Welcome to Ballina District Hospital.

At Ballina District Hospital we recognise that coming into hospital can be a daunting experience for many people. This patient guide is therefore designed to provide information for you and your carers about your stay in hospital and help you contribute to your own health outcomes.

Our team strive to provide the best care for our patients, however, to continue to do so we encourage your involvement and the involvement of your carers.

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 Hospital Nurse Manager.

We also strive to try and provide the most up to date information and would welcome your feedback on this information guide. Please feel free to pass your comments on to the Nurse Unit Manager or the Deputy Director of Nursing.
Contents

The Services We Provide .............................................................. 4
Patient Information ..................................................................... 6
General Information for Patients and Visitors ............................... 8
Hospital Fees and Health Insurance ............................................. 12
Your Rights and Responsibilities ................................................. 13
Privacy and Confidentiality ......................................................... 15
Your Right to Compliment staff or make a Complaint ............... 15
Your Behaviour .......................................................................... 15
The Services We Provide

Ballina Hospital consists of an Emergency Department, General Ward, Renal Unit, Rehabilitation Unit, Surgical Services, Medical Imaging and 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 haemodialysis patients and operates 2 shifts per day over 6 days. In addition up to 2 patients per day are trained in the home haemodialysis 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, Gynaecology, Ear Nose and Throat (ENT) and Vascular surgery. Surgery is performed by Visiting Specialist Surgeons and Anaesthetists who are supported by Nurses and Wardspersons.

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, whilst 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 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 & Other Drugs
- Child & 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.

Patients booked for operations receive a pre-admission form from their doctor with a questionnaire about their health. This information helps the nursing staff/anaesthetist to assess whether tests are required or a visit in person to the anaesthetist 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 take place in the Emergency Department. A delay in admission may occur whilst a bed is made available. Your care will continue in the Emergency Department and then in the Ward.

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, do help us provide the best care possible.

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

What Not to Bring
- Valuables, jewellery, credit cards or large sums of money
- Radios without head phones
- Television sets
- Electrical appliances (apart from razor, hair dryer).

*Mobile Phones 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 whilst staff are trying to assess and treat them. Patients that prefer to talk on their mobile phones whilst 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

Keeping Patient Safe:

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 bedside 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.

**Meals**

The Catering Department operates between the hours of 0600 - 2030 hours 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 patients 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. Menus are distributed at breakfast and should be filled in to be collected from 8.00am.

Refreshment facilities and a lounge and garden area are available. A public telephone is available for your convenience.
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. licence, pension card, DVA card, jewellery, 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.

General Information for Patients and Visitors

Here at Ballina District Hospital we work together as a team to ensure the best outcome for 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.

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

We do not provide paediatric 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, jewellery, 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. No operation can be performed on a patient without the valid informed consent of the patient or some other person competent to give consent on their behalf. Consent is obtained by medical staff who must ensure that legal requirements are met.

If you do not fully understand the nature of your operation, ask to speak to your doctor to receive information in plain English regarding your illness, its likely course, the expected treatment, including the risks.

Consent based on adequate information is obtained also for anaesthesia, electro-convulsive therapy, unusual medications, hazardous assessment procedures, photographic and audio-visual recording and other procedures where consent is required by law.

**Confidentiality**

The content of your medical record remains confidential. All staff are legally required to maintain confidentiality. Should you require any information from your medical record, please ask your Doctor or Nurse Unit Manager on your Ward.

**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.

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.

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.
PATIENT INFORMATION

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 licence.

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.

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 & 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.

Questions, Feedback, Comments, Suggestions and Complaints
All of our staff are interested in your suggestions and feedback. We need you to tell us what you think so that we can ensure your needs are met and continue to improve our services. There are a number of ways in which you can give your views, make suggestions or express concerns including:

- Speaking directly to the staff attending you
- By completing a patient satisfaction survey if requested
- Writing a letter
- Make comments and place in the ‘Suggestion Box’ in the General Ward.

If you have concerns or complaints about your treatment, care or hospital stay, please speak with one of the following:

- The Nurse Unit Manager
- The Nurse Manager
- The Executive Officer/Director of Nursing
• Complaints can also be forwarded to the Complaints Manager, Northern NSW Local Health District. However, the staff at Ballina are keen to ensure your needs are met and you are satisfied with our care. We appreciate if you let us know of any concern at the time, so we can assist you as soon as possible.

**Discharge**

The discharge planning process commences on your admission and your doctor and ward staff will discuss arrangements with you. The hospital has patient care coordinators in both the General Ward and Rehabilitation who can assist in concerns related to your discharge, please ask the Nurse in Charge for details.

Patients are usually discharged by 10.00am on the morning of your planned discharge date.

