

Gold Coast Health
always care

Patient information

Gold Coast Health

Queensland
Government

goldcoast.health.qld.gov.au



**Queensland
Government**

Welcome to Gold Coast Health

Whether you arrive at one of our public hospitals for emergency or planned treatment, our aim is to provide the best possible care for you.

This brochure provides information to help you during your stay in hospital.

Your rights

Our health service supports the **Australian Charter of Healthcare Rights** (the Commission 2019), which describes the rights of patients and other people using the Australian health system.

These rights apply to all people 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

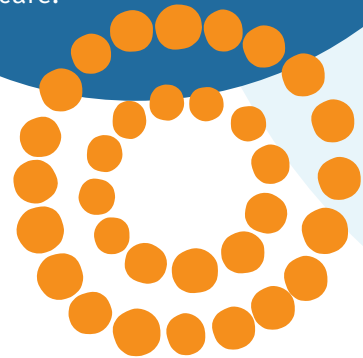
Partnership

- 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

Safety first

Please tell us if you:

- Have any allergies or reactions to medications and foods
- May have been exposed to any contagious or infectious conditions
- Are in pain and/or discomfort
- Have been on a recent overseas trip
- Need assistance or have any special needs
- Have an Advance Health Directive, Advance Care Plan or Enduring Power of Attorney
- Feel your condition is getting worse
- Have any concerns about the quality of your care.



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



If you are concerned

Ryan's Rule

Ryan's Rule is an independent three-step process to support patients of any age, their families and carers, to raise concerns if a patient's health condition is getting worse or not improving as well as expected.

The Ryan's Rule escalation process is as follows:

Step 1

Talk to a nurse or doctor about your concerns. If you are not satisfied with the response, go to step 2.

Step 2

Talk to the nurse in charge of the shift. If you are not satisfied with the response, go to step 3.

Step 3

Phone 13 HEALTH (13 43 25 84) or ask a member of staff and they will call on your behalf. Request a Ryan's Rule clinical review and provide the following information:

- hospital name
- patient's name
- ward, bed number (if known)
- contact phone number.

Once the rule is enacted, a nurse or doctor will undertake a Ryan's Rule clinical review of the patient and the treatment they are receiving.

Preparing for hospital

It's important to know why you are going to hospital. Before you go into hospital, ask your doctor to explain anything you do not understand about your health or hospital visit. Organise time off work and for someone to help out with your family life before your hospital visit.

Getting to and from our hospitals

You can access Gold Coast University, Robina and Varsity Lakes hospitals via public transport (translink.com.au).

Patients arriving at Gold Coast University Hospital (GCUH) or Robina Hospital can be dropped off at our Transfer Units where 15-minute parking is available.

Parking is available at our hospitals. More information on costs and locations is available on our website goldcoast.health.qld.gov.au under *Hospitals and centres*.

Concessional parking is available for eligible patients and primary carers at GCUH and Robina Hospital. Please check the detail on our website prior to committing to parking. The website also has information on the Patient Travel Subsidy Scheme.



While in hospital you have a responsibility to:

- Give staff as much information as you can about your health and any beliefs that may affect your treatment
- Tell staff if you are taking any medications, recreational drugs or natural remedies
- Tell staff if someone else is treating you for the same condition
- Ask for more information before you make a decision
- Treat health workers and other patients courteously. Gold Coast Health has zero tolerance to harassment and abuse
- Respect the confidentiality and privacy of staff and other patients

