

# Patient Information

...everything you need to know during your time at Orbost Regional Health.



Enriching our community's health...



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Any views and recommendations of third parties contained in this publication do not necessarily reflect the views of Orbost Regional Health, or indicate a commitment to a particular course of action.

This publication should not be read in isolation, nor should it be the only source of data to inform. Rather, the publication is a useful way of bringing together information on the resources available at Orbost Regional Health.

## Inside this booklet you will find information on

- **Services**
- **Access to Health Records**
- **Privacy**
- **Complaints**
- **Advocacy**

As we care for our clients and patients, we also care for our staff. Therefore we have a zero tolerance policy to aggression and violence toward staff.

Firearms and non-firearm weapons (including knives, swords etc) are not permitted on health services premises. Refusal of entry may result if a person is found in possession of a weapon.

Our staff has full authority to call police if required.

## Orbost Regional Health is a SMOKE FREE ENVIRONMENT



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## You can expect:

- An open and professional relationship with staff and your service provider based on mutual respect, trust, honesty, and dignity.
- To receive medical care on the basis of need, without discrimination of age, gender, race, religion, culture and diagnosis, or whether or not you have health insurance.
- Your health care is managed by you and with family members or carers at your request.
- To be asked for written and/or verbal consent prior to any treatment.
- All information regarding your diagnosis, treatment options and expected outcomes to be conveyed in full to you, especially prior to any treatment or procedure.
- That you have the right to withdraw consent and refuse treatment at any time. You will be required to sign a refusal of treatment certificate as per the Medical Treatment Act 1988.
- That your privacy will be respected and only those involved with your care will access your medical information (with your written authorisation.)  
(See page 12)

## During your stay...

- [What do I need to bring](#) – All toiletries and changes of clothes (night attire), magazines or books.
- [Visiting Hours - 2pm until 4pm and 7pm until 8pm.](#)  
Visiting outside these hours will depend on the condition of the patient and visitors are required to check with nursing staff before visiting the patient.
- [Meal times](#) – Breakfast 8am, Lunch 12 midday, Tea 5pm. Morning tea is at 10am, afternoon tea 2.45, and supper is at 7pm.
- [Can I use the telephone](#) – All patients have a telephone beside their bed. If they wish to make phone calls using the hospital phone they will be required to purchase a phone card (\$10). Patients relatives/friends can be given the number to call direct to the patient.
- [Vending machine](#) – in the passage between the acute ward and reception.
- [Can I watch television](#) – All patients have a television. The television can be watched at any time during the day. Patients must respect the rights of other patients and ensure they do not have the television volume up loud.
- [Koori Liaison](#) – We have a Koori liaison officer available for aboriginal patients if they require assistance with arranging services.

# Public Hospital Charter Principles

Public Hospital Charter Principles have been developed to ensure you have:

## Access to:

- A wide range of public hospital services
- Treatment regardless of ability to pay or whether you have health insurance
- Your medical records

## Choice & Participation in:

- Making decisions about your treatment
- Decisions and information about your discharge from hospital
- Whether you wish to have treatment as a public or private patient

## Information about:

- Which hospital staff will provide your care
- Your health care and, where necessary, a second medical opinion
- What steps the hospital takes to improve quality of care

## Quality including:

- Treatment with respect, dignity and consideration for privacy
- High quality services
- Interpreter service if required
- Confidentiality relating to your personal information

## A complaints resolution service with:

- The ability to discuss any questions or complaints you may have concerning your treatment

# What is medical consent?

Registered doctors and dentists (practitioners) cannot treat a patient without valid agreement (called consent) from the patient to undertake treatment.

A person over the age of 18 (and sometimes younger than this) can consent to treatment or refuse medical treatment if they can understand the practitioner's information about the proposed treatment and can make reasonable choices based on this information. This is called capacity. If a person lacks this capacity another person must make decisions on their behalf.



**Bernadette Hammond**  
Director of Nursing and Midwifery

## What are 'Powers of Attorney'?

Powers of attorney are legal documents that let you choose someone who can make decisions for you. Powers of attorney give you choice and control. They let you choose who you trust to make decisions for you if you become unable to make decisions for yourself. You can revoke your Power of Attorney at any time.

