

English

HELLO



Metro North Health

Hospital Welcome Kit

Metro North
Health



Queensland
Government



Metro North Health respectfully acknowledges the Custodians of the land where our health services are located. We pay our respects to the Aboriginal and Torres Strait Islander Elders and valued persons, past, present, and future and recognise the strength and resilience that Aboriginal and Torres Strait Islander people and their ancestors have displayed in laying strong foundations for the generations that follow. For it is through building a joint understanding of land, water, and community that we work together to reduce health inequities. We recognise the contributions made throughout this plan by Aboriginal and Torres Strait Islander people with disability.

**Metro North Multicultural Health and Language Services:
Key Priorities and Achievements Report 2025**

Brisbane North is one of Queensland's most populous and fastest-growing regions. It is also home to a vibrant community of people from culturally and linguistically diverse (CALD) backgrounds. As Australia's largest public health service, Metro North Health provides care to more than one million people each year.

We recognise that every person's health journey is unique, and that cultural beliefs, languages and life experiences shape the way people access and experience care. There is no 'one-size-fits-all' approach when it comes to meeting the needs of our diverse community.

Our Multicultural Health team works to ensure that care across Metro North Health is equitable, culturally safe and person-centred. Guided by the Queensland Multicultural Health Policy and Action Plan (MHPAP) 2024–2029, we are committed to improving access, enhancing communication and partnering with communities to deliver services that respect cultural identity and promote health and wellbeing for all.

Together, we are building a health system that embraces diversity, fosters inclusion and supports better outcomes for every individual and family we serve.

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8 Simple steps to keep yourself safe during your hospital stay.

1 About you

- Tell us if any of your personal information is wrong (identification band, address, General Practitioner or next of kin).
- Tell us if you have any **allergies** and we will give you a red identification band.



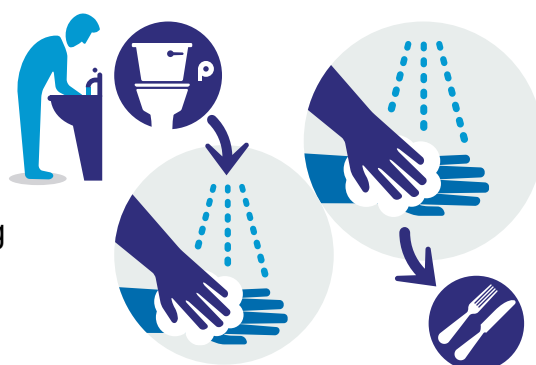
2 Your medicines

- Tell us if you have an allergy or you do not understand what your medication is for.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.
- Ask about any possible side effects.



3 Preventing infection

- Wash your hands before and after visiting the toilet, and before all meals.
- Don't hesitate to ask our staff if they have washed their hands before having contact with you.
- Tell us if you have diarrhoea or vomiting.



4 Preventing falls

- Wear laced up or snug fitting shoes, or slippers with rubber soles.
- Use your usual walking aids.
- If you need assistance, ask one of our friendly staff.



You have the right to health care that is: **Respectful | Responsive | Safe**

5 Preventing blood clots

- Wear your hospital stockings if advised.
- Try to move as often as you can.
- Try and do simple leg and ankle exercises.
- Drink fluids as recommended.
- Take blood-thinning tablets or injections as advised.



6 Pressure sores

- If you can, try to move even in bed. Use call bell if you feel uncomfortable or need assistance.
- We are happy to help you change position, and can provide a special mattress or cushion for support.



7 Any concerns?

- We are here to help you – talk to us if you have any worries or concerns about your treatment.
- You can provide feedback during and after your hospital stay, in person, on paper or online.



8 Leaving hospital

Before you leave, make sure you:

- Have your discharge letter.
- Have your medicine/prescription and it has been explained to you.
- Know who to contact if you have any questions or concerns.
- Know when your next appointment is.





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:

- What is your full name?
- What is your date of birth?
- What are your allergies?
- What is your gender?
- What is your address?
- What are you here for?
- Do you consent to this treatment?

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

Multiple staff might be involved in your care. Therefore, different staff may ask you the same questions to make sure everything is correct.

**Please speak up and let us
know if any of your details are
incorrect or have changed.**

This includes:

- New allergies
- Change of address
- Incorrect spelling of your name
- Next of kin/emergency contact person



Who can give consent?

If you can understand your treatment options and can tell your health worker what you want, then you must be the one to decide. You can bring friends, family or community members to your appointments and ask them for advice. Sometimes our staff, a family member or friend can make decisions for you in an emergency.

Informed Consent

What is informed consent in health care?

Health services will help you when you have an illness or health problem. Sometimes you need health tests or treatment. Our staff must ask if you consent to have tests or treatment. Informed consent is when you clearly understand your illness or health problem and agree to what our staff is going to do.

You should know about all your health care choices before you agree. You can choose to have treatment or not.



Why do I have to give consent?

In Australia, it is the law that health professionals have your consent before giving you tests or treatment.



What information do I need?

