

Ballina Hospital



Patient Information Guide 2018/2019

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Welcome to Ballina District Hospital

At Ballina District Hospital we recognise that coming into hospital can be an overwhelming experience for many people. This patient guide is designed to provide information for you and your family/carers about your stay in hospital.

Our team strives to provide the best care for our patients. We encourage your involvement and the involvement of your family/carers throughout your hospital stay.

We are happy to provide any further information that you may require. Please feel free to speak to your Doctor, the Nurse caring for you, the Nurse Unit Manager of the Unit you are in, or the After Hours Nurse Manager (you can ask a staff member to contact them for you).

Please let us know if this Patient Information Book does not meet your needs, so that we can make improvements. Your feedback can be provided to the Nurse Unit Manager or to the Deputy Director of Nursing.

Our Contact Details:

Ballina District Hospital
78-95 Cherry Street
Ballina NSW 2478
Phone (02) 6686 2111

Community & Allied Health Services
Fox Street
Ballina NSW 2478
Phone (02) 6686 8977



The Services We Provide

Ballina District Hospital includes:

- Emergency Department
- General Ward
- Renal Unit
- Rehabilitation Unit
- Surgical Services
- Medical Imaging
- Community Health.

The General Ward consists of 30 beds, including 4 monitored beds in the Close Observation Unit. The General Ward has capacity to open a further 6 beds during high demand periods, including the winter months. Medical Services are provided by ward-based doctors, and Visiting Medical Officers, including local General Practitioners with admitting rights. Patients with private health insurance are able to select any available doctor with admitting rights to look after them. After hours, the Doctors from the Emergency Department attend urgent patient reviews.

A General Physician and Gerontologist also provide services to the General Ward, along with a range of Allied Health Services including Physiotherapy and Social Work.

The Emergency Department is a 9 bed unit staffed 24/7 by experienced Doctors and Nurses. The Emergency Department is often very busy, and patients are seen in order of need rather than order of presentation. Unfortunately, delays may be experienced at times as staff care for very sick patients. We don't like to leave people waiting for a long time; however, your patience when you do experience delays is appreciated.

The Renal Unit provides 7 chairs for hemodialysis patients and operates 2 shifts per day, over 6 days. In addition, up to 2 patients per day are trained in the home hemodialysis unit, so they can perform their own dialysis at home with support provided by the unit.

Surgical Services consists of an operating theatre and day surgery unit. The day surgery unit caters for 4 beds and 5 chairs, with patients requiring an overnight stay returning to the General Ward post operatively. The types of surgery provided in the unit include: General surgery, Urology, Gynecology, Ear Nose and Throat (ENT) and Vascular surgery. Surgery is performed by Visiting Specialist Surgeons and Anesthetists who are supported by Nurses and Wards-persons.

The Rehabilitation Unit provides inpatient and outpatient services to patients in the Northern New South Wales Local Health Service catchment area. The unit consists of 31 Rehabilitation beds, as well as 6 Transitional Care Beds. 24-hour inpatient care is provided by qualified Nurses, while Medical and Allied Health Services are provided Monday to Friday. Medical Services are provided by 2 Career Medical Officers, a Rehabilitation Registrar and a Rehabilitation Specialist. After hours and emergency support is provided by Doctors from the General Ward and Emergency Department.

Rehabilitation programs are developed by Allied Health professionals including: Speech Pathologists, Social Workers, Dietitians, Physiotherapists, Occupational Therapists, Diversional Therapists, Neuropsychologists and Allied Health Assistants.

Medical Imaging currently consists of an X-ray department with an imaging scientist on site during the day, Monday to Sunday. After Hours, an imaging scientist is on call for emergencies only. The CT department at Ballina District Hospital is fully operational Monday to Friday.

Community and Allied Health

Community Health Services are also co-located at the hospital and provide a range of community-based Allied Health and Nursing Services to the local community. Where appropriate, patients may be referred to this service on discharge. Opening times are 8:30am to 4:45pm, Monday to Friday.

Some of the services provided by Community Health include:

- Aboriginal Health
- Alcohol and Other Drugs
- Child and Family Health services including, Occupational Therapy, Speech Pathology, Physiotherapy, Counselling and Child and Family Health Nurses
- Community Nursing
- Palliative Care
- Cardiac and Respiratory
- Diabetes Management
- Dietetics
- Dementia Outreach Service
- Aged Care Assessment Team
- Mental Health
- Needle Syringe Programme
- Occupational Therapy
- Physiotherapy
- Podiatry
- Social Work
- Speech Pathology

Patient Information

Admission and Booked Admissions

Booked Admissions are arranged on a convenient date for doctor and patient, with priority being given to patients with more urgent conditions – booked admissions may be delayed if other emergency admissions occur.

Patients booked for operations receive a pre-admission form from their doctor with a questionnaire about their health. This information helps the nursing staff/anesthetist to assess whether tests are required, or a visit in person to the anesthetist before the operation.

Patients may need to have a check-up at the hospital prior to the admission date. Relevant information and handouts will be given at this time about what to bring and preparation for surgery.

Appointments are made by telephoning the Admission Officer on 6686 2111.

Emergency Admissions, to a hospital bed, take place in the Emergency Department. A delay in admission to the desired ward may occur while a bed is made available. Your care will continue in the Emergency Department until the Ward is ready to provide your continued care.

The admission process involves a number of checks and forms being completed by you and our staff. You will be asked a number of questions by a range of health professionals. Some of these questions may be sensitive in nature, however, they do help us provide the best care possible.

At times, the demand for acute hospital beds is high. When this occurs, patients who are over their acute period of illness and who need to remain in hospital for continued convalescence, may be transferred to one of the peripheral hospitals within the area. The staff in these locations are well equipped to provide ongoing care to those who may require them.

