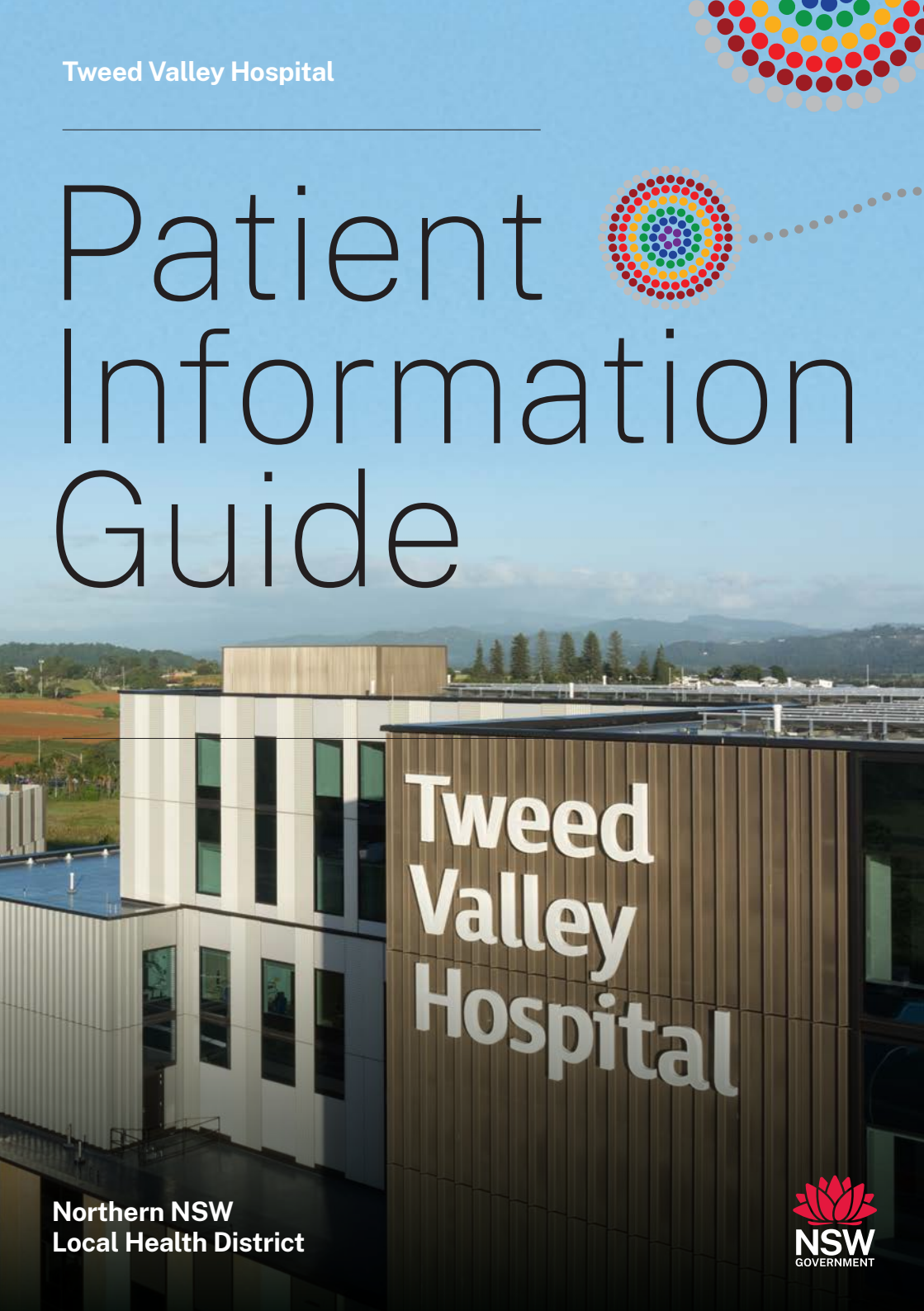
Tweed Valley Hospital

Patient Information Guide



Northern NSW
Local Health District

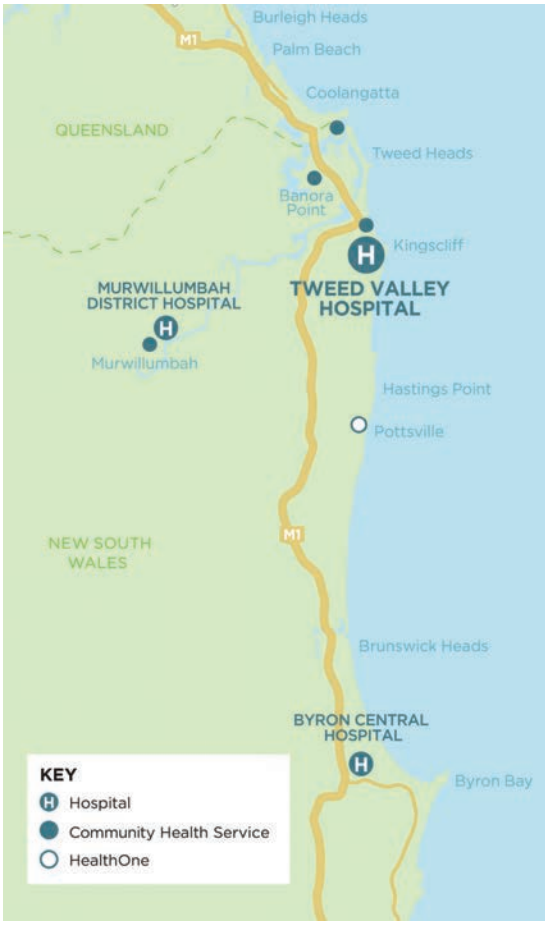
NSW GOVERNMENT

Contents

Welcome to Tweed Valley Hospital

Tweed Valley Hospital cares for more than 50,000 patients annually.

We are a referral hospital, meaning we offer a wide range of healthcare services for the Tweed Valley community and patients from nearby hospitals that need higher levels of care.



Contact us

Tweed Valley Hospital
771 Cudgen Road, Cudgen
(02) 6677 2000

Acknowledgement of Country

Northern NSW Local Health District acknowledges the Traditional Custodians of the lands and waters where we live and work. We pay our respects to the Ancestors and Elders past and present and extend this respect to all Aboriginal people.

Services at Tweed Valley Hospital

Emergency, trauma and critical care

- The Emergency Department provides 24-hour urgent care and trauma services for adults and children.
- Providing critical care are the Intensive Care Unit and Coronary Care Unit. Each unit provides specialised care to people who are critically ill or injured, or have had complex surgery.

Medical and surgical care

- The Cardiology (heart) Unit cares for people requiring heart monitoring.
- The Geriatric Evaluation and Management (GEM) Unit cares for the elderly or high-risk patients.
- The Stroke Unit cares for people at high risk of having a stroke or have had a stroke.
- The General Surgical Unit cares for people before and after surgery.
- The Orthopaedic (bones) Unit cares for people before or after bone surgery.
- The Oncology and Palliative Care Unit cares for people with cancer and/or at end of life.
- Elective and emergency surgery is also provided.

Women, newborns and children

- The Maternity Unit offers modern birthing suites.
- The Special Care Nursery is for newborns requiring specialist critical care.
- The Paediatric Unit cares for children and adolescents.

Cancer care

Cancer Care Services provides:

- oncology (cancer) and haematology (blood) specialist medical care
- cancer treatment – chemotherapy, immunotherapy and radiotherapy
- cancer imaging (PET scans).

Renal dialysis

The Renal Dialysis Unit:

- cares for people with end-stage kidney disease
- provides dialysis to people who can't manage at home.

Mental health

