

Easy Read



Metro North Health

Hospital Welcome Kit

Metro North
Health



Queensland
Government

About This Guide

Metro North
Health

This Easy Read guide is by Metro North Health.



We explain your rights when you use healthcare services.



We tell you about ways to look after your health and stay safe.



You can ask someone you trust to help you read this guide.



We give public healthcare in South East Queensland.

- The Royal Brisbane and Women's Hospital
- Surgical, Treatment and Rehabilitation Service (STARS)
- The Prince Charles Hospital
- Redcliffe Hospital
- Kilcoy Hospital
- Caboolture Hospital
- Kabul, Yarun & Bribie Island Satellite Health Centres
- The community

Have a Safe Stay in Hospital



You have rights when you get health care.

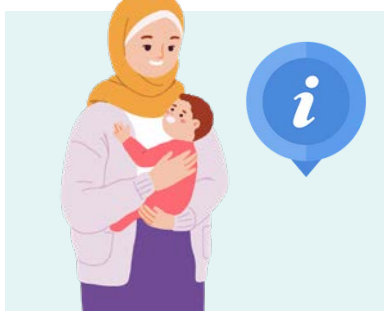


You have the right to have health care that

- respects you
- listens to you
- is safe at all times.



Here are some ways to have a safe stay in hospital.



1. About you

Tell us if any of your personal information is wrong. Like your **ID band**, address, doctor, or your closest relative.



Tell us if you have any allergies.

We will give you a red band to wear.

This band tells people about your allergies.

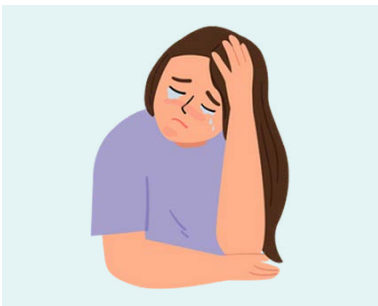


2. Your medicines

Tell us if you do not know what your medicine is for.
Or if you have had a bad reaction to a medicine.



If you are worried about taking medicine, tell your doctor, nurse or pharmacist.



Ask if your medicine has any **side effects**.
This is when a medicine makes you feel unwell.
Or it does not work well for you.



Talk to your healthcare team if your medication changes.
For example, if its shape or colour changes.



3. Preventing infection

Wash your hands

- before and after you visit the toilet
- before you eat.



You can also ask healthcare staff if they have washed their hands.
Tell us if you have diarrhoea or if you are sick.



4. Preventing falls

Wear lace-up shoes or shoes that fit well, or slippers with rubber soles.



Use your walking aid in the way you were told.
If you need help, ask one of our friendly staff.



5. Preventing blood clots

Wear your hospital stockings if you need to.



Try to move as often as you can.
Try to do simple leg and ankle exercises.



Drink fluids as recommended.

Take blood-thinning tablets or injections if your doctor tells you to.



6. Pressure sores

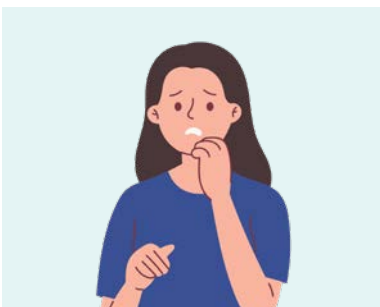
If you can, try to keep moving around, even if you are in bed.



Call us if you feel uncomfortable.

We can help you change position.

We can give you a special mattress or cushion.



7. Any worries?

We are here to help you.

Tell us if you have any worries about your treatment.



You can tell us during or after your hospital stay.

You can tell us in different ways.



8. Leaving hospital

Before you leave hospital:

Make sure you have your **discharge letter**.

This tells you about your treatment and what to do.



Make sure you have your medicine or prescription.

Someone must also explain your medicine to you.



Know who to contact if you have any questions or worries after you leave.

Prevent Falls



Call, don't fall!



1. **STAY** where you are.



2. **PUSH** the nurse call bell.



3. **WAIT** for help, your nurse is on the way.

Right Patient, Right Treatment



When you are a patient, you get asked a lot of questions like:



- What is your full name?
- What is your date of birth?
- What are your allergies?
- Do you agree to this treatment?



We ask these questions to make sure the right person gets the right treatment.



Different staff might give you care.

They may ask you the same questions to make sure everything is correct.



Tell us if your details are wrong or change, like:

- your allergies
- your address
- how to spell your name.

Informed Consent



Informed consent is when

- you understand your illness or health problem
- you agree to what our staff will do.



