanhillhealth)



Consumer Information Book

Primary Care Division
Swan Hill District Health
P.O. Box 483
Swan Hill, 3585

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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
- Counselling Services
- Health Promotion
- Logan Lodge
- Jacaranda Lodge Nyah
- Primary Health Medical Centre



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, Acute ward entry, Emergency waiting area, Pritchard St. Services, Health Promotion, Community Rehabilitation Centre & District Nursing. 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)

eatmovesmile.shdh.org.au (SHDH healthy lifestyle website)

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

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 (SHDH) 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.

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

Our 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.

Services

Speech Pathology

Speech Pathology services are available for people with speech, language, voice, fluency and swallowing difficulties.

Physiotherapy

- Outpatient physiotherapy (management of musculoskeletal conditions, injuries, pain, exercise)
- Paediatric physiotherapy (including orthopaedic, musculoskeletal neurological and developmental conditions)
- Exercise physiology services
- Mobility assessment and provision of walking aids
- Lymphoedema management
- Continence physiotherapy (service located at CRC)
- Antenatal and postnatal physiotherapy, including labour TENS

Podiatry

Care for conditions affecting the foot and lower limb including:

- Wound care
- Diabetes and chronic disease - assessment, education & care
- Children's feet and walking styles
- Nail surgery
- Biomechanics and orthotics
- Low risk foot Service—management of corns and calluses
- Outreach services to Tooleybuc, Moulamein and Mallee District Aboriginal Services



Aboriginal Hospital Liaison Officer

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

**These services are located opposite
Main Reception at our Main Campus.
Phone: 5033 9390**

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.



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.

You have 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.

You have 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 SHDH.

You have 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 SHDH.

You have 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.

Services

Community Rehabilitation Centre

Provides a team focused rehabilitation service to enable clients who:

- Have a physical disability or chronic condition
- Are recovering from traumatic injury or who have a medical or surgical condition to achieve and maintain optimal independence

Programs may include individual and/or group therapies. Group therapies may include:

Cardiac Rehabilitation Program	Continence Service
Pulmonary Rehabilitation Program	Tai Chi for Health
Ease Pain	Falls and Balance Program
Falls and Balance Clinic	Osteo Group
Exercise Group	Orthopaedic Group
Nordic Walking	Post Natal Group
Oncology Reha	Neuro Group
Social Communication Group	Hydrotherapy Program

Occupational Therapy

- Individual therapy to address difficulties in specific tasks
- Home assessments to address safety and access
- Prescription of health care equipment
- Personal alarm information and prescription
- Upper limb rehabilitation from injury, post surgery or neurological episode
- Pressure care advice
- Education on energy conservation and stress management
- Paediatric services for developmental delays and/or sensory processing conditions
- Assessment of cognition and management strategies
- Assistance with discharge planning from the acute ward/ transition care program
- Assistance with access to funding for health equipment or home modifications

**These services are located at the
Community Rehabilitation Centre (Crn of McCrae & Splatt St)
Phone: 5033 9321**

Services

Hospital Admission Risk Program (HARP)

HARP is a community based program which aims to improve the health and quality of life for people living with chronic and/or complex care needs.

Services include intensive community care coordination and disease specific education provided by a HARP Care Coordinator.

**These services are located at the
Community Rehabilitation Centre (Crn of McCrae & Splatt St)
Phone: 5036 4565**

Dietetics

- Nutrition screening and support in illness & aged care
- Dietary assessment and education for individuals and groups
- Support for school & community healthy eating strategies
- Home enteral nutrition program
- Outreach services to Mallee District Aboriginal Service
- Programs for women in pregnancy & parents of young children



Health Promotion

Health Promotion interventions in partnership with local agencies and early childhood settings, schools and Community Health Nursing:

- Well Women's Clinic
- Youth Sexual Health Clinic
- Diabetes Education
- Breastfeeding Support
- Refugee Health Nurse Program



**These services are at 60 McCrae St, Swan Hill
Phone: 5033 9337**

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.**

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.

Phone: 03 5443 0550

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.



Services

Adult Day Services

Social and recreational support for adults who are frail or have a disability and are living alone or with carers in the community. Adult Day Services have social groups for senior men and women promoting personal wellbeing with the aim to help maintain independence at home. We celebrate through fun activities, special theme days, music and occasional outings, which facilitate social interaction.

These services are at 98-100 Gray St, Swan Hill

Phone: 5033 9359

Community Dental Health Clinic

The fully equipped four chair clinic provides an excellent dental service to all public and private patients within Swan Hill and surrounding districts. SHDH Public Dental Service can offer all areas of dental care including; general check ups, fillings, extractions, dentures, crown and bridgework and a referral service for specialist care.

