

The CARE for Safety Program

The CARE for Patient Safety program is a way to call for immediate help when you are concerned about a patient's medical condition while they are in hospital.

Step 1- If you, your family or carer are concerned the patient's medical condition is getting worse discuss your concerns with your nurse, midwife or doctor.

Step 2- If you are still concerned then ask to speak to the nurse/midwife in charge of the shift.

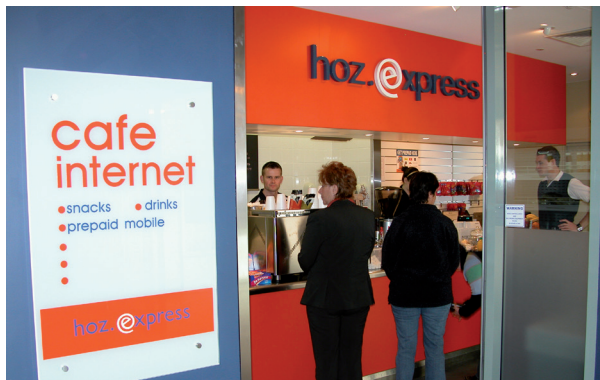
Step 3- If you are still concerned telephone 02 6244 3337. Speak to staff if you need to access a phone. The CARE for Patient Safety nurse will review and assist you.

Visiting after hours

Approved visitors arriving after 9 pm and before 6 am will need to enter the hospital via the Emergency Department and present to the security office.

We Value your feedback

If you have a suggestions, talk to one of our staff or fill in a consumer feedback form.



Accessibility

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If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format such as large print, please phone 13 22 81 or email HealthACT@act.gov.au



If English is not your first language and you require the Translating and Interpreting Service (TIS), please call 13 14 50.

If you are Deaf, or have a speech or hearing impairment and need the teletypewriter service, please phone 13 36 77 and ask for 13 22 81.

For speak and listen users, please phone 1300 555 727 and ask for 13 22 81. For more information on these services visit <http://www.relayservice.com.au>

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Visiting Hours — Visitor Guidelines



Visiting hours
6am — 9pm

A bell will be rung to signal
the end of visiting hours

Visitor Guidelines

Visitors are always welcome at Canberra Hospital as they play an important part in the recovery and comfort of patients. A visitor is any individual the patient wishes to see during their hospitalization.

We think it is very important that families are involved in the care of our patients. Family is a group of individuals with a continuing legal, biological and/or emotional relationship and are those chosen by the patient to be a partner in their care. Patients can recover faster and they can have reduced anxiety and stress. Good communication between patients, families and staff is very important.

Family can be an important component of the healing experience for patients.

Confidentiality and Privacy

- The hospital is committed to protecting the privacy and confidentiality of our patients which means that we cannot give you information unless we have the permission of the patient.
- To respect patient privacy there may be some circumstances when you may be asked to leave.

Visitor / Carer Responsibilities

- **Before Visiting**—Visitors are asked to check with the Ward Reception or nurses/ midwives before visiting a patient. There will be times when the nurse in charge determines that there is a Rest Period, for the benefit of patients, staff may request that visitors step outside or leave so that care can be provided when necessary. We ask that visitors respect this and understand that rest is a necessary part of recovery. Young children must be supervised by a responsible adult at all times, this cannot be a staff member.

Whilst visiting we ask that you treat all staff, volunteers, patients and visitors with respect and courtesy.

- **Hand Hygiene and Infection Control**—Don't bring in germs and don't take them home. Before you arrive on a ward and after you leave please use the hand cleaning pumps. This solution can be found on the end of the bed of your loved one. It is okay to remind staff to use this solution.

For the safety of our patients, visitors with a cold, flu or gastro symptoms (these examples of illnesses are just some of the infections that can be spread to others) are advised not to visit until they are well.



- **Smoking/Alcohol**—ACT Health will be a smoke free environment from Sept 2014. Smoking is NOT permitted under any circumstances anywhere on campus. If under the influence of alcohol or drugs you may be asked to leave.
- **Number of Visitors**—This will vary throughout the hospital. The number of visitors needs to be appropriate to patient needs and not negatively impact other patients. Generally two visitors are allowed in the patient's room (at patient bedside) at a time, although this may be increased if deemed appropriate by the nurses/ midwives.
- **Mobile Phones**—As a consideration for patients who are trying to sleep and heal, please turn mobile phones onto silent. If you do need to take a call please do so away from the patient bed areas so it does not impact on their rest.
- **Shared Rooms**—As many of our rooms are shared we ask you also respect the healing environment for these patients.
- **Pot Plants**—Flowers and pot plants are prohibited in the rooms of immuno-compromised, surgical, intensive care unit patients, or the Neonatal Intensive Care Unit (NICU). Flowers are permitted in all areas except the ICU.

