

**South West
Health**

Inpatient Bedside Booklet

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About South West Health

Our facilities

- Augathella MPHS
- Augathella Doctors Surgery
- Bollon Community Clinic
- Charleville Hospital
- Charleville Health Clinic
- Cunnamulla Hospital
- Cunnamulla Primary Healthcare Centre
- Dirranbandi MPHS
- Dirranbandi Medical Centre
- Injune MPHS
- Injune Medical Practice
- Mitchell MPHS
- Mitchell Medical Practice
- Morven Community Clinic
- Mungindi MPHS
- Mungindi Medical Practice
- Quilpie MPHS
- Quilpie Medical Practice
- Roma Hospital
- St George Hospital
- Surat MPHS
- Surat Medical Practice
- Thargomindah Community Clinic
- Wallumbilla Community Clinic
- Waroona Residential Care Home
- Westhaven Residential Care Home

Our Services

- Aboriginal and Torres Strait Islander Services
- Bowel Cancer Screening
- Cancer and Palliative Care
- Cardiology
- Cardiac Investigations
- Clinical Measurements
- Diabetes Education
- Ear Nose and Throat
- Endoscopy Services
- Gynaecology
- Internal Medicine
- Maternity
- Mental Health
- Ophthalmology
- Orthopaedics
- Paediatrics
- Podiatry
- Primary and Community Care
- Queensland Young Cancer Service
- Respiratory Services
- Surgery – General Surgery
- Telehealth Service
- Urology

Contact Us

Quality and Safety Unit
South West Health
Roma Hospital
PO Box 124
ROMA QLD 4455

(Ph) (07) 4621 2614
(E)

[SWHHS_Service_Improvement_Team@
health.qld.gov.au](mailto:SWHHS_Service_Improvement_Team@health.qld.gov.au)



Acknowledgement of Traditional Custodians

South West Health acknowledge the Traditional Owners and ongoing custodians of the land and water of South West Queensland, and pay respect to all Elders – past, present and emerging - and recognise their continuing connection to land, water and culture.

We recognise that these lands hold great significance and meaning to the Bidjara, Boonthamurra, Gunggari, Kamilaroi, Kongabula, Kooma, Kullila, Kunja, Mardigan and Mandandanji peoples, and strive to do all things with utmost respect to that significance. We recognise that Aboriginal and Torres Strait peoples value health and wellbeing in a culturally holistic manner with a strong focus on relationship to country and family connectedness and therefore we shall treat them with the deepest respect when working with them to achieve lasting positive impacts on their health and wellbeing.

Person Centered Care Statement

The pursuit of excellence within the South West Health places a focus on providing safe, reliable and effective healthcare. To achieve this, the South West Health will empower, collaborate, involve and consult with our consumers and our communities. South West Health will focus on delivering Person-Centred Care to enable the success of achieving better outcomes for consumers, better experience for consumers and staff; and better value care. South West Health will support equitability with consumers to engage as partners in their own care, and ensure the consumers' health literacy, culture, and family support arrangements are considered.

Your Responsibilities

You can help us provide the best care by:

- Giving staff accurate information about your health.
- Telling staff about any medicines, vitamins, or natural remedies you take.
- Asking questions if you do not understand something.
- Following your treatment plan where possible.
- Telling staff if your condition changes.
- Treating staff, patients, and visitors with respect.
- Respecting the privacy of others.
- Letting staff know if you leave the ward.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights



General Information

Visitors

Family, carers, and friends are welcome to visit.

Visitors can:

- Provide support.
- Help reduce stress and anxiety.
- Assist with recovery.

You can decide if you want visitors.

There may be times when visitors are asked to leave for a short time while treatment is being provided.

Please do not visit patients if you are sick with a cold, flu, or other contagious illness.

Visiting Hours

Most South West Health facilities do not have set visiting hours.

Some wards have quiet times so patients can rest. Staff may ask visitors to leave during these times.

Cultural and Spiritual Support

We respect the cultural, spiritual, and religious needs of all patients.

If you would like:

- An Elder
- Aboriginal or Torres Strait Islander support
- A Chaplain, Pastor, Priest, or other faith leader

please speak to a member of staff.

Interpreter Services

If English is not your preferred language, we can arrange an interpreter.

Interpreter services are available to help you understand information and make healthcare decisions.

Laundry

Patients should bring enough clothing for their hospital stay.

If you need help with washing clothing, please speak with nursing staff.

Mail

Mail can be delivered to patients in hospital.

