

Consumer Information Guide



Casterton Memorial Hospital
63 – 69 Russell Street
CASTERTON VIC 3311

Phone: (03) 5554 2555

Website: www.castertonmemorialhospital.com.au



THE BOARD OF DIRECTORS:



All public hospitals are managed by a Board of Directors, usually comprising of 7 to 12 people. Board Directors are appointed by the Governor-in Council on the recommendation of the Minister for Health and are accountable to the Minister for the management of the hospital.

Board appointments are made for a period of up to three years, with members being eligible for re-appointment.

OUR VISION:

To meet the health and aged care needs of the Casterton Community.

OUR MISSION:

To provide services that promotes an individual's life to the fullest.

With Open Arms

- To welcome and include all persons equally.

Excellence

- To provide the optimum standard of care and service within available resources.

Accountability

- To be accountable and transparent for all our actions.

Respect

- To demonstrate dignity, privacy and honesty towards all clients.

Empathy and Compassion

- To understand and respond to people's needs and feelings.





CASTERTON HOSPITAL HISTORY

Until 1910, Casterton Memorial Hospital was known as the Casterton Cottage Hospital. In 1925 building commenced on 'Carmichael Alms House', a brick building which a section of the now Acute Wing has been named to replace the original building which was demolished.

From 1911-1947 the Hospital as it was then, was opened by Governor Sir Dallas Brookes, amidst fierce fires through the area. The then President, Mr. G Black was forced to abandon his speech to take the fire truck to the fires.

1971 was the year construction began on the Katie Jeffrey's Wing and 1972 saw it completed and opened by the Minister for Health the Hon. J F Rossiter. 1972 also saw the commencement of Meals on Wheels.

The period between 1976 and 1979 saw the beginning of Day Centre, the first District Nurse appointment and further extensions and alterations completed, resulting in five new acute beds including a children's ward.

Between 1981 and 1985 saw the old physiotherapy section converted into a four bed ward for the Nursing Home and the physiotherapy section relocated to Russell House. Nursing Home beds rose to number 17. After further additions of Nursing Home beds and acute beds, the Hospital's bed status was Nursing Home 23, Acute 26. The newly refurbished Acute Wing was opened by the Regional Director of Health, Mr. John McClelland and total hospital beds numbered 49.

In 1987 the Hospital undertook its inaugural accreditation survey in which it gained accreditation, a truly amazing feat for a first survey.

During 2001 – 2003 a \$7.15 million redevelopment of the facility was undertaken. The redevelopment consisted of a new 30 bed Residential Care Facility, redeveloped acute facility and a new Primary Care / Visiting Services facility. During 2011/12, redevelopment of the laundry and service area was completed. This entailed expansion of the kitchen areas with improved work flow and storage capacity. At the same time, the service area was also redeveloped to improve the laundry facilities and office areas.

Presently the Hospital offers services in Aged Care, Post Natal Care, Acute, Physiotherapy, Speech Therapy, Podiatry, Community Health, District Nursing, Day Centre, Dialysis and Visiting Specialist Services and will continue to maintain and further develop services to fulfill the health needs of the community it serves into the future.



[Welcome to Casterton Memorial Hospital](#)

This 'Consumer Guide' provides you with information about our services to support a safe and comfortable stay. We want every stay at CMH to be as pleasant as possible. Our health care team is dedicated to anticipating and exceeding the needs of consumers and families.

Casterton Memorial Hospital provides a comprehensive range of health services. We seek to continually improve these services and facilities to make sure the community is well serviced and to help each person attain maximum quality of life.

Consumers are our first priority. We understand that being in hospital can be a stressful time for consumers and their families, and we are committed to help ease your stress by communicating clearly so you know what to expect during your stay.

During your hospital stay, a number of healthcare professionals will be looking after you. These may include doctors, nurses, midwives, allied health employees such as physiotherapists, occupational therapists or medical imaging and other support including consumer support, cleaners and administration. We understand that the hospital environment may be unfamiliar to you and being admitted to hospital can be an overwhelming experience.

If you experience any difficulties during your stay at Casterton Memorial Hospital or have any suggestions as to how we can improve our standards of care or have compliments for our employees, please let us know. We will try to incorporate your ideas and improve the standard of care for future consumers.

CMH Executive Team



At CMH, we value you as a partner in making decisions about your care. If you have any concerns or questions about your care or services being provided, don't be afraid to ask a nurse who will be happy to help.

Casterton Memorial Hospital encourages you to actively participate in your healthcare. This will help you to better understand the care you receive and plan your recovery.

The information in this booklet will assist you to participate in your healthcare and answer general questions you may have.

If you have other questions or concerns, please speak to a nurse.



About Us

OUR SERVICES

There are a number of communities we serve across four council areas.

Consumers come from Casterton, Harrow, Merino, Dergholm, Penola, Coleraine and outlying areas.

