

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.



USEFUL PHONE NUMBERS

Switchboard
(03) 5033 9300

EMERGENCY
(03) 5033 9231

Acute Ward
(03) 5033 9256

Midwifery
(03) 5033 9269

Theatre
(03) 5033 9262

Subacute
(03) 5033 9288

Admission Clerk
(03) 5033 9469

Logan Lodge
(03) 5033 9800

Jacaranda Lodge
(03) 5033 9400



**Swan Hill
District Health**

Connected Care. Best Experience.

Swan Hill District Hospital

PATIENT INFORMATION

 (03) 5033 9300

 www.shdh.org.au

General information

Swan Hill District Health (SHDH) is a public hospital committed to providing quality health care and services to meet the needs of our diverse community. SHDH also provides extensive inpatient and home care services.

Meal Times

Breakfast: 7:50am

Lunch: 11:50am

Dinner: 5:00pm



Telephone



Inpatients have a bedside phone for incoming calls. Friends and relatives can call the relevant ward and the call will be transferred to your phone.

Television

Most rooms have a private television. Please respect the rights of other patients by not having the volume up too loud.

Parking

Parking spaces around SHDH are limited, so please observe parking time restrictions.

Feedback



✉ feedback@shdh.org.au

☎ (03) 5033 9317

If you've been a patient at SHDH you might be randomly selected to complete a **Victorian Health Experience Survey**, which is coordinated by the Department of Health. We welcome your input as it allows us to improve the services that we offer.



Valuables

Please do not bring valuables with you to hospital. This includes large amounts of money, jewellery and items of sentimental value. If you have valuables with you please advise staff as soon as possible so they can be stored in the ward safe while you are in hospital. SHDH takes no responsibility for unsecured valuables.

Interpreter services

Telephone interpreter services are available if you require assistance understanding the healthcare you are receiving. Please advise any SHDH staff member if you require this service.



Falls prevention

Falling over is the main cause of injury in hospitals. Falls can cause serious injuries and disability. Many of the falls in hospital are preventable.



On admission, a nurse will assess your risk of falling, and if you are considered to be at risk, we'll work with you, your family or carer to develop a plan tailored to reduce this risk.

Fire and emergency responses

If you or your visitors see 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 SHDH staff.



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.

No matter what the situation, violence, aggression and discrimination towards staff, volunteers, patients or visitors is NEVER OK.

SHDH has a zero tolerance policy to aggression and violence toward staff. Weapons and/or unacceptable behaviour will not be tolerated, and will result in security and police being called.



Up to **95%**
of Victorian
healthcare workers
have experienced verbal
or physical assault at
work.



Medical records

When you become an inpatient at Swan Hill District Health a medical record is created. This record contains your name, address, date of birth, contact details, information required for billing purposes and medical information regarding your stay in hospital, it also includes your past medical history and future treatment plans.



Confidentiality



Everyone working for SHDH has a legal, moral and ethical 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.

Freedom of information (FOI)

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 can write to us directly, complete an FOI form online or request a form from front reception. FOI requests can take up to 30 days to be processed.

Please note that application and administration fees apply.

☎ SHDH Chief Health Information manager (03) 5033 9341
SHDH Freedom of Information Officer (03) 5033 9489

Pharmacy (open Monday to Friday 8:30am – 5.00pm)

Medications are supplied by the pharmacy department to admitted patients at no charge. Discharge medications can be dispensed by the Pharmacy Department and charged at normal Pharmaceutical Benefits Scheme (PBS) prices; or you might be given a prescription that can be filled at your selected pharmacy.

Infection control

Regular hand washing is strongly recommended for all staff and visitors at SHDH. Alcohol hand rub is located throughout the hospital to help stop the spread of some infections.



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 or socio-economic considerations.

Do you know your HEALTHCARE RIGHTS?

The **Australian Charter of Healthcare Rights** explains the rights that apply to all people in all healthcare settings.

The Charter describes what you, or someone you care for, can expect when receiving health care.

- **Access**
- **Safety**
- **Respect**
- **Partnership**
- **Information**
- **Privacy**
- **Give Feedback**



Use of your information

To ensure you receive appropriate care while you are a patient at SHDH, your health information will be shared among the health professionals involved in your care. Your medical record is a means of communication for your healthcare team and other healthcare facilities that you may attend in the future. SHDH is 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 – no names)
- Communicable Diseases Prevention & Control Unit
- When there is immediate danger to the community
- If record is subpoenaed for court

If you wish to withdraw consent for sharing your information with any person 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, although we will not use any information which identifies you.

