



South Gippsland Hospital

Adaptability. Trust. Excellence. Accountability. Mutual respect.



PATIENT AND VISITOR GUIDE

SOUTH GIPPSLAND HOSPITAL
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South Gippsland Hospital Patient and Visitor Guide

Hello and welcome to South Gippsland Hospital (SGH). Our aim is to make your stay with us as safe and comfortable as possible.

We understand being in hospital can be a difficult time for you and your family, particularly in challenging times. If you have any questions or concerns, please don't hesitate to raise them with our staff.

We are proudly inclusive and believe you have the right to be treated with dignity and respect. We want your culture, identity, beliefs and choices to be recognised and respected.

If you wish, please inform our staff of your preferred pronoun and what name you would like to be called, and any cultural and spiritual considerations that will benefit your stay.

You also have a responsibility to treat our staff with the same respect and consideration.

Our values are:

Accountability

Trust

Excellence

Adaptability

Mutual Respect





*South Gippsland Hospital acknowledges the
Traditional Owners of the land on which we work and
pays respect to Elders past, present and emerging.*

*We also extend our respect to Aboriginal
and Torres Strait Islander peoples.*

*We commit to engage respectfully with all cultures
and forms of diversity to provide excellence in care
and a safe, welcoming and inclusive health service.*

Welcome to South Gippsland Hospital

Dobrodošli **vitejte** **welkom** **tere tulemast**
bienvenue/bienvenu herzlich willkommen καλως ΗΡΘΑΤΕ
üdvözöljük benvenuta/benvenuto witamy
bienvenidas/bienvenidos **huanyíng** swagat he chào mừng
sco dbawow **maligayang pagdating** **selamat datang** haere mai
afio mai

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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.



ILLUSTRATION: JULY 2019

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

Interpreter Services

All patients can access our Interpreter Service. An interpreter may assist you either face-to-face, at the hospital, or by phone. We also have access to Auslan Signbank services.

If you need an interpreter or Auslan services, please ask your nurse or doctor.

Our website also has an option for information to be displayed in different languages.

English

When you see the interpreter symbol you can ask for help to communicate in your language.



Italian / Italiano

Quando vedi il simbolo del servizio interpreti puoi chiedere aiuto per comunicare nella tua lingua.

Chinese / 中文

如果看到翻譯員的標記，你就可要求得到用你的語言進行溝通的協助。

Spanish / Español

Cuando vea el símbolo de intérprete puede pedir ayuda para comunicarse en su propio idioma.

Russian / Русский

Когда вы видите знак переводчика, вы можете воспользоваться его услугами, чтобы объясниться на родном языке.

DURING YOUR STAY

Your treating team

All staff and volunteers at South Gippsland Hospital (SGH) should introduce themselves and wear an identification badge showing their photo, name and role.

If you are unsure who a person is, please ask them.

Some of the staff involved in your care include; nurses, doctors, allied health, administration, kitchen, maintenance and cleaning staff, spiritual care practitioners, plus students and volunteers.

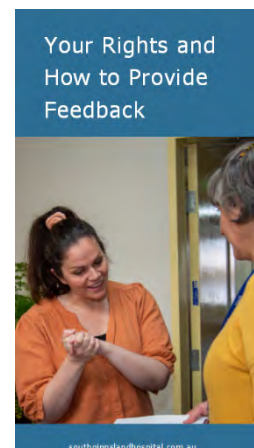
Consent

You have a right to receive clear information about your care options and any risks involved. We have a responsibility to obtain informed consent from you prior to any treatment.

Certain procedures require your written consent. The procedure will be explained by your doctor. It is important that you understand what is involved, before signing the consent form, so please ask your doctor or the Nurse-in-Charge to clarify anything that is unclear.

As a participating partner in your healthcare we want to ensure that you are involved in your healthcare choices and are aware you have a right to:

- ask questions and be involved in open and honest communication
- make decisions with your healthcare team, to the extent that you choose and are able to
- include the people that you want in planning and decision-making
- refuse or stop treatment.