**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 criteria 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 anaesthetics).

**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.

**Hospital Fees and Health Insurance**

Charges for hospitalisation will be determined on whether you have decided to be a CHARGEABLE patient (privately insured) or a NON-CHARGEABLE patient (Medicare only). You will be asked to sign a ‘Patient Election Form’ for this purpose.

If you hold private health insurance you will be deemed to be a chargeable patient (privately insured) and have the right to select the doctor of your own choice, unless you elect to be admitted as a non-chargeable patient (Medicare only) and be cared for by doctors nominated by the hospital. If you are privately insured, you are responsible for ensuring that your health fund will provide the cover that you require. Other fees enquiries can be made by telephoning or attending the Admission Office of the hospital in normal working hours.

**Chargeable patients**

Patients with Private Health Insurance who elect to be a private patient:

• Are cared for by their own Doctor if that Doctor is a Visiting Medical Officer

• Can request accommodation in a single room. Single rooms are allocated first to patients with specific medical needs and may not always be available for private patients
• Will be asked to sign an “Accommodation Claim Form” so that an account can be submitted to the Health Fund on your behalf
• Will be given a free local newspaper
• Are entitled to free access of the hospital television system.

Person's electing to utilise their private health insurance whilst in our facility will incur no out of pocket expenses, if you should receive any accounts related to your stay, please discuss this with the staff so that the issue can be resolved.

If you suffer from a pre-existing or chronic illness, you are strongly advised to check with your Health Fund claims department to ascertain your eligibility. This should be done prior to electing to be a “Chargeable” patient. We are able to contact your private health insurance fund for details of any excess payments you may be liable to make, e.g. share and save schemes, etc.

Self paying patients - Hospital accounts for patients who are not privately insured but elect to be charged so that they can have the doctor of their choice will be forwarded to the home address after discharge. This account is not redeemable through Medicare.

Non-chargeable patients (Medicare)
• There will be no charges for any service.

Long Stay Patients
When you are a patient in this or any other Hospital (public or private) for longer than 35 days (without a break of more than 7 days), then a determination must be made by your Doctor as to whether you still require acute treatment. If your Doctor decides by not issuing an Acute Care Certificate that you do not require acute care then you may be classified as a Nursing Home Type Patient. An accommodation charge will apply if you are changed to a ‘nursing home’ type patient.

These charges are referred to as “patient contribution” and are not claimable on any Health Insurance or Veterans Affairs. For more information, please ask to speak to the Admissions 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 & 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 ask questions of the staff.

Your Responsibilities as a Patient

• To provide to the best of your knowledge accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health

• Report unexpected changes in your condition to the responsible practitioner

• You need to acknowledge whether you clearly understand a planned course of action and what is expected of you, the patient

• You are responsible for following the treatment plan recommended by the practitioner responsible for your care. 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

• This hospital has adopted zero tolerance and will not tolerate violence, physical aggression or verbal abuse towards its staff. If this occurs, legal action will be taken

• All weapons (even licenced ones), illegal drugs, or alcohol are not permitted on the site of Ballina Hospital. Non-compliance may result in police involvement

• As part of hospital safety we ask that you do not bring into hospital any dangerous items that may cause harm to yourself or anybody else; this includes illegal drugs and alcohol

• Please assist in control of noise to help others with recovery

• Be respectful of the property of others and of the health care facility

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

You will be accorded every possible privacy for your interview and examination.

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

Health care providers who are treating you, including those under contract such as Visiting Medical Officers, will have access to your health record, regardless of where the treatment takes place.

A discharge summary can be sent to the GP that you nominate when you leave hospital. If you do not wish this to happen, please inform the Nurse Unit Manager.

Particular care is taken to ensure strict control of access to certain sensitive records such as sexual assault, drug and alcohol, HIV/AIDS, domestic violence, sexual health, mental health, IVF and artificial insemination programs and records of children considered at risk.

On occasions, information from health records may be used for purposes such as teaching or research. Where possible your consent to such use will be obtained. Any person who has access to personal health information is bound by a duty of confidentiality.

Should the NSW Ministry of Health extract information about you, in the majority of cases names are removed from the record prior to the reporting. Other authorities are legally entitled to certain information about matters such as Medicare eligibility, the registering of births and deaths, circumstances of death, drink-driving and cancer cases.

You are entitled to see information about yourself held in your health record. Should you require any information from your medical record, please ask your Doctor or the Nurse Unit Manager on your ward, or the Medical Records Department.

If you would like to read in detail the requirements for safeguarding the privacy of your health information, please ask to see a copy of the ‘Information Privacy, Code of Practice’ manual.

Your Right to Compliment staff or make a Complaint

It is nice for our staff to know that his/her care is appreciated, and welcome any suggestions you may have.

