



**Kilmore
District Health**



Patient Information Booklet

Kilmore District Health (KDH) acknowledges the Taungurung people as the Traditional Custodians of the lands on which we walk, live and work. We pay our respects to their rich cultures and to elders past present and future.

We are committed to embracing diversity and welcome all people.

KDH has Consumer Representatives on committees and volunteers who help us design and deliver our services. If you are interested in learning more about how you might be able to contribute, please contact Jitka Jilich on (03) 5734 2164.



This booklet is also available in an electronic version.
To view this document online scan the QR code above.

The electronic version allows you to zoom
in to view the content in larger size text if required.

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Our Services

Kilmore District Health (KDH) is a Rural Health Care Service that provides care to the Mitchell Shire community and surrounds.

Urgent Care Centre (UCC) is staffed 24 hours a day by Registered Nurses (RN's). Medical coverage is provided between the hours of 10:00am to 10:00pm weekdays and weekends. All patients will be attended by RN's during times when there is not a Medical Officer onsite.

Inpatient Services includes 30 inpatient beds, pregnancy assessment, birth suites and a physiotherapy gym. Care is provided to patients with general medical, maternity, Geriatric Evaluation Management (GEM), Transitional Care Program (TCP), palliative care, overnight and post-operative care and detoxification program needs.

Maternity Services includes antenatal care, birthing and postnatal care. Our domiciliary service provides care in the home for women and babies for up to two visits to support their transition to home. A day stay program, run jointly with Family Care offers support for feeding, sleep and toddler behaviour.

District Nursing Service is available to members of our community who require specialist nursing care in their own home.

Theatre Services include obstetrics, maternity, gynaecology, dental, endoscopy, urology, orthopaedics and ear, nose and throat surgeries including paediatric.

Transitional Care Program (TCP) allows older people to continue their recovery and transition to home or a residential aged care facility for a period of 12 weeks. To receive TCP you need to be assessed and approved by the Aged Care Assessment Service (ACAS) while you are in the Health Service.

Geriatric Evaluation Management (GEM) Program provides rehabilitation in a hospital setting for people aged 65 years and older. GEM patients are cared for by a Geriatrician, Doctor, Nurses, Physiotherapist, Occupational Therapist, Allied Health Assistant, Speech Therapist, Dietitian and Social Worker.

Aged Care Services include two 30 bed facilities; Caladenia Nursing Home and Dianella Hostel.

Outpatients Service includes pathology, radiology and a range of consulting specialists.

Patient Information

All our staff here at KDH are working to make your stay with us as comfortable as possible.

Patient Enquiries

Family and visitors can call (03) 5734 2000 for any enquiries they may have during your stay. Be aware that due to privacy laws, we may not be able to provide the information they are requesting.

Meals

Kitchen staff will supply you with a daily menu for you to select the next days' meals. If you have any special dietary requirements, nursing staff will notify the kitchen.

Our kitchen staff will visit each room to deliver meals at these approximate times:

- Breakfast at 8am
- Morning tea at 10am
- Lunch at 12pm
- Afternoon tea at 2pm
- Dinner/tea at 5pm
- Supper at 7pm.

If a family member/carer is required to stay with a patient they can order a meal through our kitchen for a reasonable cost. Order forms and costs can be found at front reception. Meal orders need to be submitted by 10am.

Televisions

Free-to-Air TV is provided to all rooms free of charge.

Visiting Hours

Main Hospital 11am – 1pm and 4pm – 8pm. Maximum four (4) visitors per day. Hours and conditions are subject to change.

Alcohol and Smoking

To protect the health of our patients and staff, smoking is not permitted within the boundaries of KDH facilities. This includes any building, outdoor area or vehicle within the grounds.

Alcohol and recreational drugs are not to be brought into the Health Service under any circumstances. All laws regarding the use of illegal drugs apply in the Health Service.

