



BEECHWORTH  
HEALTH SERVICE

merĥba

Wominjeka

Welkom

Vitejte

**Welcome**

Herzlich  
Willkommen

Benvenuto

ласкаво  
просимо

Habari

**Acute Unit  
Information**

# CEO Welcome

Welcome to Beechworth Health Service (BHS).

This booklet has been developed by the BHS Community Advisory Committee and staff to provide you with useful information for your stay in the Acute Unit.

At BHS we share the values of respect, unity, innovation, excellence and integrity.

We strive to always improve the quality and safety of the service we provide and to do this we value your feedback – more information on how you can tell us about your healthcare experience is on page 26 & 27.



**Mark Ashcroft**  
Chief Executive Officer

# Contents

|                                |    |
|--------------------------------|----|
| Quality & Safety               | 4  |
| Your Care                      | 6  |
| For Your Comfort               | 8  |
| Food & Meals                   | 10 |
| Your Care                      | 12 |
| Facilities                     | 16 |
| Informed Consent               | 20 |
| Open Disclosure                | 21 |
| Your Rights & Responsibilities | 23 |
| Feedback                       | 26 |

# Quality & Safety

## Accreditation

Every three years, the Acute Unit undergoes an evaluation conducted by the Australian Commission on Safety & Quality in Healthcare on behalf of the Australian Government.

The Acute Unit is assessed against eight National Safety & Quality Health Service (NSQHS) Standards.

The aim of accreditation is to protect the public from harm and to improve the quality of care you receive.

Awarding accreditation provides a way of assuring you that the Acute Unit meets expected patient safety and quality standards.

**For further details please see:**

[www.safetyandquality.gov.au/standards/nsqhs-standards](http://www.safetyandquality.gov.au/standards/nsqhs-standards)

## Consumer Representatives

If you would like to get more involved and have a voice in all aspects of how BHS works, you can become a consumer representative on the Community Advisory Committee, a clinical committee or a working group.

To discuss, contact the Community Engagement Officer by phone on [03 5728 0200](tel:0357280200).

## Emergency Codes

BHS uses the following colours to communicate different emergency situations. Staff will direct and advise you accordingly in the event of an emergency.

To prepare for emergencies, mock drills are conducted on a regular basis and we test our equipment including the fire panel and the two-way radios.

|   |   |
|---|---|
|  <b>Fire</b>                |  <b>Internal Emergency</b>          |
|  <b>External Emergency</b> |  <b>Medical Emergency</b>          |
|  <b>Bomb Threat</b>        |  <b>Unarmed Aggression</b>         |
|  <b>Evacuation Threat</b>  |  <b>Personal Threat Aggression</b> |

**Code Search:** Lost/Wandered Resident or Patient

# Your Care

## Care Team

Your care team is all the people involved in your healthcare experience at BHS. For example, visiting medical practitioners, nurses, primary health clinicians, kitchen, domestic, and administration staff.

## Care Plan

**Whilst in the Acute Unit you will develop a care plan with your care team that:**

- addresses your health issues and risks
- identifies agreed goals and actions,
- identifies support people you want involved in communications and decision-making,
- identifies actions required to ensure your safe discharge,
- includes a plan for referral to follow-up services as required.

Your care plan is reviewed and updated daily with you and your care team.

## Care Review

If at any time you, a family member or friends are concerned about your condition you can ask for a care review.

Please tell nursing staff that you would like a care review.

### **You can alert nursing staff by:**

- pressing your call bell
- using the phone by your bed to call [80255](#) or [80308](#)
- asking any staff member nearby to get nursing staff to attend.

### **If your concerns are not addressed, please ask to speak to:**

- **During Business Hours:**  
Nurse Unit Manager (NUM)
- **After Hours:**  
The Assistant Director of Nursing (ADON)
- **By Appointment:**  
The Director of Clinical Services – ask any member of your care team to arrange an appointment or phone [03 5728 0200](#).

# For Your Comfort

## Comfort

It's important that you feel comfortable in your room.

### **Please feel free to:**

- use your own pillow from home
- have unnecessary items, including furniture removed from your room
- seek assistance with personal needs such as eating, dressing, showering, going to the bathroom
- ask for the use of mobility aids, such as a walker, walking stick etc
- request a crocheted rug for your bed.

## Transport

Transport can be provided for you to attend medical appointments or to undergo diagnostic procedures.



## Day Leave

If you plan to be absent from your room for an extended period of time, please fill in a patient day leave form.

Ask any member of your care team for the form.

## Visiting Hours

No restrictions apply unless specified by you or your care team.