It is your right to speak out about the services or care provided, and to know that your issues will be taken seriously. The information you provide enables us to improve the services and care to families.

Wherever possible we encourage you to resolve your concerns directly with the Unit providing the care, facility or Hospital. Your first step is to discuss your issues with them.

If it is easier for you to write down your concerns, you can do this in the form of a letter and send to the Unit who provided the care.

If you feel your concern has not been resolved satisfactorily at your local health facility, you may wish to contact the Clinical Governance Unit on telephone 1800 108 078.

Your Behaviour

Ballina District Hospital supports the right of all staff to work in an environment that is safe and free from harassment 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.

You are responsible for your own actions, even if you choose to take illicit substances or drink to excess, and your actions may delay treatment in the future if you visit a health facility whilst staff await the arrival of security and/or police before providing treatment.
Are you worried about a recent **change** in your condition or that of your loved one?

If yes... **REACH** out.

**WHAT IS REACH ABOUT?**

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

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

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.

Help is on its way. The REACH number to call for this hospital is

We encourage you to first speak with your treating nurse who may be able to help you to resolve your concerns.
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.
**Become a blood donor**

at your nearest Red Cross Blood Bank

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**Have you done what’s needed to enable your family/friends to help you make financial, legal and medical decisions should you become ill or incapacitated?**

**Have you done what’s needed to help provide for your family and friends when you are gone?**

GJ Legal can give you advice and help you write your Will, Power of Attorney and Enduring Guardianship.

We can also assist with Probate and Estate Claims.

We offer practical support at affordable rates and you’ll get peace of mind too.

Call us today for a warm and sensitive discussion.

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**We can also assist you in these matters:**
- Family Law (Children, Property and Divorce)
- Conveyancing
- Traffic & Criminal Matters

**T:** 02 6681 1804  
**E:** admin@gjlegal.com.au  
**W:** www.gjlegal.com.au  
**2/26-54 River Street, Ballina NSW 2478**

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**PH:** 1300 66 XRAY (1300 66 9729)

**BALLINA**.................................93 Tamar St.

**BYRON BAY**............Byron West Shopping Centre, Bayshore Dr.

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

**GOONELLABAHAH**....................799 Ballina Rd.

**LISMORE** ............Lvl2, St Vincent’s Private Hospital, 20 Dalley St.  
incl. General Radiology, Nuclear Medicine, Women’s Imaging

www.northcoastradiology.com.au

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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. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don’t Smoke
   Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats
   A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight
   If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation’s publication “Guide to Losing Weight.” Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

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.
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About Uniting
As a not-for-profit organisation, we are the single largest provider of aged care services in NSW and the ACT. We celebrate diversity and welcome people regardless of lifestyle choice, ethnicity, faith, sexual orientation and gender identity.

Get in touch
T 1800 864 846
E ask@uniting.org
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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
Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.
Drink plenty of water.

Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties

- Rolls
- Quinoa
- Fattuccine
- Wheat flakes
- Rolled oats
- Muesli
- Polenta
- Chickpeas
- Penne
- Fettuccine
- Mixed nuts
- Red lentils
- Red kidney beans
- Red kidney beans
- Lentils
- Penne
- Fettuccine

Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans

- Chicken
- Tuna
- Salmon
- Chickpeas
- Lentils
- Mixed nuts
- Quinoa
- Wheat flakes

Milk, yoghurt, cheese and/or alternatives, mostly reduced fat

- Milk
- Yoghurt
- Cheese
- Tofu
- Nutella
- Chocolate
- Savoury snack
- Biscuits

Use small amounts

- Olive oil
- Canola oil
- Canola spray

Only sometimes and in small amounts

- Slices
- Cereal
- Oat milk
- Sausages
- Burgers
- Hot chips
- Wine
- Beer
- Soft drink
- Chocolate
- Savoury snack
- Biscuits
“Care for me is having someone to share a cuppa with.” Clive

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Alzheimer’s Australia is here to help people of all ages with all forms of dementia

WE HELP:
- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

NATIONAL DEMENTIA HELPLINE
1800 100 500

OR CALL 131 450 FOR LANGUAGE ASSISTANCE

FIGHTDEMENTIA.ORG.AU

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Check out Alzheimer’s Australia’s brain health program for tips on how to maximise your brain health at yourbrainmatters.org.au
Basic Life Support

Dangers?

Responsive?

Send for help

Open Airway

Normal Breathing?

Start CPR
30 compressions : 2 breaths

Attach Defibrillator (AED)
as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return

January 2016

AUSTRALIAN RESUSCITATION COUNCIL

NEW ZEALAND RESUSCITATION COUNCIL
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@cfnsw.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 9886 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
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