

Your Hospital Stay

An Information Guide For You



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ALWYN REHABILITATION HOSPITAL

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Accreditation and Recognition

Alwyn Rehabilitation Hospital is a fully accredited rehabilitation hospital. We have been recognised by the Australian Private Hospitals Association as demonstrating the highest commitment to quality and excellence in health care and service delivery to the community of NSW. We have accomplished this through patient-driven rehabilitation programs developed by rehabilitation experts who keep your goals of independence as the top priority. Expect nothing less than the best care possible during your stay with us.

Alwyn offers specialised rehabilitation programs for patients following:

Orthopaedic surgery

Recent injury or accident

Acute and chronic musculoskeletal disease

Back pain

Limitations in mobility

Neurological disorders

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Welcome to our Hospital

Alwyn Rehabilitation Hospital is an independently owned and operated, 26 bed private hospital, dedicated completely to your physical rehabilitation. Our primary objectives while you are with us, are your general wellbeing and speedy recovery.

Alwyn has been serving the community for 60 years, and we have built a reputation for providing high quality care that has resulted in excellent outcomes for our patients. Each year, we treat around 1000 patients recovering from orthopaedic surgery, strokes, work-related injuries and those individuals requiring general rehabilitation.

Our health professionals and our Chef, together with our dietician, ensure you will receive the highest quality of care, complemented with the best food to help you with your recovery.

We will do everything we can to make your stay comfortable. We encourage you to maintain a positive attitude and to participate actively in your treatment so that you can achieve the best possible outcomes.

Our Mission

To work in partnership with patients, family members and carers to promote a high standard of physical rehabilitation care that is comprehensive and customer-centred.



Our History

In the mid 50's, Alice Donnelly RN was working at Highbury, a local Surgical hospital, when she was prompted by Doctors to start her own hospital providing her high standards of nursing care for their patients with medical conditions, and for patients requiring convalescence following a surgical procedure. Initially, her sister Winifred partnered her in this venture, and facing the dilemma of naming their new hospital, which opened in 1958, they finally agreed on combining their names, Alice and Winifred, which became, with a little poetic licence, Alwyn. When Alice became ill in 1970, she was succeeded by her son Walter, who took over the management of the hospital. At that time there were six other hospitals within the municipalities of Strathfield and Burwood providing similar services, and the management at Alwyn sharpened their focus, moving into the field of Rehabilitation.



Bringing Rehabilitation to Sydney

The concept and role of rehabilitation was new to Australia, and Alwyn was one of the first Private Hospitals to provide this service in Sydney.

Initially, the team at Alwyn worked hand in hand with the since defunct rehabilitation service provided by Western Suburbs Hospital, but by 1984 they had employed their own Physiotherapist and Occupational therapist, and although Rehabilitation still remained unrecognised by many, including the Health funds, management persevered refining their systems and building their team. With only 26 beds the hospital has been regarded as tiny, but this perceived weakness is our strength. As a small hospital with a warm, caring, family-like environment for patients and team members, enabling all members of the team to work closely together.

Anniversary Celebrations

On 7 November 2008, past and present staff joined with friends and dignitaries to celebrate Alwyn's 50th Anniversary. In 2018, Alwyn celebrates another major milestone for its 60th Anniversary.

Quality of Care

The quality of care is demonstrated by the high level of patient and doctor satisfaction and continuous accreditation, initially with the Australian Council of Health Care Standards since 1989, then more recently under the ISO 9001:2015 Standard.

Our commitment to quality of care is reinforced by a supportive, close-knit group of professional staff that have seen Alwyn at the forefront of many developments in the provision of Rehabilitation Services. They remain dedicated to providing the best service possible to those who trust themselves to our care.

Our Promise to You

We want to know what matters to you, so we will work together with you to develop your goals and values. This will enable us to work with you in developing your plan of care.