Our staff will give you information to help you make a decision about your test or treatment.



What questions can I ask?

- What is my illness or health problem?
- What is the test or treatment?
- How will the test or treatment help me?
- Can the test or treatment cause any problems?
- How serious can the problems be?
- Are there different tests or treatments?
- What happens after the tests or treatment?
- Will I get better?
- How long will it take to get better?
- What may happen if I do not get treatment?

Do I need an interpreter?



It can be hard to understand health tests or treatments. To make the best decisions, it is important you and staff understand each other. If English is not your first language, a professional interpreter can attend your appointment. Face-to-face interpreters or telephone interpreters are free. You or your support person can ask for an interpreter to be with you when you talk about your health care. Information you tell your interpreter will be kept private

Why do I need to sign a consent form?



You will be asked to sign a written consent form for high-risk treatments like surgery. Other times you only need to tell our staff that you agree. Only the staff involved in your tests and treatments will read your consent form. Your consent form will not be shared with anyone not involved in your healthcare.

Who gives consent for a child?



Usually, a parent, guardian or carer gives consent for a child under 18 years of age. If a child can fully understand their treatment and the effect it can have on their health, they can give consent. Our staff will check if a child is able to give their own consent.

What if I gave consent and then I change my mind?



You can always change your mind, even if you have signed a consent form or told our staff you agree to tests or treatment.

How much time do I have to decide?



Decisions have to be made quickly in emergencies. If it is not an emergency, you can take more time to decide. If you are still not sure about your tests or treatment, you can talk to a different staff to help you make your decision.

How much do I need to know?



Our staff will give you as much information as you want. They will try to answer all of your questions. Tell staff if there is anything you do not want to know about your tests or treatment.



Ask questions

It is important you understand everything our staff has told you. You can ask as many questions as you want. You can bring someone with you for support.



Ask for an interpreter

Professional interpreters are free. They make it easier for you and our staff to understand each other.



It is your choice

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



My Healthcare Rights

You have the right to safe and high-quality health care, as described in the Australian Charter of Healthcare Rights (the Charter). The Charter explains what you or someone you care for can expect when receiving health care. The rights apply to everyone and everywhere health care is provided in Australia. Take the time to read and understand your rights.

Ask at the healthcare service for more information about your healthcare rights.

Your Right to Give Feedback

You have the right to provide feedback or make a complaint. Your concerns should be addressed openly and within a reasonable time frame. Providing feedback or a complaint will not negatively affect the way you are treated.

Sharing your experiences can improve the quality of health care.

If you are concerned that your rights have not been met, talk with your clinician or health service organisation. If you are not able to do this, or are not happy with their response, contact the health complaints organisation in your state or territory.

For more information about the Charter or the contact details for health complaints organisations, visit: **www.safetyandquality.gov.au/your-rights**



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



Access

You have a right to receive health care that meets your needs. Medicare helps with the costs of seeing a doctor, as well as many treatments and medicines. You have a right to know, before you receive treatment, if there are any fees and charges that you need to pay. Health service organisations need to provide an environment that enables people with a disability to use its services.

You have the right to be cared for in a place that is safe and makes you feel safe.



Safety

You have the right to receive safe and high-quality health care that meets national standards. Your health care and treatment should be based on the best available evidence, and your needs and preferences.

If you are concerned about your health, notice a worrying change or think something has been missed, you have the right to ask for a review.

Your privacy should be respected in all places such as hospital wards and waiting rooms.



Privacy

You have the right to have your privacy respected. This includes the privacy of your body, belongings, information and personal space. Your personal and medical information must be kept secure and confidential.

Sharing information with your clinician can help you receive care that is right for you.



Partnership

You have the right to be treated as an equal partner in your health care. You can ask as many questions as you need to. Your clinician should talk to you about your health care openly and honestly. You can include other people in your care, such as family, friends, a carer or a consumer advocate.

Ask for help if you don't understand something. You can bring someone with you to appointments to help you understand information.



Information

You have the right to get clear information about your health and different services available, such as public and private options.

You need to give informed consent before having any treatment. This means you fully understand your treatment options, the possible benefits and risks, and the costs.

You should be given information about your healthcare options, where to go, waiting times and if you'll need to pay for anything.

If something goes wrong during your health care, you have the right to be told about it. The health service should explain what happened, how you may be affected and what is being done to make care safer.

Your health service organisation should recognise and respect your culture, identity and beliefs.



Respect

You have the right to be treated with dignity, respect and compassion. You should be asked about your needs, and your care should reflect your choices.



Making a Complaint

If you are not happy with our hospital or health services, **you have the right to make a complaint.**

A complaint helps us understand what went wrong and how we can improve.

Share Your Feedback

Feedback is when you tell us what you think about our hospital and health services. Your feedback is important, and we want to hear from you.

You can tell us:

- ✓ What we do well
- ✓ What we can do better
- ✓ If someone did a good job

Who can give feedback?

Everyone can give us feedback, compliments or make a complaint. It does not matter if you are a **patient, carer, family member, or a friend.**



Why is feedback important?