ACUTE CARE SERVICES

Visiting services include:

- Endoscopy
- Audiology
- Occupational Therapy
- Physiotherapy
- Podiatry
- Telehealth Consultations
- Dental
- Haemodialysis
- Urgent Care
- Medical Imaging
- Pacemaker checks

OUR PRIMARY CARE

Is based within Casterton Memorial Hospital where we offer a large range of information and services that are available to the community.

On offer:

- Support Groups
- Home Nursing
- Allied Health
- Planned Activity Group
- Community Health Services
- Health Promotion activities
- Meals on Wheels
- Community Car

OUR AGED CARE FACILITY

Glenelg House is a well-appointed and equipped 30 bed Residential Care facility certified and accredited under the Aged Care Act 1997. Our facility offers a high standard of individual care in a dignified and pleasant environment.

There is a waiting list for Residential Care and enquiries can be made to the Manager Nursing Services or the Nurse Unit Manager of Glenelg House on 5554 2555.





ADMISSION

WHAT TO BRING WITH YOU

- ◆ Medicare Care
- ◆ Pension or Repatriation Card
- ◆ Private Health Insurance
- ◆ Health Care Card
- ◆ Pyjamas
- ◆ Footwear
- ◆ Toiletries
- ◆ Medications
- ◆ Next of Kin contact
- ◆ Advance Care Plan / Directive (if you have one)
- ◆ Support aides e.g. glasses, hearing aid, walking stick

Please make sure ALL items are clearly marked with your name.

You may also need comfortable day clothes and flat shoes, reading and writing material, games and music etc.

SERVICES

If you receive services at home e.g. home help, meals on wheels, district nursing, community nursing or any visiting services prior to admission, PLEASE advise the Nurse in Charge so we can notify these service providers.

WHAT YOU SHOULD NOT BRING

Please do not bring valuable personal items such as jewellery or large amounts of cash.

If you are admitted unexpectedly and have valuables or cash with you, they may be placed in the hospital safe - ask employees for further assistance.

The hospital does not take responsibility for consumer's property or lost property. Please make arrangements for the collection and laundering of personal articles of clothing. If you wear dentures, please ask for a denture cup for storage.

Please advise employees if you are a current Financial Hospital Card holder of CMH as you are entitled to free laundry and a gift.





HOW WE WORK WITH YOU AND YOUR FAMILY

We aim to work with you to achieve optimal health. We believe that by working in partnership with our consumers, together we can achieve the best possible outcomes. Your treatment or care plan will be developed in consultation with you and you can expect nurses to visit you regularly to check if you are comfortable or if there is anything you require.

HANDING OVER YOUR INFORMATION

At the change of each shift, the nurses “hand over” to the next team, discussing your care plan.

This also provides you with an opportunity to ask questions about your care and discuss your goals. We encourage you to participate in the handover process which happens on the commencement of the afternoon shift.

We will support you to ensure a smooth discharge from hospital. Nurses will work with you to organise assistance upon your discharge to continue to support you through your recovery.

IDENTIFYING YOU

During your hospital stay, you will regularly be asked about important information that we need to know to identify you, including your name and date of birth. It is important that our employees regularly ask you to repeat this information to ensure we are treating you safely. Our employees will be asking you if you have any allergies and if you do, you will have a single red arm band placed on your wrist. If you do not have any allergies, a single white arm band will be placed on your wrist that provides employees with your identifying information. If you believe your arm band contains incorrect information, please let the nurses know.

If at any time during your hospital stay, you or your friends and family have any questions, concerns or are worried about your health, please speak to the Nurse in Charge.

CMH ensures access and equity to our services for those members of the community who have specific requirements.

INTERPRETER SERVICE

The hospital provides a free and confidential interpreting service. Your nurse will organise this for you.

CULTURALLY SENSITIVE SUPPORT AND INFORMATION

We aim to provide a service that is sensitive to diverse cultural needs. We can assist and support consumers and their families. Please discuss your requirements with employees.

ABORIGINAL AND TORRES STRAIT ISLANDERS

Are you of Aboriginal or Torres Strait Islander descent?

All consumers attending the hospital are asked this question on admission. This allows employees to adapt health programs and services to meet the specific needs of Aboriginal and Torres Strait Islander people.

VISIT BY CLERGY AND PASTORAL CARE WORKERS

On admission (where practicable) all consumers will be asked if they wish to receive Clergy / Pastoral Care worker visits.

If you inform employees on admission that you do not want these visits and then change your mind, please let a nurse know so they may have you added to the clergy visits list.





ADVANCED CARE DIRECTIVE

WHAT IS ADVANCE CARE PLANNING?

Advance care planning provides an opportunity for people to think, discuss and plan for the medical treatment they would prefer if they became too ill in the future to express their wishes.

An **Advance Care Directive** is a document that states your informed choices and decisions about the health and personal care you would want, should you become unwell.

The **Advance Care Directive** also enables you to write down the important spiritual and cultural values and beliefs you hold, and wish to have considered as part of your care.

You will be able to appoint a **Medical Enduring Power of Attorney** (MEPOA) as your agent.

The agent/s you appoint will be able to represent you if you were unable to make decisions on your own behalf.

