

Patient Admission Information



WESTERN
YOUR HOSPITAL THAT CARES



168 Cudmore Terrace

Henley Beach SA 5022

P 08 8159 1200

F 08 8353 4051

E reception@westernhospital.com.au

www.westernhospital.com.au



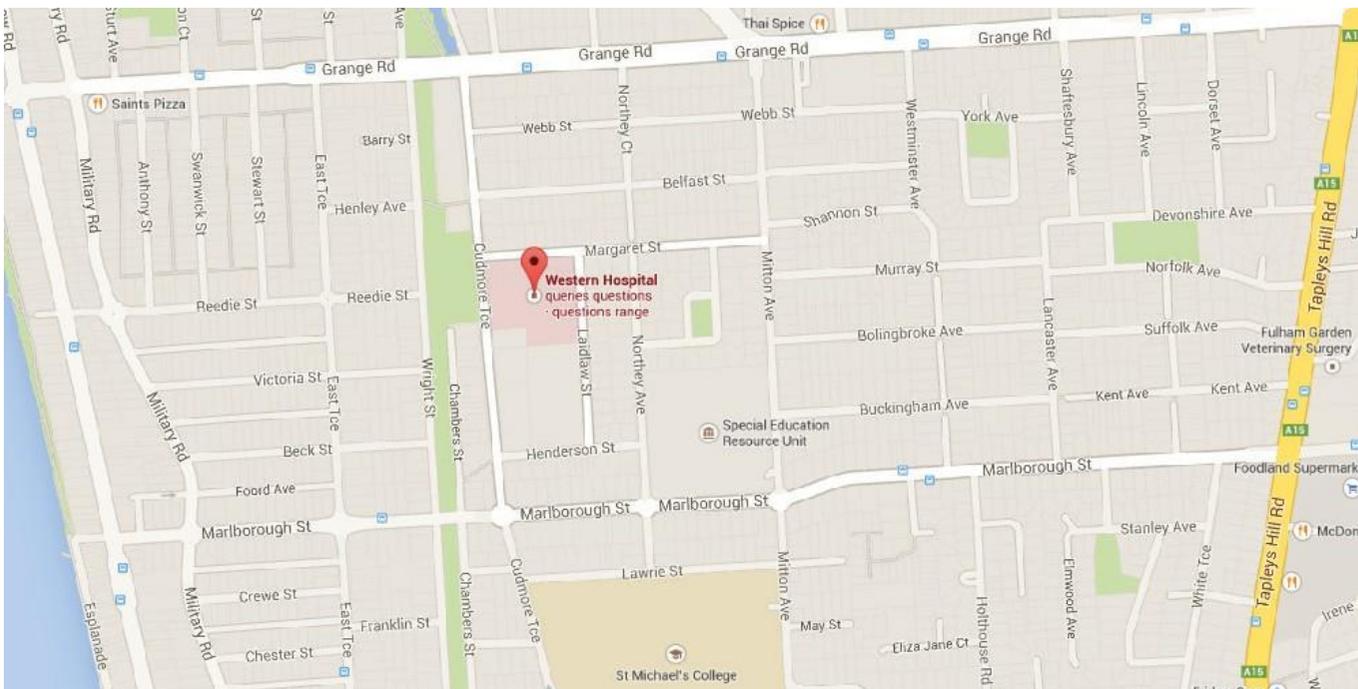
Western Hospital SA

About Western Hospital

Western Hospital has been providing acute medical and surgical services to the local and wider communities of Adelaide over many years. We are proud of the health hub we have created, offering hospital services, an onsite GP Practice and a Community Pharmacy. As part of our one stop shop, we also have onsite Physiotherapy, Radiology and Pathology services, along with a wide range of specialists who consult within the building.

The hospital's primary purpose is to care for you and your needs, upholding our key values of trusted, friendly and caring, and ensuring we work with you to plan and deliver a high standard of care and services.

If at any time you have questions about any aspect of your admission, please do not hesitate to contact the hospital.



Map courtesy of Google Maps ©2013

Western Hospital is located at:

168 Cudmore Terrace Henley Beach SA 5022 P 08 8159 1200 F 08 8353 4051

Patient Accounts

Patients are responsible for the payment of their hospital account. MEDICARE does NOT cover any private hospital charges. Depending on your level of cover, private health insurance will cover some or all of the private hospital charges.

Western Hospital advises that some medical services whilst in hospital will incur additional costs (i.e. Anaesthetist/Surgical Assistants etc).

You should discuss these fees with your admitting doctor and the anaesthetist prior to and during your hospitalisation.

Your account for hospitalisation will include accommodation, theatre fees and other chargeable items in accordance with arrangements between Western Hospital and your health fund. We urge you to check with your health fund and / or the Hospital prior to your admission to determine your level of cover, if you have any excess payable and if there will be any other out of pocket expenses that may arise during your stay. You will be contacted by the hospital prior to admission to confirm this.

All excesses and co-payments must be paid prior to or on the day of admission. If payment is not received your procedure may be cancelled.

If you do not have private health insurance, or an approved Worker's Compensation or Third Party Claim, then our patient finance staff will provide an estimate of the total cost of your hospitalisation.

The estimated fees must be paid prior to admission. Any shortfall between the estimated and actual fees for your hospitalisation must be paid on discharge.

Payments can be made by cash or credit card (including over the phone) or by direct debit. Personal cheques are not accepted.