Your feedback help us improve our services and make sure we are giving you the best healthcare experience.

Patient Surveys

To find out what we are doing well and what we can do better, we use a survey to ask you about your healthcare experience.

Our survey may ask you:

- To tell us about your care or treatment.
- What you think about our hospital or health services.

After you leave the hospital or a health service, you may get a text message asking you to tell us about your care experience.





How to give feedback?

You can share feedback in different ways:

- Talk to the care team who looked after you.
- Ask our staff for help.
- Speak with the person in charge.
- Use our online form.

If you do not want to talk to our staff, you can ask a family member or a trusted person to assist you. You can also contact our hospital or service by:



Online

metronorth.health.qld.gov.au/contact-us



Email

metronorthfeedback@health.qld.gov.au

Your Privacy

We take your privacy seriously. Your privacy is important to us. We respect your rights to keep your personal information safe and make sure other people cannot access it. When you give feedback:

- **We do not share your personal information with others.**
- **It will not be part of your medical records (medical records are information about you and your healthcare).**

If you give feedback for someone else, we may need to contact them to ask if they agree to a follow-up.



Scan QR
code to give
us feedback





Set goals for your care

It helps your healthcare team support you

☐☐☐☐☐☐

Ryan's Rule

Ryan Saunders, pictured, was nearly three years old when he tragically died in hospital. His death was found to be in all likelihood preventable. Staff did not know Ryan as well as his mum and dad knew him. When Ryan's parents were worried he was getting worse they didn't feel their concerns were acted on in time.



Ryan's Rule has been developed to provide patients of any age, families and carers with another way to get help.

Are you concerned that your or your loved one's health condition is getting worse and you feel you are not being heard?

If you have these concerns about your or your loved one's health condition, you are encouraged to seek assistance by following the steps.

This hospital supports Ryan's Rule.

Requesting a Ryan's Rule Clinical Review will not impact on the care delivered.

Who can use Ryan's Rule?

All patients, Families, Guardians and Carers

When to use Ryan's Rule?

Patients

- When you feel your health condition is getting worse and you are worried.

Families/Carers

- When the patient is looking worse or is not doing as well as expected.
- When the patient shows any behaviour that is not normal for them.

When not to use Ryan's Rule?

Please do not use Ryan's Rule for any concerns which do not relate to the patient's health condition getting worse or not improving as expected.

This is not a General Complaint Process.

Please advise ward staff if you have a general complaint and they will assist you with the correct process.

Ryan's rule steps

1: If you have concerns that your health condition is getting worse or not improving as expected.

Speak with your Nurse or Doctor.

2: If you are not satisfied that your concerns have been addressed.

Ask to speak with the Nurse in charge of the shift or the Doctor on duty.

3: If you have followed step 1 and step 2 and you are still not satisfied your concerns have been addressed request a **Ryan's Rule Clinical review by phoning**

13 43 25 84

(13 HEALTH)

or ask a nurse or doctor on shift to make the call on your behalf.



For more information on Ryan's Rule, including translated resources, visit: www.qld.gov.au/health/support/shared-decision-making/ryans-rule

Free Aboriginal and Torres Strait Islander People interpreter services

Please ask one of our staff.



Ndjebbana

Nunggubuyu (Wubuy)

Alyawarr

Western Arrarnta

Anmatyerr

Burarra

Ngan'gikurrunggurr

Eastern/Central Arrernte

Murrinh-Patha

Pintupi-Luritja

Modern Tiwi

Gurindji Iwaidja

Yolngu Matha

Yanunytjatjara

Warumungu

Ngaatjatjarra

Wumpurrarni English

Anindilyakwa

Maung

Pitjantjatjara

East Side Kriol

West Side Kriol

Kunwinjku Warlpiri



Indigenous Hospital Liaison Service

An Indigenous Hospital Liaison Officer (IHLO) can visit you during your stay in a Metro North Hospital. We will help explain the hospital system to make sure you understand the reasons for your treatment.

Our Support Services

These services are **FREE**. Please ask our staff for assistance.

Spiritual Support



We provide **FREE** spiritual support and multi-faith services, available to everyone including those of no faith, spiritual or religious practices. Services are provided with respect to your privacy, dignity, and confidentiality.

Grief and Bereavement

The Grief and Bereavement Service operated by the Specialist Palliative Rural Telehealth Service (SPaRTa) is available to support people who are recently bereaved.



Mental Health



We support the recovery of people with mental illness through the provision of recovery focused services and consumer and carer services in collaboration with other health providers.

Cultural Support



We are committed to ensure that our patients, families, carers and communities from multicultural backgrounds, refugee and asylum-seeking backgrounds are provided with culturally sensitive, trauma-informed, respectful and equitable services.

Disability Services



We are committed to recognising and respecting the vital contribution of people with disability as both consumers and part of our Metro North Health workforce.

Did you know? You can volunteer with Metro North Health. For more information, scan the QR code or visit www.metrnorth.health.qld.gov.au/get-involved



Our Region