## Discharge at own Risk:

You have the right to leave the hospital at any time, except in the case of some infectious diseases or psychiatric disorders.

If you are an inpatient and leave Orbost Regional Health against medical advice, you will be asked to sign a 'Discharge at Own Risk' form.

## Valuables & Belongings

Orbost Regional Health will not accept responsibility for any cash or valuables belonging to patients/clients which have not been placed in safe security.

## Interpreter Service

Orbost Regional Health has access to an interpreter service if required, plus support from local Auslan interpreters for the hearing impaired.



# Health Services

## Acute (Hospital)

- Anaesthesia
- Day Surgery
- Emergency
- Ear, Nose and Throat Surgery
- Haemodialysis
- High Dependency
- Medical
- Minor and General Surgery
- Midwifery and Obstetrics
- Outpatients
- Palliative care
- Pre-admission Clinic
- Psychiatry
- X-Ray

## Aged and Residential care

- Adult Day Activity
- Diversional Therapy
- Lochiel House Hostel
- Respite care
- Waratah Lodge Nursing Home

## Home Based Services

- Carer Support
- District Nursing
- Post Acute Care
- Home Care
- Personal Care
- Respite Care
- Planned Activity Groups
- Property Maintenance
- Meals on Wheels

To find out more about any of these services, contact our reception staff on **5154 6666**

## Community Services

- Asthma Education
- Allied Health Assistance
- Cancer Support
- Cardiac Rehabilitation
- Community Health Nursing
- Counselling
- Dental Clinic
- Dietetics and Nutrition
- Drug, Alcohol and Gambling Support
- Emergency Financial Relief
- Family and Child Health
- Health Promotion
- Immunisation Clinics
- Toddler Gym
- Koori Liaison
- Mental Health
- Men's Health (incl. Men's Shed)
- Occupational Therapy
- Physiotherapy
- Psychology
- Rehabilitation
- Speech Therapy
- Social Work
- Support and Activity Groups
- Supported Accommodation Assistance Program



Community Services Staff

# Making a Freedom of Information Request

You can make a request yourself, or you can authorise another person (for example, a solicitor) to make a request on your behalf. If you want someone to make a request on your behalf for your personal information, you must give them your written authorisation.

Applications must:

- be in writing
- clearly describe the documents you are requesting access to
- include the application fee or evidence that you qualify to have the application fee waived
- be made to the agency that holds the documents you are seeking

If the documents are about your personal affairs, you should provide evidence of your identity, for example, a copy of your current Drivers Licence.

If you want the fee to be waived, include evidence that payment of the fee would cause you financial hardship.

**Note: Processing of your request cannot begin if any of the required information is not supplied.**

If you are unsure about what to include with the request or for current fee details, contact the Freedom of Information Officer 5154 6666 or online.

[www.foi.vic.gov.au](http://www.foi.vic.gov.au)

## To ensure that your stay/visit runs as smoothly as possible, we ask you to:

- let us know if you cannot attend your appointments;
- provide us with information about your present illness, past illnesses, hospitalisation, medication and other matters relating to your state of health;
- provide us with information on any cultural or religious requirements which may need to be taken into account during your stay and care;
- let us know if you have any concerns you need to discuss with a relevant staff member;
- follow the treatment plan recommended by the practitioner primarily responsible for your care;
- be mindful of the number of visitors you have, noise levels through radios, television, and visitors must be kept to a minimum, and definitely no smoking;
- respect the rights of staff to work in an environment which is harassment free;
- be respectful of the property of other people and of the organisation;
- answer correspondence received from Orbost Regional Health;
- pay accounts rendered by the organisation as promptly as possible. If you are having trouble paying an account, please contact the Accountant to make alternative arrangements.

**You are responsible to conduct yourself in a manner which does not affect others while on the premises of Orbost Regional Health.**

# Privacy

Orbost Regional Health makes every effort to comply with the Information Privacy Principles of the Privacy Act 1988 (Commonwealth: amended 2000) and the Health Records Act 2001 (Victoria).