Food and Drinks for Visitors

There are several healthy choice snack food vending machines located throughout our services. Please ask staff for directions to nearest location. There are a number of cafés and supermarkets in the main street of Kilmore which is within one kilometre of the Health Service.

Remember: We are here to help you. If you need something please ask one of our staff members.

Partnering in your Health Care

Being involved in your own health care means taking part in every decision possible. This will give you greater control over your situation.

It will also help to ensure your health choices are influenced by what matters most to you. Working with your health care team will lead to better and safer health care for you.

There are many opportunities to be involved in conversations about your care. We encourage you to be involved as much as you would like:

- When speaking to your health care team about recommendations relating to your care
- During nursing shift handover, when the Nurses hand over your plan for the day
- During ward rounds, when the health care team talk about your progress.

We will try to explain information about your care in a way you can understand. But sometimes we don't get it right. It is important that you ask questions if you are unsure about the information that has been provided.

The following strategies may help:

- Prepare a list of questions for your treating team

- Ask us to explain the information again, in a way you can understand
- Ask us for time to consider the information or talk it over with loved ones
- Ask us how the care being recommended will help you achieve your health care goals
- Ask us for written information.

Information boards

Information boards are located in each patient room. They are a communication tool to help individualise your care. It makes it easier for you, the health care team and your family and/or carers, to plan and understand care that is provided on a daily basis.

You, and with your permission, your family and carers can write on the board.

Health care staff will also write on the board.

What is written on the board must be agreed upon with you. If you do not want something in particular written on the board, please let your health care team know.

Remember: If you are unsure about any information you are given, you can always ask for a second opinion.

My Health Care Rights

The Australian Charter of Health Care Rights, apply to all people in all hospitals where care is provided in Australia. It describes what you or someone you care for, can expect when receiving health care.

I have a right to:

Access:

- Health care services and treatment that meets my needs.

Safety:

- 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:

- Be treated as an individual, and with dignity and respect.
- Have my culture, identity, beliefs and choices recognised and respected.

Partnership:

- Ask questions and be involved in open and honest communication.
- Make decisions with my health care provider, to the extent that I choose and am able to.
- Include the people that I want in planning and decision-making.

Information:

- 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:

- Have my personal privacy respected.
- Have information about me and my health kept secure and confidential.

Give feedback:

- 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.

Remember: If you wish to know more about your health care rights in Australia, you can visit: <https://www.safetyandquality.gov.au/consumers/working-your-health-care-provider/australian-charter-healthcare-rights>

Your Responsibilities

To make sure we respect and work well together, patients and staff at KDH each have rights and responsibilities.

You have the right to be treated with respect and we ask that you show this courtesy to others.

We ask people seeking or receiving care, their families, support people and visitors to:

- Respect all policies and practices, such as visiting hours, infection control measures, smoke-free zones and limitations on the use of mobile phones around medical equipment.
- Not damage or take without permission, any Health Service equipment, stores or property.

- Not harass, abuse, threaten or put any person at risk of physical or psychological harm.
- Advise in advance if you are unable to attend your appointment.

KDH has a zero-tolerance approach to threatening, abusive, racist or violent behaviour by any person. We will take appropriate action to protect people and property.



Your Safety and Consent

KDH is dedicated to making sure you are safe.

To help keep you safe, we will ask you to identify yourself several times. We have not forgotten who you are, but we need to check and double check, to ensure you are always getting the right treatment, procedure and medication.

We check by asking:

- Your full name
- Address
- Date of birth

We then double check, using your:

- Medical record
- Consent form (if this applies)
- Hospital Identification Wrist band
- Prescription or medication chart

A tip for you - Ask to see your Consent to Treatment form and:

- Carefully read and understand your form.
- Ask any questions you may have about your treatment or procedure.
- Make sure the procedure listed on the form is what you consented to when you signed the form.
- Check all the information is correct, and your treating health care provider has signed the form. It is very important for you to do this before your procedure and before you have any medication.
- Tell us if your personal details are wrong or have changed.
- If something does not look right, let a staff member know straight away.

