



TOGETHER AS

Dhelkaya Health

OUR NEW BRAND LAUNCHES 2023
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Patient Information Guide 2023/24

Contents

About Us	3	R.E.A.C.H Process	8
Acknowledgement of Country	3	Valuables	8
General Information	4	Your Rights	9
Accessibility	4	Violence & Aggression	9
Accommodation	4	Visiting Hours	9
ATMs	4	What to Bring	9
Emergencies	4	Your Health Information	10
Feedback	4	How is Your Information Used?	10
Flowers	4	How Long is Your Information Kept?	10
Food & Refreshments (Castlemaine only)	4	How to Access Your Information	10
Hairdressing	4	My Health Record	10
Internet	4	Our Legal Obligations	10
Interpreter	4	Discharge	11
Laundry	4	Discharge Information	11
Parking	4	Discharge Times	11
Pastoral Care	4	Discharge Transport	11
Patient Transport Service	5	Support After Discharge	11
Pet Therapy Program	5	Transfers	11
Safety	5	Our Service Areas	12
Smoking	5	Residential Care	12
Social Worker	5	Community Services & Wellbeing	12
Students	5	Maternity Services	12
Transport	5	Minor Injuries and Illnesses Clinic (Maldon Hospital)	12
Telephones	5	Patient Services	12
Toilets	5	Surgical Services	13
Your Stay	6	Urgent Care Centre (Castlemaine)	13
Admission	6	Pathology & Imaging	13
Aboriginal Liaison	6	Accounts & Charges	14
Advance Care Planning	6	Charges	14
Entertainment	6	Community Services Charges	14
Care Planning	6	Enquiries	14
Complaints	6	Payments	14
Consent	6	Private Patient Charges	14
Falls	6	Get Involved	15
Family Involvement	7	Donations & Bequests	15
Handover	7	Volunteering	15
Identification	7	Contact Details and Resources	16
Infection Prevention	7	Dhelkaya Health	16
Meals	7	Pathology & Imaging Services	16
Medication	8	External Advocacy Bodies & Agencies	16
Nutrition & Recovery	8		
Privacy	8		

About Us

Dhelkaya Health was created on 1 March 2022, the result of an amalgamation between Dhelkaya Health and Maldon Hospital, and previous amalgamation with CHIRP Community Health.

Dhelkaya Health is located in central Victoria on Dja Dja Wurrung country in Mount Alexander Shire.

Our two main campuses are located in Cornish Street, Castlemaine and Chapel Street North, Maldon. Dhelkaya Health also operates a Community Health Information Hub co-located with Castlemaine Community House in Templeton Street, Castlemaine.

Dhelkaya Health provides a comprehensive range of services for residents of the shire, as well as sub-regional community services for residents of Mount Alexander, Mount Macedon and Goldfields Shires.

With more than half of Dhelkaya Health's patient population coming from the Mount Alexander Shire, our health service plays an essential role as a community hospital. Our geographical situation also gives our local population excellent access to Bendigo, Ballarat and Melbourne-based tertiary health care facilities.

We provide a comprehensive range of low to moderate complexity services to a population of more than 20,000 people. We also work with Bendigo Health to provide a range of high quality, integrated healthcare services.

Acknowledgement of Country

Dhelkaya Health is located on the traditional lands of the Dja Dja Wurrung people. We pay our respects to their Elders past, present and emerging, and acknowledge all Aboriginal and Torres Strait Islander peoples as the first people of this nation. Dhelkaya Health is committed to achieving equality in health status between Aboriginal and Torres Strait Island peoples and non-Indigenous Australians.



Dhelkaya Health acknowledges the support of the Victorian Government



Our services are delivered on the traditional lands of the Dja Dja Wurrung people. Artist: Kerri Douglas

General Information

Accessibility

If you have needs that make it difficult to access, use or understand our information or services, please speak to staff and arrangements will be made to suit your situation.

Accommodation

There is no visitor accommodation on site at Dhelkaya Health. However, Castlemaine is a popular tourist destination and a wide range of local accommodation options are available. These include caravan parks with cabins, motels, hotels and boutique B&Bs.

ATMs

There are no ATMs at Dhelkaya Health.

Emergencies

Our staff members are fully trained in emergency procedures. In the event of an emergency, wait by your bed until a member of staff instructs you otherwise. In the case of a fire, please do not use the lifts. Should a fellow patient need your help, you should immediately call for assistance from staff using the 'nurse call' button.