What to Bring to Hospital?

- Pajamas or nighties and dressing gown
- Day clothes as required
- Appropriate well-fitting footwear
- Toiletries including dentures and hearing aids
- Private Medical Fund card, if you are a member
- Small amount of money (for newspapers etc)
- Your current medications in their original container (these will be returned to you)
- X-Rays, CT Scans, Ultrasounds and other test results
- Suitable reading material, or other activities such as knitting etc.

What NOT to Bring to Hospital

- Valuables, jewelry, credit cards or large sums of money
- Radios without head phones
- Television sets
- Electrical appliances (apart from razor, hair dryer)
- Alcohol, recreational drugs, cigarettes
- Mobile Phone use must be limited in the Emergency Department and Wards. They must also be turned off in any Theatre and Day Surgery Areas. In some cases, you may be asked to turn off your mobile phone, especially in areas where there is highly sensitive equipment.

Please remember that our staff are busy and have many patients to see – therefore, they cannot wait for patients who take private calls on their mobile phones while staff are trying to assess and treat them.

Patients that prefer to talk on their mobile phones while staff are trying to communicate with them, may have their assessments and treatments substantially delayed and may be asked to leave the department to finish their call.

Your Stay in Hospital

Ballina District Hospital has introduced a number of programs to keep patients safe.

All patients have the right to ask health professionals and other staff to wash their hands if they have not done so. All staff including Doctors, Nurses, Allied Health professionals and support workers are required to wash their hands or use a hand sanitiser in between patients and procedures. If you see a staff member not washing their hands and you don't feel comfortable speaking to them, please ask to speak to the Nurse Unit Manager or After Hours Nurse Manager.

All nursing handovers are conducted at patient bedsides and are designed to involve patients in the information nurses are handing over to the next shift, and allow the patient to have input into their care.

If any visitor notices that you are becoming more unwell, they may report this to the nursing staff for urgent attention.

All patients will have regular observations; with patients whose observations fall outside the normal range being reviewed by a senior clinician. Some of these observations will take place overnight, so please be aware the interruptions to your sleep are to ensure you are safely monitored during your hospital stay.

Patients are asked to bring comfortable well-fitting shoes for when they mobilise. We also ask that you take note of staff instructions and ask for help to mobilise if you require it. Sadly, most falls in hospitals occur when patients don't ask for help to mobilise.

It is a sad fact of life that many people who come into hospital are suffering from incurable diseases and may be reaching the end of their life. Staff will, therefore, discuss with many patients what they want done if their condition was to worsen. We encourage relatives and carers to also be involved in this difficult decision where possible.

Advance Care Directives

We recommend that you fill out an Advance Care Directive. This form is a way of letting us know your wishes about your healthcare if you become too ill to make decisions yourself.

If you already have an Advance Care Directive, please give the nurse a copy for our records. If you would like to complete an Advance Care Directive, we have books available in each ward. Ideally, they should be filled out with your family and GP.

Blood Clot Prevention

You may develop a blood clot if you have a number of risk factors, including:

- Immobility (you cannot move around by yourself)
- Previous strokes
- Inherited blood clotting abnormalities
- Overweight
- Heart failure
- Smoking
- Taking the contraceptive pill.

We will assess your risk of developing a clot - if you are at risk, we will ask you to wear compression stockings or start you on some medication to prevent blood clots. Your doctor will explain these treatment options with you.

If you have a sudden increase in pain or swelling in your legs, pain in your chest or difficulty breathing, please tell your nurse immediately.

If you get these symptoms at home after you have left hospital, please get emergency treatment.

Blood Transfusions

Some patients need a blood transfusion during their stay in hospital. A blood transfusion is a procedure where you receive blood through an intravenous cannula (IV) inserted into a vein.

Some patients need a transfusion of other parts of blood, e.g. platelets or plasma.

These transfusions can have risks. Your doctor will explain these risks to you and then ask you for your consent before we can give you the transfusion – you will need to sign a consent form.

For more information on blood transfusions, please visit our website: <http://nswlhd.health.nsw.gov.au/about/patient-blood-management/blood-and-blood-product-transfusion/>

Clinical Handover

Clinical Handover is the transfer of responsibility and accountability for your care to another health professional.

This can be done in a number of ways:

- Nurse handover to another nurse at the bedside when they change shifts
- Doctor handover to another doctor
- Allied Health handover to another Allied Health professional
- If your condition gets worse and we are asking for a doctor to see you
- During transfer of care to another health professional or health care facility.

This is usually done face to face at the bedside and where possible, you are encouraged to be involved. The Nurses who cared for you will introduce you to the next shift. They will discuss what has happened to you and your plan of care - please clarify information, ask questions and add any information you think may be helpful.

Communication Board

Each bed has a communication board. We will write the name of the Doctor and Nurse caring for you. We will write the Estimated Date of Discharge (EDD) to help you and your family plan for when you go home, and write plans for your care (e.g. X-ray appointment).

Discharge Planning

Discharge Planning helps to identify and arrange your health care needs once you leave hospital. You and your family/carer are the centre of this planning process, in conjunction with health professionals. The Nursing Unit Manager can help with concerns about your discharge.

If you think there will be problems for you returning home, speak to the nursing staff well before your discharge date. There are programs available which will help you settle back into the community and reduce the chances of you returning to hospital.

You may be given prescriptions for medication. It is your responsibility to get these filled by a Pharmacist.

If you have a wound that needs dressings/ bandages, we will arrange for a nurse to visit you at home or we will make an appointment for you at an outpatient clinic.