- The in-hospital Kurrajong Adult Mental Health Unit is for adults who need intensive psychiatric care and people experiencing mental illness and mental disorder.
- Community Mental Health Services assess or treat people in the community with mental illness who have been discharged from hospital or do not require hospital care.

Tests, x-rays and scans

- The Medical Imaging Department provides x-rays, CT scans, MRIs, PET-CTs and interventional radiology.
- Pathology provides blood and specimen testing.

Outpatients and community health

Outpatient services are health appointments or tests at hospital that do not require patients to stay overnight or be admitted to hospital. Outpatient clinics include:

- Antenatal (pregnancy) Clinic
- Child and Adolescent Clinic
- Fracture Clinic
- Gynaecology Clinic
- Infectious diseases Clinic
- Physiotherapy Clinic.

Aboriginal Health Unit

This unit delivers culturally appropriate health services, health education and healthy lifestyle programs to Aboriginal and Torres Strait Islander people. Services include:

- chronic (long-term) care
- patient and family support
- women's group
- exercise and health lifestyle programs.

Alcohol and Other Drugs Services

Confidential and supportive, these services care for people affected by alcohol and other drug issues. The services include:

- specialist consultation services
- opioid treatment programs
- alcohol and other drugs counselling and case management
- Needle Syringe Program.

Oral health

Oral Health Services manage dental emergencies during normal clinic hours. A dental emergency can include:

- dental trauma or injury
- swelling of the face or neck
- swelling in the mouth
- bleeding from the mouth that won't stop
- difficulty opening jaw and/or swallowing.

Sexual health

The Sexual Health Service provides:

- information and education about sexually transmissible infections (STIs) and safe sex
- STI screening and treatment
- HIV testing, treatment and management
- counselling for STIs, sexuality issues and HIV plus ongoing support
- pop-up clinics for HIV testing at various local events
- Aboriginal sexual health liaison.

Pharmacy

The Pharmacy Department:

- supplies medications
- provides clinical pharmacy input into medication management, from admission to discharge.

Medications are dispensed to inpatients and some hospital outpatient clinics. Patients can request to speak to a pharmacist to discuss their medication.