The health team looking after you will be able to know you better and will be able to consider your wishes within your health care plan.

HAVE THE CONVERSATION

Creating your Advance Care Directive gives you the opportunity to 'Have the Conversation'.

You will be able to speak with your GP, your family and significant people in your life regarding decisions about your health and personal care.

At CMH, there are trained consultants who can help you think and talk about the medical treatment you would or would not want.

In your discussions with consultations and your MEPOA agent/s, your spiritual and cultural beliefs will be known and respected.

WHO DO I CHOOSE AS A MEDICAL ENDURING POWER OF ATTORNEY?

- The person you believe will be able to represent you should you be unable to speak for yourself.
- The person who respects your values and beliefs and will represent you when decisions are to be made.

CAN I CHANGE MY MIND?

Yes. You can revoke or change your Medical Enduring Power of Attorney (MEPOA) and Advance Care Directive (ACD) at any time.

WHERE WILL MY MEPOA AND ACD DOCUMENTS BE KEPT?

You will keep your documents and you will ensure your MEPOA, GP, hospitals and health services have a copy.

WHO DO WE TALK TO AT CMH?

Please ask your nurse who can organise one of our Advance Care Planning trained consultants to discuss with you and help you complete your Advance Care Directive. You will need to make an appointment with your doctor as your Directive must be signed off by a Medical Officer.



Ensure you keep a copy of your Advance Care Directive and give copies to your family, your Doctor and the hospital.



PRIVATE HEALTH INSURANCE

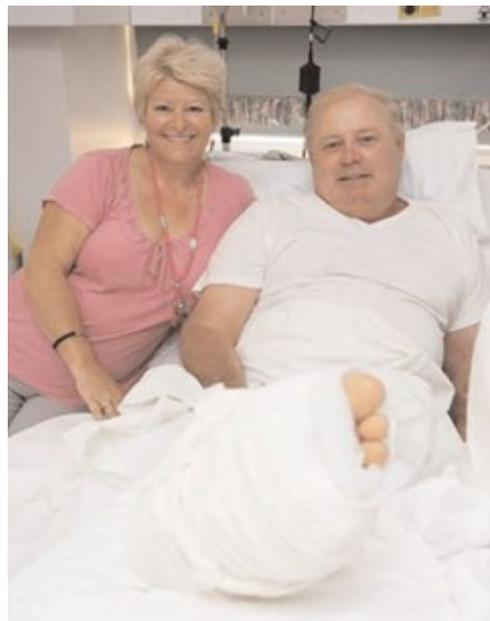
What is the benefit of using your Private Health Insurance at Casterton Memorial Hospital?

CMH now offers Private Health Insurance consumers a NO GAP POLICY, which means that if you elect to utilise your Private Health Insurance, you will not incur any out of pocket expenses[^]. Also by using your Private Health Insurance, you are helping CMH to maintain facilities and provide more equipment and services.

Casterton Memorial Hospital is a public hospital offering private consumers not only peace of mind in receiving a high standard of health care, but also some extra benefits of private care.

These benefits are:

- ◆ No out of pocket expenses^{*^}
- ◆ Health fund gap paid by hospital[^]
- ◆ Preferential access to a single room
- ◆ Upgraded menu choices and wine/beer selection
- ◆ Offer of fruit platter
- ◆ Thank you gift
- ◆ Daily newspaper
- ◆ Free laundry (if required)
- ◆ Choice of doctor (with practice rights at CMH) or their authorised representative.



It's your choice...

If you require further information before making this important choice, please ask our employees for help.

** excluding dental and items not included in CMBS*

^ overnight or multiday stay only



FACILITIES

CAR PARKING

Parking restrictions are in place around the hospital - please observe signage. Parking for Glenelg House visitors is located via Carmichael Street with signed parking.

VISITORS

CMH main entrance door is opened from 8:30am to 5:00pm. Outside of these hours, please press the Call Bell at the main entrance to speak to one of our nurses.

- Visitors are asked to obtain permission from the nurse before entering any room where a door is closed.
- Abide by signs with specific instructions.
- Visitors may be asked to leave the room temporarily while employees are attending the consumer.
- Glenelg House visitors are advised that doors are opened between 9:00am and 5:30pm with entry via the main hospital entrance outside of these hours.

The acute ward is closed for doctors' rounds from 8:30am to 10:00am each day

EMPLOYEE IDENTIFICATION

All CMH employees can be identified by their name badge which clearly states their role within the facility.

LAUNDRY

Your personal laundry requirements are your own responsibility. However, the hospital is able to provide a laundry service for your personal items of clothing. If you wish to utilise this service, a small charge per item of clothing will be incurred.

This service is provided free of charge to 'Acute Stay Consumers' who are current financial sponsors of Casterton Memorial Hospital.

WITNESSING DOCUMENTS

Please do not ask employees to witness documents. Contact the Nurse Unit Manager who will arrange for an appropriate person to do so. Should you wish to consult your Solicitor, arrangements can be made.