Follow-up appointments will be made at the hospital before your discharge. Community Support Services will not be arranged without talking to you or your family/carer. We will ask for your consent before referring you to any service.

Your doctor will send a letter to your general practitioner (GP)/regular doctor once you are discharged from hospital, so they can provide ongoing care - please tell your doctor or Nursing/Midwifery Unit Manager if you do not want this information to go to your GP.

Care After Discharge

If you can foresee any problems and/or require assistance in regards to returning home, speak to the nursing staff well in advance of your discharge date. There are programs available to you on discharge which will assist and support your transition back to the community, and reduce the risk of you returning to hospital and you will be referred to these if required.

Surgical patients are asked to make their own follow up appointments, as per the discharge instruction sheet.

You may be given a prescription; it is your responsibility to ensure these are filled.

If you have a wound that requires dressings, follow-up visits by Community Nurses and/or appointments with the Wound Clinic will be arranged and explained to you.

Falls Prevention

There is an increased risk of falling in hospital. The reasons could be:

- Unfamiliar surroundings
- Your medical conditions
- Medications you may be taking
- Impaired mobility
- Just feeling unwell.

We will try to help reduce the risk of you falling by:

- Familiarising you with your surroundings
- Assessing your risk of falling. The results will be discussed with you and your family
- Putting prevention strategies in place if you are at risk of falling or you were admitted after having a fall
- Providing assistance to help you to move around.

You can help us by:

- Waiting for staff to assist you
- Using mobility aids provided, e.g. wheelie walker
- Using non-slip socks or appropriate footwear
- Using your call bell if you are feeling unwell or unsteady, so we can assist you.

We have Falls Packs available on each ward – please ask staff for this pack if you would like more information.

Infection Control

We are making every effort to reduce the spread of infection. We take hand hygiene (making sure hands are cleaned properly), very seriously.

Hand Hygiene involves staff, patients and visitors. Hand sanitisers have been placed at entrances, lifts, corridors and in all patient rooms - visitors are asked to use hand sanitisers before and after visiting patients.

You can also help by washing your hands:

- Anytime they feel dirty
- Before and after you eat
- After you use the toilet or bed pan or urinal
- If you touch a wound dressing/bandage
- After coughing, sneezing or blowing your nose
- Before and after you leave your room.

Medications

We are responsible for providing all your medications during your hospital stay.

If you have any medicines prescribed by your own doctor or bought "over-the-counter" from a chemist or health food store, please give them to the nurse - this includes herbal and homeopathic preparations.

We will send all your “own” medications home with your family/carer once you are admitted.

While in hospital, it is important that you only take medications that are prescribed and given to you by us. When we give you your medications, we will:

- Check your armband with your details on it
- Ask your name and Date of Birth
- Ask you what medications you think you are having
- Ask if you have any allergies
- Have 2 nurses check any restricted or dangerous medications given to you.

Patient Empowered Care

Please ask your doctor questions before you are discharged home, to make sure we have covered everything to meet your needs.

You could help us by asking your doctor these questions before you are discharged:

- When will my GP get information about my stay in hospital?
- Can I have a written list of my medications to take with me when I go home?
- What do I have to do next? (e.g. follow-up appointments)
- Are there any test results that still need to be followed up? (How do I get my test results, who should I follow them up with?)
- Who should I contact if I have any questions?
- Is there anything else I should know about my stay in hospital?

Patient Identification

We must correctly identify patients and match your name to the treatment being given. If we do not, there is a risk of us giving the wrong treatment to the wrong person.

We need to constantly check our patients. We understand our checking can be off-putting, but we care about your safety and appreciate your understanding.

Pressure Injuries

Pressure injuries are areas of damage to the skin or underlying tissue. They are caused by too much pressure in one place and they can develop quite fast.

We will help you to prevent pressure injuries in hospital by:

- Assessing your risk factors. These results will be discussed with you and your family
- Putting strategies in place if you have been identified at risk of developing a pressure injury or if you already have one
- Providing equipment, if required (e.g. special bed or mattress).

You can help us by:

- Moving regularly (change your position every 20 – 30 minutes)
- Telling us if your bedding is moist or creased
- Telling us if you have any tender spots or reddened skin areas
- Looking after your skin – put moisturiser on dry skin
- Eating a balanced diet.

We have Pressure Injury Prevention (PIP) Packs available – please ask staff for this pack if you would like more information.

R.E.A.C.H

Are you worried about a recent change in your condition or that of a loved one? REACH is a communication process which will help you share your concerns with us.

What does REACH stand for:

R: Recognise: You or your loved one may recognise a worrying change in your condition

E: Engage: If you or your loved one recognise a worrying change, talk to the nurse that is looking after you. Tell the nurse your concerns.

A: Act: If your concern is not responded to, or you or your loved one is getting worse, act. Ask to speak to the Nurse in charge and request a "Clinical Review". This should occur within 30 minutes.

C: Call: If you are still concerned you can call an emergency response by calling the hospital number and ask for the "In Charge of Hospital" to be paged. Clearly say "This is a REACH call" and tell the operator the name and ward of the person you are concerned about.

H: Help is on its way

You will not offend staff if you R.E.A.C.H out. We support patient and family/carer involvement. We also encourage you to raise your concerns with us during times of Clinical Handover between staff shifts.

We have REACH brochures available – please ask staff if you would like this brochure.



General Information

Here at Ballina District Hospital, we work together as a team to ensure the best outcome for you or your family member. We recognize and understand that you as the patient's carer and family have valuable input to provide to the team, to enlighten us on who we are caring for, where their place in the community is, what their home situation is like, and what services are currently provided to them.