Coming to hospital

Whether you're an emergency patient, visiting us for an appointment, or staying overnight or longer, you will need to know what to expect, what to bring and where you can get further information.

Getting here

Tweed Valley Hospital is centrally located within the Tweed–Byron region at 771 Cudgen Road, Cudgen.

Located close to the M1 motorway and adjacent to Tweed Coast Road, the hospital is easily accessed by car and public transport.

By car

Follow the M1 to Chinderah and take the exit towards Cudgen and Kingscliff. Continue along Tweed Coast Road and turn left at the intersection of Tweed Coast Road and Cudgen Road.

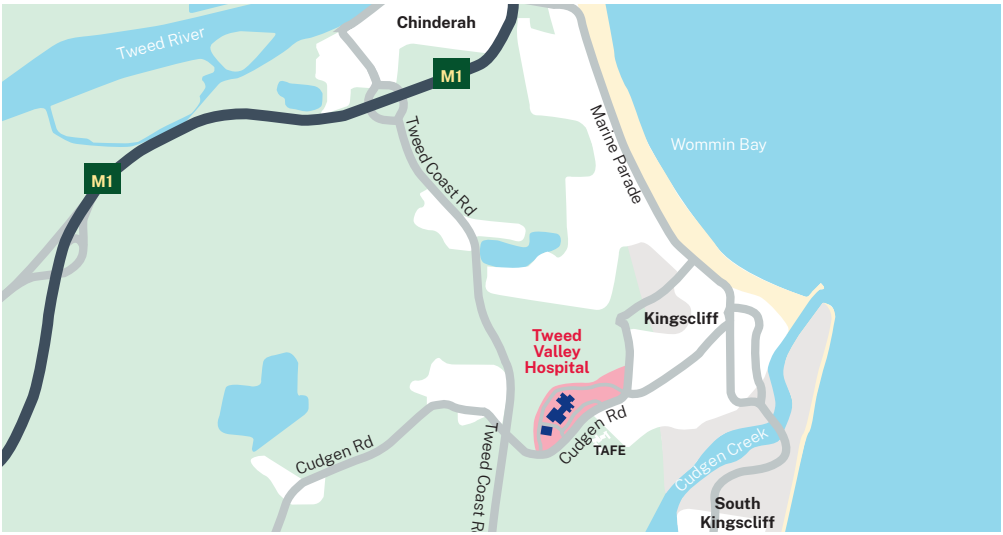
Drop-off areas and parking

Drop-off bays are located at the hospital's three entrances: the main entrance, the west entrance (Emergency Department) and the east entrance.

Staff, patients and visitors can access free on-site car parking spaces. This includes a multi-deck car park, an at-grade car park, accessible parking spaces and short-term parking facilities.

Public transport

Tweed Valley Hospital is located on a public transport route,



with bus stops on both sides of Cudgen Road, directly in front of the hospital. A pedestrian crossing is located at the traffic lights. Visit **transportnsw.info** to plan your journey.

Taxis and rideshares

A taxi rank is located at the hospital's main entrance. Taxis and rideshare vehicles can use this set-down and pick-up area.

Active transport

The hospital connects with established pedestrian and cycle routes. There are bicycle racks for public use located close to building entries. Get the cycleway map: **bit.ly/4mOsoUt.**

Getting around

Tweed Valley Hospital has three public entrances. The best entrance to use will depend on why you are coming to the hospital.

The **main entrance**, directly opposite the Cudgen Road intersection at the front of the hospital, is where you will find:

- outpatients, including pathology collection
- medical imaging
- inpatient wards
- mental health, including Community Mental Health Health Services.

The **west entrance**, located adjacent to the multi-deck carpark, is where you will find:

- Emergency Department.

The **east entrance**, located adjacent to the Health Hub and Learning, Development and Research Centre is where you will find:

- Renal Dialysis Unit
- Cancer Care Service
- Maternity Unit.

Finding your way around

We've incorporated a range of visual cues to help you find your way around, such as signage, colour and artworks.

The main Tweed Valley Hospital building is divided into two blocks:

1. A Block
2. B Block.

A Block (western side) is green, for the hinterland, and B Block (eastern side) is blue, for the ocean. You'll see these colours used throughout the wards and corridors.

Wards are named based on their location in the building. For example, the Intensive Care Unit is located in A Block on level 3, at the back of the building. It is named A3 Ward 2, Intensive Care Unit. The Cardiology ward is in A Block on the same level, but at the front of the building (closest to Cudgen Road). It is named A3 Ward 1, Cardiology.

The guide below will help you find your way around the hospital. Don't be afraid to ask for help if you need it – our volunteers and staff are on hand to help you with directions.

Coming for an outpatient appointment

We provide a comprehensive range of outpatient services for the community.

If you are booked for an outpatient appointment with us, your booking letter will tell you the time, date and location of the appointment. Depending on the type of outpatient appointment, your appointment could be in different locations within the building.

