



Help us to care for you

Welcome to West Moreton Health

We hope that your stay with us is comfortable.

The care we provide to you is based on our values of Connect. Respect. Excel.

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 with us.

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 Health provides interpreters in Queensland Health public facilities in more than 130 languages. Interpreters are provided on-site (face-to-face), via video conference or over the phone. Interpreters are available 24 hours a day, seven days a week, and are provided at no charge to patients. Visit www.health.qld.gov.au/multicultural/interpreters/qhis-for-public.





What to bring from home

Bring:

- medications you are currently taking
- medical information (such as x-rays) if requested
- information about allergies and/or adverse medication reactions
- letters, reports, referrals and consent forms relating to your current admission
- a copy of any completed advance care planning documents (for example, an Advanced Health Directive, Statement of Choices and Enduring Power of Attorney forms).

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
- Patient Travel Subsidy Scheme form (if needed).

Belongings to consider bringing include:

- comfortable clothes for day wear
- comfortable sleep wear and robe (loose fitting)
- rubber-soled slippers/non-slip footwear
- items such as magazines, books

- music with headphones
- a small amount of money
- toiletries (including any ointments, eye/ear drops or patches)
- phone and charger
- nappies, favourite toy or special items (with personal name labels attached) if you are staying with a child
- any aids - such as glasses, hearing aids, CPAP (if you have sleep apnoea), a walking stick or frame or any other mobility aid (if told to bring in). The nursing staff caring for you will assist you with identifying what you require.

Do not bring valuables or large amounts of money with you to hospital.

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.

You are the most important member of the healthcare team and therefore your safety is our priority.

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

To prevent falls:

- wear non-slip footwear
- use walking aides (if needed)
- do not hesitate to ask for help
- wear your glasses (if needed).

To prevent blood clots:

- wear compression stockings (if needed)
- move around as much as you can
- do foot and ankle exercises in bed.

To prevent pneumonia:

- practise breathing exercises (as prescribed by your physiotherapist)
- move from your bed and walk around during the day (if your condition allows).

To prevent pressure injuries:

- get out of bed often (if your condition allows)
- eat all of your meals and snacks (and if you are not eating as much as usual, tell your nurse).

To keep clean and healthy:

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

Parking

There are two (2) main options for staff, patients and visitors to Ipswich Hospital, paid parking and on-street parking.

Paid parking

Ipswich Hospital Foundation operates three (3) car parks under agreements with West Moreton Health.

P₁	A covered, multi-story car park located opposite the main entrance of Ipswich Hospital on Chelmsford Avenue
P₂	A covered, multi-story car park located opposite the main entrance of Ipswich Hospital on Chelmsford Avenue
Ipswich Health Plaza	Located on Bell Street in the same structure as Ipswich Railway Station Plaza

Casual parking rates are \$3 an hour or part thereof for a \$21 a day maximum. These car parks have allocated disabled parking. These car parks are often full early and it is recommended that patients be dropped off, if possible.

On-street parking

Ipswich City Council provides limited 'Pay and Display' on-street parking around Ipswich Hospital. On-street parking fees are set at \$1.20 an hour.

Please refer to the Ipswich Hospital Foundation website (www.ihfparking.com.au) for detailed information.

A free taxi phone is located at the Chelmsford Avenue and East Street entrances.



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
- contacting the Consumer Liaison Officer via email (WMH_CLO@health.qld.gov.au) or phone (0409 275 503).

Concerned about your condition?

Ryan's Rule: Patient, family and carer escalation

Ryan's Rule offers patients, their family and/or carers an opportunity to 'escalate' their concerns independently when they believe the patient in hospital is getting worse, is not doing as well as expected, or shows unusual behaviour.

- **Step 1.** Discuss concerns with treating nurse, doctor or other clinical team member.
- **Step 2.** If not satisfied with the response, the patient, family or carer can ask to speak to the Nurse In Charge or Senior Doctor. Or at night, this will be the Hospital at Night Clinical Nurse Consultant or Team Leader.
- **Step 3.** If the patient, family or carer remains concerned, they can call a Ryan's Rule Clinical Review by telephoning 13 HEALTH (13 43 25 84) to request an independent clinical review, or ask staff to call on their behalf.

