

**Partnering with
Patients & families
for better outcomes**

*We are committed to
ensuring that you receive
safe, high quality care.*

*If you have a question or
concern please
TALK WITH US*



**KYABRAM DISTRICT
HEALTH SERVICE**

**Patients and their carers
are encouraged to**

**TALK
WITH US**



**KYABRAM DISTRICT
HEALTH SERVICE**

**For more information talk to the Unit Manager
or contact:**

**Director of Clinical Services
Kyabram District Health Service
Ph: (03) 5857 0300**



**KYABRAM DISTRICT
HEALTH SERVICE**

**Fenaughty Street
KYABRAM 3620
Ph: (03) 5857 0200
info@kyhealth.org.au
www.kyhealth.org.au**

If you are unsure or don't understand the information and explanations regarding your care, please ask your Nurse. There may be written information available to help you.

Ask a family member or friend to be your advocate. They can ask questions you might forget to ask when you are stressed or unwell, and remember information given to you at these times. However if your advocate is not listed as your next of kin, there may be a limit to the type of information that we can tell them. This is because we have a legal duty to all of our patients to keep information concerning them confidential.

Let us know if things don't seem right. Don't be afraid to ask about safety.

Your nurse or doctor should always introduce themselves and check your identity before giving you medications or performing treatments.

Know why you are having certain medications or procedures. Understand the risks, benefits and side effects. This is a key component of informed consent.

Work with us to develop an appropriate treatment plan for when you're in hospital and after you are discharged.

Research shows that patients who take part in decisions about their own health care are more likely to get better faster following an acute illness.

Inform us if you notice a change in the way that you are feeling. Visitors should also tell us if they have concerns about you when visiting. A nurse will assess your condition and call your treating doctor or alert other nursing staff.

Take the time to learn about your illness, including medications and the procedures planned to treat it. This will help you to be an active participant in planning and evaluating your care.

Help us to ensure your health care is safe. Providing health care can be a complicated process and sometimes mistakes can be made. Please talk to us if you have any concerns.

Utilize the range of health care professionals and services available to assist in your recovery, Your nurse, or the care coordinator, can provide information and advice on services you may be eligible for.

Sharing of information is crucial if things don't "go right". Consumer feedback is a key component of our quality improvement process so we value all feedback received from patients, clients and their relatives/carers.

Feedback in the form of compliments, complaints and suggestions for improvement provide us with information about what we do well and what we could do better. In addition, we practice Open Disclosure. This means patients and their advocates are informed if things go wrong and they experience an unanticipated outcome. This two-way communication ensures we can continually review our systems and our patient's outcomes.
