

What matters to you, matters to us

How to stay safe during your hospital stay



Partnerships in care

Did you know that when hospital staff (e.g doctors, nurses and allied health) work together with patients and family to develop your care plan, it delivers the best care possible? We like to think of it as caring for you, in partnership with you.

Information about this partnership is available on our website and on the ward. It explains your rights while making decisions about your treatment, as well as your responsibilities.

We are respectful of your values, preferences, expressed needs, beliefs, cultural needs, family situation and lifestyle.

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



Patient identification

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

- > You will be given an identification band to wear during your stay. Staff will ask to see your identification band before giving you any medication or treatment.
- > 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. It is important to let us know if you have any allergies.
- > Please let us know if any of your personal information is wrong or needs to be updated.



Involving you in decisions about your care

- > Our staff will regularly discuss your care with you, your family or carers, as appropriate during your stay.
- > Your doctor, nurse and other health professionals will make decisions together with you about your care.
- > Handover will occur at nursing shift change, or when you move from one area to another. You will be involved as this occurs at the bedside.

Please ask if you are unsure what your doctor, nurse or health professional is saying.



Preventing infection

It is possible to get an infection while in hospital 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 hand cleaning gel 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.



Your medicines

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

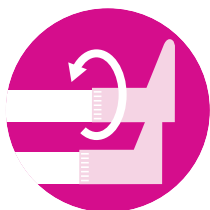
- > Tell us about your health and any medicines you have been taking at home, including non-prescription medicines or complementary medicines for example, vitamins or herbal remedies.
- > Let us know if you have had an allergic reaction or side effect to any medications in the past.
- > Ask about the possible side effects of any new medication and what to do when you go home.
- > Talk to your doctor, nurse or pharmacist about any concerns you may have.
- > Please do not take any medications you bring from home without informing your nurse or doctor



Preventing falls

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

- > Ask your nurse and doctor about your risk of falls and individual falls prevention plan.
- > “Call, don’t fall”. If you need help when moving or walking, please ask staff for assistance 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 promptly.
- > 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 at all times when out of bed. If you don’t have any well-fitting shoes in hospital, ask your nurse about non-slip socks.



Preventing blood clots

If you are in hospital your risk of getting a blood clot in your leg or your lung is much higher than usual. Because of this, it is important to continue moving while in bed.

- > Try to keep your legs and ankles moving even when you are in bed.
- > Drink fluids, as recommended..
- > Take all tablets or injections as advised.
- > You may be asked to wear compression stockings.
- > You may be required to use foot pumps.



Preventing pressure injuries

Pressure injuries (bed sores) are localised areas of damage to the skin or underlying tissue, caused by being in one place for too long or your skin rubbing against another surface. It is important to keep moving while you are in bed to help reduce the risk of pressure injuries.

- > 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 can provide a special mattress or cushion for support.
- > If you notice that your skin or bed is damp, let us know.



Are you worried? We’re listening

- > We understand that your family and friends know you better than we do. If you or your loved ones notice something and feel worried, please let us know so that we can work together to make sure you receive the best possible treatment.
- > Look for the “Are You Worried” poster located in your room for more information.



Leaving hospital

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

- > Your discharge paperwork.
- > 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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