We promise to:

- Provide you with timely access to high quality care in a safe and comfortable environment
- Share meaningful information about your plan of care so you can make informed decisions
- Involve you and those most important to you in your care
- Listen and respond to your needs in order to build a trusting relationship
- Care for you with respect, compassion and dignity

Our Commitment to One Another

We all deserve to feel safe and respected

Each one of us has a role in making sure we have a healthy, safe and respectful space for healing at Alwyn. Together with patients, families, employees and medical professionals, we developed our shared expectations of how we treat one another:

- Respect others and treat them as they would want to be treated
- Listen and engage to build trust and mutual understanding
- Involve one another and work as a team
- Take accountability for our actions and the impact they have on others
- Learn from our experiences and continuously improve



Questions about your stay?

If you have any questions about your care or our services, please speak to a member of your care team.

Your Care and Safety

Talking to Your Health Care Team: Your Voice is Important!

We are committed to your safety and invite you to participate in your care. Patients who are involved with their care in the hospital heal better.

Good communication is one of the most important parts of your care while you are in the hospital. We want you to feel as comfortable and confident as possible, and to feel prepared when it is time to go home.

We want you to ask as many questions as you need to and let us know if you have any concerns during your stay.

Four Tips to Improve Your Patient Care

1	Write down your questions and concerns	Write down a list of questions or concerns before meeting with your health care team, listing your most important questions first. Some questions you could ask include: <ul style="list-style-type: none"> • Who will be involved in my care? • What is included in my treatment plan? • When can I expect to be discharged?
2	Be open and honest	Your care team will ask you lots of questions. It's important to be open and honest when answering, even if a topic makes you a bit uncomfortable. Your care providers are there to help you, not judge, and they need complete information so they can make sure you get the best treatment for your condition.
3	Ask lots of questions	Make sure you understand what is required of you to enhance your recovery. If you have questions about a treatment or test being given, feel free to ask the reason for the procedure or what will take place. If you don't understand something or need it repeated, it's okay to ask for it to be explained as many times as you need to feel that you do understand.
4	Bring a family member or friend	Many patients find it helpful to ask a loved one to be there while they talk to their care team. This person can help listen and write down important points for you.

Patient Information

Accommodation

Alwyn has 26 beds in total that includes 22 private rooms. All rooms have ensuite facilities and each bedside console has a locked drawer for the storage of medications.

Whilst we endeavour to satisfy every request for a single room, occasionally this is dependent on the medical condition of patients already in the hospital and the occupancy level. If you are uncomfortable with your initial allocated accommodation, please discuss this with the Bed Manager.



Admission

On admission, team members will work with you and your family/carer to determine your goals and the type of program that best meets your needs.

Staff will also orientate you to your new environment and explain how to use the amenities.

Clothing

You will be wearing your own attire during your stay. We recommend the following:

- Comfortable loose-fitting clothing
- Safe footwear that is non-slip, comfortable and supportive
- Appropriate swimwear for hydrotherapy

Discharge

Discharge planning starts on Day 1. The planning process involves the clinical team together with you and your family/carer to ensure a smooth transition from hospital to home, or another care facility, if appropriate. Your referring doctor and local doctor are kept informed about your progress and if you need community assistance, it will be organised prior to discharge.

If you have any concerns regarding your discharge plan, please discuss these with your nurse or allied health professional.

Discharge time is 10am daily, so you will be asked to arrange your transport for this time. If you are unable to arrange for a family member, friend or carer to pick you up, we can arrange transport for you at your expense.

At the time of discharge your nurse will:

- Give you a list of your current medications and any required discharge medications. You and your GP will be provided with a discharge summary that includes any treatment or instructions to be continued after your discharge
- Return all X-rays and other scans
- Finalise any appointments and/or community assistance that may be required by you after discharge
- Assist to arrange transportation home, if required
- Check your locker to ensure you have not left any belongings

You will also be asked to settle your account prior to leaving the hospital. Incidental charges may include: charges for medication not covered by your fund, laundry, telephone calls, therapy equipment etc.

Environmental

We have made every effort to make you comfortable. The water temperature in your bathroom is pre-set to a safe temperature in accordance with NSW Ministry of Health regulations.

As water becomes an increasingly scarce commodity, we ask you to assist in avoiding waste and request you report any faulty taps so they can be repaired promptly.

