

My team *is* **BRHS**

Improving the health and wellbeing of the East Gippsland community by providing accessible, high quality and sustainable health care.

**Adapted from:**

The Australian Commission on Safety and Quality in Health Care – National Safety and Quality Health Service (NSQHS) Standards (2012), The World Health Organisation – Patient safety Program, Hand Hygiene. REACH initiative of NSW Clinical Excellence Commission's Partnering with Patients Program

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Bairnsdale Regional Health Service is located on the traditional land of the Gunai Kurnai people.



Help Us Make Your Care Safe  
Patient Information

## Preventing Infections

We encourage you and your family members to join BRHS healthcare workers in their efforts to practice good hand hygiene.

You and your family members can participate by:

- ❖ Asking healthcare workers who are about to touch you or your loved one, to clean their hands, and thank them when they do.
- ❖ Keeping your hands clean too. Ask for help to do this.

## Using Medications Safely

- ❖ Inform us of the medications you were taking prior to coming into hospital.
- ❖ Ask any questions about any changes to your medications.
- ❖ At discharge please discuss the medications you have been prescribed to go home with, to ensure you understand what the medications are for and how to take them.

## Confirming Your Identity

During your stay in hospital there are many times where we need to confirm who you are and what procedure you are expecting to have, so that you receive the correct care, investigations and treatment.

- ❖ Please check the details on your name band are correct.
- ❖ The best way for us to check who you are is to ask you your full name, date of birth and address. We then check these are the same details on our documents and your name band.

## Discussing your needs with the team

Clinical Handover is the transfer of information from one healthcare provider to another.

There are times when the clinical handover occurs at your bedside.

We encourage you to be involved in this clinical handover by:

- ❖ Asking any questions
- ❖ Confirming Information
- ❖ Actively being involved in the decision making process.

## Planning for your transfusion

When deciding if blood products will be part of your treatment, you and the Doctor will discuss:

- ❖ The reason the blood product has been recommended as a treatment.
- ❖ The risks and benefits of the blood product.
- ❖ If there are alternative treatments other than blood products available.

Ask the doctor any questions you may have about receiving a blood product.

## Preventing you from falling

- ❖ Ask us about your risk of falling.
- ❖ If you are at risk of falling discuss with us how we can reduce your risk of having a fall.
- ❖ Tells us which strategies to reduce falls best suits you or your loved one.
- ❖ Tell us what plans you have in place.

## Preventing problems with your skin

- ❖ Ask us about your risk of developing a pressure injury.
- ❖ Ask us about the things you can do to reduce your risk of developing a pressure injury.

## Preventing your condition from worsening

You or your loved ones may recognise a worrying change in your condition.

- ❖ Immediately discuss your concerns with the nurse looking after you.
- ❖ If you are still concerned ask to speak with the nurse in charge and request a clinical review. **This should occur within 30 minutes.**

## BRHS Supports Patient & Family/Carer Involvement in healthcare