HOSPITAL FINANCIAL SPONSORS

In conjunction with local businesses, the Casterton Memorial Hospital offers to the community of Casterton and surrounding districts the opportunity to become a financial sponsor of the Hospital. At an annual cost of \$50, which is tax deductible, this will give you access to services within the hospital and a range of local business and trade discounts.

As a financial sponsor, CMH provides laundry service, morning and afternoon tea individual tray service and beverage list free of charge. You will also receive a gift from the Hospital. However, if you are admitted as a Nursing Home Type patient, you will be required to pay for laundry expenses (*see Nursing Home Type patient on next page*).

Also as a financial sponsor of CMH, it enables you to take advantage of a large range of local business and service trade discounts. Participating businesses display signs in their business and are also listed in the hospital's newsletters to members.

NEWSPAPERS

Newspapers and magazines can be delivered if required from the local newsagency. If you have been unable to organise this prior to admission, CMH will arrange this for you. Payment for this service will be debited to your newsagency account.



TELEPHONES

All bedsides have a personal phone for use. Both internal and external calls can be received and made on these phones. Any long distance calls are to be paid for on discharge.

MOBILE TELEPHONES

We ask that people entering the hospital be respectful when using mobile phones within the facility.

TELEVISION

A television is provided free of charge to consumers. Foxtel is available in the sitting room.

RADIOS, IPODS, IPADS, LAPTOPS, MP3'S

It is preferable not to bring electronic items into hospital. If you choose to do so, please use personal earphones or headphones as a courtesy to other consumers.

MEALS

Meals are planned by the Food Services Department to provide nutritional balance.

An employee from the Catering Department will collect your menu each day and can advise you on food selection and diet preferences. This includes any special cultural/spiritual requirements.

If a special diet is required, advice from a Dietician may be sought. Please inform employees if you have any specific dietary requirements or restrictions.

SMOKING

All areas of Casterton Memorial Hospital are totally smoke free and smoking is prohibited in all buildings and hospital grounds. During CMH lockdown times (5:00pm - 8:30am), consumers are unable to leave the facility to smoke.

Nicotine replacement therapy is available when prescribed by your doctor. Please ask a nurse for further information.

YOUR ACCOMMODATION

Casterton Memorial Hospital has a range of rooms.

Single rooms are allocated primarily on a basis of medical need (those most unwell have priority).

It is sometimes necessary to transfer consumers between wards/rooms to ensure the most appropriate area is used for incoming emergencies. We ask for your understanding if you are affected by these transfers.

NURSING HOME TYPE PATIENTS IN ACUTE

Casterton Memorial Hospital at times accommodates Nursing Home Type patients awaiting placement in residential care facilities. Provision of care for this group of future residents needs to reflect a lifestyle which enables them to develop and maintain their maximum abilities and enjoy their life to their potential.

CMH provides a program where consumers - particularly those awaiting placement to Glenelg House - are included in meal and social activities to lessen the anxiety, improve their socialisation and commence their new life in a model that is not "illness" focused.

Nursing Home Type patients also contribute to their accommodation costs and this commences after 35 days in hospital. CMH will advise of costs prior to the 35 days of acute hospitalisation.





DAY LEAVE

As part of your rehabilitation and discharge planning, your Medical Officer may allow you to go home on day leave. You should organise with family or friends to transport you and make your home comfortable for the few hours that you will be away from the hospital.

If you have problems whilst out on day leave, you should telephone the hospital or arrange to return to the hospital.

DISCHARGE AT OWN RISK

Except in certain cases (for example, infectious diseases) every consumer has the right to leave hospital when he/she chooses. This may be a serious step when taken against the advice of your Doctor, and requires great caution. You will be required to sign a 'Disclaimer' resting the responsibility entirely with yourself.

If you decided to discharge yourself against the advice of your Doctor and your condition does not improve, or causes you concern, you should not hesitate to seek further medical advice.

MIDWIFERY SERVICES

Casterton Memorial Hospital does not conduct birthing however, provides some midwifery services. It is important that all women wishing to transfer back to CMH discuss with the midwife their suitability and availability.

Antenatal classes are held at your planned birthing facilities, however CMH can assist you with referrals or additional information as required.

CMH supports baby-friendly initiatives therefore will assist and support breastfeeding. Mothers will need to supply their own artificial formula and equipment if they elect to feed artificially.

Length of stay can be varied to suit individual needs and a home visit and a telephone call can also be arranged.

MIDWIFERY SERVICES (cont....)

Most importantly, women should ensure that they are eligible for ambulance cover to transport them in case of an emergency.

We also refer to lactation consultants and maternity enhancement services as required.

We are here to ensure your time is a safe and enjoyable experience.

YOUR CHILD IN HOSPITAL

Any child under the age of 6 must have a parent/carer stay overnight where a bed is provided for this purpose.

Nurses will complete a nursing history of your child on admission to establish their usual routine, food preferences etc. A children's menu is available. If your child has preferences for certain food items, discuss this with the Nurse in Charge.

To help your child feel comfortable in the unfamiliar surroundings of the hospital, please feel free to bring in their favourite toy, cuddly blanket etc.

