

What you need to know whilst at The Digestive Health Centre

We encourage patients at The Digestive Health Centre to speak up during their time with us. We aim to provide a safe and pleasant environment for consumers to receive high quality health care.

Please tell us about your health and feel free to ask questions at any time.



Consumer Partnership

You should be aware of your healthcare rights including the right to receive care that is of a high quality and is safe. A copy of the Australian Charter of Healthcare Rights is available for all patients in the waiting room and all patients are provided with this information on Discharge after procedure.

We will arrange an interpreter if one is required, please inform staff if this is the case. We also have copies of some of the different documents in multiple languages should they be required.

If you are not completely satisfied with the care that is provided and you wish to make a complaint you can speak to any staff member, or if you request you can talk with our complaints officer or collect a complaints form from any member of staff.

A follow up appointment will be made with your treating Gastroenterologist to receive your results or you can attend your own General Practitioner. Please make sure that you always receive the results of your tests from either of these sources.



Preventing and controlling Healthcare Associated Infections

Germs and infections can be easily spread through contact. Our hands may appear clean, but can still be a source of transmission. Visibly soiled hands should be washed with soap and water, but other times alcohol based hand rubs may be used to clean hands. Patients at The Digestive Health Centre are encouraged to use the hand hygiene products that are available for them. All staff are educated in Hand Hygiene practices and audits and competencies are completed to prove this.



Medication Safety

Medication safety is very important to The Digestive Health Centre. Please let staff know if you have allergies or reactions to any medications. Patients will be advised prior to procedures if they are required to cease any medications. Please advise staff if you are taking any blood thinning medications such as Warfarin, Aspirin, Plavix, Isocover, Clopidogrel, Effient or Prasugrel. Natural medicines can also sometimes have an effect so please notify staff if you are taking any of these.

The treating Gastroenterologist discharges patients after their procedure. At this point the patient or their carer will be advised when they should recommence any medications that had been previously ceased.



Patient Identification and Procedure Matching

Your identification band helps us to ensure that you receive the correct care. Patients attending The Digestive Health Centre for Day Procedures will have an ID band applied when they are checked in and removed last thing before they leave.

Please check that the information on the band is correct. Staff members will check your band before giving you any medications and prior to any tests or procedures.



Clinical Handover

Patients at the Digestive Health Centre will receive care from multiple nursing and medical staff. It is important throughout your time here that all members of the health care team have the most up to date information about your health status. Clinical handover involves the sharing of information between the staff members involved in your care and will occur during your stay. You can expect staff to also keep you up to date with your condition and that your feedback is valuable to the clinical team and will also be included in this process.



Preventing and Managing Pressure areas

Pressure injuries occur when patients are lying or sitting in a position for a prolonged period of time. Patients at The Digestive Health Centre do not remain stationary for extended periods and therefore are not at a high risk of developing pressure areas. Whilst seated or lying on the procedure trolley if areas of your body do become sore then change your sitting or lying position to relieve the area. On assessment we will monitor patients for skin conditions that may cause any concerns and pre-existing wounds that may need attention. Please advise staff if you have any areas of concern.



Recognising and responding to Clinical Deterioration in Acute Health Care

Our staff are trained to recognise changes in your health, but you can assist the staff by alerting them if you do not feel well or think that something has changed or been missed. You can also assist by answering the staff's questions as accurately and honestly as possible.



Preventing falls and harm from falls

Falling is the main cause of injury in many clinical settings. You can assist staff by:

- Giving accurate information about your current health status and history
- Calling for assistance or pressing a call bell if you feel unwell
- Always walking in well fitting shoes, never in socks
- Bring any walking aids that you have with you, such as walking sticks and frames
- Bring hearing aids or glasses with you
- Remembering that you may have had an anaesthetic and you will need to take things slowly

Version	Date	Author	Description
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