



Patient and Carer Welcome Pack

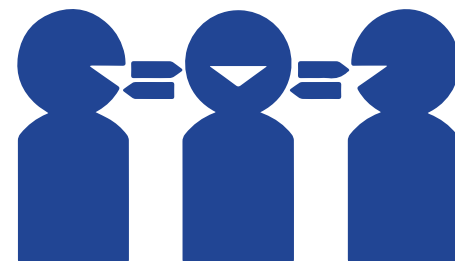


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Tell us if you need help
reading this booklet



**If you, or the person you care for
gets sicker, tell us right away**

Step
1

Worried about a change in your condition
or the person you care for? Tell us.

Step
2

Still worried? Speak to a senior staff member.

Step
3

If your concern is urgent, use the Aishwarya's
CARE Call phone or call 0438 246 704

**You know yourself or your loved one best.
We will listen to you.**



My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

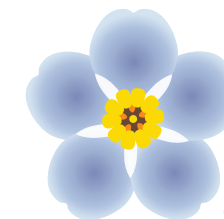
For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights



Government of Western Australia
East Metropolitan Health Service

Royal Perth Bentley Group

» Think Delirium



Is your family member more confused than normal?

Have there been sudden changes in their behaviour?

Act Now!

If you see any of these changes, please tell a member of staff

Have they become more agitated / restless?

Have they become more withdrawn?

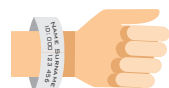
Have they become more fearful or anxious?

Are they seeing or hearing things that are not there



Royal Perth Hospital

Steps to stay safe in hospital



About you

- › You need to wear an ID band during your stay, so that staff know who you are and ensure you get the right treatment.
- › Tell us if any of your personal information is wrong.
- › Tell us if you have any allergies and we will give you a red identification band (the red alerts staff to your allergy).

Your medicines



- › Show us or list all the medicines you are taking.
- › The hospital will provide the medicines you need during your stay.
- › If you have your own medicines with you these will be kept in a locked drawer by your bed. There will be times when we need to use your own medicines. All your medicines will be given back to you when you go home.
- › Tell us if you do not understand what your medicines are for.
- › If you have had allergies or bad reactions to any medicines in the past, tell your doctor, nurse or pharmacist (your health care team).
- › Talk to your health care team about any concerns you have during your stay.
- › Ask about any possible side effects to your medicines.
- › If the medication you are given looks different to what you're used to (e.g. different shape or colour) check with your health care team.
- › Your medicines may change during your stay (e.g. new medicines may be started, or doses may change). Ask your health care team about the reasons for these changes.
- › When you go home, you might be given a prescription for new medicines – make sure you take this straight to a pharmacy or chemist to be filled, so you don't miss any doses.



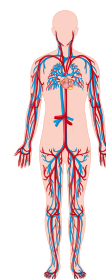
Preventing infection

- › Wash your hands before and after visiting the toilet, and before all meals.
- › You may remind staff to wash their hands before they touch you.
- › Tell us if you have diarrhoea or vomiting – you might need a separate room.
- › You might have a needle or drip put into your skin. Tell staff if this becomes sore, red, hot or swollen while it is in or at any point after it is taken out.



Preventing falls

- › Wear snug fitting shoes, or slippers with rubber soles.
- › Use your walking aid/s as advised.
- › Press your call bell if you need help (e.g. feeling dizzy or unsteady on your feet), or if a staff member has recommended you don't get up by yourself.



Preventing blood clots

- › Wear your hospital stockings if advised to do so.
- › Try to move as often as you can (as directed by staff).
- › Try to do simple leg and ankle exercises.
- › Drink fluids as recommended.
- › Take blood-thinning tablets or injections as advised by your doctor.



Pressure sores

- › If you can, try and keep mobile, even in bed.
- › Call us if you feel uncomfortable or notice red marks on your skin that don't go away.
- › We are happy to help you change position and provide a special mattress or cushion for support.



Any concerns?

- › We are all here to help you – talk to us if you have any worries or concerns about your treatment.
- › You can provide feedback during and after your stay. Refer to the back of this booklet for more information.