- Adult Outpatients – A Block, ground floor
- Child and Adolescent Outpatients – B Block, level 2

- Medical Imaging Department – A Block, ground floor
- Maternity Unit – B Block, level 1
- Cancer Care Services – B Block, ground floor
- Renal Dialysis Unit – B Block, ground floor
- Aboriginal Health Unit – Health Hub, ground floor.

Your appointment booking letter will specify what you need to bring with you to your appointment.

Please ensure you are on time.

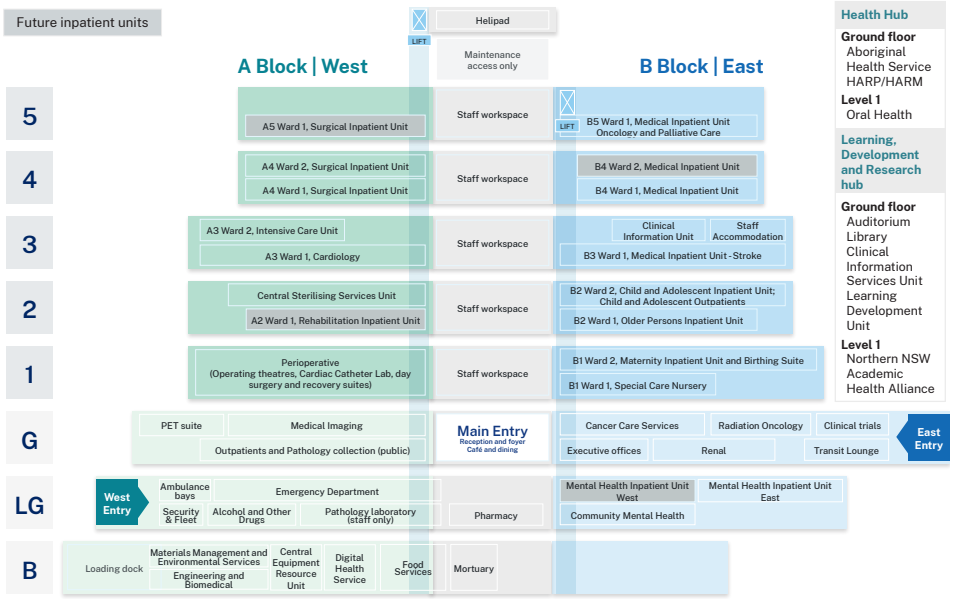
Day surgery or overnight (inpatient) admission

When you stay at the hospital overnight or if you are admitted for day surgery, you are known as an inpatient.

If you are booked in for surgery, you will be provided with instructions before your admission.

These instructions will tell you where to go and when to present yourself to the hospital.

While you are at hospital, you



will be asked questions that will help us care for you.

Possible questions include:

- your medical history
- your current address and phone number
- details of your GP or other health professionals treating you
- up-to-date next of kin and contact person's details
- your Medicare number
- details of private health cover.

We are here to ensure your stay in hospital is as comfortable as possible. Your treating team will provide you with updates about your clinical care and your expected date of discharge.

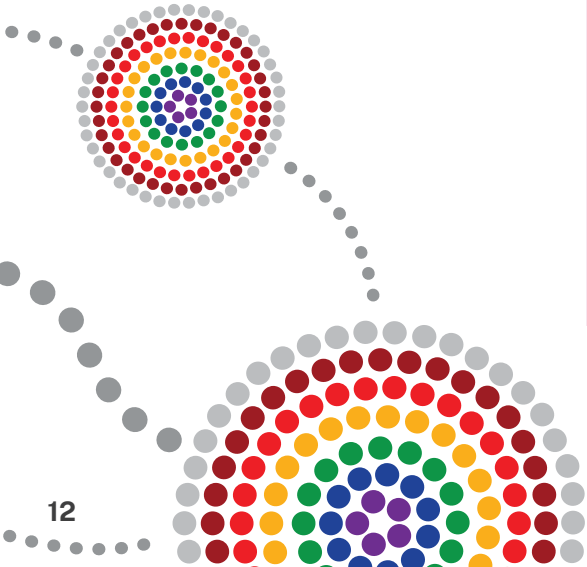
What to bring

Each time you come to hospital as a day-only or overnight patient, you will need to bring with you:

- your Medicare card
- any concession cards, such as a healthcare card or veteran card
- test results, such as x-rays, scans or pathology results
- medications you are currently prescribed
- your appointment booking letter.

If you are staying overnight, please also bring:

- night wear and dressing gown
- appropriate footwear
- personal toiletries such as a toothbrush, toothpaste, hairbrush, soap, shaving gear and feminine products
- a bag big enough to fit all your belongings, including the clothes and shoes you wear on the day.



Your stay in hospital

As an inpatient at Tweed Valley Hospital, your care is our priority. Our dedicated clinicians and support staff will ensure your stay is as pleasant as possible. It's important to understand what we expect from you and what you can expect from us.

