

Darling Downs Health

Help us CARE FOR YOU



Welcome to Darling Downs Health

We hope that your stay with us is comfortable. The care we provide to you is based on our values of Compassion, Integrity, Dignity, Innovation and Courage and our vision of Caring for Communities: Healthier Together.

This book will answer any questions about your hospital stay. If you have any further questions or concerns, please talk to our staff. They will be happy to help you.

A nurse will guide you through your hospital stay when you arrive. They will provide you with information about your care, condition and treatment plan.

We will always keep you informed, and we encourage you to talk to us if you have any worries or concerns during your stay.

Safety first

Please tell us if you:

- have any allergies or reactions to medications or food
- may have been exposed to any contagious or infectious conditions
- are in pain and/or discomfort
- have been on a recent overseas trip
- need help or have any special needs
- feel your condition is getting worse
- have any concerns about your care
- wish to provide feedback about our service.



Queensland
Government



What to bring from home

- Medical information including x-rays
- Information about allergies and/or adverse medication reactions
- All medications or a complete list of your current medications
- Letters, reports, referrals and consent forms relating to your current admission.

You might also need...

- Your identification, Medicare card, pension card, Department of Veteran Affairs (DVA) card
- Private health fund details
- A notebook and pen for writing down key pieces of information or any questions you may want to ask your care team
- A copy of your Advanced Health Directive/ Enduring Power of Attorney, if you have one
- Patient Travel Subsidy Scheme form if needed.



Belongings

- Comfortable clothes, dressing gown and non-slip footwear
- Items such as magazines, books, music (with headphones) and a small amount of money
- Toiletries including any sanitary and incontinence items
- Any aids, such as glasses, hearing aids, a walking stick or frame
- Phone and charger
- If you are staying with a child, bring a favourite toy, nappies or any special items (with personal name labels)
- **DO NOT** bring valuables or large amounts of money with you to hospital.



Parking

You and your carers may be eligible for discounted car parking. For more information, a fact sheet is available on the Darling Downs Health website, in the Coming to Hospital section, or phone the Toowoomba Hospital Foundation on 4616 6166.

www.health.qld.gov.au/darlingdowns



What you need to know during your stay...

We will show you how to use the nurse call buzzer and your bed control. We will also show you where your bathroom and shower facilities are located.

You know yourself better than anyone. If you feel you need immediate care, please press the nurse call buzzer.

There are things that you can do to ensure your safety during your stay...

Preventing falls

- Wear non-slip footwear
- Use walking aides, if needed
- Do not hesitate to ask for help
- Wear your glasses, if needed.



Preventing blood clots

- Wear compression stockings, if needed
- Move around as much as you can
- Do foot and ankle exercises in bed.



Preventing Pneumonia

- Practice breathing exercises, as prescribed by your physiotherapist
- Move from your bed and walk around during the day, if your condition allows.



Preventing pressure injuries

- Get out of bed often, if your condition allows
- Eat all of your meals and snacks
If you are not eating as much as usual, tell your nurse.



Keeping clean and healthy

- Please clean your hands often
- Ask your visitors to clean their hands when visiting
- Ask your visitors not to visit if they are sick.



We welcome your feedback...

We encourage our patients to share their hospital experience with us.

Any **concerns**, **suggestions** or **compliments** can be made during or after your stay by:

- speaking with a member of your care team or the manager of your ward
- completing a “Do you have a compliment, complaint or suggestion” brochure available from staff
- providing feedback online by scanning the above QR code
- phoning our Consumer Liaison Service on 4616 6152.



SCAN ME



Concerned about your condition?

RYAN'S RULE:

Patient, family and carer escalation

What is Ryan's Rule? Ryan's Rule offers patients, their family and/or carer an opportunity to 'escalate' or share their concerns independently when they believe the patient in hospital is not doing as well as expected or who shows behaviour that is not normal for them.

Step 1 ...

First speak with a nurse or doctor on the ward about your concerns.

Step 2 ...

If you are not satisfied with their response, talk to the **nurse in charge**.

Step 3 ...

If you are still not satisfied with the response, phone 13 HEALTH (13 43 25 84) or ask a nurse and they will call on your behalf.

Request a "Ryan's Rule Clinical Review" and provide the following information:

- hospital name
- patient's name
- ward, bed number (if known)
- your contact number.

The hospital will be contacted and a senior doctor will review the patient and assist.

We're here and we're listening!