Feedback

At Alwyn Rehabilitation Hospital we value and welcome your feedback. Your feedback can help us learn about how we are going at delivering patient-centred care, to help us understand what we're doing well and what we could perhaps do better. Please help us provide better care by either completing our online feedback form (available on our website) or the hard-copy available at Reception.

While we aim to deliver the highest possible standard of care, we do realise that there may be times when you are unhappy with a particular aspect of your care or the service we have provided. Initially, discuss the problem with your treating doctor or nurse in charge. If you are not satisfied with the outcome, ask to see the Chief Executive Officer or the Clinical Care Manager who will investigate your complaint and advise you of the outcome. If you remain dissatisfied, you may choose to contact the Healthcare Complaints Commission directly on (02) 9219 7444, or their website is: www.hccc.nsw.gov.au/

Financial Matters and Health Insurance

It is important that you are fully informed about the financial implications of your admission to our hospital. On admission, our Hospital Clerk will provide you with a Financial Information form specific to your health fund, and explain any out of pocket expenses such as excess, co-payments or other incidentals that apply to you. If you need a more detailed explanation, feel free to ask or call your private health fund directly.

Please note: If you change your private health fund, level of cover or cancel your insurance any time during your stay/day program, which affects payments to our hospital by your fund, you become liable for all outstanding fees and charges.

Ultimately, the liability for debt incurred for hospitalisation lies with the patient. However, the hospital will co-operate fully in claiming any benefits payable by your fund.

If you are participating in a Workers Compensation or a Third Party scheme whose claim has been accepted by an insurance company, we require full details of the insurance claim and an approval number prior to your arrival. You will be liable for telephone charges and personal expense items.

If you are a self-funded patient you will be required to pay for accommodation costs in advance, plus pay for incidentals such as pharmaceuticals, telephone or therapy equipment.

Most major credit cards are accepted by the hospital.

- **FREE Websterpak and Dose Administration Aids**
- **FREE professional medication counselling and advice**
- **FREE Medschek (In-Pharmacy Medicine Use Review)**
- **FREE Diabetes Medschek**
(In-Pharmacy Medicine Use Review for Diabetic patients)
- **FREE local area delivery**
- **Equipment hire and purchase, including mobility aids**
- **Post discharge services and support**
- **Simple Compounding**
- **Accredited NDSS (National Diabetes Service Scheme) Agent**
- **Blood pressure, blood glucose and diabetes support programs**
- **Large range of complementary medicines and vitamins**



Your Health Our Passion



Call 9763 5188

North Strathfield NSW 2137

Patient Information

Gardens

Patients are encouraged to avail themselves of the beautiful gardens surrounding the hospital. You may like to either sit and enjoy the delightful floral display or perhaps prefer to walk around. You are reminded that when walking outside, you must stay within the perimeter of the hospital. For your own safety, DO NOT go out into the street.

Gate Pass

If you want to leave the hospital for a period of time or the whole day, you must seek approval from our doctor or nurse-in-charge. If approved, you will be required to sign a form to release the hospital from any responsibility while you are absent.

For security purposes, please return to the hospital by 8pm, prior to the nightly lockdown of the hospital.

Housekeeping

Your room will be cleaned each day. Please notify Reception if you have a concern with any aspect of the housekeeping service. While every effort is made to ensure that the room is well maintained, if you identify any maintenance issues, please advise a staff member.

Laundry

The hospital does not have the facilities to provide a personal laundry service for patients. If, however, you are unable to make other arrangements, the hospital may arrange this service at a nominal cost.

Meals

Meal times at Alwyn are a pleasure. Our resident Chef uses only the freshest ingredients to prepare tasty, nutritious meals for your enjoyment and well-being. A menu is provided daily for the selection of meals of your choice. All food preparation is in accordance with the NSW Ministry of Health and HACPP standards.

If you have specific health requirements (for example, you are diabetic), please advise our clinical staff on admission. Our menu also allows you to choose a portion size that suits you. Our Chef is also happy to cater for any special dietary requirements, such as vegetarian, halal etc. Please advise the catering staff on admission so your needs can be met.

Reheating of food: NSW Health Infection Control regulations prevent the staff at Alwyn from reheating food that is brought into the hospital. The hospital does not provide facilities to reheat food.