Your rights and responsibilities as a patient

Your rights

Northern NSW Local Health District supports the Australian Charter of Healthcare Rights, which describes the rights of patients and other people using the Australian health system.

These rights apply to everyone where health care is provided in Australia. The charter describes what you, or someone you care for, can expect when receiving health care.

Your responsibilities

To ensure your safety and the best possible care, we need you to help us to help you. Tell us:

- your medical history, including current concerns, past illnesses and hospitalisations, current medications and other matters relevant to your health; this includes any recreational drugs or natural remedies
- if you have any allergies or reactions to medications or food
- if you may have been exposed to any contagious or infectious conditions
- if your condition is worsening
- if you don't understand your treatment or care plan, and what is expected of you.

If you choose not to disclose your health information, refuse treatment or not follow your healthcare plan, you are responsible for your actions.

Northern NSW Local Health District has zero tolerance to harassment and abuse.

To find out more, scan the QR code.

Your clinical care

Patient identification

When you're admitted to hospital, a bracelet identification band will be placed on your wrist or ankle. You should:

- check the band details are correct

- always wear it while you are in hospital.

Throughout your stay, you will be asked many times about your identification details. This is an important part of ensuring we are providing you with the correct medications and treatments.

Clinical handover

At different times throughout your stay, your treating team will change. This could be when you are moved from one area to another, for example if you have been treated in the Emergency Department and are moving to a ward, or when your medical team finishes a shift and is relieved by new clinicians.

Each time this occurs, your medical team will do a clinical handover. The purpose of a clinical handover is for hospital staff to share important information about your health and current health needs with those responsible for your on-going care.

A clinical handover may occur at your bedside and you are encouraged to participate in the process. You can tell the team how you are feeling and raise any concerns or questions that you have about your treatment or care.

Our communication process between clinicians and consumers/patients is a core component of quality patient care. Sharing information between clinicians and consumers/patients improves safety and quality of care and leads to better outcomes for patients.

Medications

Our medical and nursing staff must know if you are taking any medications, either prescribed or not. Please bring them to the ward with you. We also need to know if you've suffered allergies or bad reactions from previous medication.

If you require new medications during your stay, they will be supplied during your stay and a script provided at discharge if you require an ongoing supply.

If you are taking regular medications and they are unrelated to your stay, you will need to have your supply with you.

Medication safety

If you are unsure about how to take or store your medications, or if there are side effects, foods or other medications you can't take while on them, please speak with your doctor or pharmacist and they can advise you.

Paying for medications

When the hospital pharmacy supplies you with medication, you will be charged in the same way that you pay for prescriptions at your community pharmacy.

If you have a Medicare card, some of your medications may be subsidised under the Australian Government's Pharmaceutical Benefits Scheme. This means you will only have to pay for part of the cost of the medication.

Privacy and confidentiality

NSW Health is committed to safeguarding the privacy of patient information and has implemented measures to comply with its obligations under the Health Records and Information Privacy Act 2002. Our doctors, nurses and support staff are bound by law and the NSW Health Privacy Policy and Code of Conduct to maintain confidentiality of patient information.

In what situations will my personal information be disclosed?

We will only disclose your information for purposes directly related to your treatment and in ways you would reasonably expect for your ongoing care.

This may include the transfer of relevant information to another health professional or service to enable them to provide healthcare for you.

This may include your GP, another hospital or a specialist for a referral, or medical imaging and diagnostic services.

Visit **bit.ly/4e9ULst** to access the Privacy Leaflet for Patients in multiple languages.

If you are concerned

REACH

REACH is an easy-to-use system that helps patients, carers and families raise concerns about worrying changes in a patient's condition. It stands for Recognise, Engage, Act, Call, Help is on its way.

We encourage you to first raise concerns directly with your nurse or doctor. If you remain worried after speaking with your nurse or doctor, REACH provides you with more options to escalate your concerns further.

How does REACH work?

You may recognise a worrying change or have a serious concern about your condition, or that of a person you care for while admitted to hospital.

If you notice a change, speak to the nurse or doctor and tell them your concerns. We call this engaging with our clinicians.

If you feel your concerns aren't being addressed in a responsive manner or the patient's condition worsens, it's time to act. Ask the Nurse in Charge for a clinical review. This should occur within 30 minutes.

If you are still worried, make a REACH call to the Emergency Team. The phone number is (02) 6677 2075. Tell them:

- this is a REACH call
- who you are (patient, carer or family member)
- the bed number and ward you are on.

Help is on the way.

R You may **recognise** a worrying change in your condition or in the person you care for.

E **1. Engage** / talk with the nurse or doctor. Tell them your concerns.

A **2. Ask** the nurse in charge for a clincal review. This should occur within 30 minutes.

C **3.** If you are still worried, **call REACH**. You can use your mobile phone or ask for a ward phone.