Please refer to our brochure titled “Your Rights and How to Provide Feedback” for further information.

You may be aware of My Health Record (MyHR). This is a government-initiated program where a summary of your key health information is securely held electronically rather than in paper form.

Information regarding your admission to hospital will be uploaded to this program as of 2022. If you require help to change privacy settings in your MyHR, please ask to speak to the ward clerk.

Visitors and visiting hours

We recognise the importance of visitors for the support of patients and their recovery.

Visiting hours will be as flexible as possible while ensuring patient safety and maintaining the operational needs of the Hospital.

You also have the right to request to not have any visitors.

For the most up-to-date visiting hours and restrictions, please ask the Nurse-in-Charge or refer to the South Gippsland Hospital website.

If there are occasions where these times are not suitable, please discuss this with the nurse looking after you, as the Nurse-in-Charge may be able to approve an exemption.

There are 4 disability access parking bays located beside the hospital main entrance if required.

Visitors have a responsibility to respect the Australian Charter of Healthcare Rights for ALL patients in the Hospital. If any behaviour is in breach of these Rights, they are to be reported to the Nurse-in-Charge.

Mail

Mail is delivered Monday – Friday. If anyone would like to send you a card or letter please ask them to address it to you with your name, ward and our address;

C/O South Gippsland Hospital

PO Box 104

Foster, Victoria, 3960

Meals

Meals are provided from the following times:

Breakfast 7:50 am

Lunch 11:50 am

Evening Meal 4:50 pm

Morning, afternoon tea and supper are also served.

Please let staff know of any special dietary requirements. Food and alcoholic drinks should not be brought into the hospital without approval of the Nurse-in-Charge.

Television and Radio

A television with built in radio is located above your bed. The television is operated by the handset mounted on the wall or on the chest of drawers. There is no fee involved for its use. Please be considerate of other patients in regards to the volume.

Telephones

Each bedside has a telephone and incoming calls can be transferred to you, unless you are feeling unwell or don't wish to receive phone calls.

Mobile phones may be used within the Hospital, unless advised by staff that specific equipment is being used. Please switch your phone to silent / vibrate mode. When talking on the phone please be mindful of others and use earphones if possible.

WiFi

The Hospital provides patients with a free Wi-Fi service. The current user name and password is displayed in your room. If unsure, please ask your nurse.

Spiritual Care

Our staff can support you to access a minister of your chosen faith to offer spiritual and emotional support to patients, families and carers during times of uncertainty and personal crisis. Alternatively, you may prefer to make your own arrangements for such visits.

Laundry

Unfortunately, we are unable to launder your personal clothing. Please arrange with family or friends to collect and launder personal items.



Nurse Unit Manager Sharon Best



Nurse Unit Manager Grace Gilheany

YOUR CARE PLAN

Medications

On admission, staff will ask you to inform them of any prescribed, non-prescribed or complementary medicines that you are taking.

Your medications will be locked in your bedside locker or the safe. If any of your medications change during your stay you will be given an updated medication list and the changes will be explained by nursing staff or your doctor.

Allergies

If you have allergies to food, medicine or dressings, please inform nursing staff of the kind of reaction you typically experience. If you have an allergy, make sure the nurses have applied a red alert identification band.

Activity

We aim to minimise the number of patients who fall, develop pressure injuries and / or lose their normal level of function.

To improve your recovery and general health, you are encouraged to:

- get dressed in everyday clothes and wear comfortable walking shoes. Research has found that if people stay in their pyjamas all day, they tend to walk less (called PJ Paralysis)
- sit out of bed for meals
- reposition yourself in bed and
- walk around as much as possible, if it is safe to do so.

The physiotherapist, allied health assistant and nursing staff can help you to move in bed, and get up and about as much as you are able.

If you wish to leave the ward, for example to go for a walk in the hospital grounds, please advise the nursing staff who will ensure you are safe to do so.

Bedside Handover / Communication

Nursing shift changes occur three times a day.