Leaving hospital

Before you leave make sure you:

- › Have your discharge letter.
- › Have any medicine / prescription explained to you.
- › Know who to contact if you have any questions or concerns.
- › Know when your next appointment is.

You may receive a phone call from staff within a few days after your discharge to check on your recovery.

Shared Expectations

for patients, visitors, and staff to feel comfortable



You should:

- › **Listen to staff** – we are here to care for you and keep you safe.
- › **Be involved in your recovery** – participate in assessments and treatment.
- › **Stay in routine** – do as many of your normal activities as you're able to – making sure you listen to the advice of the staff.
- › **Expect to be seen and treated by students** – we are a teaching hospital and have a diverse care team learning from us.
- › **Tell us where you are going** – it is important we know where you are at all times during your stay. This is to keep you safe and make sure you don't miss important things on the ward.



Staff will:

- › **Listen to you** – we will listen to your concerns, questions and feedback and help find solutions.
- › **Talk openly with you** – if something goes wrong during your treatment, we will talk with you about it, what happened, how it might impact you and what is being done about it. This is called Open Disclosure.
- › **Empower you** – we will help you to make informed choices about your stay in hospital.
- › **Care for you** – we will provide you with the care you need.



Visitors can:

- › **Keep to visiting hours** – patient visiting hours are in place to ensure you get enough rest.
- › **Tell us important information about you** – your family, friends and carers know you the best. With your permission, they can tell us important things we need to know. Remember, we can only share your information with your nominated Next of Kin.
- › **Supervise children** – hospitals are big, busy places. Please supervise children at all times.



We all will:

- › **Treat each other with respect** – we will not tolerate anyone being violent, aggressive or abusive. We all need to feel safe.
- › **Treat the hospital with respect** – we will all keep the hospital clean and tidy. We will not tolerate intentional damage to the hospital or hospital property.
- › **Not use alcohol, cigarettes, vapes, or illicit drugs** – alcohol and illicit drugs are not permitted in any health care setting. Smoking or vaping is not allowed within 5 meters of any entrance.



Food

- › **Eat well** – the hospital menu is planned to ensure you get all the nutrients you need. Eating these healthy and balanced meals will help your recovery. If you have any dietary needs, a loss of appetite, or have lost weight without trying, please tell us. Mouth-care is important while you are in hospital so please remember to brush your teeth after each meal and before going to sleep.
- › **Ask about bringing food from home** – during your stay you might have requirements or restrictions you need to follow. Check with us before you eat any food that has not been provided by us. For more information, ask for a "Bringing Food From Home" booklet.
- › **Don't share your food** – it is important not to share any food with other patients as they might also have requirements or restrictions.



Valuables

- › **Have the things you need** – it is important to have your glasses, dentures and hearing aids. If staying with us more than a day, it is important to have your own clothes and toiletries.
- › **Look after your own belongings** – the hospital is not responsible for your belongings. If possible, ask a friend or family member to take your valuable belongings home.
- › **Ask permission before using cameras or recording devices** – filming is banned in many areas of the hospital. Even when it is not banned, you must ask for permission first.



Tell us what matters most to you



You can have as much say in your health care decisions as you want.

Let us know how to help you to have a say and be involved in your health care decisions.

Ask us the important questions

- › What is my main problem?
- › What do I need to do?
- › Why is it important for me to do this?
- › What will happen if I don't do it?
- › What are the risks?
- › What are my options?
- › How long will my recovery be?

These questions can help you to be involved in your health care decisions and to understand what's going on.

Ask us to see a specialty service

- › Aboriginal Health Liaison Officers.
- › Centre for Wellbeing (pastoral & spiritual care).
- › Alcohol and other Drug Service.
- › Private Patient Liaison Officer.
- › Overseas Patient Liaison Officer.
- › Interpreters.
- › Homeless Healthcare.
- › Volunteers.



Ask us for written information

- › We can provide leaflets about different health conditions, procedures, medications and services.
- › These can be made available in different languages and formats.



Tell us who to involve

- › Update your Next of Kin details.
- › You have a right to personal privacy.
- › Please let us know if there is anything we cannot discuss with your family or Next of Kin.
- › General Practitioner/Family doctor.
- › Other services.
- › Carers WA.
- › Advocacy services.

