



## 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 on a regular basis so that you know what is going on and your needs are met.

During handover, staff may also check your name band and ask you to confirm your name and date of birth, to ensure that we share the right information with the right person.



## Safe use of blood

If you require blood or blood products while in hospital, you will be asked to give your consent to this. A Doctor will explain to you the reasons for the blood transfusion/blood product, so you can make an informed decision. If you have had any problems with blood products in the past, it is important that you discuss this with your Doctor at the time.

You will be closely monitored during the transfusion, however if you feel your condition changes in any way, please let our staff know.



## Changes in your health condition

Our staff are trained in noticing and responding to changes in your health but you can help by telling staff:

- if you do not feel well
- if you think that something has been missed. Your nurse may contact your doctor on your behalf.

*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.*

## St Vincent's Private Hospital Northside

627 Rode Road, Chermside QLD 4032

Phone: 07 3326 3000

Email: [svphn.enquiries@svha.org.au](mailto:svphn.enquiries@svha.org.au)

Website: [www.svphn.org.au](http://www.svphn.org.au)

@stvincentsprivatehospitalnorthside

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Developed in consultation with our consumers (July 2015)

UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES

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# Partners in safety

WHAT YOU SHOULD KNOW WHEN YOU ARE IN HOSPITAL



**ST VINCENT'S PRIVATE HOSPITAL**  
NORTHSIDE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

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 unsatisfied with the response, the Ward Nursing Unit Manager will be happy to help you resolve the matter.

**Step 3.** For further assistance, call our Patient Experience Manager on 07 **3326 3259** or, if after hours, call our Hospital Coordinator on 07 **3326 3560**.

We believe staff, patients, families and carers all have a mutual right to expect, and a responsibility to provide, respect and dignity to each other.

Please speak with our nursing staff if you did not receive information about patient rights and responsibilities upon your admission to hospital.

If you are of Aboriginal or Torres Strait Islander background, if English is not your first language and/or you have difficulty reading, writing or understanding English, or you feel vulnerable because of your gender identity, please let our staff know so we can work together to solve any issues that may arise.



## Keeping you germ free

Hand hygiene is a general term referring to the use of soap and water or a waterless hand rub to cleanse your hands. Hand hygiene is the single most effective measure to prevent the spread of infection, especially in hospitals. Please perform hand hygiene using either soap and water or alcohol based hand rub after visiting the toilet and prior to eating.

It is important for you to encourage your visitors to perform hand hygiene as they enter and leave the hospital and also:

- after going to the toilet
- after blowing their nose
- after smoking
- after handling/patting animals
- before, during and after preparing food
- when hands are visibly dirty.

We can all play a major role in stopping the spread of infections by performing appropriate hand hygiene.

Hand washing sinks and bottles of alcohol based hand rub are readily available throughout the hospital.

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 our 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.



## Making the right choice about medicines

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.



## Comprehensive care

On admission and during your stay, we will need to ask you questions to better understand your care needs. We may ask these questions more than once to ensure that nothing has changed during your stay. These questions help us determine a number of things including your risk of falling, your nutritional needs or your risk of developing a pressure injury while in hospital. We will advise you of any issues we identify and how we plan to manage them.

### Preventing falls

*Falling over can be one of the main causes of injury whilst in hospital.*

#### What you can do to help:

- Make sure you can reach your call bell and use it 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 may be given a pair of non-slip socks.
- Bring in any walking stick, frames, glasses or hearing aids you use at 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.
- Notify staff when you are leaving, especially if the patient is confused.
- De-clutter the room prior to leaving.

### Meeting your nutritional needs

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

Depending on your reason for coming into hospital, we may sometimes need to ensure it is safe for you to eat and drink and to determine your specific dietary requirements.

#### Let us know if you:

- have special dietary needs
- need assistance at mealtimes
- are not managing the meals or your appetite is poor.

### Preventing pressure injuries

On admission, staff will check to see if you have any pressure areas or bed sores. Notify our staff if you notice any reddened areas or wounds develop during your stay so we can ensure that you receive appropriate care and prevent them from becoming worse.