H Call REACH on: (02) 6677 2075

Help is on the way

Being admitted as a private patient

If you are eligible for Medicare and hold private health insurance when you are admitted to one of our hospitals, you can elect to be treated as a private patient.

By electing to be a private patient, you can choose which specialist doctor you would like to treat you during your stay. If the specialist of your choice is unavailable, you can choose to be treated by another specialist who is on call at the time of your admission.

You may also be entitled to receive:

- no out-of-pocket expenses for accommodation fees, theatre fees, diagnostic services, prostheses, pathology and medications
- a discounted excess or co-payment depending on your type and length of admission
- free TV
- a single room if available (this will be provided where possible; single rooms are allocated on a clinical need basis)
- choice to transfer to a private hospital for further treatment.

Each time you use your private health insurance at one of our hospitals, you are helping us:

- purchase new equipment
- maintain and develop accommodation and facilities
- improve and expand patient services
- increase resources
- fund medical research.

Visit **bit.ly/456qSql** to access the My Admission, My Choice, My Election pamphlet in multiple languages.

Staying safe while in hospital

Falls prevention

The best way to reduce your risk of falling is to stay physically active. By introducing 30 minutes of moderate exercise with balance and leg strength training into your daily routine, you can help keep yourself independent and reduce your risk of falling.

When you are in hospital, your risk of falling is higher than when at home.

There are different reasons why you are at higher risk of falling while in hospital, including:

- unfamiliar environment
- being unwell
- medications you are taking
- problems with mobility or balance.

During your stay, our staff will help reduce your risk of falls by:

- assessing your risk of falling – if you are at risk, staff will speak with you and your family about your risk and develop a plan with preventative strategies to minimise your risk
- orientating you and your family to the environment
- providing you with assistance when moving around.

You can help

- Use your call bell for staff assistance if you are at risk of falls or feel unwell.
- Use available walking aids.
- Wear well-fitting nonslip footwear when mobilising.

Pressure injury prevention

A pressure injury is the breakdown of skin and/or soft tissue due to ongoing pressure in one area. It can develop very quickly from being in one position for too long. You may be at higher risk of developing a pressure injury if you:

- are older or very young
- have limited or poor mobility
- are underweight or overweight
- are incontinent
- are bedbound or wheelchair bound
- have a previous pressure injury.

During your stay, staff will help reduce your risk of pressure injuries by:

- assessing your risk of developing a pressure injury – if you are at risk, staff will speak with you and your family about your risk and develop a plan with preventative strategies to minimise your risk
- providing you with equipment to assist with position movement
- helping you change your position regularly if you are bed/wheelchair bound

- keeping your skin dry and clean.

You can help

- If you are able move yourself, change your position every hour.
- Tell staff if you notice skin redness, skin tenderness or broken skin.
- Tell staff if you are incontinent or feel your bedding or clothing is wet.
- Moisturise your skin.

Infection control

We need to prevent or limit the spread of infections in our hospital and the community.

Patients may come into hospital with infections acquired in the community. In addition, some treatments may increase the risk of infection. For example, surgery or taking certain medicines may weaken your immune system.

You can help prevent the spread of infections by:

- telling staff about your medical history, including any childhood illnesses such as chicken pox, measles, mumps, and rubella, as well as any previous infections
- telling staff if you have ever been informed that you have a Multi-Resistant Organism (MRO)
- advising your nurse if you have been overseas in the past three weeks, if you have a cough or cold, diarrhoea or vomiting, open wounds, or weeping skin sores
- advising your nurse if you have been in hospital overseas in the past year
- washing your hands regularly, particularly after visiting the toilet
- always keeping toiletries for your own use
- placing all hospital laundry in the linen baskets provided
- telling nursing staff about any poor hygiene in the ward or bathrooms
- not sitting on any other patient beds or allowing your visitors to sit on your bed.

Please do not visit a patient in hospital if you are sick with infections such as a cold, flu, vomiting, diarrhoea or any childhood illnesses, like chicken pox.

Information for patients/ family or carers

While in hospital, there are many resources available to inform you about the different needs of your care.

You can ask your nurse or doctor for a paper copy of the information or follow the links below to access digital copies.

Blood infusions

Blood watch information for consumers - Clinical Excellence Commission:
tinyurl.com/mpr2nx3j

Delayed blood transfusion reaction:
tinyurl.com/3wvjmnxe

Delirium

Brochure:
tinyurl.com/yc6d5a95

Falls

Falls information for patients carers and families
tinyurl.com/kn8j7xs7

Indwelling Catheter (IDC)

CAUTI patient information:
tinyurl.com/mvk2dmcz

My Healthcare Rights

Poster:
tinyurl.com/efj3s6yk

Peripheral Intravenous Catheter (PIVC)

Looking after your cannula:
tinyurl.com/ytjfk8d6

Pressure Injuries

Information for patients:
tinyurl.com/ybmxcj9f

REACH

Recognise, Engage, Act, Call, Help is on its way:
tinyurl.com/45na64jk

Sepsis

Guide for consumers:
tinyurl.com/55pjxbdm

Venous Thromboembolism (VTE) prevention

Preventing blood clots – information for patients and carers: tinyurl.com/yeyp82cz

General information

Meals

During your hospital visit, you can order meals using the CBORD Patient App.