Please ask staff if you need help with sending or receiving mail.

Zero Tolerance to Violence

Everyone has the right to feel safe.

Verbal abuse, threats, or physical violence towards staff, patients, or visitors will not be tolerated and may be reported to police.

South West Health commitment to the elimination of racial discrimination

Our Way – Together, South West Health's First Nations Health Equity Strategy, details South West Health's commitment to promoting respect, understanding, and equal treatment in relation to the care we provide to people who access our services.

Alcohol, Drugs and Smoking

Alcohol and illegal drugs are not allowed in hospital.

South West Health is smoke-free. Smoking is not allowed on hospital grounds.

If you smoke, staff can offer support, including nicotine replacement products, during your stay.

Advanced Care Planning

Sometimes illness or injury can make it difficult to make healthcare decisions.

Advance care planning allows you to:

- Think about your future healthcare wishes.
- Discuss your wishes with family and doctors.
- Complete legal documents if needed.

Bring any Advance Health Directive or Enduring Power of Attorney documents with you to hospital.



Choosing Health Care

Eligible Australian residents may choose to receive private or public hospital services that can both be delivered from a public hospital. Overseas visitors from countries that have signed agreements with Australia are entitled to emergency public hospital services free of charge. Phone Medicare on 132 011 to find out if this applies to you.

Public Health Care

If you choose to be a public patient, generally hospital services are free of charge. However, you may have to pay a nominal fee for some services. If costs apply, they will be explained to you.

Private Health Care

If you have private health insurance, you may be eligible for private treatment at no cost. Our staff will assist you to record your choice using the Patient Election Form.

Long Stay Patients

There is no cost for public patients while they require acute care. The standard acute care period is 35 days. This period can only be extended for a declared medical reason.

If there is no medical reason for acute medical care after this period, a daily fee, set by the Commonwealth Government will be charged. Staff will discuss this with you, or you can talk to a Social Worker.

About Your Stay

Our Staff

Many different staff members may be involved in your care.

All staff and volunteers wear identification badges with their name and role. If you are unsure who someone is, ask to see their identification badge.

Your Room

Rooms are assigned according to clinical need.

You may be moved during your stay if required.

Some rooms are shared and may include patients of different genders.

What to Bring

Bring:

- Comfortable clothes and sleepwear
- Underwear and footwear
- Toiletries
- Medicare and concession cards
- Current medications
- Glasses or hearing aids
- Relevant healthcare documents

Please leave valuables and large amounts of cash at home.

Nurses Call Button

If you need help, press the nurse call button near your bed.

A staff member will respond as soon as possible.

Bedside Handover

Staff change shifts several times each day. During handover, staff share important information about your care.

You are encouraged to take part and ask questions. If you do not wish to be involved, please let staff know.

Meals

Meals are served throughout the day:

Breakfast	From 7am
Morning Tea	From 10am
Lunch	From 12pm
Afternoon Tea	From 3pm
Dinner	From 5pm

Please tell staff if you have allergies, special dietary needs, cultural food requirements, or food preferences. If you are absent at meal times due to having an investigation or procedure, sandwiches can be provided.



Children in Hospital

Parents and carers are encouraged to stay involved in their child's care.

One adult family member may stay overnight when appropriate.

Children visiting the hospital must always be supervised by an adult.

Students

South West Health helps train future healthcare workers.

You may be asked if students can observe or help with your care.

Participation is your choice. Your care will not be affected if you decline.

External Partners

Some private specialist services are provided for public patients through a public/ private partnership. Referrals to these services does not incur a cost for public patients.

Patient Travel Subsidy

The Patient Travel Subsidy Scheme (PTSS) provides financial assistance to eligible patients (and approved escorts) to enable them to access specialist medical services that are not available locally. Please speak to your referring doctor about PTSS if you are being referred to a specialist medical service that is not available locally.

Discharge from Hospital

Discharge Planning

Planning for your discharge begins early in your hospital stay.

Staff will discuss:

- Your expected discharge date
- Transport arrangements
- Medicines
- Follow-up appointments
- Any support you may need at home

Please ask questions if anything is unclear.

Leaving Against Medical Advice

You have the right to leave hospital.

If you choose to leave before your doctor recommends, staff will explain any risks and may ask you to sign a form.

Your Care and Safety

Safe and quality care is the top priority of all South West Health staff, and we are committed to ensuring best possible outcomes for our patients. All facilities in the South West Health are governed by the National Safety and Quality Health Service Standards.

