

# What matters to you matters to us

How to stay safe during  
your hospital stay



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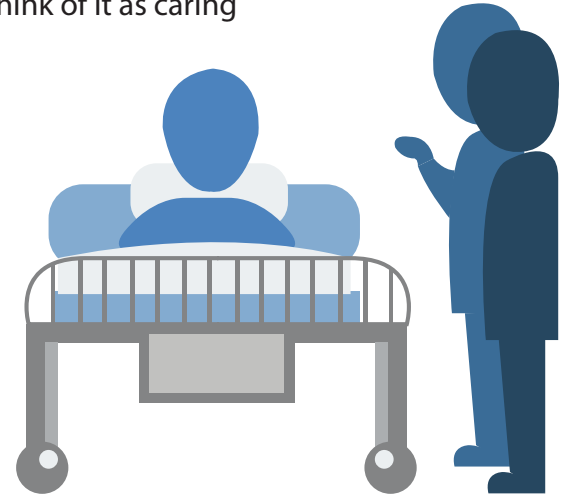
## Partners in care

Did you know that when hospital staff work together with patients, carers and family to develop your care plan, it delivers the best possible care? We like to think of it as caring for you in partnership with you.

Everyone seeking or receiving healthcare in Australia has certain rights and responsibilities. More information about rights and responsibilities is available on our website and in patient areas.

You and your visitors will be treated with respect and courtesy. We will show consideration for your culture, beliefs, values, preferences, family situation and lifestyle. Please tell us what you think we need to know to help us care for you.

Your physical and emotional safety is important. Please let us know if you do not feel safe for any reason.



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## Involving you in decisions about your care

During the day and night our staff will check on you regularly.

During your stay our staff will regularly discuss your care with you and if appropriate with your family or carer.

Your doctor, nurse and other health professionals will make decisions together with you, about your care.

We want you to be included in discussions about your care. This may be during ward rounds, when the shift changes or you are moved from one ward to another.

Please let us know if there is something you do not understand. Ask for an interpreter if required.



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## Patient identification

Ensuring the right care is provided to the right patient is an essential part of safe care.

You will be given an identification band to wear during your stay.

This will usually be a white band but if you have any allergies or other medical alerts we will give you a red identification band to wear.

Please let us know if any of your personal information is wrong or needs to be updated.

Staff will ask your name and to see your identification band before giving you any medication or treatment.



# Preventing infection

It is possible to get an infection that can make your care more complicated. Ways to reduce the risk of this happening include:

- Wash your hands before and after visiting the toilet and before all meals
- Don't hesitate to ask our staff if they have washed their hands or used the alcohol hand rub before any contact with you
- Tell us if you have been unwell, for example diarrhoea or vomiting
- Let your nurse know if your bed area or bathroom is dirty
- Don't forget that visitors need to wash their hands before and after they visit



# Your medicines

Medicines are the most common treatment used in healthcare and there are risks associated with medications. To help reduce the risk of problems with your medicines:

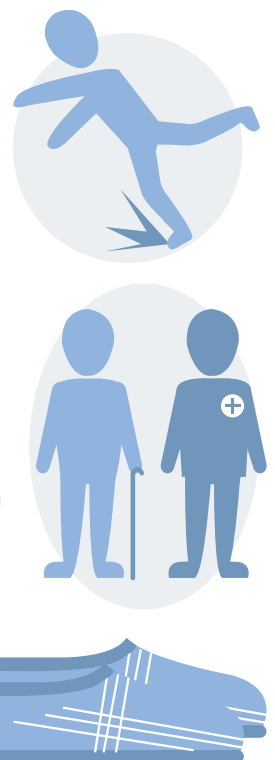
- Talk with our staff about your medicines and about any concerns you might have
- Tell us what you've been taking at home and any side effects you've had. This includes medicine and any herbal products and vitamins
- Let us know if you have had an allergic reaction in the past
- Tell us about any medicines you have brought with you from home
- Ask us about the possible side effects of any new medication and what to do when you go home



# Preventing falls

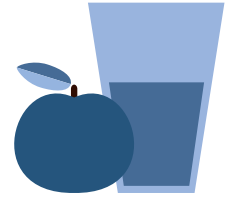
Falls in hospital can occur due to the unfamiliar environment, when you are feeling unwell and when you are taking certain medications. To help prevent falls:

- Tell us about any recent falls you have had
- Ask your nurse or doctor about your risk of falls and your individual falls prevention plan
- "Call don't fall", if you need help moving or walking, please ask staff to assist and wait until they come to help you
- Look out for hazards that may cause a fall such as spills and clutter and tell staff about them
- Take your time when getting up from sitting or lying down and let staff know if you feel unwell or unsteady on your feet
- Wear comfortable non-slip shoes that fit you well. If you don't have any well fitting shoes in hospital ask your nurse about non-slip socks



# Nutrition

Let us know if you have lost weight recently or if you need help to eat or drink.



## Preventing blood clots

In hospital your risk of having a blood clot in your leg or your lung is much higher than usual. Because of this, it is important that you:

- Try to keep your legs and ankles moving even when you are in bed
- Drink fluids as recommended
- Take all tablets and injections as advised
- Wear special stockings, if recommended



## Preventing pressure injuries

Pressure injuries (bed sores) are localised areas of damage to the skin or underlying tissue, caused by lying or sitting in one place for too long or your skin rubbing against another surface.

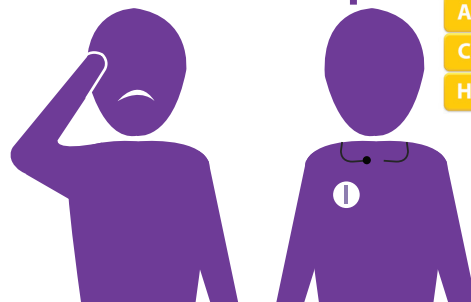
- If you can, try to keep moving, even in bed and call us if you are uncomfortable
- We are very happy to help you change position and if recommended can provide a special mattress or cushion for support
- Keep your skin and bedding dry and let staff know if your bedding is damp



## If you're worried, we are here to help

We understand that you and your family or carer know you better than we do. If any of you are worried, talk to the nurse or doctor so we can work together to care for you.

Refer to the REACH brochure or poster for more information.



R	Recognise
E	Engage
A	Act
C	Call
H	Help is on its way

## Leaving hospital

Before you leave hospital, ask your nurse about the following:

- Your discharge summary (or letter) to your family doctor/GP
- Your medicines and make sure they have been explained to you
- Who to contact if you have any questions or concerns
- The date and time of your follow up appointment/s, if you need one



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