

# **Acute Patient**

## **Ouyen and Sea Lake Service Centres**

# **Information**

# **Booklet**

Welcome to Mallee Track Health and  
Community Service

This booklet contains information, and lists the  
services available during your time in our  
Health Service

We hope your stay here will be pleasant and  
restful

## **VISITING HOURS**

For the comfort and respect of all our patients we request that visitors be restricted before 11.00am and after 8.00pm.

Outside these times please speak to the nurse in charge before visiting. Family of seriously ill patients and all children are welcome to visit at any time.

## **CONFIDENTIALITY**

**Confidentiality is enshrined in our philosophy.**

**Staff are committed to total confidentiality of all information which is acquired in the course of providing patient care.**

## **THINGS YOU MAY NEED**

- Toiletries - soap, toothbrush, toothpaste, hairbrush, comb, shampoo, razor
- Pen
- Dressing Gown
- Slippers
- Day clothes (you don't have to stay in night clothes)
- Reading Material
- Small Mirror
- Plastic Bags for soiled clothing
- Children – Comforter items eg. Toys, bottle

### MEALS

Meal times are as follows:

OUYEN		SEA LAKE	
Breakfast	8.00 am	Breakfast	8.15 am
Morning Tea	10.00 am	Morning Tea	10.00 am
Lunch	12.30 pm	Lunch	12.00 – 12.15 pm
Afternoon Tea	2.15 pm	Afternoon Tea	2.30 pm
Dinner	4.45 pm	Dinner	5.00 pm
Supper	8.00 pm	Supper	7.00 pm

- Choices can be selected from a daily menu to suit your dietary requirements
- Please inform staff if you have any special requests, preferences or cultural needs, and every endeavour will be made to meet your requests.
- Families who wish to stay for a meal are welcome. There will be a small charge for this.

### BEVERAGES

Tea and coffee facilities are available for visitors / patients if needed. Please ask staff for assistance.

### PUBLIC TOILETS

#### **Ouyen:**

Public Toilets are available near Administration (Front Office) and in the Martin Wing half way along the corridor.

A Public Disabled toilet is available at the southern entrance near the staff base.

#### **Sea Lake:**

A Public Disabled toilet is available in the foyer.

### CALL BELLS

You have a nurse call bell attached to your bed and in your ensuite.

By pushing the button, a bell alerts the nurse that you need attention.

If unsure as to how to use the bell, please ask a member of staff.

### **TELEPHONE**

Several rooms have a telephone outlet by the bed. Phones are available for use by any patient as needed. Please ask the staff for assistance if wanting to make outgoing calls. A charge for STD calls or calls to mobile phones may be incurred and an account will be available upon discharge (Sea Lake only).

Mobile phones may be used at your discretion and are the responsibility of the patient.

### **TELEVISION**

Televisions are supplied in all rooms and are available for patients use. There is a television in the Lounge Room for your convenience.

### **ELECTRICAL APPLIANCES**

For safety reasons, electrical appliances that require mains power will be checked prior to be approved for use.

### **TRANSLATING AND INTERPRETER SERVICES**

If required an interpreter service will be available for patients and their families. This may be via the telephone.

### **WHAT YOU SHOULD NOT BRING TO HOSPITAL**

Large sums of money, jewellery and items of sentimental value. Please also be mindful if bringing in talcum powder or aerosol spray of any type as its use may interfere with the fire alarm system.

### **VALUABLES**

Mallee Track Health and Community Service does not accept responsibility for the client's personal effects during their stay in hospital. Please send home any items of value with a friend or relative. Items or money that cannot be sent home may be given to the Hospital for safe keeping at your own risk. Ask the nurse for details.

### **NEWSPAPERS**

Arrangements can be made through the local Newsagency for delivery of newspapers during your stay.

It is your responsibility to cancel the delivery on your discharge.

### **MAIL**

Inward mail and parcels are delivered to the ward daily.  
Outwards mail can be handed to the staff for posting.

### **LAUNDRY**

Please make arrangements to have your personal laundry attended to during your stay in hospital by family or friends.

### **BED CHANGING**

Linen on the Acute Patient beds is changed every second day or prior to this if the linen is soiled.

### **NOISE**

Noise can be very distressing to patients and visitors sitting with seriously ill patients. We would appreciate your cooperation in keeping noise to a minimum at all times.

### **SMOKING**

It is the Policy of Mallee Track Health and Community Service to provide a “Smoke Free” environment for patients, visitors and staff.

Patients wishing to smoke may do so off site in designated areas.  
Visitors are requested to refrain from smoking.

### **STAFF IDENTIFICATION**

All staff and volunteers wear a Mallee Track Health and Community Service Identification Tag with their name and designation stated on the tag.

### **PASTORAL CARE**

If you require Pastoral Care please ask the staff.