Fire and Emergencies

If there is an emergency:

- Stay calm.
- Follow staff instructions.
- Return to your ward if it is safe to do so.
- Do not use lifts during an evacuation.

Leaving the Hospital Ward

Please notify the nurse who is looking after you before leaving the hospital ward, as the nurse is directly responsible for your safety whilst you are in the hospital's care.

Patient Identification

You will be given an identification wristband.

Please check that it contains the correct information.

Staff will regularly ask:

- Your name
- Date of birth
- Address
- Allergy information

These checks help keep you safe.

Changes in Your Health

Tell staff immediately if:

- You feel worse.
- You notice a change in your condition.
- You think something has been missed.

You know your body best and your concerns are important.



Ryan's Rule

If you are worried that you or someone you care for is getting worse and you feel your concerns are not being heard, you can use Ryan's Rule.

Ryan's Rule allows patients, families, and carers to ask for a clinical review when they believe more help is needed. Speak with a staff member for information about how to activate Ryan's Rule.

Ryan's Rule Steps

First step

If you have concerns that your health condition is getting worse or not improving as expected

Speak with your Nurse or Doctor

Second step

If you are not satisfied that your concerns have been addressed

Ask to speak with the Nurse in charge of the shift or the Doctor on duty

Third step

If you have followed step 1 and step 2 and you are still not satisfied your concerns have been addressed request a

Ryan's Rule Clinical review by phoning

13 43 25 84

(13 HEALTH)

or ask a nurse to call on your behalf

13Health will ask you for the information below:

- Hospital name
- Patient's name
- Ward, bed number (if known)
- Contact phone number

and then your call will be transferred to a senior clinician to arrange a timely review.



Consumer Feedback

During your hospital stay

Your Voice Matters – Compliments, Suggestions and Complaints

If you are unhappy with any part of the service while you are a patient in the hospital, please tell a member of staff caring for you as soon as possible.

Your Voice Matters forms are located throughout the hospital. If you would like to make a comment regarding your visit to our facility, please complete a Your Voice Matters form. Completed forms can be handed to one of our staff members or left in the Your Voice Matters box.

If you remain unhappy with the service that was provided to you, please contact the South West Consumer Liaison Officer on 0436 857 092 or email SWHHS-Consumer_Feedback@health.qld.gov.au.



After you leave hospital

Consumer Experience Surveys

Post Discharge Follow-Up Call

Patients may receive a post discharge follow-up call from a clinical staff member to access the patient's current status and compliance with the treatment plan (medications, diet, activity, appointments, etc) and to answer any clinical questions to prevent an unnecessary readmission or emergency room visit and to improve patient satisfaction.



Patient Reported Experience Measures (PREMs) - Queensland Health

A selection of patients will receive an invitation from Queensland Health sent via text message (SMS) after they leave hospital to participate in an anonymous online survey about their experience with the care, they received at our health service.



First Nations Health Workforce



Roma Community

Aboriginal and Torres Strait Islander
person/peoples Liaison Officer
0437 647 975 / 0436 190 292



Aboriginal and Torres Strait Islander
person/peoples Liaison Officer
Women's Business
0427 555 695

Aboriginal and Torres Strait Islander
Person/peoples Liaison Officer Mental
Health
0461 329 093

St George Community

Aboriginal and Torres Strait Islander
person/peoples Liaison Officer
0418 161 700



Advanced Health Worker Mental Health
07 4620 2265
0408 353 283

Dirranbandi Community

Health Worker
07 4629 3700



Charleville Community

Aboriginal and Torres Strait Islander
person/peoples Liaison Officer
0419 250 368 / 07 4621 2100



Advanced Health Worker Integrated
Care
07 4650 5300

Aboriginal and Torres Strait Islander
Health Practitioner
0458 691 759

Cunnamulla Community

Aboriginal and Torres Strait Islander
person/peoples Liaison Officer
0447 254 403



Advanced Health Worker Palliative Care
0439 388 381

Advanced Health Worker Mental Health
07 4655 8100

Office Hours: Monday - Friday, 8:00am - 4:30pm

The First Nations workforce supports culturally safe care for patients, families, and communities. They advocate for patients, provide information about health services, and help communication between staff and patients.

They assist with referrals, take part in ward visits or clinical care, and support community health programs. They play an important role in connecting people to the right services and supporting their care journey.

Some roles may also provide outreach across different locations, working with other services to improve access to care for communities.

