Day Patient Handbook

A guide to your mental day program admission



IMH® Nundah Private Hospital

Aurora Amplar Health

Welcome

On behalf of our management and staff, welcome to our hospital and thank you for the opportunity to care for you on your health care journey.
Our hospital is part of iMH, Aurora Healthcare and Amplar Health's innovative new private mental health service. With a special focus on mental health, iMH Private Hospitals offer flexible care pathways, including in-hospital and in home treatment in major cities and key regional areas of Australia.

Caring for the needs of patients is our first priority, and we are committed to providing quality health services to improve and sustain people's health. Throughout your hospital stay, our team is focused on delivering the highest standard of care at all times.

To ensure you achieve the best possible outcomes from your admission, our experienced team of health care professionals will discuss all aspects of your treatment with you, whilst encouraging your active participation in your care.

If this is your first admission to our hospital, please take the time to read this day patient handbook. It provides useful information about the many services and facilities the hospital provides.

Should you have any specific needs or concerns, please notify staff so that your concerns can be resolved in a timely matter.

Thank you for choosing us as your preferred health care facility.

This patient handbook has been compiled by iMH from various external sources including the National Safety and Quality Health Service (NSQHS) Standards, as well as within iMH in accordance with hospital policies and procedures. Information contained within is the property of iMH.

Acknowledgement of country

We acknowledge the traditional custodians of country throughout Australia, and their continuing connection to land, sea, culture and community.
Our hospital invites you to join in our acknowledgement of country and pay respect to the traditional custodians of this land, waterways and sky, the traditional people and their Elders, past, present and emerging. We also acknowledge the broader Aboriginal and Torres Strait Islander community and extend our gratitude for their contributions to health and healing.
Please let our staff know on admission if you identify as Aboriginal or Torres Strait Islander. We will work with you to ensure you receive the care and services that are culturally appropriate for you to contribute to your comfort as a patient at our hospital.
Please note that all information collected by our health service is subject to privacy laws to guarantee your information is protected and used appropriately.
We also encourage you to connect with your relevant local or state-based Aboriginal and Torres Strait Islander health and support services.

Your rights and responsibilities

Whilst in our care, you have the right to:

- considerate and respectful care, regardless of race, creed, sex or
- nationality
- know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are
- involved in providing care
- seek a second opinion
- receive information from your doctor, in language you understand,
- regarding your illness, its likely cause, the expected treatment, the plans for discharge from the hospital and follow up care
- be fully informed regarding your treatment, state of health, accepted alternative methods of treatment (including risks and advantages of each) plus the consequences of refusing treatment, prior to giving consent. Unless the law prohibits, you may refuse recommended treatment, tests or procedures and you may leave against the advice of your doctor at your own risk upon completion of discharge forms
- be informed of estimated costs prior to any treatment
- refuse to participate in medical studies or experimental treatment
- confidentiality of your information, unless written permission is provided by you or your representative, or it is required by law

- know your discharge plan and any continuing health care you may require, including the time and location of appointments and the name of any doctor who will be providing follow up care
- not be restrained, except as authorised by your physician or in an emergency when necessary to protect you or others from injury
- be visited by people of your choice during daily visiting hours as established by the hospital, send and receive personal mail, and be visited by clergy
- retain and use personal possessions as space permits unless to do so would infringe on the rights of other patients or unless medically contraindicated
- be maintained in a safe and secure environment
- make complaints and have access to advocacy and assistance to resolve such complaints

Each patient has the responsibility to:

- provide accurate and complete information regarding matters relating to your health
- report unexpected changes in your condition to staff
- ask questions if you do not understand your treatment plan or what is expected of you
- follow the treatment plan recommended including following the instructions of staff involved in your care
- keep appointments where able to do so, or informing the hospital/doctor if unable to attend as planned
- provide information concerning your ability to pay for services; ensure your health insurance policy remains financial for the duration of your admission
- accept the consequences of your actions by refusing treatment or instructions
- be considerate of the rights of other patients and hospital personnel
- be respectful of hospital property and the property of other persons in the hospital at all times
- be responsible for your own personal items whilst in hospital

General information

Emergency procedures

In the event of an emergency, please remain calm and follow the directions of our staff who are trained in emergency procedures. Remain in your room or current location if you are attending a group until a staff member advises you if further action is required. A staff member will accompany you or direct you to a safe location if required, and are available to help if you need assistance.

Identifying goals of care – tips for patients

Your health care team will ask you about your goals of care. A goal of care is what you want to achieve through care or treatment.

It is important that the health care team understands your goals, as it helps them understand what is important to you. It is also important to talk about your goals, as sometimes they might be different to your health care team's goals.

The following are some tips about setting goals.

Tip 1: Think about what is important to you and share it with your health care team. This is to ensure that you remain central to your care.

Tip 2: Share decisions about care and treatment choices with your health care team.

Tip 3: Identify multiple goals of care that are positive and achievable, yet challenging.

Tip 4: Understand who will be involved in your care and their roles in helping you reach your goals of care.

Tip 5: Be able to access a record of your agreed goals of care, and share it with others if you choose.

Tip 6: Keep track of your progress towards your goals of care and if they have been met.

Tip 7: Remember that your goals can change.

Infection control

iMH recognises its responsibility to provide and maintain a safe and healthy environment for patients, employees, contractors, visitors and all persons accessing its facilities. This commitment extends to ensuring that the operation of our hospital does not place the community or the environment at risk of injury, illness or damage.

We ask that you comply with any such regulations of which you are made aware.

iIn particular, please note the hand washing protocols which apply to you, your friends and carers. Safe hand washing practice minimises the risk of infection which is extremely important for your health and a good health outcome following any procedure or illness. When coughing or sneezing, use a tissue to cover your nose and mouth and dispose of the tissue afterwards; wear a surgical mask if possible. After coughing, sneezing or blowing your nose, wash your hands with soap and water; use alcohol-based liquids, gels or wipes if you do not have access to soap and water.