Feedback

Dhelkaya Health welcomes your feedback on our care and services. We take all feedback seriously and your details will remain confidential. If you have immediate concerns or suggestions, please speak to a staff member straight away so that matters can be resolved as soon as possible.

Compliments, complaints and suggestions help us improve. Feedback forms are available from reception, unit staff and online at www.castlemainehealth.org.au/feedback

If you need help to provide feedback phone 5471 3679.

Flowers

Flowers are acceptable, but preferably not heavily scented. Due to the risk of infection, no potted plants are permitted in units.

Food & Refreshments (Castlemaine only)

Our onsite café offers a fresh, seasonal menu. It's open Monday to Friday from 7am to 4pm. After hours, snacks and cool drinks are available from vending machines located in the cafe and in the foyer near Main Reception.

Hairdressing

A hairdressing service is available in the hospital. Please ask our staff if you would like to make a booking. There are fees for this service.

Internet

A guest Wi-Fi service is available. Short-term visitors should contact Reception for a registration code. Long-term clients should ask the staff in their area.

Interpreter

An accredited on-site or telephone interpreter service can be arranged. Information is also available in other languages. Our staff can help you access these services.

Laundry

A laundry service is available to patients for a fee. We also provide a free labelling service for your clothes. Our staff will help you access this service.

Please note, our washing process may adversely affect some types of clothing, such as wool or mohair.

Parking

Parking is free and available in various locations around Dhelkaya Health. Parking signs are visible from the main road and restrictions are signposted.

Pastoral Care

Hospitalisation or admission to permanent residential care can present many challenges and concerns. Our pastoral care coordinator is a healthcare professional who can provide emotional, spiritual and bereavement support to patients, clients, residents and families.

The pastoral care service also provides invaluable education and support to staff, particularly in the areas of grief and loss.

Support is offered in a professional, confidential and non-religious manner. It is person-centred, non-directive and available to all upon request, regardless of faith, or cultural or social background. The service is complemented by visiting ministers and volunteers who provide support in our residential care units.

Dhelkaya Health appreciates the importance of spirituality in people's lives and every effort is made to attend to the specific spiritual requirements of all our clients and residents.

Please ask our staff if you would like the contact details for our pastoral care coordinator, or if you would like to be added to the list for visiting ministers.

Patient Transport Service

Our Patient Transport Service is supported by volunteer drivers. To be eligible for our Patient Transport Service, you must:

- be unable to drive or be driven to appointments
- live independently
- be unable to engage someone to accompany you on public transport to appointments.

A referral is required from your health clinic or GP.

Pet Therapy Program

Dhelkaya Health has a pet therapy program in which local community members bring in their pets (primarily dogs) to help patients recover and better cope during their stay. Pet therapy visitors primarily attend our residences and Connolly Unit upon request. All pets are screened in advance to ensure they are suitable for the pet therapy program.

Safety

Dhelkaya Health is committed to providing a safe and healthy environment for staff, clients, contractors and visitors. If you notice any potential safety issues or perceived hazards, please let staff know and ensure you follow staff instructions when they are helping you to move around.

Smoking

Smoking is not permitted in or on the grounds at Dhelkaya Health. If you are a smoker, consider discussing nicotine replacement with your GP.

Social Worker

Social workers help clients and their families to cope with and adjust to their health condition. Social workers have specialist knowledge and skills in a range of areas, such as alcohol and drug counselling, stress management, crisis assessment, rehabilitation and bereavement support.

Our social work department provides a service via referral to Geroe Unit and continues to work with some clients and their families after discharge. The social worker also offers support, counselling and referral to carers. Our social workers also provide cultural care and support for Indigenous and culturally diverse clients and their families.

Students

Dhelkaya Health is a teaching hospital. It collaborates with universities and training organisations across Australia to provide learning opportunities for students in the health fields. All students undertake a rigorous screening process prior to their placement, which includes a National Police Check, Working with Children Check and evidence of immunisation status.

Students are expected to adhere to the same confidentiality, privacy and professional conduct requirements as Dhelkaya Health staff.

All students are appointed a senior staff member to supervise their practice and conduct to ensure care is provided in a safe and person-centred manner. If you would prefer not to have students involved in your care, please alert a staff member as soon as possible.

Feedback on the interactions you have with students during your stay is welcome and can be provided to any clinical staff member or via our feedback form at www.castlemainehealth.org.au/feedback.