Remember: Make sure the surgery or procedure you are having is what you consented to when you signed the form. If there is a mistake, ask for a new consent form.

Preventing Infection

When people are unwell, they are at a higher risk of developing an infection. In hospital, it is important we all do our best to stop the spread of germs.

Good hand hygiene provides protection from germs that cause sickness and disease, such as flu, gastro or COVID-19. These germs can be on surfaces and equipment you touch.

Help stop the spread of germs by:

- Washing your hands using soap and water after going to the toilet.
- Washing your hands using soap and water before eating food.
- Use hand sanitiser as often as you like. You can find this at the end of your bed and at various points around our facilities.
- Remind visitors to use hand sanitiser when they first come in and when they leave your room.

Sometimes visitors are asked to wear a mask, gown and gloves. This is a precaution for them and you. If precautions are required, signs, and the appropriate equipment will be placed

near your door.

If you are a patient and have any cold or flu-like symptoms, please let our staff know. It is important you protect yourself and others.

You can do this by:

- Covering your nose and mouth with a tissue when you cough or sneeze.
- Washing your hands after coughing or sneezing.
- Wearing a mask when you leave your room.

Your health and recovery are important. Ask visitors not to visit when they are unwell with a cold, flu-like symptoms or upset stomach. They should wait for at least two days or until they are free of any symptoms before they visit

Remember: It's okay to ask those treating or visiting you to wash their hands or use hand sanitiser.

Your Medication Safety

Sometimes medication mistakes happen at home or in hospital. Mistakes can happen when medications are prescribed, given or taken incorrectly.

To help manage your medications safely, you should:

- Tell us about all your health problems and what medications you are taking
- Tell us about any allergies or serious side effects that you have from any medications.
- Keep a list of all the different medications you are taking. Not all medications come from a Doctor, some are bought over the counter without a script. They can include vitamins, herbal teas and alternative medicines.
- Bring your medication list to all your appointments at our Health Service. A Doctor or Pharmacist will want to see your list. They will talk to you about your list and let you know if there are any problems.

If you are booked to come into our Health Service please bring all your medications with you. This will help make sure your Doctor authorises the right medications while you are at KDH.

Patients' own medications will only be used if we do not have the medication in stock. If we have all of the medications, your family will be asked to take your personal medications home.

If you or your carer feels unsure about the medications given to you, please let us know. Don't be afraid to ask questions - we prefer that you do.

Before you leave KDH we may give you a new list of medications. A medication script will be provided on discharge. If you require a Webster-pak for discharge this will be arranged through your chosen pharmacy prior to the day of discharge for you to collect on your way home.

Remember: If you have trouble remembering how or when to take your medications, or would like some extra help when you go home, let us know.

Your Health Information

Understanding your health is very important to us. At times, you may hear something or be a part of a health discussion that doesn't sound right. If this happens, we encourage you to speak up and ask questions.

At KDH we store your health information both electronically and as a paper file.

Your stored health information can be used if:

- There is an emergency and quick access to your up-to-date information is needed.
- A new Doctor needs to look at your full health history.

Your private information is always protected. All KDH staff are legally and ethically bound to protect your personal information and always keep it confidential.

Important tips to remember:

- You have the right to access your medical record.
- You have the right to know what information is held in your medical record.

You can access your medical record at any time (fees apply). To request your record simply send a written request to:
KDH Freedom of Information Officer
PO Box 185
Kilmore VIC 3764.

We understand that sometimes being asked questions can make you feel uncomfortable but you have the right to know everything about your health. At times, instructions may be unclear or confusing.

If you are not sure, please ask:

- To have the information written down.
- To have the information repeated when you have a family member or carer present.
- Your family members or carer to ask questions for you.
- To have an interpreter present if English is your second language.