Patient experience surveys

Your experience as a patient is our highest priority. We encourage patients to tell us about their experience in Day Programs. This feedback helps to guide important improvements in the care and services we provide. It is also used to make sure our hospitals are meeting or exceeding industry standards. Your responses will be anonymous and your privacy protected. If you prefer, you can be supplied with a patient impression card to complete and comment on our hospital or services.

Patient feedback

Your feedback is important to us. We strive to provide you with the best experience possible and to meet your expectations, however if you have any concerns or you are not satisfied with your treatment, we will try and resolve issues raised as quickly as possible. Resolving issues directly with us in the first instance is the fastest and most effective way of resolving your concerns. Your first step should be to let staff know of the problem and if you are not happy with the outcome, you should ask to speak to the allied health manager for any therapy-related enquiries

If you feel that your concerns have not been resolved you can request that an appointment be made with a member of the hospital management team to discuss your concerns.

If you are not satisfied with our response, you should contact the enquiry service of the relevant state or territory listed. These organisations are independent statutory authorities who will investigate your concerns.

State	Statutory Authority	Website
New South Wales	Health Care Complaints Commission	hccc.nsw.gov.au
Queensland	Office of the Health Ombudsman	oho.qld.gov.au
Victoria	Mental Health Complaints Commissioner	mhcc.vic.gov.au
Western Australia	Health and Disability Services Complaints Office	hadsco.wa.gov.au
Australian Capital Territory	ACT Government Health Directorate	act.gov.au

Privacy, confidentiality and medical records

iMH is committed to safeguarding the privacy of patient and personal information. iMH, our doctors, nurses and other staff are bound by the Australian Privacy Principles contained in the Privacy Act 1988 (Cth) and other privacy laws, and by a strict code of conduct that govern how private sector health service providers collect, use, disclose and store your personal and sensitive health information.

Health information, in the form of a medical record, is kept for each patient. Your privacy is important to us and access to your medical record is strictly limited to those directly involved in your care. The contents of your medical record can only be released with your consent or, if required, by law.
The medical record remains the property of the hospital, however, you have the right to access the health information we hold about you in your medical record. To access your health information, you can apply in writing, advising us of the information you require. We will ask you to provide us with appropriate identification to ensure we are releasing the information to the correct person.

You can view the information onsite with a health professional or request a copy of the information. There will be a charge for printing and postage. It is advisable that a health professional assist you in reading your medical record to adequately explain the content. If you require your health information to be passed onto another health professional for continuation of your care, please advise them to contact us and we will assist them.

Please speak with hospital administration staff for assistance.
If you wish to make a complaint or report a privacy breach, please email privacy@iMH.com.au.

Shared decision making

We are partners in your care, and are committed to providing you the best care possible.
We will:

- give you timely and complete information about your care
- ask about and listen to your concerns
- explain things in a way that you can understand
- encourage your involvement in making decisions about your care and
- support your choices
- involve family and friends in ways that you wish

You can:

- tell doctors and allied staff about your health. Tell us about yourself and how you are feeling. Don't assume we know everything about you
- make sure you understand what doctors and allied health staff tell you. Repeat back
- what they say in your own words to make sure they explained things well
- ask questions until you understand the answers. Make sure you get the information you need
- tell us who you want involved in your care. You get to decide if you want
- family or friends to take part in conversations about your health

Smoking

It is important that we ensure our hospitals provide a safe, clean and comfortable environment for patients. We are also bound by a range of legislation and regulations that help to guide and direct us in meeting the expected standards of hospital environments.

At iMH hospitals, in accordance with our hospital policy:

- in Queensland, smoking is not permitted. This includes the use of electronic cigarettes.
- in New South Wales, smoking is permitted only in designated areas as
- signed. This includes the use of electronic cigarettes.
- in Victoria, smoking is permitted only in designated areas as signed. This
- includes the use of electronic cigarettes.
- in Western Australia, smoking is permitted only in designated 'smoke and go' areas as signed. Please refer to the hospital's policy on the use of electronic cigarettes, as signed.
- in the Australian Capital Territory, smoking is not permitted. This includes the use of electronic cigarettes.

We recommend that you discuss your options for nicotine replacement therapy with your treating psychiatrist at the time of your initial assessment on admission to the hospital, or as issues arise during your admission. Additional resources and supports are accessible from visiting www.quit.org.au or by phoning Quitline on 13 78 48.

Top tips for safe health care

1. Ask questions. You have a right to understand information provided about your health and health care.
2. Find good quality and reliable health information. Obtain credible information to make informed decisions about your health care.
3. Understand the risks and benefits of medical tests, treatments and procedures. Before making a decision, it is important you fully understand.
4. Keep a list of all the medicines you are taking. Include vitamins and supplements, and inform your pharmacist or doctor.
5. Confirm what will happen before your operation or other procedure.
6. Ask who is in charge of your procedure and what they will perform.
7. Ask about your care when you leave hospital. Request that family or a carer is involved with discharge planning discussions.
8. Know your rights. Be informed, involved and respected.
9. Understand privacy and accessing your medical record. Your medical record is required by law to be kept confidential, and you can register online to access it.
10. Your feedback helps improve health care quality and safety. It helps
11. providers understand what they do well, and what can be improved.

Workplace violence and aggression

Our hospital is committed to maintaining a healthy and safe environment for all persons. In recognising the significant problems caused by aggressive physical and verbal behaviour, violence and damage to property, as an iMH facility we have a zero tolerance approach to aggression and violence. The hospital will not tolerate threatened or actual violence, aggression, abuse or harassment against any persons within the hospital.

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