## Quiet Time

Quiet time is every afternoon between 1.00pm and 3.00pm. Quiet time encourages rest which assists you to recover.

Whilst visitors are welcome during quiet time, it is helpful for other patients if noise levels are kept to a minimum.

## Patient Lounge

The patient lounge can be used by patients, their family and friends.

Tea, coffee, a microwave and fridge are available.

# Food & Meals

## Food

There are guidelines for any food that is not prepared on BHS premises.

Food brought into the Acute Unit can be stored in the fridge in the patients' lounge.

### **Food must be labelled with following information:**

- patient's name and room number
- date the food was prepared
- date the food was brought into the Acute Unit.

To avoid the risk of food poisoning, any potentially dangerous food that has been refrigerated for more than twenty-four hours may be discarded.

## Meals

Every morning after breakfast, you will be given a menu which you fill in for the following day's meals and supper.

Meals are cooked fresh daily in the BHS kitchen. We can accommodate any special dietary or cultural needs you might have.

|                      |                   |
|----------------------|-------------------|
| <b>Breakfast</b>     | 8:00am - 8:30am   |
| <b>Morning Tea</b>   | 10.00am           |
| <b>Lunch</b>         | 12.00pm – 12:30pm |
| <b>Afternoon Tea</b> | 3.00pm            |
| <b>Dinner</b>        | 5:30pm - 6:00pm   |

Supper is stored in the fridge in the patient lounge. If you are unable to collect it yourself, then please ask care team staff to assist.

## Kiosk

The Ladies' Auxiliary Kiosk stocks a range of snack food, drinks and toiletries.

Opening hours are 9.30am to 12 Noon - Monday, Wednesday and Friday.

The Kiosk is staffed by volunteers. Funds raised are used to improve the resident and patient experience.

# Your Care

## Doctors' Rounds

Medical practitioners from the Beechworth Surgery attend the Acute Unit, Monday to Friday at 9.00am.

Medical practitioners are on-call at all times.

## Nursing Shifts

In a twenty-four-hour period, there are three nursing shifts.

|                |                  |
|----------------|------------------|
| <b>Morning</b> | 7:00am - 3:30pm  |
| <b>Evening</b> | 1:30pm – 10:00pm |
| <b>Night</b>   | 9:00pm – 7:30am  |



## Handover

Handover ensures that relevant, accurate and current information about your care is transferred to the right person or people and action is taken (where necessary). This ensures continuity of your care.

In accordance with your preference you, your family or carer can participate in handover.

A bedside handover occurs daily.

A clinical handover takes place whenever there is change of people involved in your care.

## Private Health Insurance

You can choose to use your private health insurance (hospital cover) for your admission to the Acute Unit.

If you'd like to do so, please talk to any member of your care team.



## X-Ray & Medical Imaging

X-rays are carried out on site by Northeast Health Wangaratta on Tuesdays and Thursdays with medical imaging being available on a Friday. However, if a more complex procedure is required you will be referred to Northeast Health's imaging facility in Wangaratta.

## Medication

You are the person who is most familiar with your medications. You are encouraged to be involved in planning and making decisions about your medication management.

You can help us by telling us about all your medicines including prescription, over-the-counter, herbal and natural medicines.

**At BHS there are systems in place to ensure you receive:**

- the correct medication
- the right dose
- the right administration method, and
- at the right time.

# Facilities

## Phone

You can receive incoming calls on the phone that is located adjacent to your bed. Callers should phone the Acute Unit on [03 5728 0255](tel:0357280255), the call will then be transferred to your bedside phone.

This phone cannot be used for outgoing calls.

You can use your mobile phone.

When using phones please be considerate of other patients.

## Laundry

If friends and family are unable to assist, a laundry service is available. Clothing must be machine washable and suitable for tumble drying.

## Mail

Any incoming personal mail will be delivered to you.

Stamped outgoing mail can be given to a member of your care team for posting.

Stamps can be purchased from reception.



## **Hairdresser**

A unisex hairdresser attends on a weekly basis. If you would like to make an appointment, please speak to a care team member.

## **Smokefree**

BHS is smokefree. You can talk to your care team about support to quit and nicotine replacement therapy.

## **TV**

You can help us provide a peaceful environment for all patients by using the provided headphones when watching television.

A member of your care team will be happy to show you how they work.

## **Valuables**

We accept no responsibility for valuables. However, we can if necessary, lock valuables in the safe in reception. Reception is open from 8:30am to 5:00pm on weekdays.

## **Reading Material**

A selection of books and magazines are available. Please ask a member of your care team.

## WiFi

Free WiFi is available. To obtain the password, please speak to a care team member.