We want you to feel safe in our care. If you don't understand or you are worried about your treatment plan you can ask these **5 questions**:

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler, safer options?
4. What happens if I don't do anything?
5. What are the costs?

Australian Charter of Healthcare Rights

All of our hospitals fully support the Australian Charter of Healthcare Rights. The charter describes the rights of patients and other people using the Australian health system.

You have the right to...

Access	• Receive healthcare that meets your needs
Safety	• Receive safe, quality healthcare that meets national standards
Respect	• Be treated as an individual • Have your culture, identity, beliefs and choices recognised and respected
Partnership	• Ask questions • Be included in all conversations about your healthcare
Information	• Get help to understand information about your condition, services available, waiting times and costs • Be told if something goes wrong, how it may affect you and what is being done to make care safe
Privacy	• Have information about you and your health kept confidential
Comment	• Provide feedback • Make a complaint without affecting your treatment • Have your concerns addressed

Your responsibilities...

We ask people seeking or receiving care, their families, carers and visitors to:

- treat health workers and other patients courteously and with respect, dignity and consideration
- not harass, abuse, threaten or put any person at risk of physical or psychological harm
- respect the confidentiality and privacy of staff and other patients
- give staff as much information as you can about your health and any beliefs that may affect your treatment
- tell staff if you are taking any medicine, recreational drugs or natural remedies
- tell staff if someone else is treating you for the same condition
- ask questions and talk to your family before making any decisions about your healthcare, if needed
- follow staff instructions regarding your treatment and care.

Darling Downs Health has a zero-tolerance approach to threatening, abusive or violent behaviour by any person. We will take appropriate action to protect people and property.

Handover

Clinical handover or patient handover is when your care is 'handed over' to another staff member. This usually happens when one shift ends, and another begins. Staff may share information at your bedside and it is important you are involved – we encourage you to contribute to these discussions.

We are committed to keeping your information private and confidential and we only share general information about your care at your bedside. If you have any concerns about your privacy, please feel free to speak to your care team.

Patient identification

When you are admitted to hospital, an identification band will be put on your wrist. Please check that details on the band are correct and wear it while you are in hospital. It's important to tell our staff if there is any wrong information. During your stay you will regularly be asked your name and date of birth to confirm your identity.

When it's time to go home

When it's time to go home, we want to make that process as smooth as possible. Your care team will discuss "discharge plans" with you early in your hospital stay including:

- what goals you need to meet to be discharged
- when you are likely to go home
- what preparations will need to be made.

The day before you go home, make sure you are happy with the plan for your ongoing care. Please make arrangements for your travel home prior to discharge or before admission, if you are a day patient. If you need assistance with arranging transport, please let your care team know. Before you leave hospital the nurse looking after you will check you have the following:

- details for any follow-up appointments
- medical certificates
- medications or a script to get medicine from your usual pharmacy
- information to help with your ongoing care
- information for any community support services you may need.

You may be contacted after your return to home, so that we can check on your progress.

If required, you may be transferred to another hospital. This is a decision made by doctors based on your care needs.

Medications

Patients are encouraged to bring their own medications to hospital including any herbal or vitamin supplements, over-the-counter medications, as well as those prescribed by your usual doctor. Please give this medication to your nurse. Your doctor will prescribe the appropriate medications for you while in hospital and when it's time to go home.

When leaving hospital, you may be given a list of all your medications. Please share this list with your GP and community care providers, where appropriate.

It is important that you understand your medications including what they are called, what they are used for, when and how long to take them and any possible side effects.

Ask your care team if you need further information.

Laundry

We can't wash your clothes during your hospital stay. Please make sure you have all of your clothing and personal belongings prior to going home.

Meals

You may be offered a choice of meals. We will cater to your cultural, religious or special dietary requirements. You can talk to our food service staff if you need any more information. Your nurse will also be able to let you know what times your meals will be served.

Sometimes you may not be able to eat or drink if you need a procedure. Talk to a nurse if you have any concerns.

No smoking policy

You are not allowed to smoke at, or within five metres of, any Queensland Hospital. It is against the law. If you are a smoker, talk to your nurse about getting nicotine replacement therapy (NRT) like chewing gum or patches for your stay. Please also let your visitors know that they can't smoke on the grounds of our hospital.

Visitors

Your family, friends and carers are welcome to visit you during your hospital stay. This can change depending on any state-wide or health-service wide restrictions. We also need to consider your best interests as well. We have a flexible approach to visitor hours in most areas, but some wards or areas may have limitations.

We ask that all visitors are respectful.

