



Helping you stay on your feet

Falling over is the main cause of injury in hospital

- Falls can cause serious injuries and disability

What you can do to help:

- Make sure you can reach your call bell.
- Press your call bell for help when needed.
- Turn the light on so you can see clearly.
- Always wear supportive, flat, non-slip shoes. If you require supervision or assistance to walk you will be given a pair of Ruby Red Socks.
- If you use a frame/walking stick, bring it in.
- Bring in glasses or hearing aid from home.
- If you need to get out of bed, make sure your bed is no higher than knee height.
- Make sure you know where the toilet is.
- Staff will talk to you about sitting out of bed, walking and exercising. This is also important for assisting your recovery.

Families can help by:

- Spending time with the patient in hospital.
- Notifying nursing staff when you are leaving, especially if the patient is confused.
- De-clutter prior to leaving the patient's room (chairs especially).
- Ensure the patient can reach the call bell.



Good Nutrition

Eating well in hospital is important. It can help you recover from illness more quickly allowing you to go home sooner.

Let staff know if you:

- Have special dietary needs.
- Need assistance at mealtimes.
- Are not managing the meals or your appetite is poor.



Stop pressure injuries

A pressure injury may also be known as a bedsore. It involves an area of skin and may also affect the muscle and bone.

When you are lying in bed or sitting in a chair, you may become sore pressing on the bed or chair.

Anyone is at risk of a pressure injury!

What you can do:

- Keep moving! Change you sitting and lying position as much as possible.
- Keep weight off bony parts of your body e.g. heels, tail bone.
- Don't lie on a sore if you already have one.
- Keep skin clean and moisturise skin to prevent flaking. Let staff know if you need help.
- Eat a healthy balanced diet (including fruit and vegetables).
- Talk to a member of your treating team if you notice any areas of your skin showing changes or areas you are concerned about.



Developed in consultation with our patients

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**ST VINCENT'S
HEALTH AUSTRALIA**

UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES



**ST VINCENT'S
PRIVATE HOSPITAL**

MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

Partners in Safety

What you should know when you are in hospital

NATIONAL HEALTH CARE
STANDARDS INFORMATION
FOR PATIENTS AND FAMILIES





Partners in Safety

Patients who speak up often get well faster and remain safer in hospital. We aim to look after you and keep you safe during your stay. We will work with you to develop a plan of care. Please tell us about your health, what matters to you and feel free to ask questions.



Patients come first

If you experience any issues, we would like the opportunity to resolve them. Please notify our staff so we can provide immediate assistance.

Step 1. Alert your nurse about any concerns or questions you have.

Step 2. If not satisfied with the response, the Ward Nurse Unit Manager will be happy to help resolve the matter.

Step 3. For further assistance, please contact the Patient Liaison Manager on (03) 9411 7296 or email Patient.Liaison@svpm.org.au

- You should be aware of your healthcare rights and of receiving care that is safe and of high quality. A Welcome Pack is provided to patient's detailing the mutual rights patients, carers and staff should expect, and their responsibility to provide respect and dignity to each other. If you do not receive a copy of the Welcome Pack please ask staff to give you a copy.
- If speaking or understanding English is an issue, let staff know and they will arrange for an interpreter to assist with communication.



Handing over patient information

Patients in hospital receive care from nursing, medical and allied health staff. They need up to date information about your condition and treatment.

'Clinical handover' involves the sharing of information between staff involved in your care, e.g. from shift to shift. You can expect that staff will update you and involve you in handover information on a regular basis so that you know what is going on and your needs are met.



Identification

We need to know who you are!

- Your identification helps us give you the right care.
- Always wear an identification band on your wrist or leg.
- Make sure the information on this is correct.
- Staff members will check your identification before giving you medication or before you have any tests or procedures.

You need to know who we are!

- Ask who your nurse is for each shift.
- All staff should wear an identification badge.
- If you are not sure who someone is, please ask.



Keeping you germ free

- Hand hygiene is the single most effective measure to prevent the spread of infection. Please wash your hands using either soap and water or alcohol based hand rub after visiting the toilet and prior to eating. Please encourage your visitors to do the same.
- Do not hesitate to ask our staff if they have cleaned their hands before and after being in contact with you.
- Ask any visitors who may be unwell with colds or stomach upsets to refrain from visiting.
- Please do not hesitate to bring any housekeeping issues to the attention of your staff.
- It is unlikely that you will develop an infection after surgery, however, if you are concerned about your wound for any reason please notify a member of our staff.
- If you are prescribed antibiotics, please remember to take the full course, even if you are feeling well.



Changes in your health condition

Our staff are trained in noticing changes in your health but you can help by letting staff know:

- If you do not feel well
- If you think your condition has changed
- If you think that something has been missed.

Your nurse may contact your doctor on your behalf.



Making the right choice about medicines

Medicines are an important part of your treatment

- The pharmacist will ask you which medicines you take at home (either prescribed by your doctor or from the pharmacy or health store).
- Let us know if you have allergies or reactions to any medicines.
- Inform the pharmacist of any concession details and if you have reached your safety net limit.
- Before going home, ask your pharmacist for written information about your medicines.



Safe use of blood

- If you require blood while in hospital you will be asked to give your consent to this.
- Please let us know if you have had any problems with blood products in the past.
- When the nurses give you your blood transfusion they will ask you to tell them your name and date of birth.
- Written information on the risks and benefits of blood is available. Please ask your nurse or doctor if you would like to receive this.