## Newspapers & Magazines

The Beechworth Newsagency will deliver newspapers and magazines at your own cost.

Please call the newsagency on [03 5728 1114](tel:0357281114).

## Church Services

Local churches provide services that you can attend in the Function Room.

### Anglican

1st Friday of the month  
10.00am

### Salvation Army

3rd & 5th Thursday of the month  
2.00pm

### Roman Catholic

4th Friday of the month  
2.00pm

### Uniting Church

2nd Friday of the month  
10:30am



# Informed Consent

Informed consent means that you understand your condition and any proposed medical treatment. You have a legal right to be told any information that relates to your medical condition and treatment.

Your doctor has a duty to explain your medical condition, the recommended treatment (including other treatment options available) and the benefits, risks and possible complications of the recommended treatment.

Without this information, you are not able to make a fully informed choice and give valid consent for treatment.

When your doctor has provided information to you, you may be asked to sign a consent form. This form gives the doctor legal permission to perform the procedure.

Further advice relating to informed consent can be found on the Better Health website - at [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au) or alternatively, ask a member of your care team.

**Source:**

Better Health Channel, Informed Consent For Medical treatment.

# Open Disclosure

Open disclosure describes the way clinicians communicate with patients who have experienced harm during health care.

## **Open disclosure is intended to:**

- assist patients that have experienced harm
- guide clinicians, the clinical workforce and health service organisations in supporting patients that have experienced harm
- ensure that health service organisations learn from adverse events.



### **The main elements of open disclosure are:**

- An apology or expression of regret, which should include the words 'I am sorry' or 'we are sorry'
- a factual explanation of what happened
- an opportunity for the patient, their family and carer(s) to relate their experience of the adverse event
- a discussion of the potential consequences of the adverse event
- an explanation of the steps being taken to manage the adverse event and prevent recurrence.

Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.

A Frequently Asked Questions document is available in the Acute waiting area or ask any member of your care team.

**Source:** Open Disclosure - Frequently Asked Questions  
2013. Australian Commission on Safety & Quality  
In HealthCare.

# Your Rights & Responsibilities

Your healthcare is a partnership between yourself and BHS. As a patient you have rights and responsibilities.

To help make your stay with us as pleasant as possible, we ask that patients, their families and their friends behave in a courteous and considerate manner to all our staff and other patients.

## **You can help us care for you by:**

- Providing information about your past medical history including allergies and special dietary requirements and giving us, if you have one, a copy of your Advance Care Plan
- asking questions if you do not understand what you have been told about your diagnosis, your proposed course of treatment or your care
- participating in decisions about your care
- making choices that have a positive impact on your own health and safety as well as other patients and our staff - this includes alcohol, tobacco and other drugs
- using your phone, television and lights courteously so as not to disturb other patients.

# Your Healthcare Rights

## Access

- Healthcare 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 healthcare 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.

**Source:** Australian Charter of Healthcare Rights  
2nd Edition

# Feedback

We would love to hear about your experience at Beechworth Health Service.

Tell us about what we are doing well and what can be improved.

## Talk

Talk to your care team. This is the best way to have a minor issue or need addressed and resolved immediately.

**If your concern is not resolved to your satisfaction you can talk to the Acute Nurse Unit Manager at the time or make an appointment for a more convenient time.**

**Director of Clinical Services**

03 5728 0200 • [info@beechworthhealth.org.au](mailto:info@beechworthhealth.org.au)

## Write

Patient Opinion feedback forms are available in the Acute Unit waiting area or in your discharge pack.

## Go Online

Patient Opinion: [www.patientopinion.org.au](http://www.patientopinion.org.au)

### **Concerns about your care or privacy?**

It is always best to try to resolve any concerns you may have with us first.

**If your concerns are not resolved to your satisfaction, you can contact an external agency:**

### **Health Complaints Commissioner**

1300 582 113 • [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

### **Federal Information & Privacy Commissioner**

1300 363 992 • [www.oaic.gov.au](http://www.oaic.gov.au)

**καλως  
ΗΡΘΑΤΕ**

**Bienvue**

**Kaya**

**Bula**

**Witamy**

**Palya**

**Bienvenido**

**Gaidīts**

**Дочекати**

**Tere  
Tulemast**

**Yaama**

## **Contact Details**

### **Acute Unit**

03 5728 0255

### **General Enquires**

03 5728 0200

---

[info@beechworthhealth.org.au](mailto:info@beechworthhealth.org.au)

52 Sydney Road (PO Box 20) Beechworth VIC 3747

[www.beechworthhealthservice.com.au](http://www.beechworthhealthservice.com.au)



/BeechworthHealthService