Tell us what you need

- › Preferred name/pronouns.
- › Preferred language.
- › Dietary requirements.
- › Spiritual wellbeing.
- › Cultural wellbeing.
- › Sensory (hearing, vision).
- › Special equipment.



Tell us your concerns



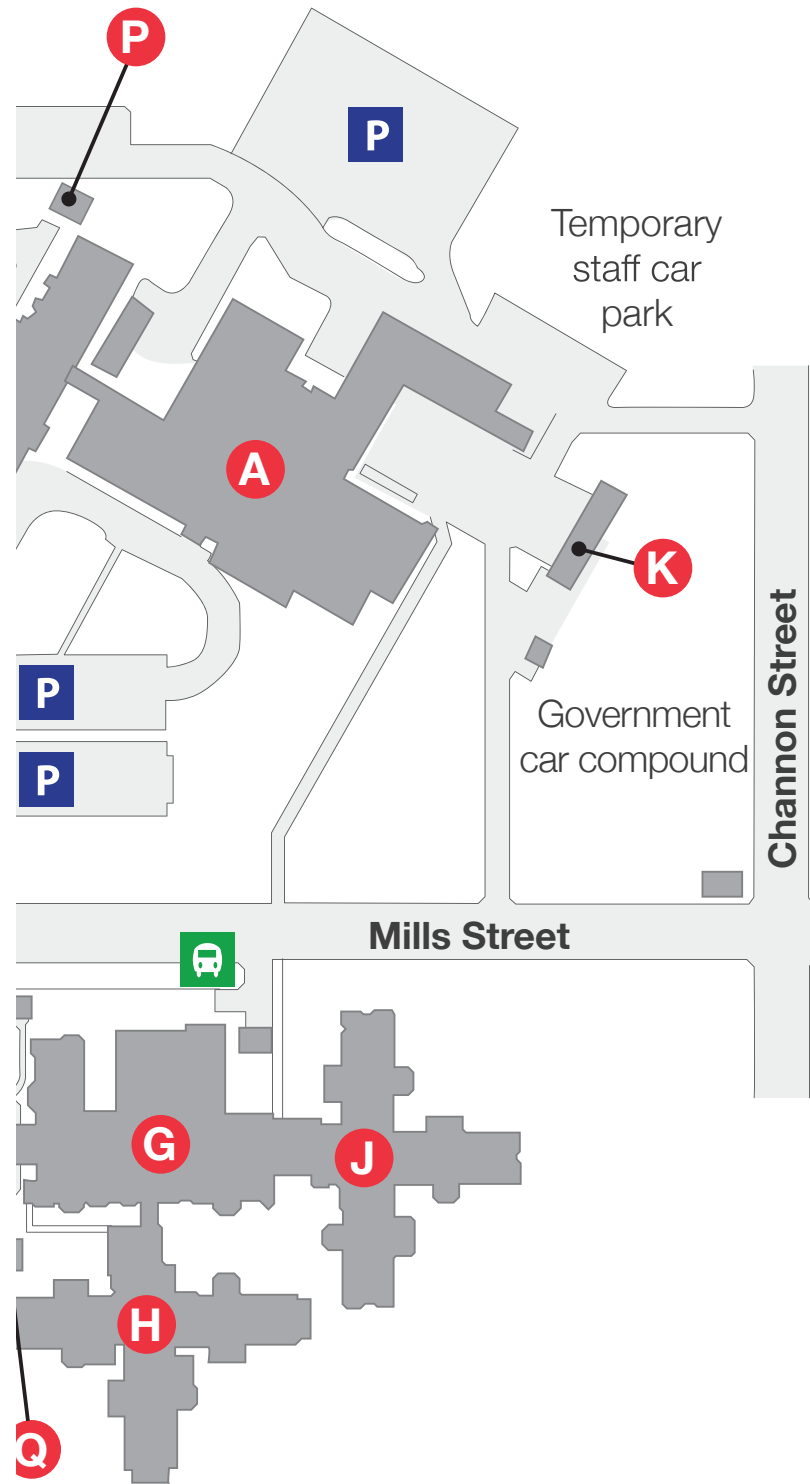
- › Are you worried about anything while you're in hospital?
 - People or pets you look after.
 - Upcoming appointments / commitments.
 - Financial worries.
 - Time off work.
- › Are you worried about leaving hospital?
 - Looking after yourself or others.
 - Returning to work.
 - Managing your daily tasks.