It is important to have family members involved with open communication between the family (who is the expert on the patient), and the medical expert team. This ensures that all parties are working collaboratively and that discharge planning is discussed regularly, to ensure that a timely and appropriate discharge occurs.

Alcohol

Hospital Policy prohibits alcohol in the Hospital or on the grounds for patients or visitors.

Patients may be allowed alcohol only if ordered by a Doctor.

Accommodation for Relatives

Nearby motels provide accommodation. Ballina post code is 2478 if you need to search for accommodation using the internet.

Relatives of critically ill patients are able to remain in hospital beyond visiting hours. Please negotiate this with the Nurse in Charge.

ATM

An automatic teller machine can be located in the hospital – this facility is privately run and managed.

Children

We do not provide pediatric inpatient care as part of our general ward, except in the case of overnight stays after a surgical procedure.

We do provide treatment and stabilisation in the Emergency Department of children prior to transfer to Lismore Base Hospital, or another appropriate facility if their condition requires it.

Children will not be discharged into the custody of anyone other than their parents or guardian, unless other definite, written arrangements have been made by their parents or guardian with the Registered Nurse responsible for the ward.

Clergy

Clergy of different denominations visit regularly and can be called at any time if you desire it.

Clothing

Lockers and storage cupboards are provided for patient's personal clothing but no responsibility is accepted for money, jewelry, valuables or personal aids, unless they are placed in the hospital's safe and a receipt issued.

Consent

Ballina Hospital is obliged by law to obtain the written consent of anyone who is to have an operation in the hospital. You cannot have an operation if we do not have valid informed consent from you, or from someone able to give consent on your behalf. Consent is obtained by medical staff who must ensure that legal requirements are met and you understand what you are consenting too.

Informed consent means that you understand the details of your operation. Your doctor has a duty to explain:

- Your medical condition
- The treatment you are getting (including any other treatments available)
- The benefits, risks and possible complications of the treatment. This is so you can make a best decision for you.

If you do not understand the details of your operation or treatment, ask to speak to your doctor.

Informed consent is also needed for:

- Anaesthesia (medication that blocks pain during surgery)
- Unusual medications
- Photographs and audio-visual recording
- Other certain procedures where consent is required by law.

Compliments and Complaints

We regard compliments and complaints in a positive way so that we can improve our care for you, your family and/or carers. All complaints are reviewed with confidentiality and fairness. Your satisfaction is important to us.

If you receive a service or care that you feel is exceptional or warrants complimenting, please feel free to register a compliment with us.

A complaint is an expression of dissatisfaction by a patient/consumer, or another person about access, treatment, communication, services or policies.

Compliments and complaints can be made:

- Verbally either over the phone or face to face
- In writing or by email using the address provided at the front of this book
- In writing using our compliment/complaint card – please ask the receptionist, if required.

Confidentiality and Privacy

Your medical record remains confidential (private). We must keep your information confidential by law. Please ask us if you want any information from your medical record.

You will be given every possible privacy when we ask you questions or examine you.

Discussion will be discreet and only with staff involved with your care.

Health care professionals who are treating you can access your medical record, wherever treatment takes place.

A discharge summary can be sent to your GP (General Practitioner) when you leave hospital. If you do not wish for this to happen, please inform the Nursing/Midwifery Unit Manager.

There is strict control of access to certain records such as:

- Sexual assault
- Drug and alcohol
- HIV/AIDS
- Domestic violence
- Sexual health
- Mental health
- IVF and artificial insemination programs
- Records of children considered at risk.

Sometimes, information from medical records may be used for teaching or research. Where possible, we will get your consent for this. Any person who has access to personal health information must legally keep it confidential.

If the NSW Ministry of Health extracts information about you, most of the time names are removed from the record before reporting. Other authorities are legally allowed to see information about:

- Medicare eligibility
- The registering of births and deaths
- Circumstances of death
- Drink-driving
- Cancer cases.

You are entitled to see information about yourself written in your medical record. If you need any information from your medical record, please ask us.

HealtheNet is a secure online summary of your personal health information from NSW public health services. HealtheNet provides access to **My Health Record**. HealtheNet and My Health Record provide us with better information about your health care. For further information, go to: www.ehealth.nsw.gov.au

Donations

Donations may be made to the Hospital for specific items or equipment or to general funds.

They may also be left in the form of a bequest.

All donations of two dollars or more are tax deductible.

No matter how small they are, they are always welcome and appreciated.

Gifts of Food, Drinks, Sweets etc

Visitors are asked to consult the Registered Nurse in the ward before giving patients any articles of food or drink. Some patients are required to be on special diets due to swallowing difficulties or diseases such as diabetes. Giving the wrong food to patients could, therefore, potentially result in serious harm.

Hairdresser

Enquiries regarding the hairdressing service should be directed to the Nurse or Ward Clerk.

Hospital Auxiliary

The Hospital Auxiliary provide an essential service to the Ballina community. The auxiliary have a small on site canteen at the General Ward entrance which carries snacks, drinks, books, stationery, toilet requirements as well as some craft and clothing items made by auxiliary members.

The Auxiliary have a trolley service to the wards. The trolley carries sweets, drinks, books, stationery, toilet requirements etc. All funds are used to improve the hospital facilities.

Donations are welcome and can be made directly to the auxiliary.

Justice of the Peace

A Justice of the Peace is available to witness documents. Please ask the Nurse Unit Manager if you require this service.

Mail

Mail is delivered daily to the ward and outgoing mail can be given to the Nurse or Ward Clerk for posting.

Meals

The Catering Department operates between the hours of 6:00am - 8:30pm, 7 days a week.

They offer a large range of meals to accommodate all tastes, desires and recommendations from health professionals, (i.e. Speech Pathology, Dietician, Medical Officer).