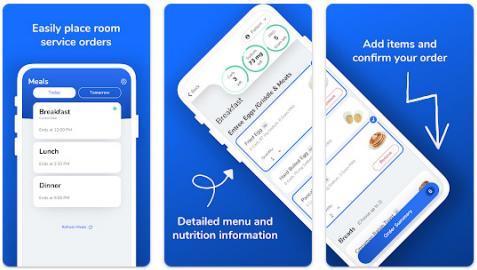
Choose meals based on your dietary needs and personal taste. Just browse the virtual menu and select the meals you'd like.

Family members or carers can order on your behalf via any smart device. They don't need to be in hospital to access the app and order.

By ordering only what you want to eat, you'll help reduce waste.

If you require assistance with app ordering, HealthShare NSW food services staff can support you.

CBORD Patient



Scan the QR code or search for 'CBORD Patient' in the App Store or Google Play.

Entertainment

Tweed Valley Hospital provides a television for each bed. Access to content is through rental. Please chat with ward staff for information about renting.

Wi-Fi

The Tweed Valley Hospital has a free Wi-Fi network for patients. To connect:

1. Choose the Wi-Fi network NSWHEALTH-Guest-Wi-Fi.
2. The Northern NSW LHD Wi-Fi registration page should appear. If it doesn't, open your browser and type logout.gg in the address bar.
3. Click the Free (Reduced Speed) button.
4. Complete the registration details.
5. Confirm if you would like to receive emails for information and/or promotion.

6. Read and accept the Terms and Conditions of using this service.
7. Click the Start Internet Access button.
8. You are now connecting to the internet. Your access will expire after 30 days.

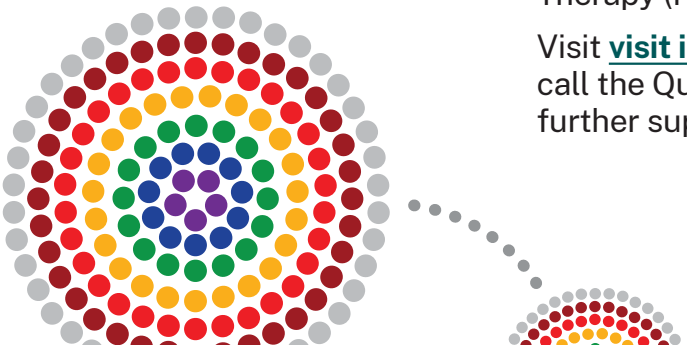
You can choose to pay for higher speed Wi-Fi by visiting speedmeup.gg, selecting the upgrade button and following the prompts.

Visitors

Our visiting hours are generally between 10am and 8pm but may vary between wards and units.

Please phone the specific ward or unit to enquire about visiting hours before you arrive.

Please do not visit a patient in hospital if you are sick with infections such as a cold, flu, vomiting, diarrhoea or any childhood illnesses, including chicken pox.



Shops and cafes

A cafe with indoor and outdoor seating is located on the ground floor in the main foyer. There is also a shop selling gifts, drinks, confectionary and magazines. This is run by the Tweed Auxiliary.

A cafe is also located at the multi-deck car park, selling coffee and snacks.

Smoking and vaping

We're committed to providing a smoke-free environment for all patients, visitors and staff.

Our hospital has a smoke-free policy. Smoking including the use of e-cigarettes is not permitted on our grounds or within five metres of the campus boundary. Please speak to your doctor, nurse or pharmacist if you experience cravings or find it difficult to cope without smoking. You may be eligible for free Nicotine Replacement Therapy (NRT) during your stay.

Visit **visit iCanQuit.com.au** or call the Quitline on 13 78 48 for further support.

Behaviour

We have zero tolerance for abusive, threatening or violent behaviour towards everyone in our environment. Unacceptable behaviour will be addressed immediately and you may be asked to leave. The welfare of our patients, staff and visitors is our highest priority.

Personal belongings

Please be mindful of your valuables. We take no responsibility for lost or damaged items belonging to patients, families or visitors.

Multi-faith room

A multi-faith room is located on the lower ground floor of the hospital, near the pharmacy. Patients and visitors are welcome to use this facility.

Interpretation services

Patients, carers and families have the right to an interpreter when they use a NSW Health service. You can use an interpreter if you, your carer or family:

- do not speak English as a first
- language, or
- are deaf.

Interpreters are free and confidential.

Interpreters are available 24 hours a day, seven days a week.

Interpreters may attend in person, by phone or by video.

Your health service must use a professional interpreter. A family member cannot be your interpreter for legal reasons. However, they are welcome to attend your health appointment with you.

If you or your family member needs an interpreter, please ask our staff.