Tell us what you want to achieve

- › Health goals.
- › Rehab goals.
- › Access to services.
- › More information.
- › Ability to manage your chronic health condition.



Bentley Health Service



General Information and Amenities

At the hospital



Patient Enquiries

For family and friends who want to enquire about you while you are in hospital, they can call the hospital switchboard on **08 9416 3666** and provide your full name to be connected to the ward you are staying on.

Reception desk

There are enquiries desks and touchscreen way-finders located at Blocks A, D, and E.

Pastoral Care, Cultural and Spiritual services

The Multifaith Chapel / Quiet Space is open daily from 8:30am to 4:00pm.

Contact: To contact an authorised chaplain from the Wellbeing team, call the switchboard by dialling extension 91 from inside the hospital, or call **9416 3402**.



Cashier

A cashier is available next to the F Block Kiosk. You can safely deposit money and access it when needed. The cashier office is only available Monday to Friday from 9:30am – 10.30am and 1.30pm – 2.30pm (closed public holidays).



Kiosk

The kiosk is a small shop run by volunteers and provides a range of light snacks, soft drinks, confectionary and toiletries.

Located in F Block.



Open Monday – Friday 9.30am – 2.30pm.

Closed on weekends and public holidays.

Vending machines are also available for snacks and soft drinks.

On the ward



Meal times

Breakfast: 7:30am – 8:00am

Lunch: 12:00pm - 1:00pm

Dinner: 5:00pm – 5:30pm



Visiting hours

Visiting hours are:

3pm – 8pm Monday to Friday.

9am – 8pm weekends and public holidays.

The staff need to know who is on the ward at all times.

We ask that your visitors come to the nursing office when they arrive.



Entertainment

› A bedside radio service is available in most wards.

› Most wards have televisions above each bed. This is a paid service. If you would like to pay to watch the television, please speak with a staff member.



Telephones

There are no bedside telephones at Bentley Health Service, if you need to make an urgent call please discuss with your nurse or a staff member.

External Phone Access

Courtesy phones are located in E and F blocks for local calls.



Important Contact Information

Mental Health Emergency Response Line (MHERL) 24 hours, daily, local call charges: 1300 555 788

Carers WA 1800 242 636

Carers WA Counselling 1800 007 332

Helping Minds (for carers) 9427 7100

Lifeline WA 13 11 14



Internet access

Bentley Health Service provides a free Wi-Fi service enabling internet access for patients, families and visitors.

Transport



Parking

- › Limited parking is available at Bentley Health Service at no cost to visitors.
- › There is a 15-minute 'Pick up and set down' area outside of D block rear entrance.
- › This information is a guide only - please read all signs carefully.



Public transport

- » Bentley Health Service is located on Mills Street, just off Albany Highway, and is serviced by a number of bus routes that stop in close proximity to the hospital.



- › Queens Park train station is about 10 minutes walking distance.
- › For a full list of public transportation options when visiting Bentley, visit the Transperth website for more information.
- › Taxi bookings can be made from the A block phone linked to switchboard.



Voluntary patient transport

A voluntary transport service is available for patients visiting the Outpatient Clinics in D Block. Please call the volunteers on 08 9416 3214 for information.

Notes / Questions to ask my health care team

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Acknowledgement of Country
The Royal Perth Bentley Group recognises the Whadjuk People of the Noongar Nation as the Traditional custodians of the land which we live, learn and work on today. We acknowledge that the Whadjuk people have a continuing spiritual and cultural connection to this land and pay respect to Elders past present and future.

Walk With Us – A Journey to Better Health, by artists Lorraine Woods and Meena (Peta Ugle).



We are aware that all patients expect the best possible care. This booklet is designed to provide you and your family or carer with helpful information for your stay with us at Bentley Health Service. As stated, should you have further questions please do not hesitate to ask any of our staff.