Staff commence serving meals from the following times:

Breakfast	7:30am
Morning tea	10:00am
Lunch	12:00noon
Afternoon tea	2:00pm
Dinner	5:30pm
Supper	7:00pm

No Alcohol Policy

Alcohol is not served at Alwyn and must not be brought into the hospital. Medical Officers advise that consumption of alcohol can increase the risk of a fall and can adversely interact with your medications.

Noise

For the comfort of all patients, we ask that you keep the noise from electronic equipment such as radios, television and laptops to a low volume. Use ear phones if possible.

Similarly, please ask your visitors to keep noise to a minimum, particularly if you are sharing a ward. If you are in a private room however, you may choose to close your door.

Newspapers

We have a small number of newspapers available at the Reception desk. If you require a newspaper during your stay, please ask the staff. The cost may be added to your account if required.

Pharmacy

Your medications are provided by an independent pharmacist. Your fund may cover the cost of medications related to your current hospitalisation. Medications not covered by your health fund will be added to your account which can be paid on discharge.

Religious and Spiritual Services

At Alwyn we seek to understand and respect the religious and spiritual beliefs of all patients.

Therefore, please feel free to arrange for your own pastoral carer or spiritual advisor to visit you during your stay.

Security and Safety

Alwyn is committed to providing a safe environment for patients, visitors and staff. The hospital has, therefore, upgraded our video surveillance system and installed additional cameras for this purpose.

Our hospital also has a comprehensive emergency system in place, staff are all trained in emergency response and fire monitoring. Equipment is checked regularly.

Smoking

In accordance with NSW Ministry of Health's Smoke-Free Health Care Policy, smoking is not permitted in any area of this hospital (includes gardens and driveways). The aim of this Policy Directive is to reduce the risks to health associated with tobacco use by clients, staff and visitors to health-care facilities and the community's exposure to second-hand smoke.

There are many types of quit smoking methods and strategies available, so it is important to find what works best for you. For the greatest chance of success, we suggest patients get advice from their local GP or pharmacist ahead of both their surgery and rehabilitation stay. Patients who come unprepared should discuss their nicotine replacement requirements with our doctor. Patches may be issued by our doctor at the patient's expense.

Patient Information

Telephone

Patients are provided with a telephone at their bedside. On admission, your phone will be connected and you will be issued with a phone number. If you need to make a call, please lift the receiver and listen for the dial tone, then press the number required. Please provide your direct phone number to friends and family so they may call you directly.

Alternatively, please feel free to use your mobile phone during your stay. We ask, however, that you do not make or answer calls in therapy areas to avoid interrupting your therapy session or disturbing other patients.

Television

Each bed has a television which is tuned to all local free-to-air channels.

Toiletries

Complementary items such as soap, shampoo and conditioner have been made available for your convenience, however, if you have a particular preference you may wish to bring your preferred brands from home. Any other toiletry items you wish to bring is left to your discretion.

Valuables

Each patient room has a small locked drawer at their bedside. You are encouraged to use this drawer to keep valuables secure, however, we suggest you limit the amount of valuables and money you bring to the hospital.

Regrettably, we cannot accept liability for any items held by patients.

Visiting Hours

Hours are 9:00am — 8:00pm Monday to Sunday. However, we ask that you give priority to your therapy. Please ask visitors to avoid your scheduled therapy times as they will not be permitted in therapy areas.

Visitor Facilities

There is a tea and coffee making facility at the Nurses Station. We recommend that visitors take care when carrying hot liquids within the hospital. Soft drinks are also made available in a vending machine found to the left, as you exit the rear entrance of the hospital.

X-ray

An independent radiologist will provide this service either at their premises or in the hospital (if required).

Wi-Fi - Internet Access

A complimentary Wi-Fi service is available for patients during their stay. If you wish to use our Wi-Fi network, please ask Reception for the password.



Plan of care

A plan of care is individualised for each patient following assessment by the team and in consultation with you the patient and your family/carer, if required.