Transport

Local taxis are available. To book, call Castlemaine Taxis on 5472 3377.

Castlemaine Bus Lines has regular bus services to our Castlemaine campus. Call 5472 1455 for timetables and bus stop information.

The Castlemaine train station is located approximately 1km from the Castlemaine campus.

Telephones

All Geroe Unit beds have a telephone. The telephone can be used to receive incoming calls and place internal calls within Dhelkaya Health. It cannot be used to make external calls to people outside Dhelkaya Health.

Toilets

Accessible toilets are available on all floors.

Admission

A medical practitioner or surgeon must provide a referral prior to admission, treatment or diagnostic services at Dhelkaya Health. The medical practitioner or surgeon must have admitting rights for Dhelkaya Health to make the referral.

Aboriginal Liaison

Aboriginal Liaison Officers are available to support you during your stay. They can help you speak to doctors and nurses, understand what is happening, and make sure you and your family are involved in making decisions about your care. Please speak to our staff if you would like to speak with our Aboriginal Liaison Officer.

Advance Care Planning

Advance care planning is an important process. It involves talking with friends and loved ones about your future healthcare wishes, documenting what you may or may not want, and can include appointing a substitute decision-maker.

It enables you to take control of your future healthcare and treatment if you are not able to communicate your wishes.

Up to 50% of Australians will not be able to make or express their own decisions when they are near death. Doctors and family members will be unaware of any treatment preferences at this time if they have not been discussed and recorded earlier. Often, families are unaware of their loved one's views about what they would want done when too ill to speak for themselves. Families often feel burdened by the concern that they will make a wrong choice.

At Dhelkaya Health we would like to discuss advance care planning with you and your loved ones as part of your care plan.

Entertainment

Televisions and radios are at each bedside and we encourage patients to bring in personal devices for entertainment and communication.

As a courtesy to others, please use headphones or earpieces when listening to the radio, television or personal devices.

Headphones are not provided so should be brought in from home.

Care Planning

We encourage you to be involved in your care planning during your stay. Many clients and families feel uncomfortable speaking up about their concerns to the care team and think that the doctor, nurse or allied health professional knows best. However, studies show that clients who are involved in their care get better quicker, have more control over their care and are less likely to have things go wrong with their hospital stay and discharge.

Complaints

Dhelkaya Health welcomes your feedback on our care and services. We take all feedback seriously and your details will remain confidential. If you have immediate concerns or suggestions, please speak to a staff member straight away so that matters can be resolved as soon as possible.

If you feel that your concern was not appropriately addressed, you may wish to complete a feedback form so the issue can be formally investigated. Feedback forms are available from reception, staff and online at www.castlemainehealth.org.au/feedback. If you need help to provide feedback phone 5471 3679.

You may also choose to discuss your concern with Dhelkaya Health's Executive Director of Clinical and Aged Care Services.

If your formal complaint is not resolved to your satisfaction, contact the Victorian Health Complaints Commissioner (see 'Contact Details' section in this guide).

Consent

Operations, anaesthetics and certain diagnostic procedures require your consent and you will be asked to sign a consent form. The need for the procedure should be explained to you first. You may withdraw your consent and refuse further treatment or services at any time.

Falls

Falls are one of the most common causes of hospital admissions and are a serious issue for people aged over 65 years. You may be at increased risk of a fall during your hospital stay because you have been unwell, your medications may have been changed and you are unfamiliar with your environment.

Falls occur most often when getting in or out of bed, going to the toilet, reaching for the phone or items on bedside or over-bed tables, and not using mobility aids.

If you are at risk of falling, a referral will be made to our allied health care team and a podiatrist, physiotherapist and occupational therapist will come to discuss options with you.

You can reduce the risk of falling by:

- calling for help to get up and go to the toilet, particularly at night
- turning the light on at night when getting out of bed
- ensuring your footwear fits well and is non-slip
- calling for assistance to clean any accidental spills
- using mobility aids at all times, even for short distances.

Family Involvement

Dhelkaya Health encourages families to be involved in client care where possible and appropriate. This might include helping clients eat, bringing favourite foods or familiar items from home or spending time with the client. Family may also be invited to participate with you and your healthcare team in a case conference, where your healthcare team members discuss your health issues with you and your family to develop a management plan.

Handover

Information about your current health status, care plan and treatment is regularly communicated between care staff. This occurs in each shift between nursing staff, your doctor and other care staff, between your healthcare team at the hospital and those in the community upon discharge.