You can choose to have treatment or not.

Our staff must ask if you agree.

Our staff will give you information to help you decide.

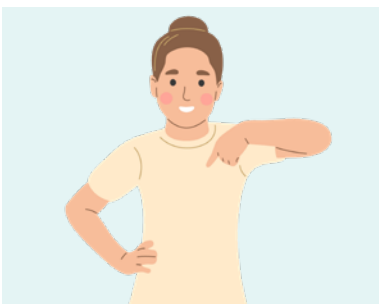


You can ask our staff questions like:

- What is the test or treatment?
- How will the test or treatment help me?



- Can the treatment cause any problems?
- Will I get better?
- What can happen if I do not get treatment?



Who can give consent?

If you can understand your treatment choices and you can say what you want, then you are the one to decide.



You can ask friends, family, or people from your community for advice.

You can bring them to your appointment.

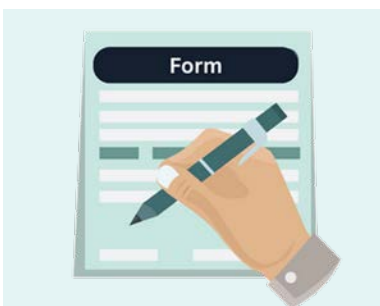


In an emergency, our staff, a family member or friend can sometimes make decisions for you.



Why do I have to give consent?

In Australia, health professionals must get your consent before they give you tests or treatment. It is the law.



Why must I sign a consent form?

You must sign for high-risk treatments like surgery. Sometimes you might only need to tell our staff that you agree.



Who gives consent for a child?

Usually, a parent, guardian or carer gives consent for a child under 18 years of age.



How much time do I have to decide?

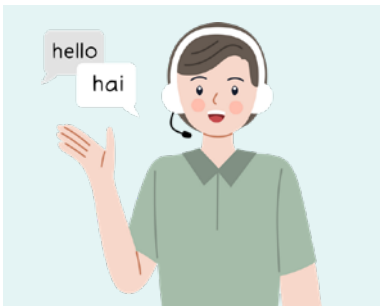
In emergencies, quick decisions must be made.

If it is not an emergency, you can take more time to decide.



What if I give consent and I change my mind?

- You can always change your mind, even after
- you signed a consent form or
- you told our staff you agree.



Do I need an interpreter?

It is important that you and our staff understand each other.

You or our staff can ask for an interpreter.



Remember: it is your choice.

Even if you give consent, you can change your mind at any time.



You can always ask questions.

You can ask as many questions as you want.

You can bring someone with you for support.

My Healthcare Rights



Access

You have the right to use healthcare services and get treatment when you need it.



You have the right to get health care that fits your needs.

medicare

Medicare helps with the cost of

- doctor appointments
- many treatments and medicines.



You have the right to know about any costs before treatment.



Health services must be easy for people with disabilities to use.

Everyone must be able to get the health care they need.



Safety

You have the right to get care in a place that is safe and makes you feel safe.



You have the right to quality health care that is

- safe
- meets national standards.



Your health care should be based on the best information.

It should be based on your needs and wishes.



If you are worried about your health, you can ask for help.



If something feels wrong, you can ask a health provider to check things again.



Respect

Your health service should respect your culture, who you are, and what you believe.



You have the right to be treated with respect.

You should be asked what you need.

Your health care should match what you want and choose.



Partnership

You have the right to be an equal partner in your health care.



You can ask as many questions as you need to.



You can include other people in your care.

Like family, friends, a carer, or someone who speaks up for you.



Information

Ask for help if you don't understand something.

You can bring someone with you to help you understand information.



You have the right to get clear information about your health.

And where to get health care.



You must give **informed consent** before any treatment.

This means you understand your treatment.

You know about any costs or problems.



You should get information about your health care choices.

Like where to go, or if you need to pay.



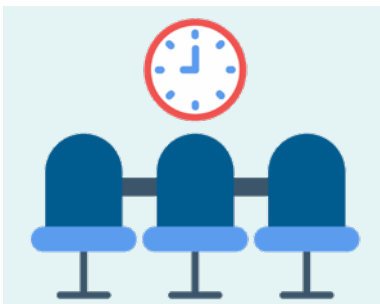
If something goes wrong, you have the right to know about it.

The health service must explain what happened. And what they will do.



Privacy is when

- your personal information is safe
- other people cannot get your personal information.



Your privacy must be respected in all places.
Like in hospital wards and waiting rooms.