### **PATIENT IDENTIFICATION**

As a legal requirement, to ensure the safe and correct administration of drugs and treatments, all patients are requested to wear a patient identification band during their stay in hospital. White arm bands are generally used but if you have an allergy nurses will place a red band on your wrist.

### **YOUR DOCTOR**

Your Doctor will usually visit every day, more frequently if your condition requires it.

Doctor's Rounds are usually between 8.30 am and 9.30 am weekdays and a little later on weekends.

Your Doctor will allow you time for any questions you may have.

Inquiries by relatives and friends are best made late morning or early afternoon, following the Doctor's Rounds.

**If you have any concerns about your illness between Doctor's visits, please speak to the Nursing Staff, they will relay your concerns to your Doctor.**

### **WITNESSING OF DOCUMENTS**

It is the Policy of this hospital that Nursing Staff **do not** witness Legal Documents.

If you need a witness for Legal Documents, please advise the Nurse In Charge and this will be arranged for you.

### **NO LIFT POLICY**

**For the safety of our staff and you, our customer we have a 'No Lift Policy'.**

Our Staff are trained to teach you how to manoeuvre yourself in bed.

We have special lifting machines and aides to assist.

Ask our staff about the Program.

### **CARE PLANS**

Your care whilst in hospital will be mapped out on a Care Plan which is kept in a folder at the Nurses Station

After the Doctor visits, the nurse caring for you will discuss any changes the doctor is recommending in your care, and will then alter the Care Plan accordingly.

Care Plans will be updated daily and as required.

You are encouraged to be involved in your care planning, and we value your input and requests for alteration in your plan.

Please ask any questions you may have and take an active part in getting yourself well and home again.

### **HAND HYGIENE AND INFECTIONS**

Hand hygiene is the single most important factor in reducing hospital acquired infections. Our hands may look clean but many germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and our environment. Your healthcare worker should always perform hand hygiene in front of you. If you did not see them and are worried please feel free to remind them. Ask staff for more information.

### **FEEDBACK – COMPLIMENTS and COMPLAINTS**

MTHCS and its staff try to provide the best possible service and assistance to you, but there are always changes and improvements which can be made to help achieve that aim.

If you have any feedback about your stay in hospital please:

- Discuss these with the Nurse In Charge or your Doctor
- Write to the Chief Executive Officer explaining details that concern you.
- A Consumer Feedback form is supplied for your convenience.
- A Feedback box is located in the foyer.

**Helpful criticism is welcome. You do MTHCS an injustice if you tell others of your concerns and do not tell us.**

### **DISCHARGE**

Most discharges occur after the Doctor's morning rounds between 10.00 am and 11.00 am.

If this is inconvenient, please discuss a more appropriate time with the nurse.

Prior to discharge the nurse will organise:

- Scripts for medications
- A list and explanation of your medications
- Any dressings needed
- A medical certificate if required
- District Nurse visits
- Post acute care
- Referrals to other health related professionals and other health related services eg. Meals on Wheels
- Transport if needed
- Notification of family
- Follow up appointments
- Any other concerns you may have

Please do not leave with out speaking to the nurse.

Reception will organise any payments.



### **DISTRICT /COMMUNITY NURSING SERVICE**

- Based at Ouyen, Sea Lake, Underbool and Murrayville Service Centres servicing the Mallee Track community.
- Staffed by Registered Nurses
- Hours / Days available:

Ouyen	Hours of operation may vary at times. Please check with your local centre. No service weekends and Public Holidays.	8.30 am to 5.00 pm
Sea Lake		9.00 am to 3.00 pm
Underbool		9.00 am to 1.00 pm
Murrayville		9.00 am to 1.00 pm

- District Nurses are available to talk to inpatients before discharge if requested.
- Providing nursing care and support services to achieve optimal levels of health and independence for people with illnesses or disabilities who choose to return to or remain in their own homes.
- Achieved with collaboration of clients, carers and Medical Officers to plan nursing care.
- Information and Referral to other community services is available.
- Referrals accepted from Medical Officers, self, family and carers.

**SOCIAL SUPPORT**

- Planned Activity Group (PAG)

**CARER SUPPORT PROGRAM**

- Information – support options
- Respite – short term for outings & in hospital
- Outings & Day Activities – for carers & families

**OUTPATIENT SERVICES**

**Allied Health**

- Podiatrist
- Physiotherapist
- Occupational Therapist
- Community Health Nurse
- Social Worker
- Dietician

Services and locations may vary so please check with the Ouyen Service Centre on current availability.

**EQUIPMENT LOAN AND HIRE**

- Equipment is available for loan through MTHCS, this should be organised prior to discharge and may incur a fee.
- E.g.: crutches, walking frames, bed cradles

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Please feel free to make any suggestions on this booklet.  
All input is gratefully received