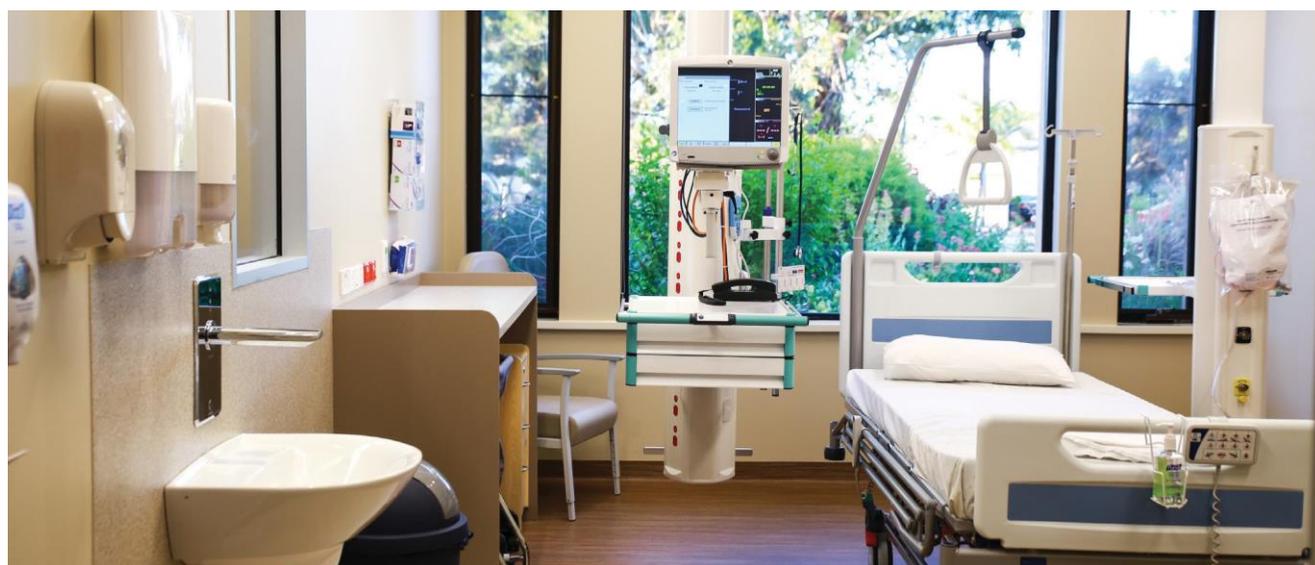
Accommodation

Every effort is made to provide patients with their choice of accommodation, either shared or private, but some circumstances may require us to provide alternative accommodation.

We may also require you to move rooms during your admission when it is necessary because of operational requirements or to meet clinical need. We will, however, make every effort to reduce unnecessary disruption where we can.

During your stay our services staff will clean your room daily. This will occur at differing times of the day and is for your comfort and to meet Infection Control Guidelines.

“We are committed to providing outstanding care in partnership with our patients, rewarding careers for our staff with an innovative vision for the future.”



Preparing for your admission

Preadmission Service

A Preadmission Nursing Service for patients having surgery or a procedure is provided by the hospital. Our nurses use the information you will provide in Section C to plan and prepare you for your admission. This will also allow us to prepare for the care you will need during your stay and make any arrangements for your discharge back home.

Nursing staff will review your health questionnaire and depending on the type of procedure and anaesthetic you will be having you may be contacted to come into the Preadmission Clinic in person or have a phone interview. A relative or friend may accompany you if you wish. If you need to see the physiotherapist or anaesthetist prior to your admission, or have any blood tests or other screening, our nurses can arrange this at the same time.

Fasting

FASTING means that **no food or fluids of any sort (including water or chewing gum)** may be consumed from the time your doctor has advised you. Fasting times may vary depending on the type of anaesthetic and procedure you are having.

Please ensure you have confirmed this information with your doctor. Our Preadmission Nurse will also discuss these fasting times with you.

IF FASTING INSTRUCTIONS ARE NOT FOLLOWED, YOUR PROCEDURE MAY HAVE TO BE POSTPONED IN THE INTERESTS OF YOUR SAFETY

Admission Times

Your admission time is determined by your doctor to ensure you are admitted and ready for your surgery or procedure some time prior to your scheduled procedure or surgery. This may mean that there will be some waiting time between your admission and when you go to the operating or procedure room.

We will endeavour to keep you informed of any delays or changes but please do not hesitate to ask nursing staff on the day for clarification of time frames.

If your Doctor requires you to be admitted the night prior to your day of surgery, please have your evening meal before arriving at the hospital (unless you are on a special diet regime for your procedure) as only a light supper will be provided.



Preparing for your admission

Day of Admission Checklist

Please ensure you:

- have showered and have brushed your teeth;
- have removed any make up and nail polish;
- have removed jewellery, including body piercings. It is suggested that these are left at home;
- do not apply any powder, hairspray, perfume, deodorant, creams or lotions;
- have taken your usual medicines unless otherwise advised by your doctor (if you are unsure please contact your doctor for clarification);
- have completed any special requirements requested by your doctor (e.g. skin or bowel preparation).

What to bring with you:

All entitlement cards (Medicare/Concession/Safety Net/DVA/Health Fund);

Medications:

- Please bring all of the medicines you are currently taking in their original packaging. If you use a Webster Pack or similar, please discuss with the preadmission nurse the suitability of bringing these dose administration aids in for your stay;
- Please bring in any non-prescription/herbal medicines that you regularly use;
- It is very important that the doctors who will be ordering you medicines whilst in hospital have a full picture of what medicines you usually take. Please ask your GP or pharmacist to provide you with an up to date list of what you take and why. It may also be helpful if you bring in your current prescriptions including any PBS authority prescriptions. These will be used to help us with managing your medications safely while you are in hospital.