To ensure you are an active partner in your healthcare plan, nursing handover takes place at your bedside once a day.



At the afternoon handover (around 3pm), you will see and hear the nurse who has cared for you in the morning, handover your care to the afternoon shift nurse.



This will involve introductions, checking your end of bed charts and care plan, and providing you with the opportunity to ask any questions.

Please use this time to clarify your plans for the next few days, particularly preparing for the day you will be going home.

Feel free to use the white / journey board located near your bed to jot down any questions or concerns. This will be used to help you know who is looking after you on any day and note any important activities and reminders for the team looking after you.

Another resource to share information about the person you are is by us completing a sunflower tool with you. This is then displayed in your room and tells the whole team about your life and what is important to you.


 Adherence Trust Compassion Accountability Mutual respect		Patient's preferred name:	
Today is:	Date:	Bed:	
My bedside phone no. is:			
Nurse:		Doctor:	
TRANSFERS/MOBILITY: 			
<input type="checkbox"/> Please do not get up on your own – press your call bell and wait for nurse to provide assistance <input type="checkbox"/> Please do not get up on your own – press your call bell and wait for nurse to provide supervision <input type="checkbox"/> You can walk/mobilise without assistance			
MY PLAN:			
DIET:			
Meal Times: Breakfast 7.50am Lunch 11.50am Dinner 4.50pm			
PATIENT/FAMILY QUESTIONS:		APPOINTMENTS/ALLIED HEALTH:	
PUBLIC WIFI Username: SGH Password: PeanutSlab3960			
DISCHARGE PLAN & DATE:		Date sheets last changed:	
Discharge time is approx. 10am			

 MR/CR200 Sunflower Tool		Surname: _____	
		Given Names: _____	
		Date of Birth: _____ Gender: _____	
		UR No: _____	
			
Source: State of NSW (Agency for Clinical Innovation) 2022			
Signature: _____		Date: _____	
Name/Designation: _____		Time: _____	

Your safety, health and hygiene

Key aspects of your care and safety:

- Identifying yourself is very important and we will confirm your identification prior to any treatment. Your nurse should have applied at least one ID band on you which will be checked regularly by the nursing staff.
- Prevent falls by calling for assistance rather than risk having a fall.
- Prevent pressure injuries by being as active and mobile as possible.
- Prevent spread of infection by using good hand hygiene and washing your hands with soap and water or use a sanitiser hand rub. You have the right to ask your visitors and any staff member if they have performed hand hygiene before they approach you.
- Your nurse will provide assistance with your daily hygiene and provide fresh towels and linen as required.
- Alert Check Talk (ACT) process. This is a way you can voice any worries or concerns you or your carers might have. See the ACT poster below.


ACT
IF YOU FEEL WORSE – TELL THE NURSE

WHAT is ACT?	<p>“ACT” is a process where YOU or YOUR family can raise concerns about your health condition deteriorating, current treatment, or any incident with the healthcare team.</p>
ALERT CHECK TALK	<p>We recognise that you know yourself (or your family member) the best.</p> <p>Staff here support patient and family involvement, so please don't hesitate to voice ANY concerns.</p>
ALERT Step 1	<p>If you feel worse or have any concerns or worries (or you think your family member is getting worse, or have any concerns or worries about their care)</p> <p>TALK to the doctor or the nurse looking after you or your family member.</p>
Step 2	<p>If you still feel worse/ are concerned or worried</p> <p>TALK to the Nurse in Charge - dial 5683 9701</p> <p>they will then CHECK on you.</p>
Step 3	<p>If you still feel worse / are concerned or worried</p> <p>TALK to the Director of Nursing on 0417 035 850</p>

\\F:\ems\Important Notices\ACT - Bedside Poster Form 1063.docx - Version 3, August 2024



Please take some time to have a look at the “Making your stay with us safer” booklet found beside your bed.

If you would like any more information on keeping safe at SGH, please ask your nurse.