When all assessments have been completed you will be given a program of therapy, which may include daily exercises in the gym and hydrotherapy. The program is progressive and depends on you being able to manage previous steps. The Rehabilitation Specialist and members of our team will advise you.

Practice makes perfect, so please:

- Use any equipment which has been provided for you
- Always follow safety precautions explained to you by the therapist
- Practicing what you have learnt in therapy will assist your recovery. The nurse will supervise and assist whenever necessary

Nursing staff are especially trained to assist you to regain your independence. The helping role of the staff in rehabilitation differs from that in acute care. With this in mind, the emphasis of the nurse's action is not so much to help you, but to help YOU to help yourself as you prepare to function independently and safely in your own home. The nursing staff will also monitor healing of wounds. Let them know if you have any concerns.

You may still require medication for pain. The nurse will administer those medications as you need them. It is advisable to take pain relief medication regularly throughout the day, in particular before going to therapy in order to maximise the benefits of therapy.

Please inform the nurse if your pain is not controlled. Ice packs are frequently used to relieve joint pain or swelling.



Patient Information

The Occupational Therapist consults with the patient and/or family/carer to ensure you are able to discharge home safely. They will assess your ability to complete hygiene and dressing tasks, and recommend any equipment required to enable your independence at home. If the recommendations are accepted, the therapist will coordinate all necessary aids and modifications to the home.

Our Physiotherapists conduct sessions twice daily. We suggest you dress in loose, comfortable day clothes during the daytime so that your movements are not restricted whilst exercising. We also recommend you always wear well fitting, non-slip shoes suitable for walking, both for safety and comfort.

We will monitor your heart rate, temperature and blood pressure for the first few days of your admission and thereafter, if indicated. You will also continue to use thrombo-embolic deterrent stockings (TEDs), as directed by your doctor.

You are encouraged to move around and increase your activity, as you are able, as this is an important part of regaining your independence in preparation for your eventual discharge.

While you are at Alwyn, you may be able to take your own medications. We have an education program that will assist you to administer your own medications during your stay.

On admission, the nurse will be asking some questions to assess your knowledge about your present medications. We will help you to learn more about your medications and how to take them safely. We want to give you the chance to be as independent as you can be in all aspects of your care.

Our pharmacist will review your medications and provide you with a detailed profile and any necessary education.

Twice weekly ward rounds by the Rehabilitation Specialist and clinical team provides a mechanism for discussing goals with you and your family. A case conference is also held weekly, during which time the clinical team meet to discuss your treatment, review your progress and determine discharge goals. As a patient, you are central to your care goals.

Education and support for you and your family are key roles of the team. A home visit to assess safety within the home, will be conducted if considered necessary by one of our Occupational Therapists. The Social Worker will also see you to assess whether plans are required for your future care. This could include services such as a home-delivered meals program, home care and other similar services which will be arranged to commence on your return home.

We encourage you to ask questions if you are uncertain or need more information about any aspect of your care. If you have any special needs, ask the nurse to assist you.

All programs are designed to prepare **you** to be as **safe and independent** as possible when you leave hospital.



Hydrotherapy

Hydrotherapy is the science of therapeutic bathing for diagnosed conditions. The Physiotherapist utilises the properties of the mass of water to induce near weightlessness and resistance to make treatment more effective for certain conditions.

Alwyn's hydrotherapy pool is heated to a comfortable temperature and uses the latest technology to maintain water quality.

Regulations for the pool:

1. Patients have access to hydrotherapy only after assessment by the doctor and the physiotherapist.
2. You may not be able to attend hydrotherapy if you have:
 - a. An infection or raised temperature, for example cold or flu.
 - b. Dermatitis, tinea or plantar warts.
 - c. Unstable blood pressure.
 - d. Poor control of bladder or bowel.
3. You may only attend hydrotherapy under supervision of a physiotherapist.
4. A therapist must supervise entry into and exit from the pool.
5. You are advised to have something to drink after the pool session.
6. You are advised to use the toilet and are requested to shower before entering the pool.
7. Entry to the pool is via the steps or hoist only.
8. For your own safety, please note you are **not permitted** to do the following:
 - a. Diving, running or jumping in the pool area.
 - b. Placing your head under water at any time.
 - c. Swimming unless under specific instruction.
9. When you return to your room, it is recommended you have a light shower to rinse away chlorine residue following your hydrotherapy session.
10. Use therapy equipment as instructed by the therapist.
11. The Rehabilitation team has the right to discharge a patient from hydrotherapy when treatment is no longer beneficial or behaviour is inappropriate.
12. Visitors are **not permitted** to enter the hydrotherapy area.