Please note that you may be charged for any medications you require which are unrelated to your stay (i.e. your usual medications) and any medications taken home on discharge will need to be paid for prior to leaving the hospital;

All relevant x-rays or scans or other documentation you have not already forwarded to the hospital;

Any walking/mobility aides that you currently use or have been advised you may need;

Payment for any excess or co payments you may be required to make before you are admitted.

Overnight patients:

- Nightwear, dressing gown or comfortable clothes, slippers/shoes;
- Personal toiletries and soap;
- Small amount of money for magazines and incidentals from our Courtside Café;

CPAP Machine;

- If you use a CPAP or other health related electrical equipment please bring it with you on the day of admission. We will discuss this with you at preadmission as we will need to get the equipment tested by our Maintenance Department.

DO NOT BRING:

- Excessive amounts of luggage;
- Cigarettes. **Western Hospital is a No Smoking environment and smoking is not permitted anywhere in the hospital or on the hospital grounds;**
- Talcum powder is prohibited in the hospital;
- Valuables – Western Hospital **strongly** recommends that you do not bring anything of value into the hospital particularly large amounts of cash, credit cards, jewellery and other items of personal value (except for any excess payments you are required to make prior to your procedure).

REGRETTABLY THE HOSPITAL DOES NOT ACCEPT ANY RESPONSIBILITY FOR LOSS, THEFT OR DAMAGE TO PERSONAL PROPERTY BROUGHT IN BY PATIENTS. PLEASE ARRANGE FOR ANY OF THESE ITEMS YOU DO NOT REQUIRE TO BE TAKEN HOME.

You can find out more information about Western Hospital and its services
by visiting our website www.westernhospital.com.au

You can also log onto our Facebook page [Western Hospital SA](#)

General Information

Guest Wi-Fi

Wi-Fi is available in all hospital areas. All patients are able to log in to the guest wi-fi without a password for a 45-minute timed session. There are no limits to the number of times you can access these sessions during your stay.

Televisions, Radios and Phones

Televisions and radios are provided at each bed. Phones are available in all rooms. However external call access is only available for overnight patients. Internal Phone access for day patients is provided so you can alert staff if you are feeling unwell (see "Tell Someone" section B page 16).

You may use your mobile phone in most areas of the hospital, please follow signage and instructions from nursing staff and be mindful of the comfort of other patients when using your phone in patient areas.

Pharmacy

Western Pharmacy is located onsite and can fill all of your prescriptions. It serves the community of the western suburbs and provides professional medication advice. For more information regarding Medication Safety please refer to page 11.

Visitors

Normal visiting hours are 11am-8pm but may vary between wards. Please speak to the nursing staff about visiting outside of these hours. We ask you be mindful of other patients comfort when visitors come in to see you.

If you are sick or unwell you should NOT enter or visit the hospital and in particular our Intensive Care Unit (ICU). Flowers and plants are not permitted in the ICU at Western Hospital.

Visiting hours to our ICU are strictly between 11am-2pm and 4pm-8pm to allow adequate time for rest and treatment of patients. For visiting outside of these times please contact the ICU Clinical Manager or shift Team Leader to negotiate suitable alternatives. Only two (2) visitors at a time will be permitted in to see a patient, and visitors may be asked to wait outside the unit in the visitors waiting area during clinical interventions.

Boarders

Please advise us if you are dependent on a carer or are wanting someone to stay with you overnight. They are welcome to accompany you if prior arrangements have been made with us. Please be aware that a 'Boarder Fee' plus meal charge will be applied. Please ensure this is discussed with the preadmission staff prior to your admission.

Clergy/Pastoral Care

Western Hospital does not provide chaplaincy or pastoral care services however at your request staff will be happy to notify your spiritual representative about your admission.

Children in Hospital

It is hospital policy that all children and adolescents 16 years and under must be accompanied by a parent or delegated responsible adult whilst in hospital. Arrangements for one parent to be accommodated with their child if staying overnight will be made prior to admission. Please discuss this with the preadmission nurse. If your child has a special toy or other item, we encourage you to bring it in with them.

Special Diets

If you require a special diet, please inform us as soon as possible so we can meet your needs.



Parking

Ample free parking is provided on the hospital grounds for your relatives or carers to bring and collect you from hospital. Please be mindful of unauthorised and no parking signage in and around the hospital. Please discuss driving after your procedure with your doctor as this may not be indicated after certain procedures and anaesthetics.

Interpreter Service

If the services of an interpreter are required, please contact the hospital prior to admission so that the necessary arrangements can be made.

Courtside Café

Our cafe located on the ground floor is open Monday to Friday 8am-5pm and Saturday mornings 9am-1pm. There is a wide range of food and beverages available for purchase.

Privacy

Respecting your privacy

The privacy of your personal information is important to us at Western Hospital and we are committed to ensuring it is protected. Western Hospital complies with the National Privacy Principles under the Commonwealth Privacy Act 1988 (with amendments) and all other state/territory legislative requirements in relation to the management of personal information.

Collecting personal information

In order to provide you with the health care services that you have requested when you are a patient with us, we need to collect and use your personal health information. If you provide us incomplete or inaccurate information we may not be able to provide you with the services you are needing. When you become a patient of Western Hospital, a medical record is created and it includes personal information such as your name and contact details as well as information about your health problems and the treatment you received. Each time you attend the hospital, we will update your medical record collecting information necessary for the provision of healthcare and services for you. Our staff will always endeavour to be sensitive to your needs when obtaining personal health information. However, they are also committed to acting in your best interests by making a thorough assessment of your condition and medical history.

Protecting your personal information

In addition to complying with all relevant privacy and confidentiality legislation, Western Hospital has strict policies and protocols with respect to the collection, use, disclosure and storage of patient information. We have taken measures to ensure both paper based and electronic information on our computer system are stored securely. Only authorised personnel have access to your information.