The caller should state they are requesting a Ryan's Rule Clinical Review, and provide the patient's name and date of birth; hospital; and ward and bed number.

Julian's Key

If you have issues communicating your care needs, you or your carer can use the Julian's Key Health Passport.

The passport was designed to help people to communicate their specific disability support and healthcare needs and can be downloaded from the Apple Store or Google Play.

Ask your nurse for a hard copy.

Australian Charter of Healthcare Rights

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care.

The seven healthcare rights are:

Access	<ul style="list-style-type: none">• Healthcare services and treatment that meets my needs
Safety	<ul style="list-style-type: none">• Receive safe and high quality health care that meets national standards• Be cared for in an environment that is safe and makes me feel safe
Respect	<ul style="list-style-type: none">• Be treated as an individual, and with dignity and respect• Have my culture, identity, beliefs and choices recognised and respected
Partnership	<ul style="list-style-type: none">• Ask questions and be involved in open and honest communication• Make decisions with my healthcare provider, to the extent that I choose and am able to• Include the people that I want in planning and decision-making

Information	<ul style="list-style-type: none"> • Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent • Receive information about services, waiting times and costs • Be given assistance, when I need it, to help me to understand and use health information • Access my health information • Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe
Privacy	<ul style="list-style-type: none"> • Have my personal privacy respected • Have information about me and my health kept secure and confidential
Give feedback	<ul style="list-style-type: none"> • Provide feedback or make a complaint without it affecting the way that I am treated • Have my concerns addressed in a transparent and timely way • Share my experience and participate to improve the quality of care and health services

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.

West Moreton 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 occurs when one shift ends and another begins. Staff may gather around your bed and share information about your care and medical condition. We encourage you to be involved in handover.

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 is 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 is time to go home

We want to ensure your discharge home is planned in advance. 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 discharge, you are required to make arrangements for your transportation home and ensure that you are happy with the plan for your ongoing care. If you need assistance with arranging transport, please let your care team know.

Before you leave hospital the nurse looking after you will ensure you have:

- any follow-up appointments
- medical certificates (if required)
- discharge medications or a script to give to your usual pharmacy
- education information to assist with your ongoing care information for any community support services you may require.

A text message requesting feedback will be sent after discharge.

Transfer to a rural facility

Your treating team may identify that, while you no longer require acute care at Ipswich Hospital, you may need to remain in hospital for ongoing care before recovery at home or discharge to a residential aged care facility. This could involve a transfer to one of our rural health facilities. The medical and nursing teams at our rural facilities will tailor your care to meet your needs and are supported by a range of allied health professionals, including social work, physiotherapists and dieticians. Interim care facilities are available at the four rural facilities within our health service: Boonah Hospital, Esk Hospital, Gatton Hospital and Laidley Hospital.

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 is time to go home.

When leaving hospital, you will 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 cannot wash your clothes during your hospital stay. Please make sure you have all of your clothing and personal belongings before going home.

Meals

A choice of meals from the hospital menu is available for most patients. If your doctor requires you to have a therapeutic diet, your menu card will be adjusted accordingly. Please advise nursing staff if you have any special dietary requirements such as food allergies or food intolerances.

Breakfast cereal is supplied for parents and carers in the children's ward. Meals are only provided for parents of infants under six (6) months of age.

Visitors

Your family, friends and carers are welcome to visit you during your hospital stay. This is however subject to any statewide 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.

No smoking policy

Smoking is prohibited in Queensland public and private hospitals and health facilities, and for five (5) metres beyond their boundaries. If you are a smoker, please talk to nursing staff about accessing help with nicotine replacement during your stay in hospital. We also ask for your assistance in informing your visitors that this is a non-smoking facility.

The Quitline 13 QUIT (13 78 48) is available to help smokers wanting assistance with quitting, or speak with your treating teams for information about how to quit smoking. Please note that patients do not have permission to relocate or move hospital property outside of hospital grounds. This includes medical devices, such as intravenous pumps and fluid stands/poles.