Orbost Regional Health is required by law to pass on statistical information about some of the information it collects on the people who receive services which are funded under our Health Service Agreement. This information is used for planning purposes, to ensure that resource levels are adequate and that the right services are available to meet demand.

Some patient information, most of it de-identified, will be sent to the Victorian Department of Health. Some infectious diseases are reportable by law and require follow-up. This Department has Information Privacy Principles and uses strict security measures to prevent unauthorised access to the patient database. The Department of Health will forward some of this information to the Commonwealth Department of Health and Ageing for statistical purposes.

Personal health information is stored securely at Orbost Regional Health. We will keep your health records for a minimum of 7 years after your last visit. Health record information may be requested in writing under the Freedom of Information Act (see Page 10). Some limits may apply where certain circumstances prevent us from releasing information.

The right exists for you to correct any information in the record that is believed to be incorrect, incomplete, out of date or misleading. However, information held on the health record cannot be removed though it may be requested that a

## Privacy (continued)

correcting statement be added to it. This is not retrospective, so the request cannot be backdated prior to the introduction of the new legislation which commenced on 1st July 2002.

Orbost Regional Health staff abide by a Code of Conduct and contractual clauses to treat information confidentially.

Sometimes we may recommend that other professional health care providers become involved in your care.

Only information relevant to your ongoing care will be shared with other professional health providers and this will only happen when consent has been obtained.

In some cases people may not be able to give consent because they are legally unable to make a decision about release of their information. In such cases a decision will be sought from the person's authorised representative.

In certain circumstances Orbost Regional Health may be required to release personal information about patients, clients and residents, without their consent, e.g. reporting of notifiable diseases to the Department of Health; providing health records to a court in relation to legal proceedings where a Court Order has been issued; in an emergency situation, medical information would have to be released to aid emergency treatment.



## Feedback

Suggestions and comments can be made:

- To any staff member
- On the Patient Satisfaction Questionnaire
- By using the Conversations With our Community postcards available throughout the organisation
- Or via the website  
*[www.orbostregionalhealth.com.au](http://www.orbostregionalhealth.com.au)*



# Formal Compliments & Complaints

Anyone can pass on a compliment or make a complaint

## How to pass on a compliment or make a complaint

- Complete the Complaints and Compliments brochure/form available at Reception.
- Call the Complaints Officer, (03) 5154 6666
- *Or in writing to*

The Complaints Officer  
Orbost Regional Health  
PO BOX 238  
Orbost Vic 3888

## When should you make a complaint?

- If you feel that the services provided to you have not lived up to your expectations within reason
- When you feel that your specific needs are not being adequately addressed

If you feel dissatisfied with the way a complaint is handled or managed you may call the Health Services Commissioner on (03) 8601 5222. The Health Services Commissioner listens to complaints and advises how they might be resolved. This might include further discussions with the organisation, conciliation or investigation may be undertaken by the Health Service Commissioner or through referral to the Health Profession Registration board.

# *The Office of the Public Advocate*

With regard to health services, the Office of the Public Advocate has a range of services for people with disabilities, their families and the people who work with them:

Independent guardianship, under orders of the Guardianship List of the Victorian Civil and Administrative Tribunal.

The Community Visitors program, monitoring residential services.

The Telephone Advice Service also provides information and assistance with:

- Complaints about services or treatment.
- Guardianship and administration.
- Medical and financial enduring powers of attorney.
- Issues around consent to medical treatment.

## *Contacts:*

### *Office of the Public Advocate*

Address: Level 5, 436 Lonsdale Street, Melbourne 3000

Phone: 9603 9500 Free Call 1800 136829


Email: [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

## **24 hour Emergency Service**

is available to deal with crisis situations.

**Toll Free: 1800 136 829**

Notes:



Boundary Rd, Orbost Vic 3888

PO Box 238, Orbost Vic 3888

Telephone: (03) 5154 6666

Fax: (03) 5154 2366

Email: [orh@orh.com.au](mailto:orh@orh.com.au)

Web: [www.orbostregionalhealth.com.au](http://www.orbostregionalhealth.com.au)



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