Using and disclosing your personal information

During your hospitalisation, there may be occasions when we may be obliged or authorised under law to disclose patient information regardless of your consent including subpoena of records for legal action, mandatory reporting to government authorities (such as registration of births, deaths, diseases and treatments) or reporting information about care provided as required by the SA Department of Health. In order for us to provide care and services for you, we may also use your information where necessary for the management of our hospital to liaise with your health fund and Medicare as necessary and for activities such as quality assurance processes, accreditation, audits, risk and claims management and education of health professionals involved in your care and treatment.

Accessing your personal information

You have a right to have access to the health information that we hold in your health record. This is subject to some exceptions allowed by law. The hospital owns the medical record and being a private hospital, it is not obligated under The Freedom of Information Act to release this information. You can request an amendment to your health record should you believe that it contains inaccurate information. For more information about accessing your records, please contact our Privacy Officer.

If you have a complaint about privacy issues

If you have a complaint about our information handling practices, you are encouraged to speak directly to our staff. If after this you feel the matter has not been addressed, please contact the Office of the Australian Information Commissioner (OAIC) who have complaint handling responsibilities under the Privacy Act 1988 (Cth).

You can contact them on: 1300 363 992, post to GPO Box 5218, Sydney NSW 2001 or visit their website: www.oaic.gov.au

If you have any further questions, please contact us and we will be happy to answer them for you.

A copy of our Privacy Policy can be requested from Reception.

Consumers Rights and Responsibilities

As a consumer of the health care services provided at Western Hospital, you have specific Rights and Responsibilities regarding your care and treatment. Western Hospital supports the Australian Charter of Healthcare Rights developed by the Australian Commission on Safety and Quality in Healthcare which is available to everyone in the healthcare system.

Western Hospital's Rights and Responsibilities policies recognise that people receiving care and people providing care all have important parts to play in achieving healthcare rights. These Rights and Responsibilities are essential to make sure that the care provided is of a high quality and is safe.

You have the right to:

- Access services and treatment to meet your health care needs;
- Receive safe and high-quality healthcare in a safe environment;
- Be cared for as an individual and shown respect, dignity and consideration;
- Have your culture, identity, beliefs and choices acknowledged;
- Engage in open communication and make decisions about your healthcare, which includes the people you want in planning and decision making;
- Share your experiences and participate in improving the quality of health services;
- Be engaged in informed consent, be told about your condition and the possible benefits and risks of tests and treatment;
- Clear and timely information about services and costs;
- Be given assistance to help you understand health information;
- Be told if something goes wrong during your health care, how it happened and what is being done to make care safer;
- Have your privacy respected and have your personal and health information kept secure and confidential;
- Ask the identity, professional status and qualifications of any healthcare worker providing care and services to you;
- Provide feedback or make a complaint without it affecting the way that you are treated and have your concerns dealt with in a fair and timely way.

You have the responsibility to:

- Answer questions about your health openly and completely, including your current conditions, medical history and all medicines you are currently taking;
- Advise staff of any change in your condition or problems with your treatment;
- Participate in planning and decision making regarding your care and treatment and comply with this planned care;
- Discuss with your health care professionals if you wish to refuse treatment;
- Respect the dignity and rights of other patients, visitors and hospital staff;
- Contact the hospital should you wish to postpone or cancel your admission or if you are unable to arrive at the scheduled time;
- Respect hospital property, policies and regulations;
- Finalise your accounts pertaining to your hospitalisation;
- Direct any complaint to a staff member so that appropriate steps can be taken to address your concerns.

The above statements support the Private Patient Hospital Charter February 2019 and the HCSCC Charter of Health and Community Services Rights in South Australia June 2011. Should you require further information visit the websites listed below.

References:

- Private Patient Hospital Charter February 2019 <https://beta.health.gov.au/resources/publications/private-patients-hospital-charter>
- South Australian health and Community Services Complaints Commissioner "Know your Rights" https://www.hcsc.sa.gov.au/wp-content/uploads/2013/08/h_know_your_rights_a_guide_to_the_hcsc_charter.pdf
- South Australian Health and Community Services Complaints Act (2004)



Do you know your healthcare rights?

Keeping you safe

Safe and Quality Care



Western Hospital is committed to maintaining your safety whilst you are a patient in our hospital. We have an Intensive Care Unit with 24 hour/7 day a week onsite Medical Officers employed by the hospital. Our Intensive Care Doctors have a daily on-site presence and are also on call 24 hours a day/7 days a week.

Your medical requirements in the event of an emergency, or if there are concerns about your condition at any time are managed by our Code Blue Team comprising Intensive Care Nurses, Medical Officers, Advanced Life Support trained Hospital Coordinators and on-call Intensivists.

We have robust assessment and review policies to carefully assess all patients who will be admitted to Western Hospital to identify any more complex clinical needs that may require extra support or admission to ICU.



Open Disclosure

Part of our commitment to providing you with safe and high-quality care is our Open Disclosure Policies for when things go wrong with the care we provide. Open Disclosure processes assist patients when they are unintentionally harmed from their healthcare.