If your child is formulae fed, you will be required to provide their own bottles and formulae.





PREVENTING FALLS

We can all be a little unstable on our feet at times and as we get older, we are at greater risk of having a fall. When we are unwell and in unfamiliar surroundings, are vision impaired or wearing unsafe footwear, the risk of falling increases.

While all efforts are made to care for consumers in a safe environment, occasionally consumers fall in hospital. While some falls cause no injuries, others can cause serious harm. There are a number of ways we can work together to reduce your chance of falling.

Casterton Memorial Hospital employees will help reduce your risk of a fall by:

- Keeping your surroundings safe and clutter-free and providing you with falls prevention information;
- Undertaking an individual risk assessment specifically for you, which will assess your risk of falling, and discussing the results with you;
- Developing and implementing a Falls Prevention Care Plan suited to your needs;
- Referring you to specialist employees who will help provide support to assist you in avoiding a fall.
- Regularly checking on you

You can help reduce your risk of a fall by:

- Always keeping your nurse call bell within easy reach and calling immediately if you require assistance;
- Letting employees know if you feel unwell or unsteady on your feet;
- Asking for assistance when you want to move around, if you have been assessed as being at risk of a fall;
- Waiting for an employee to respond if you need assistance;
- Looking out for hazards that may cause a fall, such as liquid spills and clutter and to inform employees about them immediately;

- Use a walking aid if necessary, rather than using furniture or walls for balance;
- Wearing your prescribed spectacles;
- Wearing comfortable clothing that is not too long or loose and wearing comfortable, low-heeled and non-slip shoes that fit you well, rather than slippers.

WHAT HAPPENS IF YOU FALL?

If you have a fall, nurses will provide the care you need, identify what contributed to the fall and may put further strategies in place to reduce the risk of you falling again.

You may be assessed by a doctor and a nurse will repeat your Falls Prevention Care Plan and discuss any changes to your plan with you.

Preventing falls is just as important when you go home. During your stay or before you leave hospital, you may be referred to the Occupational Therapist who will work with you to make your home safer.

This may involve making suggestions on moving some furniture, rugs or other floor coverings and providing suggestions or equipment that may assist you to move around your home more safely.



PREVENTING INFECTIONS

In hospitals, prevention of the spread of infection and maintaining a hygienic environment is the responsibility of everyone - employees, consumers and their visitors.

Good hand hygiene is the single most important factor in reducing the spread of infections. Hand hygiene is a general term referring to the use of soap and water or a waterless alcohol-based gel to clean your hands.

When we are fit and healthy we can usually defend ourselves against many germs, but our natural defences are generally weakened when we are not well or after an operation.

Healthcare associated infections can result in:

- Illness
- A longer stay in hospital
- Slower recovery

We actively encourage you and your visitors to practice good hand hygiene by regularly washing your hands with soap and water or by applying a waterless alcohol-based gel to clean your hands which you will find at the end of your bed or at wash stations.

Our hands may look clean, but many germs are invisible to our eye. We all can unknowingly transmit germs on our hands to others and our environment.

Remember to wash your hands or use hand sanitiser:

- When entering and leaving the hospital and ward;
- After going to the toilet;
- After blowing your nose;
- After smoking;
- After handling/patting animals;
- Before, during and after preparing food;
- When your hands are visible dirty.

Our employees also have a responsibility to practice good hand hygiene.

There are 5 moments when hand hygiene should be performed by your healthcare provider:

1. When arriving to attend to your care;
2. Before attending to your care;
3. After attending your care;
4. When your care is completed;
5. After touching your surrounds.

We encourage consumers and visitors to remind employees to practice good hand hygiene, especially as outlined above.





PREVENTING PRESSURE INJURIES

A pressure injury, commonly known as a pressure sore or bed sore, is an area of skin and underlying tissue that has been damaged due to constant unrelieved pressure. The pressure causes damage to blood vessels in the tissues resulting in poor blood flow and tissue breakdown.

Pressure injuries can develop quickly and may be difficult to treat, they increase your time in hospital and can lead to serious complications. We will work with you to avoid the development of pressure injuries.

WHERE DO PRESSURE INJURIES OCCUR?

Pressure injuries usually occur over bony areas, especially the tailbone, heels, buttocks and toes.

AM I AT RISK OF A PRESSURE INJURY?

Unrelieved pressure is the main cause of pressure injuries. For this reason, if you are confined to a bed or chair and unable to move independently or have limited movement, you are at greater risk of a pressure injury.

Other risk factors include:

- Loss of sensation and poor circulation (i.e. people with diabetes);
- Poor diet and/or fluid intake;
- Skin that is constantly moist through perspiration or incontinence;
- Being underweight or obese;
- Inability to hold correct body alignment.

ASSESSING AND MANAGING YOUR RISK OF DEVELOPING A PRESSURE INJURY

During your hospital stay, our nurses will regularly assess your risk of developing a pressure injury by examining your skin, discussing your general health and reviewing your ability to move independently.