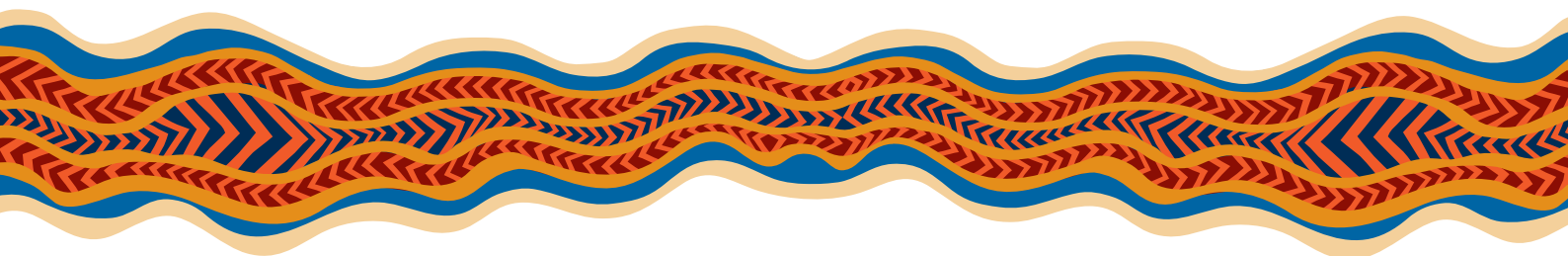
What to bring for a stay in hospital

For a longer stay

- Current list of medications you are taking (including recent changes)
- All medications (inhalers, eye drops, creams), vitamins and herbal supplements in their original packaging (this may include a Webster pack, or dose-administration aid). They may be prescribed medications or ones you have bought yourself
- Information about allergies and/or adverse medication reactions
- All letters, reports, x-rays, referrals and consent forms relating to your current admission
- Identification, Medicare card, Pension card, Department of Veterans Affairs (DVA) card
- Details of your private health fund
- A notebook and pen for writing key pieces of information or any questions you may wish to ask your healthcare team
- A copy of your Advance Care Plan, Advance Health Directive and Enduring Power of Attorney.

For an overnight stay

- Nightwear and appropriate non-slip footwear
- Toiletries
- Personal aids such as glasses, hearing aids, a walking stick or frame
- If you are staying with a child - favourite toys, nappies and any special items
- Phone charger
- Do not bring valuables or large amounts of money with you to the hospital. Gold Coast Health does not accept liability for money or valuables
- Patients are responsible for ensuring they have all their clothing and personal belongings prior to discharge
- Organise transportation home and any support you may need following your hospital stay.





Preventing complications and staying safe

Falls

- Wear non-slip footwear
- Use walking aides if required
- Always call staff when required
- Wear your glasses

Blood clots

- Use compression stockings and/or alternative mechanical devices, if required
- Get up and move as frequently and safely as you are able to do so
- Keep hydrated

Pneumonia

- Deep breathing exercises and use the 'triflow' breathing exercises, if required
- Sit out of bed during the day as frequently as your condition allows

Pressure injuries

- Sit out of bed and mobilise as frequently as your condition allows
- If you are feeling uncomfortable, change your position or ask for help to do so
- If you experience heat, pain, discomfort located on your heels, ankles, tail bone, elbows, hips or between your knees when resting, please tell your nurse
- If you have a history of pressure injuries (bed sores) please tell your nurse.

Your stay

Patient identification

When you are admitted to hospital, an identification band will be placed on your wrist or ankle. Check that the band details are correct and keep it on while you are an inpatient. Staff caring for you will ask you to confirm key identification details such as name, date of birth and allergies.



Clinical handover

We support and encourage you and/or your carer/family to participate during the clinical handover process. This means that important information about your care and treatment is accurately transferred between staff. Your role as patient, family or carer is to assist where you can, by providing information to hospital staff, asking questions and sharing in the decision-making process about your healthcare.

During clinical handover you and/or your carer/family are encouraged to tell our health team:

- How you are feeling
- Any concerns you have about your treatment, care or environment.



Patient Entertainment System

At GCUH you will be able to use a touch-screen electronic device known as a Patient Entertainment System in your room for entertainment (tv and radio), education and ordering your meal.

Portable televisions are available to hire for inpatients at Robina Hospital.



Cultural and compassionate services

Medical information can be complex, and if English is your second language, our health service offers interpreter services.

Our compassionate team consists of Aboriginal and Torres Strait Islander Health Service including Indigenous Hospital Liaison Officers, and a team of spiritual carers and chaplains from multiple faith groups.



Interpreter services are available free-of-charge

If you require this service, please advise the hospital prior to any medical appointments.

Telephones and mobile phones

Gold Coast Health provides a free Wi-Fi service giving internet access to patients, families and visitors. This service works on Wi-Fi enabled devices and does not require a password to connect. Please select the 'QH-FreeWiFi' network on your device.

Free mobile charging stations are available in the GCUH food court area - we encourage you to use these when you can.

Mobile phones can interfere with sensitive medical equipment - please observe the signage for mobile phone use.

Public phones are also available at our hospitals.



Medications

Please advise medical and nursing staff if you are taking medications, either prescribed or purchased.

Let us also know if you've suffered allergies or bad reactions in the past.

Medications brought with you will need to be given to the nursing staff and may be used for your care. When you leave hospital if there has been a dose change to your usual medication, it may be re-labelled with new instructions.

If you would like a medication list, please ask to speak to the pharmacist on your ward. Share this list with your GP and community pharmacies as needed. Medication leaflets made by the manufacturer may also be supplied to you.

Medication supplied to you at discharge from hospital, or as an outpatient, will incur a co-payment fee. For Medicare eligible patients, the maximum cost this will reflect the current pharmaceutical scheme (PBS) rates you would normally qualify for. For non-Medicare eligible patients, the full cost of the medication will be charged.

It is important to understand what your medications are, what they are supposed to do, how long to use them for, and any signs to look out for. Ask to speak to your doctor, nurse and pharmacist if you need any more information. Please speak up, if you feel your medication is incorrect, you are having any problems with your medications or if you experience a side-effect while you are in hospital.