Your care plan is designed to meet your needs when you are in our Health Service and when you return home.

To continue your care after you leave us, we need to work closely with your GP and other health care providers. For this reason, it is important you give us the correct contact details of your GP and any other health care providers you use.



Blood Transfusions and You

You may need a blood transfusion because of your disease or treatment.

It is important to understand the risks and benefits of a blood transfusion before you give your consent. Always ask questions if you are unsure or unclear on the information given to you.

Australia has one of the safest blood supplies in the world. The risk of getting an infection from a blood transfusion is very low. Donors are carefully tested every time they give blood and blood is tested for viruses such as HIV, Hepatitis B and C.

As with all medical procedures, there are risks with a blood transfusion. Most people do not experience any side effects at all. Transfusion side effects are usually minor; only in rare cases does a transfusion cause harm.

Some common side effects include:

- High temperature.
- Rash.
- Itching.

If you are having blood taken for blood cross matching, it is important to make sure all your details are correct.

To keep you healthy and safe, all blood transfusion patients will always be asked to state their:

- First name and surname.
- Date of birth.

If you are an inpatient, we will also:

- Check your hospital identification wristband details.
- Double check your identity again, and at the bedside check your unit of blood is right.

Staff must follow strict checking procedures before every transfusion.

This is for your safety and must be done.

Remember: You must tell your Doctor if you have ever had a reaction or a bad side effect from a blood transfusion.

Preventing Pressure Sores and Injuries

A bed sore or skin blister is also known as a pressure injury. It is a break, sore or blister caused by constant pressure on an area of the body over a long period of time. They can happen when sitting or lying in the same position for a prolonged time.

Pressure injuries can be very painful and may take a long time to heal. They can affect the way you move but a few simple actions can save you from excessive pain.

When sitting for a long time you can:

- Try and keep good posture by sitting up straight with your back and bottom against the back of the chair.
- When sitting for a long time, change your position every 15 minutes to one hour.

When lying down for a long time you can:

- Turn your body to a new position at least every one to two hours.

Pressure injuries can happen anywhere on the body but are more likely to show on bony areas where there is little body fat.

Early signs of pressure injury are:

- Constant redness.
- Broken or blistered skin.
- Tingling and/or numbness.
- Pain.

Remember: If you notice any signs of pressure injury, or already have any broken skin or sores, tell your doctor, nurse or midwife immediately.

Patient, Family and Carer Escalation

When you are in hospital, there are times when your health condition may change and become worse. This is called 'deterioration'.

It is important you let us know if you feel your health is getting worse and it is making you feel sicker than usual. To ensure your health and safety, staff will call the Medical Emergency Response Team (MERT) to assess you if your condition has changed and is causing concern.

If you are a visitor or carer and believe a patient is looking worse, you should tell staff straight away. Staff will check the patient and if necessary call the MERT for an assessment.

Signs to watch for include:

- Feeling or looking worse.
- Safety concerns.
- Showing behaviour that is not normal.

To call a MERT, follow these three steps:

1. Talk to a Nurse or Doctor about your concerns.
2. If you are still worried, ask to speak to the Nurse In Charge.
3. If there is ongoing concern, you can make a MERT phone call. Using the patient bedside phone, call 2222. If using any other phone, please ring 5734 2222.

When the MERT nurse answers, tell them:

- Patient's name.
- Reason for the call.
- Ward, room and bed number (if needed).

Avoid Falling and Hurting Yourself

Your safety is our number one priority. We want to work with you to reduce your risk of injury.

Falls happen more easily when you:

- Are sick.
- Have low blood pressure.
- Take medications.
- Are in an unfamiliar place such as a hospital.
- Have poor eyesight.

You can lower your risk of falling by:

- Wearing comfortable clothes and shoes.

If you think you are at risk of falling or are unsteady on your feet, let our staff know. They will help you understand your risk of falling.