All meal times are 'protected' ensuring adequate staff are on hand to assist if necessary.

Meal times are as follows:

Breakfast:	7:30am
Morning Tea:	9:30am
Lunch:	12:00 noon
Afternoon Tea:	3:00pm
Dinner:	5:00pm
Supper:	6:30pm

Meal times can be altered due to a patient's diet and needs at any time. Patients who require assistance will be identified and receive this appropriate assistance.

The Catering Department will do all that is possible to make the patients stay enjoyable.

Please pass on any information you are concerned about to one of the Catering staff throughout the day, or ask to speak with the Hotel Service Manager.

Each day you will be asked to complete a menu. The menu is designed to give a balanced diet.

If a special diet is ordered or if you have any special dietary needs, a dietician is available for advice.

Refreshment facilities and a lounge and garden area are available.

Medications

The Hospital is responsible for providing all your medications during your hospitalisation. Should you have any drugs or medicines prescribed by your own doctor or bought "over-the-counter" from a chemist or a health food store, please hand them to the Registered Nurse. This includes herbal and homeopathic preparations as well. We will aim to send all your "own" medications home with relatives once admitted.

While in hospital, it is important that you only take those medicines that are prescribed and given to you by a member of the hospital health care team.

Newspapers

Newspapers are available from the shop across the street. Payment for newspapers is a private matter between you and the supplier. A daily newspaper is provided for chargeable patients (private patients).

Parking

There is limited parking available within hospital grounds.

Patients and visitors are advised that parking is available in Cherry and Fox and Moon Streets.

Personal Washing

This should be arranged with your relatives or friends.

For patients who are unable to make these arrangements, please inform the staff and alternative arrangements may be made.

Safety of Patient Valuables

Wherever possible, please do not bring valuables to Hospital. The Hospital is unable to accept responsibility for your personal property, apart from valuables that are placed in the Hospital safe. Please advise the staff if you require valuables and money to be locked in the hospital safe.

Please take care of your personal items - false teeth, spectacles, hearing aids, walking aids, clothes, toiletries, etc.

Valuables include - cash, cheque books, bank and finance cards including debit and credit cards. "Valuable" cards, e.g. license, pension card, DVA card, jewelry, keys, any personal property that is "valuable" to you.

If you do bring valuables with you to hospital, you are requested to please send them home with a family member

If it is necessary for you to keep your valuables at the Hospital, safe keeping of the valuables is available in the Hospital safe. Your valuables will be checked by two staff members with you and you will be given a receipt for the items being placed in the Hospital safe.

When you are ready for discharge, you may collect your valuables from the Hospital Administration Office in business hours. You will need to have your Hospital Identification Band and your receipt to claim your valuables.

If you choose to keep your valuables with you in Hospital and not put them in the hospital, safe - the Hospital is unable to guarantee the safety of your valuables. The staff will check the valuables with you and you are encouraged to use the locked drawer in the bedside locker - and keep the locker key on yourself.

Hospital staff are not permitted to undertake financial transactions or shopping on behalf of patients. Please ask your family to assist with these needs.

If it is absolutely essential that staff are required to assist you, there are checking and signing procedures the staff are required to follow.

Security

At certain times, doors are checked and internal checks are attended during the night.

The hospital employs Hospital and Security Assistants who have received security training and hold a security license.

Smoking

Smoking is prohibited in hospital buildings or on hospital grounds. All Health Service Facilities are Smoke-Free Environments and fines apply for anyone caught smoking.

Staff Identification

All staff wear an identification badge indicating their name and position and with a personal photograph.

Certain categories of staff can also be identified by their particular uniforms. Posters advising of what certain staff should be wearing are located throughout the hospital.

Telephones

There are bedside telephones available for incoming calls. Calls enquiring about patients, or to speak to patients should be after 10:00am to enable staff to attend to morning patient care and Doctors rounds.

Public telephones are available for use by patients. These are located at the entrance of the General Ward and Emergency. If mobility is a problem, staff will assist in placing a call.

Television Rental

The hospital provides TV rental; each bedside locker has an information sheet advising of the television rental details. If your locker does not contain an information sheet, please ask the staff for details.

If you wish to bring your own radio, ear phones must be worn.

Any electrical equipment you bring in to the Hospital must be checked and authorised and certified by an Electrician.

Toilets

For health reasons, visitors are requested not to use the patient toilets (including en-suites).

Visitor toilets are located in the Emergency Department waiting room and in the corridor leading to the Rehabilitation Unit.

Transport

Where possible, you should arrange your own transport home. If this is not possible, inform the nursing staff who will assist with alternative arrangements. Ambulance transport is arranged only where a strict criterion is met. If you are transferring to another Hospital or Health Facility, arrangements will be made by the ward staff and your family will be informed.

If you are having Day Surgery, you will need someone to drive you home after your operation (this is a requirement by law after anesthetics).

Visiting Hours

General Ward

Visiting hours in the General Ward are between 10:00am and 8:00pm, however, if patients are critically ill or relatives and carers wish to assist with patient care needs such as assistance with meals, times should be arranged with nursing staff.

Monitored Bed Area

Visitors are allowed between 10:00am to 12:00 noon and 2:00pm to 8:00pm.

Visiting is restricted between 12:00 noon and 2:00pm for a rest period.

Two visitors only per patient at one time in Monitored bed area.

Rehabilitation and Transitional Care

Should you be wishing to visit clients on the Unit our visiting times are from 9:30am to 9:30pm. Clients of the Rehabilitation and TCU are scheduled for therapy sessions at any time of the day, and it would be advisable to check with client/staff member for scheduled rehabilitation sessions.