Together we will establish a plan to prevent or reduce your risk of developing a pressure injury.

Your plan may include:

- The use of special equipment such as cushions, air mattresses and booties to reduce the pressure over “bony areas”;
- Regular turning or repositioning if you have difficulty moving independently;
- Involvement of other health professionals such as a dietician, occupational therapist, physiotherapist or podiatrist to assist with your care.

WHAT YOU CAN DO TO HELP AVOID A PRESSURE INJURY

We need to work together to prevent pressure injuries.

When in hospital, try to maintain a good diet, keep moving as much as possible, either with assistance or safety by yourself.

If you are having difficulty moving, it is essential that someone helps you to change your position regularly. This may include your family and friends.





MEDICATION

It is important that you tell us of any medication, prescribed and non-prescribed, you are taking when you are admitted to hospital. Medications can have adverse effects if taken with other medications, which is why we need to know all your medications including any complementary products you are taking.

On admission, please bring with you all medication you are currently taking.

Medications will be given to you by a nurse during your stay in hospital. Please do not self-administer any medication unless advised to do so e.g. inhalers, eye drops, creams etc.

TIPS TO ENSURE YOUR SAFETY WHEN IT COMES TO MEDICATIONS

It is important that we know what medication you are taking.

- If your hospital stay is planned, bring all your medication with you. This includes any medication bought at a pharmacy or supermarket, and any complementary medications including herbal, natural and alternative medication you may be taking.
You may be advised to stop taking some medication, however we will discuss this with you.
- Once your medicines have been checked (reconciled), they will be quarantined in Pharmacy until your discharge when they will be returned to you.
- There may be circumstances when it is best to use your own medication during your stay in hospital. These medications will need to be checked and will be given to you by your treating team.
- Tell our nurses about any allergies or adverse reactions you have had to medication in the past. These may have included things like a rash, tingling or a burning sensation or an erratic heartbeat.

- Try to have someone with you when talking to us about your medication. When you are unwell and under stress, it is harder to remember things that are said. It might also be useful to have this person available to support you when making decisions about your care plan.
- Ask questions if you are unsure about your medication, such as what medication to take, what it is for, how much to take, its effect (including any possible side effects) or when to take it. In hospital, this can be difficult because you may not be feeling your best and being visited by a number of doctors, nurses, midwives and other health professionals. However, it is important that you clear up any uncertainties you may have while in hospital.
- Don't be afraid to speak to the doctor or nurse if you don't know why you are being given a medicine. We will always discuss why you have been prescribed something different, or why a particular medicine has been ceased.
- Before leaving hospital, the nurses will give you an updated medication list. This will include any new medicines you are to take, and any medication that was changed or stopped during your stay. Show the summary to your local doctor and pharmacist when you first see them after your hospital stay. It is important that you tell your local doctor and pharmacist about any changes that were made to your medication.

A suggestion:

Information written for consumers can be provided on most medications.

Ask a member of your treating team if you would like a copy of this information.



PROVIDING CONSENT

Your treatment is your choice and when it comes to having a procedure or test, you (or your parent/guardian) need to give what is called “informed consent” (except in certain emergency situations). Consent is your agreement for a health practitioner to provide treatment, including any medical or surgical management, care, therapy, test or procedure.

Informed consent requires your health professional to discuss with you or your parent/guardian the benefits and risks associated with treatment options.

This will enable you or your parent/guardian to compare options and make the decision that is best for you at the time.

YOU ARE ENTITLED TO SEEK A SECOND OPINION

The process and requirements for obtaining consent may vary depending on your competency and age.

However, it will involve the following steps:

1. A discussion about the benefits and risks of treatment options;
2. You or your parent/guardian deciding what course of action to take;
3. The health practitioner gaining your consent for a specific treatment, having appropriately disclosed any material risks for that specific treatment;
4. The health practitioner records and documents the consent process.

You have the right to withdraw your consent at any time prior to the start of the procedure.

UNDERSTANDING YOUR TREATMENT OPTIONS

Healthcare and medical treatments are often complex and you may receive information that you do not understand at a time when you may be distressed by your condition and diagnosis. Understanding this complex information is crucial to the decisions you make.

When making your decision about whether or not to undergo a treatment, you should ask your health practitioner the following questions:

- Why do you think this procedure is appropriate for me?
- Is this procedure new or uncommon and is there sufficient research to support your recommendation?
- How many times have you conducted this procedure yourself?
- What have been the outcomes of the procedures you have conducted?
- Do you have any other information that will help me to make an informed decision?

When your treatment is not urgent, you should take your time to consider the information you have been given.

Whether or not medical treatment is to take place is your decision. Although our nurses have extensive knowledge of the treatments being proposed for you, only you know about your lifestyle and preferences and only you can decide which risks are acceptable and which risks are not.

A suggestion:

If you do not understand the information you have received, ask questions.

If you still do not understand, ask more questions.



AMBULANCE TRANSFER AND CHARGES

Ambulance transfer of an admitted consumer will be determined by their Medical Officer. The cost of this transfer is the responsibility of Casterton Memorial Hospital for inpatients in the Acute Ward.