For further information please visit the Australian Commission on Safety and Quality in Healthcare website <https://safetyandquality.gov.au/wp-content/uploads/2010/01/Open-Disclosure-if-things-go-wrong-in-health-care-a-guide-for-patients.pdf>

Complaints, Compliments and Feedback

We welcome your feedback about the care and services you experience at Western Hospital. Your feedback helps us improve the care and services we provide our patients. You can give us this feedback in a number of ways:

- Speaking directly to our staff during your admission so that we can address any issues you have;
- Completing a feedback form available in all areas or via the website;
- Writing to, or phoning our Director of Nursing or our Chief Executive Officer (ph. 8159 1200 or care of the hospital address);
- Emailing one of our consumer representatives directly via the consumer to consumer email consumers@westernhospital.com.au;
- Participating in one of our annual Patient Experience Surveys, or
- Participating in focus groups for specific projects like reviewing consumer information

Social Media

Social media is a great platform for voicing opinions both good and bad about products and services, however it would be appreciated if the privacy of other patients and staff are respected and opinions about the hospital are not aired in this manner. Just as healthcare staff need to follow social media and privacy policies, patients who use social media need to be responsible too.

However, we always appreciate hearing about your experiences both good and if less than you expected. We will always follow up on your posts and comments as we do with all of the feedback we receive.

Keeping you safe

Partnering with Consumers



An important part of our commitment to providing safe and quality healthcare is involving you in the planning and delivery of the care and treatment you need. We believe that patients who participate in shared decision making about their healthcare and who are well informed and prepared for their admission will progress well and stay safe during their hospitalisation and when at home after discharge.

You will be given a Patient Pathway which will provide you with information about what to expect at the various stages of your admission, you can use this to ask further questions if you need to.

By working together with the people providing your care (nurses, doctors, pharmacists, physios and other hospital staff) you can help make your stay as safe as possible.

Asking questions

Telling us as much as you can about your health, past history and personal details helps us to plan and provide you with the quality and safe care you expect.

When discussing your care and treatment with your doctor nurses or other healthcare professionals, it may be a good idea to have a family member or friend present with you so they can listen to the information about diagnosis, treatment options, test results and discharge plans. We give you a lot of information before, during and after your stay and having someone else listening may help you remember.

Feel free to talk to your Doctor, nurses or other health care professionals. Ask questions about anything you don't understand and keep asking until you are satisfied that you have the information you need. Question anything that happens that may be different to what you were told or what you expected would happen.

If you require an interpreter please ask for this to be arranged and if you think of questions to ask the nurse or doctor when they are not present, write them down to remind you to ask them later. There is a white board in your room that you and your family can use to write your questions.

Help prevent the spread of germs



Hand washing is the best way to prevent the spread of germs that can cause serious infections. To stop the spread of germs, all staff responsible for your care should wash their hands before and after caring for you.

If you don't see staff washing their hands before and after treating you, please speak up. You and your family should not be afraid or embarrassed to ask nurses, doctors, physios and other staff to wash their hands.

You and your visitors should use the hand washing facilities and products available too. Germs can be spread by our hands even when they look clean. You can remove these germs by hand washing or using an alcohol based hand rub. Soap and water can be used to clean hands if they look dirty, if you are going to eat or drink or if you have used the toilet. At other times the alcohol based hand rub can be used. Family and friends who are unwell with colds, stomach bugs or rashes should not visit you.

Vaccinations

Are your vaccinations up to date?

Flu and Pneumonia Vaccines can help prevent illnesses in elderly, sick or vulnerable patients who may be at higher risk. Ask your GP about immunisations and what you may need.

Antibiotics, resistance and Super Bugs

The development of antibiotics is one of the important advances in medicine. Bacterial infections that were once easily curable with antibiotics are becoming harder to treat. Sometimes they are called Super Bugs. This is due to antibiotic resistance, largely caused by the overuse and misuse of antibiotics.

Health professionals at Western Hospital are committed to improving the appropriate use of antibiotics to improve and reduce antibiotic resistance. Your doctor will prescribe antibiotics if you need them to prevent or treat possible or known infections as part of your plan of care. This is monitored against established guidelines for antibiotic use.

For further information please visit the website below:

<https://www.safetyandquality.gov.au/sites/default/files/2019-05/aura-2017-faqs-consumer-information.pdf>

Keeping you safe

Getting the most from your medications



Ensuring you receive the correct medications at the correct time is another important part of keeping you safe in hospital. In Section C of this Patient Admission Booklet we ask you to complete a medication list and we encourage you to take the time to give us as much information as possible.

As previously discussed in the Admission Checklist, please be sure to bring in your current medications in their original packaging and any current scripts you may have. We also ask that you bring in medication lists from your pharmacist and or GP which detail your current medications and why you take them. All these information sources help us to make sure you receive the medications you need while in hospital.

It is important that we know what medications you are currently taking. If you have recently changed or stopped any medications or if you have stopped taking any medications prior to the procedure on the advice of your doctor please let us know. This is very important as there are some medications that must be stopped prior to a procedure or surgery. Please do follow the advice of your admitting doctor about when and if to stop any medications.

Your medicines will be locked in a cupboard in your room and nurses will administer the medications that your admitting doctor orders. Western Hospital Policy does not allow self-medication of your own medicines as we need to know that what you are taking is safe for your current condition.

It is also important that you advise us of any allergies or sensitivities you may have to medicines, food or latex. We will make sure we document this in your health record so that all of our clinical staff have access to this information when caring for you.

If at any time you are commenced on a new medication, ask the nurse, doctor or pharmacist to talk to you about why you are being prescribed the medicine, how it may affect you and what you need to look out for. If you don't recognise a medication being given to you confirm with the nurse what it is for and why you are being given this medication.