Hospital Fees and Health Insurance

Charges/fees for hospitalisation are based on whether you have decided to be a CHARGEABLE patient (privately insured) or a NON-CHARGEABLE patient (Medicare only).

If you have private health insurance and choose to use this, you will be considered a chargeable patient (privately insured). You have the right to choose your doctor.

Patients admitted as a non-chargeable patient (Medicare only) will be cared for by doctors selected by the hospital.

You will be asked to sign a "Patient Election" form to tell us of your choice. If you do not understand this form, please ask a staff member to help you before you sign it.

Privately Insured patients

If you are privately insured, you are responsible for finding out if your health fund will provide the cover that you need. Other questions about fees can be made by at the Admission Office of the hospital during normal working hours.

If you choose to use your private health insurance, you will have no out of pocket expenses related to your hospital care. This means you will not have to pay any money to the hospital.

You will be asked to sign an "Accommodation Claim" form. We submit this and all your hospital accounts showing the fees for your care, for you.

These go to Medicare and your health fund. Once the hospital accounts are paid by Medicare and your health fund, your health fund will give you a statement.

There may be **out-of-pocket expenses** for your care from your **specialist doctors**. You should ask your specialist doctor about this.

If you come to hospital through the Emergency Department, you will firstly be cared for by the on-call Specialist doctor best suited for your condition. You may choose to be transferred to the care of your preferred doctor, if available.

After you leave the hospital, your Specialist doctor usually provides follow-up care in their private rooms - you may be able to go to a private hospital for further treatment or for follow-up care.

There are not many single rooms in the hospital. They are offered first to patients with specific medical conditions and may not always be available for private patients.

Privately insured patients will be given a free local newspaper and are entitled to free access of the Hospital television system.

You will help our hospital if you choose to use your private health insurance. The money we get from your health fund goes directly to the wards and services providing your care.

If you have a pre-existing or chronic illness, check with your health fund to see if you can be fully covered as a private "chargeable" patient while in hospital. Do this before choosing to be a "chargeable" patient. We can contact your private health insurance fund for you to check if you might have to pay anything for your care.

Self-funded Private Patients

If you would like to be a private patient but do not have private health insurance, you can still choose to be treated as a private patient - you will have to pay for accommodation, medical, diagnostic, pathology and any other relevant fees.

Hospital accounts will be sent to your home address after you leave hospital. You cannot get this money back from Medicare if you have chosen to be treated as a private “chargeable” patient and you do not have private health insurance.

Non-chargeable Patients (Medicare)

There will be no charges for any service.

Long Stay Patients

A long stay patient is someone who is a patient in hospital (public or private) for longer than 35 days (without a break of more than 7 days). After this, your doctor must decide if you still need acute treatment (short term, urgent care). If your doctor decides you do not need acute care, then you may be classified as a Nursing Home Type Patient.

This means an accommodation charge will apply, it does not mean you are going to be sent to a nursing home. This is a fee for staying in the hospital when you do not need acute care anymore - these charges are referred to as “patient contribution”. This means you cannot claim them on your Health Insurance or Veterans Affairs. For more information, please ask to speak to the Ward Clerk.

Your Rights and Responsibilities

Your Rights as a Patient

Ballina District Hospital recognises the Australian Charter of Health Care Rights. Under this charter you can expect:

- Access to Health Services
- Treatment at a public hospital in an emergency
- Timely admission to a public hospital based on clinical priority
- Transfer, if necessary, to wherever the care and treatment you need is best provided
- Access to a range of public hospital and community services
- Choice of being treated as a private patient in a public hospital.
(Public patients are treated free-of-charge, while private status enables you to be treated by the doctor of your choice except in emergencies)
- Full Information and Consultation
- Discussion of treatment options and associated risks, so that you can make an informed decision
- Your consent will be obtained before treatment, except in emergencies or where legally restricted
- Information about services, your current health condition and the names and responsibilities of health professionals involved in your care
- Access to people proficient in languages commonly used in the Australian community
- Discussion of your continuing health care before you are discharged from hospital or health service
- Recognition of you as an Individual
- Qualified competent staff who will look after you with care and skill
- Responsiveness to your needs and wants, and those of your family, friends, and carers
- Respect for your culture, religious beliefs and convictions
- Fair treatment regardless of your race, nationality, language, age, sex, sexual preference, or disability
- Privacy and confidentiality of information held about you.

While you are in hospital different members of staff and visiting doctors will provide your care according to your needs. You have the right to know the identity and professional status of all individuals providing this care. You also have the right to seek a second opinion, if you so wish.

Your care and comfort are our primary concern, and staff of the hospital will do all they can to ensure that your stay is as comfortable as possible.

If you do have any concerns, do not hesitate to contact the Nurse Unit Manager or the Hospital Executive.

Your Responsibilities as a Patient

As a patient we expect you:

- To provide to the best of your knowledge accurate and complete information about your:
 - o Past illnesses
 - o Hospitalisations
 - o Medications
 - o Other matters relating to your health.
- To report unexpected changes in your health to us.
- To tell us if you do not understand the care being planned for you and what is expected of you
- To follow the treatment plan we recommend for you. This includes instructions from Nurses and Allied Health Workers, involved in your care
- You may refuse treatment, only to the extent permitted by the law
- You are responsible for your actions, if you refuse or do not follow the practitioner's instructions.

There are some things not allowed in the Hospital or on the Hospital grounds. These include:

- All weapons, illegal drugs or alcohol – having these in hospital may result in police involvement
- Any dangerous items that may cause harm to yourself or anybody else
- Smoking – fines may apply if you smoke on site.

This hospital has a zero tolerance policy. We will not tolerate violent behaviour or verbal abuse towards staff. If this occurs, legal action will be taken and it may be reported to the police.