Visit **tinyurl.com/24yh3unz** to access Interpreter Required Cards in different languages.

Visit **tinyurl.com/bpmphddf** to access NSW Health Care Interpreting Services.

You can also access the NSW Health Multicultural Communication Services at: **mhcs.health.nsw.gov.au**.

Aboriginal Hospital Liaison Officer

Aboriginal Hospital Liaison Officers are available to provide education and support to patients of Tweed Valley Hospital and their families, carers, communities and other organisations.

This confidential service promotes respect and equality.

Patients and their carers are involved in planning care options to meet their needs. The officers can also act as a patient advocate, helping raise any concerns so patients get the best health outcome during their care.

Going home

When you are discharged from hospital, it's important you understand your health condition and any ongoing treatment needs. This includes any new or changed medications and any follow up appointments you may need.

Being discharged

Your medical team will advise you when you are ready to leave hospital. Before you leave, your doctor or nurse will provide you with the following information:

- any follow-up outpatient appointments
- medications
- arrangements for community support services where required
- continuing treatments.

Before you leave, please also make sure:

- you have all your personal belongings
- you have signed all claim forms and paid any fees due
- you have obtained relevant medical certificates from your doctor
- all items held for you have been collected
- you know what medication you need to take, as well as any follow up services you need.

Discharge against medical advice

With a few exceptions (as in the case of infectious diseases), you have the right to leave hospital when you choose. This may be a serious step when taken against the advice of your doctor and could pose a threat to your wellbeing.

If you choose to be discharged under these circumstances, you will be asked to sign a disclaimer form, and the responsibility for this action will rest with you. However, if your condition does not improve or if it causes you concern, you should not hesitate to seek further medical advice or return to the hospital's Emergency Department.

Transit Lounge

The Transit Lounge facilitates discharge and patient flow from our inpatient areas and Emergency Department. This service applies only to non-emergency patient transfers and discharges for patients in a stable condition.

Patients who arrive by ambulance for appointments at Outpatient Services will also be managed through the Transit Lounge on arrival and return.

Your stay in the Transit Lounge is expected to be short term and patients may access light snacks, beverages and meals at mealtimes during their wait.

Hours of service: 8am to 6.30pm Monday to Friday

How to get there: The Transit Lounge is located on the ground floor on the east side of the hospital. Access is via the main entry, then turn right. Or, through the access door on the east side of the hospital.

A dedicated short-term car park for ambulances, taxis, and community and private vehicles is available on the east side of the Transit Lounge.

Reflecting on your stay

Your feedback helps us improve how we care for you and other patients. It can be as simple as telling us how your stay was or joining one of our community forums. You can also get involved as a volunteer.

Providing feedback

Compliments and complaints

Providing feedback, complaints and compliments about your hospital experience helps us make our services better for everyone. We encourage you to share your experience with us.

Here's how you can provide feedback:

- Speak directly to our staff about the care you receive.
- Complete the feedback available at **bit.ly/4jBeKkw**.
- Contact the Consumer Relations Team at **NNSWLHD-ConsumerRelations@health.nsw.gov.au**.
- Complete a feedback form available from our facilities and hand it to the receptionist.
- Write to Consumer Relations/ Privacy Manager, Northern NSW Local Health District, Locked Mail Bag 11, Lismore, NSW 2480.

For an independent investigation

If you would prefer an independent investigation, you can contact the NSW Health Care Complaints Commission. They are not part of NSW Health and can independently investigate the complaint for you.

NSW Health Care Complaints Commission
Locked Mail Bag 18, Strawberry Hills, NSW 2012
Call (toll free): 1800 043 159

Send an email to NSW Health Care Complaints Commission: **hccc@hccc.nsw.gov.au**.

Visit the **hccc.nsw.gov.au** to find out more.

Survey

You may be asked to complete a survey about your experience during your stay at Tweed Valley Hospital.

When you are discharged, we will provide you with information on how to complete the survey online.

Volunteering

Volunteering plays a vital role in building strong, inclusive, and resilient communities in Australia. Within NSW Health, volunteering maximises the health care experience for patients and clients and is rewarding for volunteers and the health staff.

Northern NSW Local Health District encourages people from all walks of life to join our volunteer program as a Healthcare Helper. We aspire to reflect the diversity found within our communities to ensure we are best placed to respond to the needs of our patients and their loved ones.

Volunteering with us is a fun and rewarding experience that gives you the opportunity to make a difference to people's healthcare journeys.

Visit **bit.ly/4kwJHI6** to join the Tweed Valley Hospital volunteer waitlist.

Community Advisory Groups (CAGs) help make sure the community is involved in decisions and plans that affect them.

CAGs meet regularly and provide suggestions, feedback, perspective, ideas and advice to help ensure our healthcare services are accessible and respond to the community's needs.

Important contacts

Emergency
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Free health advice
1800 022 222

Interpreter (TIS)
13 14 50

August 2025