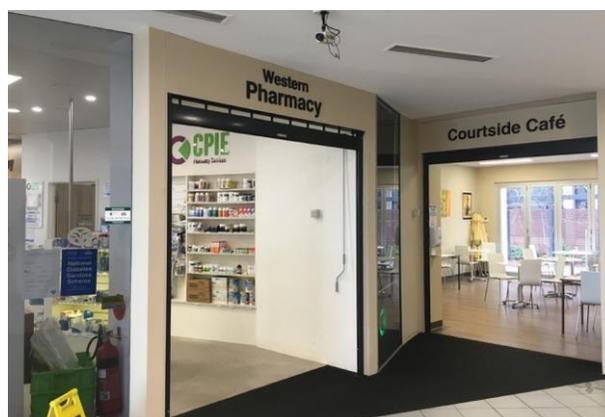
Pain management

Pain is a very individual experience for everyone and your comfort after your procedure or surgery is of the utmost importance to the clinical team caring for you. Your anaesthetist and admitting doctor will prescribe pain medicines for you to have. Your preadmission nurse or day of surgery nurse will provide you with further information regarding pain management. If you have any concerns at any time do not hesitate to talk to staff.

Are you at risk of blood clots?

Some people have risk factors that predispose them to blood clots and depending on your procedure or surgery the risks can increase when you come into hospital. When you come into hospital you may need to have support stockings which will be supplied as a preventative measure. A special sleeve that wraps around your legs and inflates with air one at a time may also be applied. This imitates walking and helps prevent blood clots. You will also be shown how you can help by doing foot and leg exercises whilst you are not as mobile as you usually are. You may also be commenced on some blood thinners (injections) for a short time after your procedure.

Please discuss this with your admitting doctor or your preadmission or day of surgery nurse if you have any questions.



For more information on how to keep yourself safe in hospital see the "Top Tips for Safe Health Care" booklet on the Australian Commission on Safety and Quality in Health Care website at <http://www.safetyandquality.gov.au/publications/10-tips-for-safer-health-care/>

Keeping you safe

Comprehensive Care



In order to provide safe care and prepare you for your procedure our preadmission and day of surgery nurses will complete an assessment and ask you questions about your current condition and general health.

We want to provide a comprehensive care plan for your stay which addresses any risks we may identify. The following information relates to these assessments, what we will do to keep you safe and what you can do to assist us with this.

Prevention and Management of Falls

Falls can happen more easily when you are in hospital in unfamiliar surroundings especially if you are normally a bit unsteady at home. Falls may also occur when you are feeling unwell or weak, have been taking pain or other medications, have low blood pressure or even by getting up from your bed or chair too quickly. Staff want to keep you safe and avoid falls but we need your help.

Nurses will assess your risk of falling and put measures in place to prevent or minimise the chance of you experiencing a fall in hospital.

You can also lower the chance of a fall by:

- Taking time to familiarise yourself with the layout of your room and try and keep the floor clear of obstacles;
- Asking the nurses to remove spills, cords or other objects and equipment if they are cluttering the room;
- Getting to know your bed controls, and how to use the call bell;
- Asking staff for help if you are unsure about anything;
- Keeping the call bell, your glasses, footwear and walking aid in easy reach and use them;
- Trying to move around and do what you can for yourself if allowed, so that you keep up your strength;
- Being aware of the length and placement of any catheter tubing or drain tubing that you may have after your procedure so that you do not trip on them when mobilising;
- Never using talcum powder.

If you need to get up always call a nurse especially at night.

While getting up and walking:

- get your balance before moving away from the bed or chair
- be careful on stairs
- use a walking aid for balance rather than the furniture or walls

- let staff know if you feel unsteady
- wear comfortable clothing that is not too long, too loose or tight
- wear your glasses or other visual aids
- wear comfortable well fitting at, non-slip shoes or slippers.

Avoiding dizziness:

- Take your time to slowly get up from lying to sitting, and then sitting to standing

If you are allowed:

- drink plenty of fluid such as water
- keep your feet moving while you are sitting
- sit out of bed to let your body get used to being upright
- if you spend long periods of time in bed, raise the headrest and knee support to put you in a more seated position rather than lying flat. Change positions often.
- If you do fall, keep calm and call for help. Preventing falls will help you stay as independent as possible.

Please talk to the nurses or doctors if you have any concerns or questions.

Nutrition and Hydration

Our preadmission and day of surgery nurses will discuss any specific dietary requirements you may have related to allergies or medical conditions and arrange for these requirements to be communicated to the catering staff. They will also assess you for any nutrition risks that may need to be addressed as a part of your admission. If you have had any recent unintentional weight loss or any other issues related to your diet please discuss with our nurses and your admitting doctor.

You may also need to have intravenous fluids after your procedure to make sure you are well hydrated in the initial recovery phase. Your doctor and nurses will discuss this with you.



Keeping you safe

Comprehensive Care



Prevention and Management of Pressure Injuries

Pressure injuries are also called bed sores or pressure ulcers. They can happen very quickly if you are unwell or not able to move easily. Any form of pressure or friction (even rubbing) can cause skin damage particularly if your skin is moist or if you suffer from poor circulation or poor sensation in your skin.

Why is it important to prevent pressure injuries?

- They are painful and can take a long time to heal
- They can become infected making you very sick
- They can leave scars on your skin

The Nurses and Doctors will check your skin regularly for any sore or red areas. It is best if they look at your skin. Together, we can plan what needs to be done to protect your skin from pressure injuries.

What you can do to protect your skin

- If you have any skin pain or burning feeling, tell your nurse or doctor.
- Change your position every half hour.
- Keep active – move as much as you can.
- Eat a variety of foods from each of the five food groups every day. Drink plenty of fluid.
- Avoid smoking – this reduces blood flow to the skin.
- Ask your nurse about how you can get help to quit smoking.
- Avoid firm massage especially over bony areas.

When you are in bed:

- Change position every half an hour.
- Lie on your side to relieve the pressure on your bottom and heels.
- Avoid wrinkled, damp clothes and bedding.
- Sliding down the bed can put pressure on heels, bottom or elbows. To avoid this, bend your knees up or raise the foot of the bed. Only have the head of the bed up high for mealtimes, if you can't sit out of bed to eat.