Consumers who are transferred from the Urgent Care Department (non-admitted consumers) are responsible for their own transfer costs.

Persons who are pensioners or hold a current health care card will not be charged for ambulance service on procurement of their relevant pension/health care numbers to the Victorian Ambulance Service.

The hospital can arrange non-urgent transport for investigation or transfer (if a member of the consumer's family is unable to do so) by utilising a hospital vehicle and employee.

FINANCIAL DONATIONS / BEQUESTS

Donations and bequests are a thoughtful and sincerely appreciated means of supporting the Casterton Memorial Hospital in providing for new equipment or building projects.

If you have any questions regarding a donation / bequest to CMH, the Chief Executive Officer will be pleased to discuss this with you.

VOLUNTEERS

CMH welcomes volunteers and would welcome you, a family member or friend to come join us.

You can volunteer at CMH within Glenelg House, Planned Activity Group (PAG/Seasons) or via the Meals on Wheels program.

For further information on this wonderful program, please see the Nurse in Charge at Glenelg House, our PAG Coordinator or Manager Nursing Services.

EMERGENCY PROCEDURES

Casterton Memorial Hospital employees undertake regular education for emergency situations. The fire and evacuation system is connected to a warning system which when activated will relay tones and messages throughout the facility.

Should you discover a fire or emergency, please press the nearest "manual call point / break glass" alarm located in the passage ways.

If evacuation is to occur, this will be relayed over the PA system.

A CMH employee will direct all persons to the safe evacuation point. This map is located at the front entrance of the acute ward. As a visitor or inpatient, please remain where you are until alerted by CMH employees.

Testing of our system occurs regularly and this is clearly explained over the PA system.

If you have any queries, please discuss with the Nurse in Charge.





HEALTH INFORMATION PRIVACY

Casterton Memorial Hospital strives to provide quality Health Care. During your admission to hospital, health information is collected and recorded in a Medical Record. Every time you attend the hospital new information is added.

The information is collected to:

- Provide a health service to you and as a means of planning and communicating your health care needs to the health professionals involved in your care;
- Fulfil the administrative and reporting functions of the hospital required under relevant legislation;
- Provide emergency care;
- Evaluate the health care service we provide;
- Participate in research, provided information is de-identified or ethical and the Health Service Commissioner's standards are met when information is not de-identified;
- Prevent or lessen serious and imminent threat to life, health, safety or welfare;
- Prevent or lessen serious or imminent threat to public safety, public health or public welfare;
- Fulfil necessary law enforcement functions;
- Establish, exercise or defend a legal equitable claim;
- Where collection is within prescribed circumstances of Health Records Act.

Information will not be used or disclosed without consent except in the following circumstances:

- Where disclosure is required, authorised or permitted by law;
- In emergency care situations;
- To fulfil the administrative and reporting functions of the hospital;
- To plan the continuity of your health care;
- For funding, management, planning, monitoring, improvement or evaluation of health services and provision of training provided to employees where reasonable steps are taken to de-identify information;

- Where it is impractical to gain consent for identifiable information, the information is not published in a generally available publication and information issued and disclosed in accordance with guidelines approved by the Health Services Commissioner;
- Participation in research, provided information is de-identified;
- The hospital reasonably believes that the use or disclosure of information is necessary to prevent or lessen a serious and imminent threat to life, health, safety or welfare of an individual;
- The hospital believes that the use or disclosure of information is necessary to prevent or lessen a serious threat to public health, public safety or public welfare;
- The hospital believes disclosure is reasonably necessary for a law enforcement function;
- It is necessary for establishment, exercise or defence of a legal or equitable claim;
- The use and disclosure is within the prescribed circumstances of the Health Records Act.

Your health record is securely stored. Records are maintained and destroyed according to the Victorian Department of Human Services, "Public Health Services Patient Information Records General Disposal Schedule". Most records are kept for a minimum of 15 years.

We rely on information you give to help provide the right care for you and to maintain accurate records. You should always ensure you provide full information in the interests of your care planning and record management.

Employees of this hospital are dedicated in maintaining confidentiality which maintains the privacy of your record.

Through the Freedom of Information Act, you have the right to apply for access to your health information. Persons should apply in writing to the Chief Executive Officer. An application fee applies which is non-refundable.



CONSUMER SERVICES QUESTIONNAIRE

A “Consumer Services Questionnaire” is provided at discharge. This questionnaire has been compiled to help us evaluate our existing services and help us develop and plan for the future.

We do hope you will take the time to complete the questionnaire. It is anonymous and we value your comments so we can plan for on-going improvements.

Please leave your questionnaire in the box provided at reception or use the ‘freepost’ envelope for return by mail.

After discharge, you may also be contacted by the Department of Health and Human Services to complete a Victorian Healthcare Experience Survey. We encourage you to complete this questionnaire either via the form or online.

As a small hospital, receiving a good level of responses can be challenging. Please help us by completing a survey even if you have done so in the past. We rely on your feedback to identify where to improve.