Any person who threatens and/or carries out an act of violence on a staff member, patient or visitor may be removed from the Hospital and reported to the police.

- Ballina Hospital and all NSW health facilities are all non-smoking. Substantial fines apply for noncompliance.

Your Behaviour

Ballina District Hospital supports the right of all staff to work in an environment that is safe and free from harassing and aggressive behaviours and violence. We, therefore, support any staff member who is subjected to this behaviour to take action, which may include reporting the matter to the police.

Any person who threatens, intimidates and/or carries out an act of violence on a staff member, patient or visitor may be removed from the Hospital and reported to the police.

Are you worried

about a recent **change** in your **condition**
or that of your loved one?

If yes... REACH out.

WHAT IS REACH ABOUT?

R

We know you may recognise a worrying change in your family member or friend's condition or, you as a patient.

E

1 We encourage you to engage with the nurse or doctors looking after you to share your concern.

A

2 Ask the nurse in charge for a 'Clinical Review'. This should occur within 30 minutes.

C

3 If still concerned make a REACH call by dialling the number below on the bedside phone or ask for the ward phone. State the ward and patient name.

H

Help is on its way.

We encourage you to first speak with your treating nurse who may be able to help you to resolve your concerns.

R.E.A.C.H out to us
Because together we make a great team.



CLINICAL
EXCELLENCE
COMMISSION

WHAT IS REACH?

We know you know yourself or the person you care for best. This is why as a patient receiving care in our hospital we want you to let us know if you have a serious concern about your or the person you care for condition or notice a worrying change.

REACH is the way that you can share your concerns with us.

HOW DOES IT WORK?

You may **RECOGNISE** a worrying change or have a serious concern about your (or that of the person you care for's) condition.



If you do, **1. ENGAGE** – i.e. speak to the nurse or doctor who is looking after you, or the person caring for you. Tell them your concerns.



If your concern is not responded to, or you are worried that the person you care for is getting worse, **2. ACT**. Ask to speak to the nurse in charge and request a 'Clinical Review'. This should occur within 30 minutes.



If you are still concerned, you can **3.** make a **REACH CALL** using the bedside or ward phone to the Emergency Team by dialling the number overleaf.



HELP will be on its way.

HOW DO I CALL THE EMERGENCY TEAM?

Firstly speak with your nurse, doctor and the nurse in charge, who may be able to help you resolve your concerns.

If you have spoken to the staff and still feel worried call the number overleaf on your bedside phone or ask for the ward phone.

MAKING THE CALL

Tell the operator:

- ☐ Who you are – a patient, family member or carer
- ☐ That you need a REACH call
- ☐ The name of the ward
- ☐ The bed number you, or the person you care for, is in.

WILL I OFFEND STAFF IF I MAKE A REACH CALL?

No. Staff in this facility support patient and carer involvement. We want you to work with us to create the best experience for you or the person you care for during the hospital stay.



Let us help improve your wellbeing:

Manual Wheelchairs, Bedroom & Seating,
Mobility, Bath & Shower, Toilet, Pressure Care,
Daily Living, Compression Stockings

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ALL UNDER ONE ROOF

**Compression
Stockings *Plus*
BALLINA**



**Fitted for your
health & comfort by
Registered Nurse on Duty**

- ✓ Medical Legwear
- ✓ Air travel young & old
- ✓ Abdominal binders

PLEASE RING FOR AN APPOINTMENT

 **02 6686 4321**

fax: 02 6686 0480

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70 River St Ballina (next to Woolies)



Be up & about in no time

The support you need
after a hospital stay

**Quality care
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team.**

Respite Care – a little respite
goes a long way

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help you with

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delicious and delivered
to you



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Independent Living

Residential Care

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Veterans' Care

Meal Service



Avondale
Alstonville
Wyee Point
Jewells
LIFESTYLE COMMUNITIES

Still enjoying the sun

Merlene lives in a lovely 2-bedroom villa at the Adventist Retirement Village in Alstonville.

She enjoys spending time in her north facing sun room overlooking the nearby Macadamia farm and on to the hills in the distance.

"After the loss of my husband in 2016 and with several medical issues, I realised that to be able to continue to remain safely and comfortably in my home and enjoy my favourite "sunny patch" I would need help."

Fortunately, Merlene was able to be assessed and start to receive services from a government funded Home Care Package. This package is delivered by Adventist Senior Living.

Since October 2017, Merlene has had support with many activities that help her remain at home and avoid the need for nursing home care.

"I get help with my breakfast and a shower each morning, I have my bed made and my washing taken care of. Later, I have help with some exercise and often go for a walk with the care staff. Sometimes they take me shopping or if I am not feeling up to it, they will do it for me."

"The girls from Adventist Senior living are so helpful and will do almost anything I need. They have become like family to me."

"I feel much safer now because I have been able to have a ramp and rails built at my front door and hand rails put in my bathroom."

"I am so lucky that I live in a country where the Government looks after me."



Avondale
Alstonville
Wyee Point
Jewells
LIFESTYLE COMMUNITIES

6 REASONS YOU SHOULD CHOOSE ADVENTIST SENIOR LIVING HOME CARE

- ✓ Very flexible service delivery plans
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- ✓ Innovative approach to consumer directed care
- ✓ Highly trained values oriented staff
- ✓ Caring, Christian not for profit operator
- ✓ Remain in the home with trusted care and support

Ph 6628 1944

77 Peaces Creek Rd, Alstonville

homecare@adventistseniorliving.com.au

www.adventistseniorliving.com.au



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ADVENTIST
SENIOR LIVING NSW

at home with care

Northcott Ballina Therapy

Realise your potential



Our Ballina Therapy Team can support you to:

- > Learn everyday skills
- > Be part of your community
- > Understand what others are communicating
- > Communicate with, and be understood, by others
- > Develop social skills and make friends
- > Be more independent
- > Be more comfortable with certain sounds, smells, touch or other senses
- > Be more physically mobile
- > Manage swallowing to enjoy mealtimes
- > Increase confidence to try new foods


Our Therapy Services offer you a team of fully accredited, experienced and committed specialists, including:

- > Speech pathologists
- > Occupational therapists
- > Physiotherapists

Northcott is a Registered NDIS provider and Medicare rebate is available.