When you are sitting in a chair:

- Change position at least every 30 minutes. If you can, stand up and walk around.
- If you can't stand, lean forward or side-to-side (left and right) in your chair for 2 minutes to take the pressure off your bottom and hips.

- Avoid slumping or sliding forward in the chair.
- If needed, your health care team may be able to provide a special cushion.

Check your skin twice a day – you can ask for help with this.

Look for:

- red areas; blistered or bruised-looking areas;
- shiny areas;
- warm or hard patches; or broken or cracked skin.

Look at:

- your whole body, but particularly bony areas such as heels, bottom and elbows; between skin folds; and
- under plaster, dressings, splints or tubes.

Cognitive Impairment and Delirium



Any person going into hospital can find the experience stressful. For a person who may be having difficulties with their memory, thinking or communicating – the experience can be overwhelming. A patient with these issues will need extra care when in hospital and our staff will work with patients and their family/carers to keep them safe and ensure they receive the care they need.

If you would like further information you can access consumer information about what you and your family can do to assist us with keeping you safe at the following link:

www.safetyandquality.gov.au/wp-content/uploads/2014/11/A-better-way-to-care-Actions-for-consumers.pdf



Keeping you safe

Communicating for Safety



Clinical communication is the exchange of information about a person's care that occurs between the people providing care to you (doctors, nurses, pharmacists, physios etc) and between you and your family/carer as part of the shared decision making you will experience during your admission. It is a big part of the care we provide and you can be involved as much as you would like to be. Communicating with our staff starts at admission and continues through all the of stages of the care and treatment we provide for you.

From the first contact you have with the hospital we will need to know your name and date of birth, that we have the correct spelling and that it matches all of the paperwork we have for you. This way we can check that you are the right person having the care and treatment you are meant to have. You may get tired of constantly being asked to confirm your name, date of birth, allergies and other information but remember this is a process designed to keep you safe.

You will be given an ID band and this will be placed on your wrist (or sometimes your ankle). You must wear this ID band at all times. The ID band may be white or red. Red ID bands alert staff to special conditions or allergies that you have told us about.

Consent

When you are scheduled for a procedure or operation your doctor will prepare a Consent Form for you to sign. You are required to give what is called "Informed Consent". In other words, you will need to agree to the procedure or treatment that has been suggested for your condition. Make sure you discuss with your doctor the risks and benefits of the treatment or procedure/operation and ask lots of questions. Part of keeping you safe is making sure you are fully aware of what to expect before, during and after your treatment or procedure/operation. For example, how long will you need away from work or resting from your usual activities.

Your anaesthetist will require you to give consent for the anaesthetic they will provide if you are having a procedure or operation. Again, ask lots of questions about the type of anaesthetic you may be having, what to expect after and how long you need to refrain from driving or undertaking other activities that may be affected by the anaesthetic and other medicines.

Correct Procedure and Correct Site

If you are having a procedure or operation, staff will ask you many times about the procedure/operation and which body part will be involved. You may be asked to confirm your operation site so that a visible pen mark can be placed on it. Staff will use your consent form, health record and a number of checklists in the ward, Holding Bay and when you go in to the procedure or operating room to check that everything is ready and that we have the right person having the right procedure. It is very important that you engage and participate in this process. It may seem repetitive but it is designed to keep you safe and to ensure everyone is aware of exactly what is to happen.

Clinical Handover

While you are in hospital, the nurses, doctors and other staff involved in your care, will share important information about you. This happens every time you are transferred from one area in the hospital to another (for example from Theatre to Recovery or Recovery to the Ward); or when a nurse takes over your care at change of shift; or when we discharge you to another care facility or back home to the community. We call this Clinical Handover and we encourage you and your family to actively participate and ask questions about anything you don't understand or are concerned about.

At change of shift, the nurses will come into your room and introduce themselves to you. The discussion at this time centres around your current and planned care, what your condition is and how you are progressing. Plans for discharge will be discussed also and if you think your nurse has forgotten to tell the next shift nurse something feel free to speak up.

In each room we have Patient White Boards which can be used as a communication tool for you, your family and the staff caring for you. Please feel free to write messages or questions you want to ask your doctor. The nurses will use this for example to update any restrictions you may have for diet and fluids, exercises you may need to do or reminders to change your position.

Keeping you safe

Communicating for Safety



Preparing to go home

Plans for going home and preparing for you to go home commence well before you are admitted to hospital. Planning for your after-hospital care can make a big difference to your recovery and it is important to think ahead about the support you may need when you return home. The length of time you need to be in hospital will be determined by a number of factors and we will make sure you have all of this information before you are admitted and that we update you during your admission.

Discharge after a short stay (day) surgery

Prior to coming into hospital, you should ensure that

- You have someone to drive you home.
- Driving restrictions after an anaesthetic and a procedure should always be discussed with your doctor, but at a minimum you should not drive until after a good night's sleep.
- If you live alone, you need to have made arrangements for a responsible adult (over 18 years of age) to stay with you overnight.

If the above options are not possible please discuss this with your doctor.

It is important to note that admission to hospital overnight is NOT an option unless clinically required. Western Hospital will not accept responsibility for patients who are unable to comply with these recommendations.

Discharge time will be advised to you at preadmission and confirmed when you are admitted. Please ensure nursing staff have a contact number for the person who is collecting you from hospital.

Discharge after overnight or longer stays

Discharge time from hospital is at 10.00am if you have stayed overnight. You should be prepared to go home at this time and arrange for your family/friend or other who will be taking you to come to the hospital at this time.