Best Wishes
Warren Lance
Chair of RPBG Consumer Advisory Council

Your stay at Bentley Health Service

During your stay, we would like you to understand every aspect of your care and be as comfortable as possible. Within this booklet is some information that provides insight on what to expect during your stay, important questions to ask your treating team, and details on how to be involved in your care. It also outlines the services and amenities that are available to you, your carers and your visitors.

Our staff are here to help and are committed to providing you the very best safe, high-quality health care. I encourage you to speak to your treating team if you have any special requirements or need any further information about your stay.

Royal Perth Hospital (RPH) and Bentley Health Service (BHS) are renowned for contributing to innovation and excellence and as a part of our ambition to continue this tradition and become known as Australia’s Safest Healthcare Group, we aim to:

- › deliver what matters most to our community with skill and compassion
- › provide care of a consistent high quality, such that patients would recommend our hospital to their family and friends
- › distinguish ourselves as the employer of choice by fostering a culture of continuous improvement
- › be a leader in clinical excellence that translates to no patient harm.

We want to hear about your hospital experience, so please reach out to us with your feedback. There are various ways to provide feedback, please refer to the last page of this booklet for more details.

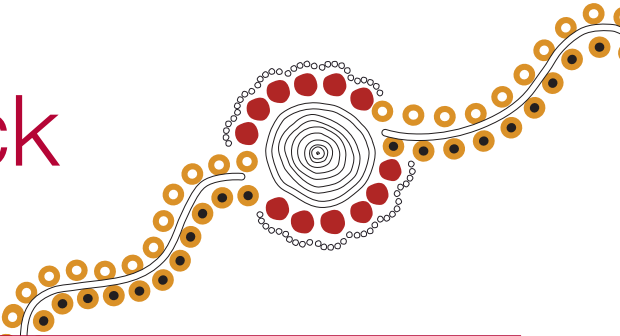
I wish you well in your recovery.

Dr Lesley Bennett
Executive Director
Royal Perth Bentley Group





Consumer Feedback



How to tell us what is happening to you

Talk to someone

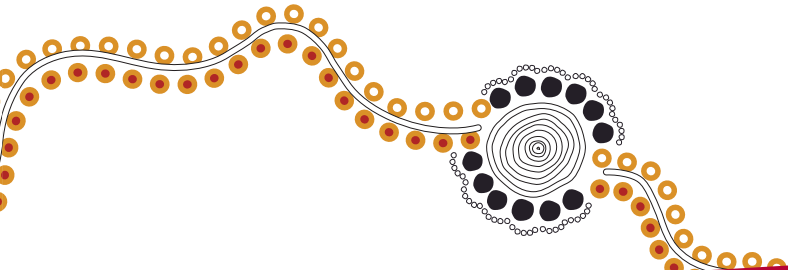
Talk to the staff who are caring for you or ask to speak to the person in charge	Contact our Consumer Engagement Staff: RPBG.feedback@health.wa.gov.au (08) 9224 1637 Mon - Fri 8am - 4pm
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Share your story

Complete a survey which will be offered by staff, or request a feedback form	Tell your story anonymously at www.careopinion.org.au
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Help us help you

Ask staff if you need help with language interpreting or accessibility	Become a Consumer Representative or Volunteer: RPBG.feedback@health.wa.gov.au
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Please tell us who made a difference in your care, what went well for you, or share other comments or suggestions you may have.

Name: _____
Phone number: _____
Email address: _____
Date of birth: _____

What went well and/or what could be improved:

Please scan or take a photo of this form to email to: RPBG.feedback@health.wa.gov.au or give to one of the staff members to forward to us directly.

The Royal Perth Bentley Group is always seeking to improve services by listening to consumer and carer input. This can involve auditing, sitting on committees or working groups, the training of staff, reviewing publications and policies, etc. It could be on an ad-hoc basis or regular monthly meetings.

Is this something you would like to help us with?

To find out more, write your name and contact details below and deliver it to a staff member and we will contact you or send an email to the Consumer Engagement team at RPBG.feedback@health.wa.gov.au outlining why you would like to provide a Voice for Improvement.

Name: _____
Phone Number: _____
Email address: _____
Date of birth: _____





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in alternative formats on request.

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