Falls prevention is very important for our maternity patients. Our maternity patients will be provided with a brochure “Falls Prevention – For Maternity services (Clinical Excellence Commission)” for further information.

Things you can do to help:

- Wear your eyeglasses for walking.
- Bring and use your walking aids such as a walking stick or frame.
- Ask for help.
- Get to know the room and area you are located in.
- Ask staff to clear any obstructions or clutter.
- Avoid walking in socks or stockings without well-fitted shoes.
- Wearing low heeled, non-slip shoes.
- Let staff know if there is anything on the floor that could cause you to fall (liquid, food, dropped items).
- Take your time to get up from a chair or bed.
- Stay hydrated by drinking plenty of fluids (unless you have been told not to by your Doctor).
- Tell us if you are feeling unsteady on your feet or when sitting.
- Make sure you can always reach your call buzzer.

Remember: Tell the Nurse if you have had a fall in the last year.

Your Nutrition

Many KDH patients are at higher risk of malnutrition because of their illness and sometimes their treatment. During this time, it is important to have the right food and drinks for energy and to help restore and repair your body.

Some things you can do to help with your health and nutrition are:

Look for signs of malnutrition such as:

- Unexpected weight loss, especially if it happens quickly.
- Eating less than you normally would because you feel full quicker or because it is a side effect of your treatment.
- An increase in falls or wounds that are not healing.
- Weigh yourself often and watch for weight changes.

At KDH, we will weigh you on admission and then weekly to monitor your nutrition and prevent malnutrition.

When you are at home choose foods that are high in energy and protein.

High protein foods include:

- Meat, fish and chicken.
- Eggs.
- Full cream dairy - milk, cheese, yoghurt or ice-cream.
- Beans and legumes.

- Nuts and seeds.
- Tofu or tempeh (a plant-based protein source that originated in Indonesia. It's made from fermented soybeans that have been formed into a block).
- Nutritional supplements such as Hi Protein Milk, Sustagen, Ensure or Resource.

High energy foods include:

- Full cream dairy products.
- Margarine, butter, salad dressings, avocado, maple syrup, honey and oils.
- Pasta, rice, bread, couscous and potatoes.
- Soft drinks, cordial, chocolate and sweets.
- Nutritional supplements such as Hi Protein Milk, Sustagen, Ensure and Resource.

Bringing some food from home is okay but please let your Nurse know. This food needs to be labelled with your name and for safety reasons needs to be eaten the same day as prepared.

Foods not allowed are raw meat, raw fish, raw eggs, soft cheese, some dairy and deli type meats. Your nurse can provide you with more information.

Remember: Our own kitchen serves carefully selected and freshly cooked meals daily to our inpatients. We have Dietitians at KDH who can help you make the right food choices for you in our Health Service and at home.

Thinking Ahead: Advance Care Planning

Some patients know their health will get worse with time (deteriorate). While you are reasonably well, you can think ahead. Thinking ahead lets you plan and talk about what you want to happen if your health gets worse.

This is called ‘Advance Care Planning’ and describes your wishes such as:

- The treatment you would want or not want if your health gets worse.
- The values and beliefs that are important to you.
- Who will act for you (your agent) if you can no longer talk.

There are two types of forms available to record your wishes. They are:

- Advance care directive for adults.
- Advance care directive for someone signing on your behalf.

There are three important steps to Advance Care Planning:

- Appoint a person you trust, to act as your agent. This is someone who will speak for you and make sure your wishes are respected.
- Chat and communicate with your loved ones, approved agent and Doctors. Share your ideas and wishes. Let them know what you want and don’t want if you can’t speak for yourself.
- Put it on paper. Write down what is most important to you. Share this record with your agent, loved ones and Doctors.



Moving You Around Safely

Your safety is our number one priority. At KDH, we always make sure we use the safest and most comfortable ways of moving patients.