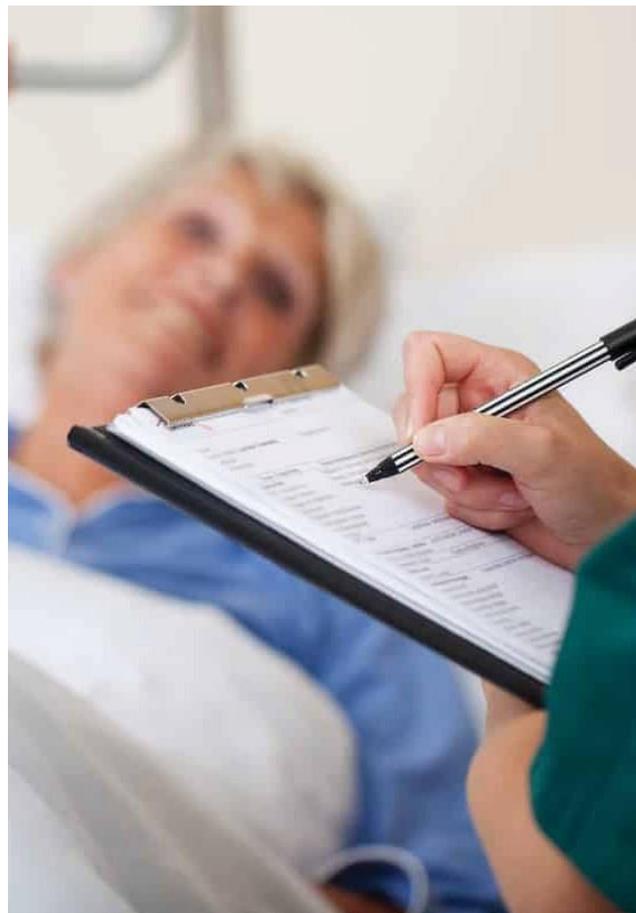
If you are unable to arrange this until later in the day, you will be able to wait in our discharge lounge for a short time. It is often not possible to wait for discharge in your room as we have new patients waiting for admission each day.

If you foresee any problems with arranging transport or in-home care, please talk to our staff prior to coming to hospital as we can provide information on community services available.

Discharge Instructions

Before leaving you will need to make sure you have the following:

- Discharge Brochure from the hospital with contact numbers should you have any concerns about your condition after you go home
- Any x-rays, scans, medicines of your own or other personal items
- Any equipment of your own or any that has been arranged for you to go home with
- Discharge medications if they have been provided
- Follow up appointments where applicable
- A GP Summary for your records (we will fax a copy of this to your GP if you have provided contacts for them)



Keeping you safe

Blood Transfusion



The use of blood transfusion has reduced considerably but for some surgery your doctor may arrange to have your blood tested in case a blood transfusion is required. This will be arranged at preadmission. Please ensure you discuss this with your admitting doctor and make your wishes known if you do not want to have a blood transfusion and under what circumstances. Your consent form for your procedure includes consent for a blood transfusion if required.

You may have a condition for which you are admitted specifically to have a blood transfusion as part of your treatment. Your admitting doctor will explain this treatment and ask you to complete a consent form.

Information leaflets about blood transfusion are available, please ask nursing staff to provide you with this if you wish.

Escalating Your Care



If you are worried about your own condition or if your visitors are worried about you, or perhaps you have a visitor that becomes unwell, Western Hospital encourages you to “Tell Someone”. Western has a Code Blue team that can respond to concerns you or your visitors have about a person’s condition. Anyone can call a Code Blue and Nurses and Doctors from within the hospital and ICU will respond immediately to a call for urgent assistance.

Posters and brochures for further information are available in your rooms and in all areas in the hospital and of course you can speak to our staff at any time about emergency response procedures.

Trust your instincts, you know yourself and your visitors best and if you sense something is wrong do not hesitate in making a Code Blue call. At Western Hospital this number is 8111.

For more information on how to keep yourself safe please refer to the downloadable booklet from the Australian Commission on Safety and Quality in Healthcare website at: <https://www.safetyandquality.gov.au/toptips/>

Tell someone

Are you alright? Do you need help?

Are you a patient or a visitor to Western Hospital?

Do you have any of the following symptoms?

> Chest pain	> Dizziness or feeling faint
> Heart palpitations	> Confusion or disorientation or hallucinations
> Shortness of breath	> Limb weakness
> Difficulty breathing	> Facial droop and/or tingling or slurred speech
> Uncontrolled Pain	> Do you feel that something is not quite right?

are becoming more unwell.

Please tell someone from the staff at Western Hospital so we can help you. We have doctors on site 24 hours a day.

Call the Western Hospital Medical Emergency number:

☎ PHONE 8111 ☎

Important Contacts & Information Resources

Western Hospital

Phone: 8159 1200

Email: reception@westernhospital.com.au

Poisons Information Centre

Phone: 13 11 26

www.sa.gov.au/topics/emergencies-and-safety/emergency/poisons

Medicine Safety

NPS Medicine Wise handbook: www.nps.org.au/topics/how-to-be-medicinewise/be-medicinewise-handbook

The Healthcare and Community Services Complaints Commission

Phone: 1800 232 007

www.hcsccl.sa.gov.au

Australian Information Commissioner (OAIC)

Phone: 1300 363 992

Address to: GPO Box 5218 Sydney NSW 2001 or visit their website: www.oaic.gov.au

Australian Commission on Safety and Quality in Healthcare

Top Tips for Safer Healthcare: www.safetyandquality.gov.au/publications/10-tips-for-safer-health-care/



WESTERN
YOUR HOSPITAL THAT CARES

Trusted, Friendly, Caring