ALLIED HEALTH

CMH offers a range of Allied Health Services including Physiotherapy, Podiatry and Dietetics.

Please ring the hospital to enquire about the range of services available.



CMH Community Home Nursing team

PRIMARY CARE SERVICES

COMMUNITY HOME NURSING

Casterton Memorial Hospital offers a 7 day per week Community Home Nursing service.

The Community Home Nursing Services offers a comprehensive nursing care service to consumers and their families on techniques and methods of self-help, assistance with personal hygiene, surgical dressings, injection therapy, rehabilitation and any other treatment as ordered by your Medical Officer. Community Home Nursing Services also endeavour to provide support for families caring for the ill and disabled at home, thus maintain independent living.

COMMUNITY HEALTH

The Community Health Nurse works Monday to Friday from 8:00am to 4:00pm. Appointments can be made through CMH Reception.

The service provides health information and education sessions to individuals and groups such as schools, kindergartens, clubs and other organisations in the community. Range of topics available are Asthma, Diabetes, Arthritis, Basic Nutrition, Sun-Smart Skin Cancer Awareness, Women’s Health/Men’s Health issues, Strength and Balance, Make a Move and Quit. Blood Pressure and blood sugar level screening is also available. Nurses can assist you in finding resources or referrals to other providers.

In the absence of the Community Health Nurses, monitoring of blood sugar levels and blood pressure are undertaken by Hospital Nurses.

SOCIAL SUPPORT GROUP (SEASONS)

Social Support Group operates Monday, Tuesday and Thursday of each week. Many activities are catered for within the Centre between the hours of 10:00am and 3:00pm. A service is provided by the hospital to pick up Day Centre clients and return them to their homes afterwards.



YOUR RIGHTS AND RESPONSIBILITIES AS A CONSUMER

As a consumer of Casterton Memorial Hospital, you are entitled to expect and receive high-quality services and care. It is important that you know what to expect from CMH and what your responsibilities are while in our care.

The Australian Charter of Healthcare Rights describe the rights of consumers and other people using the Australian Healthcare system. These rights are essential to ensure that wherever and whenever healthcare is provided, it is of high quality and safe.

Casterton Memorial Hospital supports and is committed to these principles.

What can you expect from Casterton Memorial Hospital?

Your Rights	What this means	
Access	You have a right to access healthcare	You can access services to address your healthcare needs
Safety	You have a right to receive safe and high-quality healthcare	You receive safe and high-quality health services, provided with professional care, skill and competence
Respect	You have a right to be shown respect and to be treated with dignity and consideration	The care provided shows respect to you and your culture, beliefs, values and personal characteristics
Communication	You have a right to be informed about services, treatment, options and costs in a clear and open way	You receive open, timely and appropriate communication about your healthcare in a way that you can understand
Participation	You have a right to be included in decisions and to make choices about your healthcare	You may join in making decisions and choices about your care and health service planning
Privacy	You have a right to privacy and confidentiality of your personal information	Your personal privacy is maintained and proper handling of your personal health and other information is assured
Comment	You have a right to comment on your healthcare and to have your concerns addressed	You can comment on or complain about your care and have your concerns dealt with properly and promptly



YOUR RIGHTS AND RESPONSIBILITIES AS A CONSUMER: (cont.....)

As a consumer, family member or carer, you also have responsibilities when receiving healthcare services from Casterton Memorial Hospital. Your responsibilities include:

- Working with your treating team by providing relevant information about your health and circumstances that may influence your care, treatment or stay in hospital;
- Participating in decision-making regarding your healthcare;
- Working with health professionals on the provision and evaluation of your healthcare;
- Treating all healthcare employees with respect and courtesy;
- Treating all property belonging to CMH with respect;
- Refraining from any act that can be perceived by employees, other patients and visitors as being aggressive or threatening in nature;
- Attend all scheduled appointments and if unable to do so, ensure the hospital or relevant service is notified, where possible, in a timely manner.

FEEDBACK:

Casterton Memorial Hospital acknowledges the consumers who participate in the development of this booklet. We value the contribution that our consumers make to improve the quality and safety of the care we provide.

If you have any feedback about the information provided to you or about your experience at CMH, we would like to hear it. We take your feedback very seriously. If you are concerned or not satisfied with any aspect of your care, please talk to the Manager of the area in which you are being provided care. If this does not help, there are many other ways you can provide feedback to us:

SUGGESTIONS, COMMENTS OR COMPLAINTS

Feedback forms are available in all inpatient areas. You can fill out a form or write a letter and post it to:

Chief Executive Officer
Casterton Memorial Hospital
63-69 Russell St
CASTERTON VIC 3311





Become a blood donor



Your nearest Red Cross Blood Bank is
located at Lonsdale St, Hamilton.

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, and 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 circulatory disease.



Basic Life Support

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

D

Attach Defibrillator (AED)

as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return





**Contact our reception staff for further information
regarding the hire or loan of equipment**

Monday to Friday 9am to 5pm

Phone 5554 2555