Gym

Land-based therapy programs are developed to provide guidance, support and education to aid your recovery. Therapy in the gym may be in addition to hydrotherapy.

Visitors are not allowed to enter the gym area, and patients may only enter the gym and use equipment under the direction of the physiotherapist.

Patient Rights and Responsibilities

You have the right to:

- Considerate and respectful care at all times
- Personal and informational privacy
- Receive from your doctor, a clear concise explanation in non-medical terms of your condition, problem or disease
- Receive a clear explanation of any procedure or treatment to be carried out – including an outline of any associated risks, possible after effects, side effects or adverse outcomes
- To seek a second opinion
- To access your medical record in accordance with the hospital policy and relevant legislation
- To access quality health personnel and to know the identity and professional status of individuals providing your care/ treatment
- To expect reasonable safety in so far as the practices and environment are concerned
- To contact a friend, relative, solicitor, clergy with whom you may wish to discuss a problem
- To express an opinion or complaint and to be informed of the facility's mechanism for the investigation, review and resolution of complaints
- To leave the hospital at any time – if you do so without hospital consent, you will be responsible for any injury or illness caused or aggravated by your action
- To effective discharge planning that will ensure continuing, appropriate health care that you require

- To have details of your condition and treatment kept confidential by medical and hospital staff, unless the law requires such information

Your consent is required before any treatment begins. You may then withdraw your consent and refuse further treatment at any time.

All patients have certain rights when seeking medical treatment. However, patients also have certain responsibilities that should be observed to assist those who are caring for them.

You are responsible for the following:

- To provide, to the best of your knowledge, accurate and complete information about all matters relating to your health
- Report whether you do not have clear understanding of any treatment being provided to you or what is expected of you
- To follow the treatment plan recommended by your practitioner – including following instructions of nurses and allied health personnel as they carry out the coordinated plan of care
- For your actions if you refuse treatment or do not follow the practitioner's instruction
- For being considerate and respectful of other patients and care facility personnel
- For the control of noise
- To comply with the hospital's no smoking policy
- To ensure your visitor numbers are not excessive
- To be respectful of other's property and privacy

Alwyn Rehabilitation Hospital Privacy Statement

Alwyn Rehabilitation Hospital (**Alwyn**) is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information (including but not limited to patient health information).

We are committed to complying with all applicable privacy laws which govern how Alwyn collects, uses, discloses and stores your personal information.

This Privacy Statement sets out in brief how Alwyn will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: www.alwyn.com or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

As a patient of Alwyn Rehabilitation Hospital, we collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Alwyn may collect, use or disclose personal information:

- For use by a multidisciplinary treating team
- Assessment for provision of health care services
- To liaise with health professionals, Medicare or your health fund
- In an emergency where your life is at risk and you cannot consent
- To manage our hospitals, including processes relating to risk management, safety and security activities and quality assurance and accreditation activities
- For the education of health care workers or the placement of students
- To maintain medical records as required under our policies and by law
- For other purposes required or permitted by law

Personal information may be shared between Alwyn and other facilities to coordinate your care. This may involve us sharing your personal information with third parties. For example, when we organise community services in anticipation of discharge.

Alwyn will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;

Patient Information

- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.



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



January 2016



**NEW ZEALAND
Resuscitation Council**
WHAKAHAUORA AOTEAROA



Since 1983, Chiswick Plumbing has been providing high quality, customer focused plumbing services across the Sydney and Wollongong areas. Our qualified and expert team of servicemen provide fast, efficient services, 24 hours a day, 7 days a week from Berowra to Nowra, Bowral to Bondi.

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Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.



3 Understand the risks and benefits

Find out about your tests and treatments before they happen.



4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.

5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