These services are at 30 High St, Swan Hill

Phone: 5033 9336

Counselling Services

- Relationship / Family
- Grief and Loss issues—Grief line 1300 845 745 (12pm—3 am)
- Psychological 1st Aid for Trauma Management
- Mediation
- Anger Management
- Stress, Anxiety and Mild Depression Management
- Alcohol and Other Drugs - Including: Information about alcohol including 'low risk' drinking and controlled drinking, Individual counselling for people concerned about their own or another person's alcohol or other drug use, Withdrawal programs and needle exchange available 24 hours from the Hospital.

These services are at 13 Pritchard St, Swan Hill

Phone: 5033 9880

headspace Swan Hill

headspace is a confidential & FREE service where young people aged 12-25 can access a range of youth services & support. If you are needing a bit of help, headspace offers a friendly place for you to get it. We can also provide information & knowledge about issues that affect young people to family & friends. We have a disability friendly building & there are some public transport options.

To make an appointment at headspace, please give us a call or check out our online referral forms.

These services are at 11 Pritchard St, Swan Hill

Phone: 03 4010 7100

Email: headspace@shdh.org.au

Website: <https://headspace.org.au/headspace-centres/swan-hill/>



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.

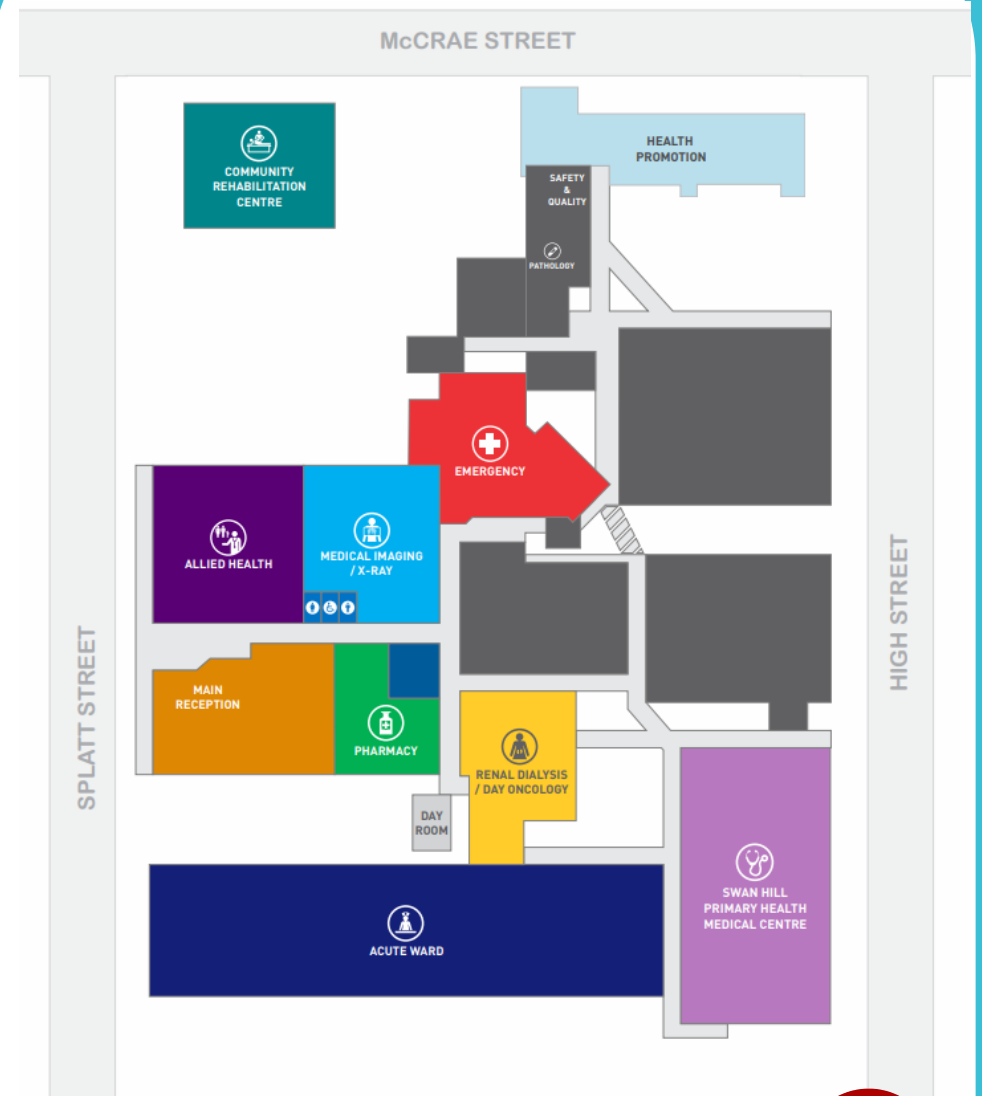
Please enquire at the reception desk as to what payment is to be made.

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.**



Main Campus Map



Smoking

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