Contact details:

 02 6620 6600

 northcott@northcott.com.au

 northcott.com.au/ballina



Northcott
Let's see what you can do

Basic Life Support

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

D

Attach Defibrillator (AED)

as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return



January 2016



**NEW ZEALAND
Resuscitation Council**
WHAKAHAUORA AOTEAROA



byron aged care

Getting older and needing supported accommodation? Look no further than Byron Aged Care, Byron Bay's Premier Coastal Aged Living.

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Phone: 02 6685 6728

Email: admin@byronagedcare.com.au
Web: www.byronagedcare.com.au

Providing more personalised care at Bupa Ballina.

Our Person First approach means we take the time to get to know you, so we can tailor your care to help support you in the way that you prefer.



Book your tour today

☎ 02 6681 0200 🌐 bupa.com.au/aged-care

📍 148 North Creek Road, Ballina



Aged Care

NORTH COAST
Radiology

PH: 1300 66 XRAY (1300 66 9729)

BALLINA.....93 Tamar St.

BYRON BAYByron West Shopping Centre, Bayshore Dr.

CASINO.....133 - 145 Centre St.

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WOMEN'S IMAGING (INCLUDING DIGITAL MAMMOGRAPHY
AND TOMOSYNTHESIS)**

Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor.

2. Don't Smoke

Smoking greatly increases your risk of heart attack.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation

National Heart Foundation of Australia

We win cases like yours

If you've been injured at work, on the road or in a public place, Slater and Gordon is dedicated to winning cases like yours. With skill, care and commitment, our expert lawyers will get you the compensation you deserve.

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- + Public Liability Claims
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- + Motorcycle and Quad Bike Accident Claims
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- + Police, Fire and Ambulance Work Claims

We offer FREE first consultations[^]. Our expert lawyers can visit you at your home or hospital to discuss your case and provide advice on what compensation you may be entitled to.

[^]Terms and conditions apply. See website for details.

Slater Gordon
Lawyers



Josh McKay

Senior Associate

Accredited Specialist in Personal Injury Law



*Conditions apply.
See website for details.

Call 02 5698 1780

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slatergordon.com.au



Ballina Pathology Collection Centre

Ballina District Hospital
Fox Street, Ballina
Open: 8:00am–12:00pm
Monday to Friday
Closed Saturday

Phone: 6620 6270

We offer bulk billing services
All pathology request forms accepted

Please phone: 6620 2900 or visit:
www.pathology.health.nsw.gov.au

Other Local Collection Centres

- Byron Bay
- Grafton
- Lismore
- Maclean
- Murwillumbah
- Tweed Heads
- Yamba



Health
Pathology



Health
Pathology

creating better health & justice systems

www.pathology.health.nsw.gov.au



Cystic Fibrosis



Cystic Fibrosis (CF) is the most common, genetically acquired, life-shortening chronic illness affecting young Australians today. It primarily affects the lungs and the digestive system.

For support or information on Cystic Fibrosis, contact a CF organisation in your State or Territory:

Cystic Fibrosis ACT
Ph: 02 8732 5700
E: info@cfact.org.au

Cystic Fibrosis NSW
Ph: 02 8732 5700
E: general@cfns.org.au

Cystic Fibrosis QLD
Ph: 07 3359 8000
E: admin@cfqld.org.au

Cystic Fibrosis SA
Ph: 08 8221 5595
E: cfsa@cfsa.org.au

Cystic Fibrosis TAS
Ph: 03 6234 6085
E: general@cftas.org.au

Cystic Fibrosis VIC
Ph: 03 9686 1811
E: admin@cfv.org.au

Cystic Fibrosis WA
Ph: 08 9346 7333
E: info@cysticfibrosiswa.org

Australian Cystic Fibrosis Research Trust
Ph: 02 8883 4477
E: general@cfa.org.au



Our vision is lives unaffected by Cystic Fibrosis.
If you would like to help us achieve this vision, please visit
cysticfibrosis.org.au to donate.

Cystic Fibrosis Australia
Unit 26, 5 Inglewood Place
Norwest Business Park
Baulkham Hills NSW 2153
Ph: (02) 8883 4477 Freecall: 1800 232 823
Email: general@cfa.org.au



For more information visit cysticfibrosis.com.au

A woman with red hair tied back and a young girl with curly hair are looking at a card together. The card displays four cartoon faces with different expressions: happy, sad, angry, and confused. The woman is wearing a blue and white striped shirt, and the girl is wearing a yellow t-shirt with a 'The Wiggles' logo.

Northcott Ballina

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

Our Ballina Team can support you with:

- > In home and Community Support
- > Coordination of Supports
- > Vocational Skills
- > Everyday Life Skills
- > Housing and Supported Independent Living
- > Therapy

When it comes to getting the most out of the NDIS, we understand how complicated it can be. Our Individual Plan Advisors (IPAs) will guide you through the process and support you to confidently make decisions about your future.

**Book a free consultation
with us today**

Contact details:

 02 6620 6600

 northcott@northcott.com.au

 northcott.com.au/ballina



Northcott
Let's see what you can do