Visitors

Gold Coast Health offers a flexible approach to visiting hours, which are generally between 10am and 8pm. Some areas may limit visitor access in the best interests of patients. When this happens, we thank you for your understanding.

Visit our website or phone the relevant hospital to inquire about visiting hours before you arrive.

Gold Coast University Hospital - 1300 744 284

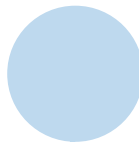
Robina Hospital - 5668 6000

Varsity Lakes Day Hospital - 5619 0600



Laundry

We do not launder patients' personal clothing. Please arrange for your family or friends to wash your clothing at home.



Smoking

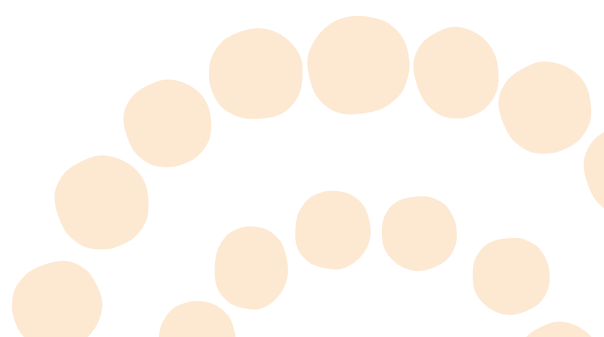
Smoking, including the use of e-cigarettes, is not permitted on our grounds or within five metres of a hospital boundary.



Meals

Gold Coast Health caters for a range of special dietary and cultural needs and you will be able to choose your meal from a menu. On occasion, some meal options may be limited.

Your healthcare team will advise you if you need to stop eating and drinking before you have a test or procedure.





Hand hygiene

You should wash your hands or use the hand sanitiser provided throughout the hospital frequently to prevent the spread of infection. Visitors must use hand sanitiser on entry to the ward or unit and when they leave. People should not visit if they have cold or flu symptoms, no matter how mild they are, or an infection of any kind.

Leaving hospital

Discharge from hospital

We want to make your discharge as smooth as possible. Your care team will discuss discharge plans with you early in your hospital stay including:

- what goals you need to meet to be discharged
- when you are likely to go home
- what preparations will need to be made

The day before discharge, ensure that you understand and are happy with the plan for your ongoing care. Make arrangements for your transportation home prior to discharge or before admission if you are a day patient. If you need assistance with arranging transport, please let your care team know.

Before you leave hospital, the nurse looking after you will endeavour to ensure you have the following:

- any follow-up appointments
- medical certificate
- discharge summary
- discharge medications or a prescription to receive supply from your usual pharmacy for new or changed medications only
- education information to assist with your ongoing care
- information for any community support services you may require



Accessing your medical record

You can speak to your health care team about:

- Applying for access to see your medical record. As a general rule, no information concerning you will be given to anyone else unless you give permission in writing.
- Seeking access to documents not relating to you under the Right to Information Act 2009 or the Information Privacy Act 2009. This includes applying to access your child's records if the child is incapable of giving their consent in writing.



Your privacy

Gold Coast Health is committed to protecting your privacy and has strict policies protecting the collection of, and access to, health information. Your personal and medical information is confidential and will not be shared without your knowledge. For more, phone our Health Information services on 5687 3849.



Consumer Advisory Group

The Consumer Advisory Group (CAG) is a group of community representatives who work with Gold Coast Health to improve our services and local health system.

To find out more about consumer and community engagement, email goldcoasthealth@health.qld.gov.au



We're listening

We encourage consumers to share feedback with us:

- Speak with a member of your care team or the manager of your ward, or;
- Complete a 'We're listening' brochure available from staff, or;
- Contact our Patient Liaison Service at **GCPLS@health.qld.gov.au**
- Fill out a consumer feedback form online at www.goldcoast.health.qld.gov.au/get-involved/compliments-and-complaints

For further information visit the Gold Coast Health website at **goldcoast.health.qld.gov.au** or phone **1300 744 284**.



Gold Coast Health would like to acknowledge the traditional custodians of the Gold Coast, the Yugambeh speaking people, whose land, winds and waters we all now share; and pay tribute to their unique values, and their ancient and enduring cultures, which deepen and enrich the life of our community.

We pay our respects to Elders past, present and emerging, and recognise those whose ongoing effort to protect and promote Aboriginal and Torres Strait Islander peoples will leave a lasting legacy for future Elders and leaders.

Artwork produced for Queensland Health by Gilimbaa.

Join us on social media as we create a connected health community.

Search 'Gold Coast Health' in your social media account and look for our logo.



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