On admission to KDH, your Nurse or the Physiotherapist will run a health and safety care assessment with you. Your Nurse will check how well you can:

- Stand.
- Walk.
- Sit in a bed.

All patients are different and the way they move will be different too. Some patients will be able to move on their own but others may need help. Staff will always assist patients who need help moving.

Often when we move patients around, we need to lift them from one piece of equipment to another. To make sure we do this safely at all times, we use the patient lifting system called an overhead hoist, Sara, Steady Eddy or hoist.

This equipment is specially designed to help reduce risk of injury to you or our staff. During any move, it is important you work with the staff member moving you. When

moving, with or without equipment, it is a good idea to let your staff member know how you are feeling. This will help the staff member know the best and safest way to move you.

Things to remember:

- Staff will select and use the best piece of equipment to help you move in comfort and safety.
- Patients, who actively take part in the move, make it safer and more comfortable for everyone.
- Taking part leads to improved mobility and can help speed up your recovery.

If you have any questions or concerns please let our staff know.

Remember: You will be encouraged to help with all your moves. Working together helps improve your ability to move and this leads to a speedier recovery.

Sharing Your Compliments, Concerns and Complaints

At KDH, we care about what you think. Telling us about your experience helps us to better understand our service from a patient's point of view.

We are committed to delivering a high-quality level of care and we welcome your feedback about our services. This includes compliments, suggestions or complaints from patients, residents, family, carers and our community. Feedback is used to review and improve our service. The information you provide is managed with respect and confidentiality.

We would like to respond to any concerns you have while you are still in our care. To help us do this, if you feel comfortable please talk to a staff member. Otherwise ask for the Unit Manager or Director of Clinical and Aged Care Services.

Feedback forms are available from:

- Nurses station.
- Reception.
- A staff member.
- Feedback boxes.

Or, submit your feedback electronically:

www.kilmoredistricthealth.org.au/feedback-form

KDH has partnered with Care Opinion, an independent site where anyone can anonymously share their stories about their experience of care. Care Opinion gives you a public voice to share your experience about the services you use.

You can share stories of your experience with Care Opinion in a variety of ways:

- www.careopinion.org.au.
- Care Opinion Brochure.

When we receive a complaint, our Consumer Experience Coordinator will:

- Contact you to discuss the complaint.
- Investigate your concerns.
- Get back to you about how we can improve the problem.

If you are unhappy with the response you get please feel free to write to:

KDH Chief Executive Officer
PO Box 185
Kilmore VIC 3764.

You are also within your rights to make a complaint to the Health Complaints Commissioner:

Call 1300 582 113 between 9am and 5pm, Monday to Friday.

After your stay you may receive a Victorian Health Care Experience Survey from the Department of Health. We encourage you to complete this.

Remember: Your feedback is used to improve our services. We are always interested in hearing your thoughts on the care we provide.

Further help

If you need further help, these services might be able to provide extra assistance to support you at home.

Beyond Housing 54 Tallarook Street Seymour, Vic, 3660 Ph: (03) 5735 2000 or After Hours 1800 825 955 www.beyondhousing.org.au	Quitline Increase your chance of quitting smoking. Ph: 13 78 48 www.quit.org.au
Domestic Violence Resource Centre Victoria Ph: 1800 RESPECT (737 732) www.dvrcv.org.au/help-advice/mothers	Mensline Australia For men with relationship and family concerns. Ph: 1300 789 978 www.mensline.org.au
Lifeline 24-hour crisis counselling service. Ph: 13 11 14 www.lifeline.org.au	Rural Financial Counsellors Ph: 1800 686 175
My Aged Care Ph: 1800 200 422 www.myagedcare.gov.au	

Did you know? KDH has Consumer Representatives on committees and volunteers who help us design and deliver our services. If you are interested in learning more about how you might be able to contribute, please contact: Jitka Jilich on (03) 5734 2164.

Kilmore District Health

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www.kilmoredistricthealth.org.au

