

We want to share with you our commitment to person centred care, and improving your privacy and dignity whilst we care for you.

We recognise you, your family and/or carer as partners with the health care team, and we hope your stay is as positive as possible.

If you, your family or carer have any questions or concerns, please ask any of the health care staff.

What is person centred care?

Person centred care is health care that is respectful of, and responsive to, the preferences, needs and values of patients and consumers.

We are focussing on the eight principles of person centred care and your rights, that are aimed to deliver the best care while you are with us and ensure privacy and dignity are respected at all times.

The key principles of person centred approaches include:

- treating patients, consumers, carers and families with dignity and respect
- encouraging and supporting participation in decision making by patients, consumers, carers and families
- communicating and sharing information with patients, consumers, carers and families
- fostering collaboration with patients, consumers, carers, families and health professionals in program and policy development, and in health service design delivery and evaluation.

Welcome

We will introduce ourselves to you and ask whether you want family or carers informed about your care.

We will show you around your room/treatment area and provide you with a patient information book (bedside locker).

Respect for your values, preferences and expressed needs

We will:

- ensure that same gender accommodation is available
- treat you in an environment that is person centred and focused on you as an individual
- ensure you are treated with dignity, respect and sensitivity to your cultural values and needs
- keep you informed regarding your medical condition and involve you, your family and/or carer in decision making.
- maintain your privacy during consultation and treatment
- ensure the curtains are drawn and doors and window blinds are closed for your privacy
- keep our voices low, especially at night
- be respectful of your religious or faith traditions, and
- ensure that interpreters and cultural, religious or faith supports are available for you.

Please keep us informed about how you are feeling and ask questions if you have any concerns about your care.

Coordination and integration of care

We will:

- coordinate your care to ensure that your hospital stay is as positive as possible
- share information with your health care team to coordinate your care and support
- provide you with information on health, social, physical and financial community support.

Please make sure, before you leave us, that you have the information you need about keeping safe and well at home.

Information, communication and education

We will:

- provide you with information on your clinical status, progress and prognosis
- inform you, your family and/or carer on your plan of care
- provide you with information and educate you so that you can help yourself to better health and well being.

Please let us know if you require more information.

Physical comfort

We will:

- ensure you are provided pain management in a timely manner
- assist you with activities and your daily living needs
- ensure that the hospital surroundings and environment are kept clean
- provide lounge areas/quiet rooms for you, your family and/or carers when visiting you in hospital, and
- create acceptable noise levels and lighting.

Please let us know if you have any questions or concerns.

Emotional support and alleviation of fear and anxiety

We will:

- address any fears or anxiety you might have in relation to your health care and well being
- provide emotional support to reassure and support you
- maintain patient confidentiality, your privacy and dignity
- take action to improve your experience
- listen and acknowledge your or your family and carers concerns to make a comment or complaint about services provided.
- make call bells accessible and areas clutter free.

Please let us know if you are concerned or worried and we will do our best to reassure and support you.

Involvement of family and/or carers

We will:

- ensure that your family and/or carer are involved as partners in your health care
- encourage, respect and recognise their role in decision making
- provide support for family members as care givers
- recognise the needs of family, friends and/or carers
- ensure information about changes in your condition or other concerns are discussed with you, the family and/or carer
- seek feedback from you, the family and/or carers about the care received.

Tell us what has gone well and what or where we could improve.

Continuity and transition

We will:

- provide information which you can understand on your medications, physical limitations, dietary needs etc
- coordinate and plan your ongoing treatment with support services after discharge
- ensure that your family and/or carers understand the information and support services after your discharge
- provide information on access to clinical, social, physical and financial support on an continuing basis.

Before you leave us, please make sure that you have the information you need about keeping safe and well at home.

Access to care

We will:

- ensure your care is easy to get when you need it
- ensure the health care system provides you with safe and high quality care
- provide clear information and instructions on ongoing care needs.