This includes the privacy of

- your body
- things that belong to you
- your information.



The Australian Charter of Healthcare Rights

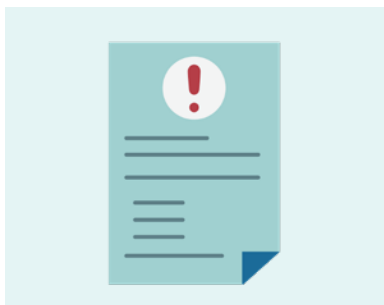
You have the right to safe and good quality health care.



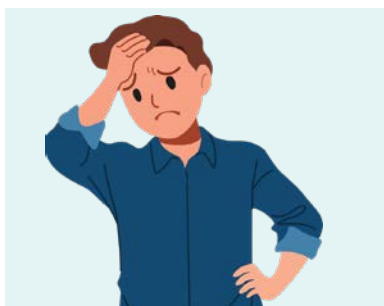
This is written in the Australian Charter of Healthcare Rights.

These healthcare rights are for everyone, anywhere in Australia.

Give Feedback



You have the right to give feedback or make a **complaint**.



A complaint is when you say you are not happy with your health care.



Your health provider should

- listen to your feedback or complaint
- respond openly and in a reasonable time.



When you give feedback, you should still get good health care.



To give feedback, you can speak to our staff or health provider.

Set Goals For Your Care



When you set goals for your care, it helps your healthcare team to support you.

You can have many goals.



- Know your healthcare team.



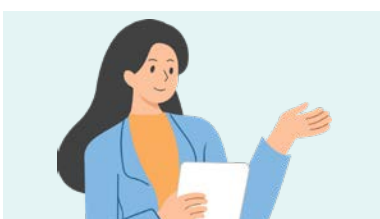
- Think about what is important to you.



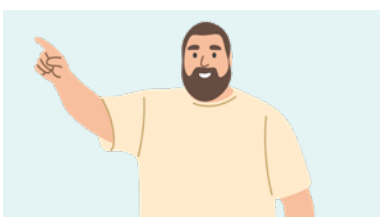
- Ask for the information you need to understand.



- Goals can change every day.



- Talk about your care and treatment choices.



- Tell your healthcare team what is important to you.

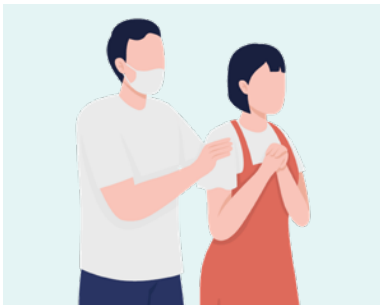
Ryan's Rule



Ryan's Story

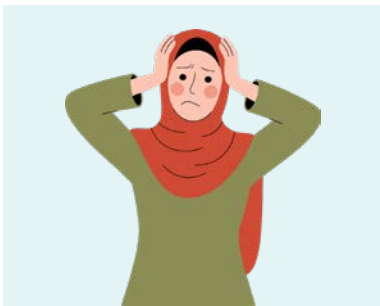
Ryan Saunders was nearly 3 years old when he died in hospital.

His death could have been stopped.



Ryan's mum and dad knew him better than the hospital staff.

When Ryan's parents worried he was getting worse, they felt no one listened or acted in time.



That is why Ryan's Rule was made.

It helps patients, families, and carers get more help.



Ryan's Rule can help if you are worried that

- your health or someone's health is getting worse
- you feel no one is listening.



Follow the steps in this guide to get help.

For more information go to the website:

www.qld.gov.au/health/support/shared-decisionmaking/ryans-rule.

Ryan's Rule Steps



Step 1

If you feel like your health condition is not getting better or is getting worse

- speak with your Nurse or Doctor.



Step 2

If you are still worried and nothing has been done

- ask to talk to the Nurse in charge or the Doctor on duty



Step 3

If you are still worried after step 1 and step 2

- you can ask for a Ryan's Rule Clinical Review.



You can

- call 13 43 25 84 (the 13HEALTH number)
- or ask a nurse to call for you.



13HEALTH will ask you for information like the hospital name and the patient's name.

A senior staff will arrange a review soon after your call.

Ryan's Rule



This hospital uses Ryan's Rule.

If you ask to use Ryan's Rule, it does not mean you will get less care.



Who can use Ryan's Rule?