Smoking, Alcohol and other drugs

The South Gippsland Hospital site is a totally smoke free environment. If you want to give up smoking, we can provide advice and support to help you. Please discuss options with your treating doctor or the nurse looking after you.

Students

SGH is a best practice clinical learning environment and patients are a crucial component of student learning. Communication skills, empathy and compassion are best learnt by direct interaction with patients.

The types of students you might meet include nursing, midwifery, medicine, radiology, physiotherapy, occupational therapy, dietitians, speech pathologists and social workers.

Students work under the supervision of a qualified professional and you will be advised if a student has been assigned to your care team. You can request not to have a supervised student look after you if you have a strong objection to a student providing care.

Valuables and Money

We prefer you don't bring valuables and large amounts of money with you into hospital, so please send any valuables home with family/carer or request they are placed in the safe. The Hospital takes no responsibility for any lost or stolen property.

Volunteers

South Gippsland Hospital volunteers are members of the local community and form a valuable part of our team. They are available for specific tasks such as sitting with a person so their carer can have a break, talking to someone who may be lonely or driving patients to appointments if no one else is available. They are bound by the South Gippsland Hospital code of conduct and confidentiality agreement, as are all staff.

Advance Care Directive

An Advance Care Directive is a document that allows a person to document their preferences for future medical treatment. If you have an Advance Care Directive, please let the nurse looking after you know, to ensure we have a copy on record. We are also able to assist you complete one with your doctor if you wish.

Going Home

You may require ongoing treatment and support once you are discharged from hospital, such as occupational therapy, district nursing, meals on wheels or home help. Follow up information, including access to community supports and appointments will be discussed with you prior to you leaving. If you have any concerns about going home, please raise these with our staff. Things for you to consider before leaving hospital are:

Equipment and support

Do you require any equipment such as a shower chair, toilet seat or mobility aid?

Do you have someone who can support you at home?

Medications

Do you have a current medication list to take home?

Please ask nursing staff or your doctor to explain what medications you are on and how to take them.

Transport

Do you have a family member or a friend to pick you up by 11:00 on your planned discharge date? If you require assistance getting home, such as a taxi, please discuss this with a nurse.

OTHER INFORMATION

Security

For everyone's safety and security, the main entrance doors are locked at all times outside visiting hours. Other entrances can only be accessed by staff. Closed Circuit Television (CCTV) cameras are located throughout the hospital site.

In Case of Emergency

In case of an internal or external emergency (e.g. fire), you will hear an alarm. Staff are trained to take care of you and your visitors and may be required to move you to a safe area. Please cooperate with staff promptly to help make sure everyone is safe.

Other

If you have any questions about your stay or your care, such as choosing to use your private health insurance, or any costs that might be incurred, please speak with your nurse who will refer you to the ward clerk or Nurse-in-Charge.

Feedback

We value your feedback as it helps identify ways we can improve.

You may refer to the Your Rights and How to Provide Feedback information brochure.

We have a feedback form, postage paid envelopes and feedback boxes located at building entrances.

We have a link on our website (Contact us tab) if you wish to email feedback through and The Victorian Health Experience Survey (VHES) is another method of providing feedback on your experience. Following your admission, you may be invited to participate in the VHES by phone or by email. This survey is coordinated by the Department of Health and patients are randomly selected to participate in the survey.

Make healthcare better

Complete the Victorian
Healthcare Experience Survey



You may be invited to complete a survey
about your health experience. Participating
helps us make health better for everyone.



Victorian
Agency for
**Health
Information**



Victorian Healthcare
Experience Survey



Thank you

We thank you for reading this guide and would welcome any comments regarding its contents. We hope your experience with our staff and service is a positive one.

As a public hospital, we welcome the generosity of our patients, community groups and local businesses to supplement government funding. Donations are a vital part of our fund-raising activities and are used for capital improvements and equipment purchases to assist in providing the best possible health care services for our community. All donations of \$2 and over are tax deductible.

Donations can be made via our website or a donation envelope can be found at reception.

Endorsed by SGH consumers

Form 639, Issue 11, October 2025

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