

Bairnsdale District Nursing Service

Community Health Centre
Ross Street, Bairnsdale Vic 3875
Mon to Fri 8am to 4.30pm
Telephone: **03 5152 0285**

After Hours Nursing Supervisor
At hospital on **03 5150 3333**



My team *is* **BRHS**

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

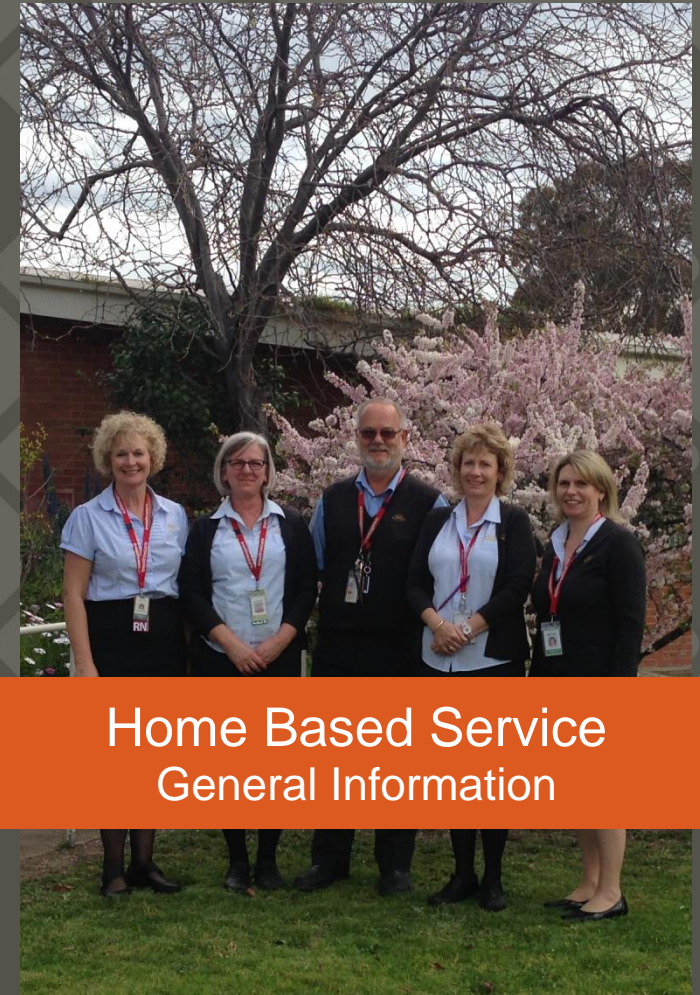
We welcome feedback at:

Bairnsdale Regional Health Service
PO Box 474 Bairnsdale VIC 3875
P (03) 5150 3333 F (03) 5152 6784
E email@brhs.com.au
www.brhs.com.au

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing.

Issue date: SEPT 2014 **Our Ref:** C0009

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



**Home Based Service
General Information**

Your District Nursing Service

Our experienced nursing staff operate 7 days a week to provide services and support to our community.

The services we provide include:

- General and technical nursing,
- Specialised wound care,
- Home Assessments
- In home palliative care

What you can expect from us

Our goal is always to work with you to support your health and wellbeing and we work closely together as a team to support you.

This means we want to make sure;

- You are involved in your treatment
- We help you do as much as you can for yourself
- We help you stay independent.

From the start we want to talk with you about why you have been referred to us & what your health goals are to ensure our care helps you achieve these.

Every attempt will be made to visit at a time that you prefer and visits are prioritised based on our patient's medical needs. If we cannot come at your preferred time we will work with you to find another time that is suitable.

How you can help us help you

Please note down what you want to achieve with your health worker including any questions or concerns that you may have and bring with you at your appointments or when we visit.

We ask that you:

- Let us know in advance if you will not be available for the service as arranged.
- Maintain payment for District Nursing Services and supplies used, if applicable.
- Consider participating in our surveys as your input into future service planning is important to us.
- Provide a safe home environment for staff including restraining pets & not smoking during the visit.
- We welcome your feedback at all times including compliments and complaints. Just talk to a team member who will be happy to assist.

Who can use the service?

Our service is available to any community member with a health care need who consents to using the service.

How can I access the service?

To access our service, you will simply need a referral which can be made by:

- You or a family member
- Your local Doctor
- Other health care providers

We also encourage you to be aware of your healthcare rights & responsibilities which are explained in the Australian Charter of HealthCare Rights brochure available from our service.

For added convenience we also offer a treatment room at our Ross Street campus. Appointments can be made by calling us on 03 5152 0285 .