- All patients
- Families
- Guardians
- Carers



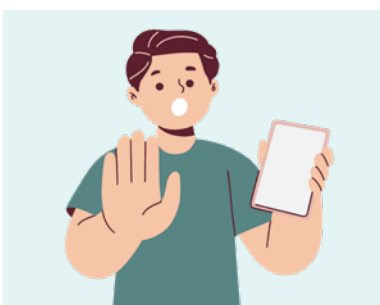
When to use Ryan's Rule?

- When the person's health condition is getting worse and you are worried.
- When the person acts in a way that is not normal for them.



Ryan's Rule is not for all complaints

Only use Ryan's Rule when someone's health is not getting better or is worse, and you are worried.



For other General Complaints

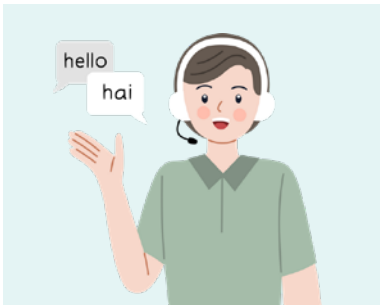
Please tell the ward staff if you have other complaints about a health service.

They will explain what to do next.

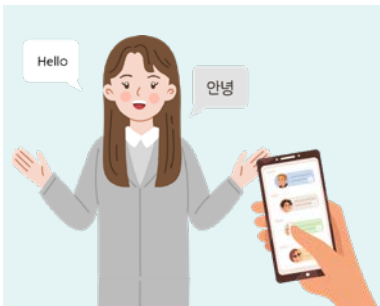
Free Interpreter and Translation Services



If English is not your first language, you can have a free interpreter or a translation.



An interpreter speaks your language.
They can help you understand and talk to our staff.



They can be with you in person or on the phone.
Your information is private.
They will not share your information with anyone else.



Please tell one of our staff if you want an interpreter or a translation.

Free Aboriginal and Torres Strait Islander People Interpreter Services



Please ask one of our staff for an interpreter in these languages:

- Alyawarr
- Anindilyakwa
- Anmatyerr
- Burarra
- East Side Kriol
- Eastern/Central Arrernte
- Gurindji
- Iwaidja, Kunwinjku
- Luritja/Pintupi
- Maung
- Modern Tiwi
- Murrinh-Patha
- Ndjebbana
- Ngaatjatjarra
- Ngan'gikurrunggurr
- Nunggubuyu (Wubuy)
- Pitjantjatjara
- Warlpiri
- Warumungu
- West Side Kriol
- Western Arrarnta
- Wumpurrarni English
- Yanunytjatjara
- Yolngu Matha

Our Support Services



These services are FREE. Please ask our staff for help.



Support for families

Teaching people how to support others with grief and loss.

Each Metro North Health service may offer different kinds of grief support.

Please ask our staff about services and support in your area.



Cultural Support

We can help with:

- Services that show respect for your culture
- Support if you had bad experiences in the past
- Support that respects all people and treats everyone as equal
- Support for people from different communities, including people from other countries who come to Australia



Indigenous Hospital Liaison Service

We can help with:

- Visits while you are in hospital
- Support to understand how the health service or hospital works
- Support to help you understand your treatment

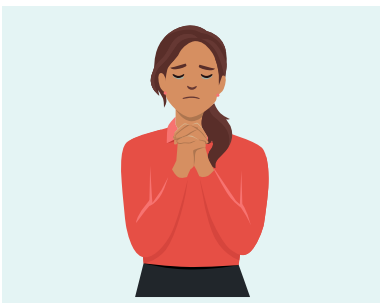


Mental Health

Mental health is about how a person feels and thinks. When someone often feels sad or worried, they may need mental health support.

We can help with:

- Support to get better and feel well again
- Support for patients, families, and carers
- Connecting with other health services



Spiritual Support

We can help with:

- Someone to talk to about your feelings
- Kind and caring support when you need it
- Talking about faith or religion
- Finding meaning, forgiving, and accepting things in life



Disability Services

We can help with:

- Better healthcare and equal healthcare for people with disability
- Opportunities for all people to work with us, including people with disability
- Workplaces that are easy to use for all staff, patients, and community members



Grief and Loss

Grief is when you feel sad or upset because of a big change in your life. You may feel grief when you or someone you know is sick. Or when someone you know has died.

We can help with:

- Information and resources
- Finding support in the community
- Counselling to talk about feeling sad or upset



Did you know?

You can volunteer with Metro North Health.

Volunteer is when you spend some of your time helping others.

For more information, visit:

www.metronorth.health.qld.gov.au/get-involved