Bedside handover occurs at your bed each shift and this is a good opportunity to talk to your carers about your care. You should feel comfortable asking questions and offering information that you think is relevant or important.

Identification

Make sure your identification band is correct and on your wrist. If you are allergic to medication or tapes, check that you have a red wristband with your details on it. Nurses, blood collectors and x-ray staff should check your wristband before administering any medications, blood products, taking blood or doing an x-ray.

Infection Prevention

Dhelkaya Health is committed to preventing healthcare-associated infections and reducing the risk of antibiotic resistant bacteria. Our aims are to promote

hand hygiene, environmental cleanliness and to use antibiotics very carefully and appropriately for the illness/infection identified. This means that antibiotics will not be prescribed inappropriately, for example, for influenza or viral illnesses.

Doctors, nurses and others caring for you should wash their hands or use alcohol hand rub before and after caring for you (e.g. when examining you, changing wound or dressings or giving you an injection). If they haven't done so in front of you, you are welcome to check that they have or request that they do so. You are encouraged to use the hand rub and hand wash facilities and encourage visitors to use hand rub before and after visiting you. Hand rub is available in every room and at entrances and exits of Dhelkaya Health.

If you have an infectious illness, you can help protect others by adhering to infection control procedures outlined by staff. Clients with infectious illness are generally allocated a single room and requested to stay within the room.

Visitors who are experiencing flu-like symptoms, diarrhoea and/or vomiting should stay at home and not visit the hospital or aged care facility. Visitors who have had symptoms of diarrhoea or vomiting should not attend the hospital or aged care homes for at least 48 hours after the last symptoms. If you have any questions or concerns about infection, ask to speak to our Infection Control Consultant.

Meals

Meals are freshly prepared and planned in consultation with our dietitians and speech pathologists. We have a four-week menu cycle which offers seasonal variety and meals can be ordered in advance. We also prepare meals for special occasions, such as Melbourne Cup Day and AFL Grand Final Day.

Our menus can be tailored to suit special dietary requirements. We have dietitians available onsite and our staff can help you access this service. Some clients receive their meal on a tray with a red stripe, which indicates they may need extra time or assistance with their meal.

Meals are served at the following times:

- Breakfast: 8am
- Morning tea: 10.30am
- Lunch: 12.30pm
- Afternoon tea: 2.30pm
- Dinner: 5.30pm
- Supper: 7pm

Medication

Tell your healthcare team about all the medications that you are taking, including any supplements or natural health products.

Ask questions to ensure you understand any changes to your medication. On discharge, make sure you are clear about the medications and dosages you should be taking. Speak to the pharmacist about any special storage requirements for your medications at home.

Nutrition & Recovery

Getting enough food and fluids can help improve your recovery. Poor nutrition makes you more prone to infections, reduces wound healing, increases your risk of complications and can affect the length of your hospital stay. If you've had recent major surgery this can significantly affect your nutritional needs.

Being unwell can cause you to eat and drink less. Over time, this can put you at risk of malnutrition. What you eat and drink can be affected by:

- poor appetite
- nausea
- vomiting
- diarrhoea
- indigestion
- taste changes
- difficulty feeding yourself
- a change in texture of your meals
- age
- illness
- some diseases
- some medication's side effects.

Privacy

Dhelkaya Health is a public hospital with shared rooms. Our staff are committed to maintaining your privacy and confidentiality, but during the course of your stay there may be times when your care is discussed in a shared room. If you are concerned about this, please speak to our staff.

R.E.A.C.H Process

We understand that you know yourself or your loved one best. This is why we want you to tell us if you notice a sudden worrying change in yourself or your loved one. R.E.A.C.H is a communication process to help you share concerns that have not yet been addressed or acted on by staff.

R.E.A.C.H stands for:

Recognise – You may recognise a sudden worrying change in your loved one's condition or, if you are a patient, you may recognise a sudden worrying change in yourself.

Engage – Engage with the nurse who is looking after your loved one or you, and tell the nurse your concerns.

Act – If your concern is not responded to, or you or your loved one is getting worse, act.

Call – Ask to speak to the Nurse in Charge and request a clinical review.

Help – If you are still concerned, call for help by calling 5471 3499 on your bedside phone or ask for the unit's portable phone. Help will be on its way.

Dhelkaya Health supports patient and carer involvement, so please let us know if you're concerned. We also encourage you to raise your concerns with us during times of handover between staff shifts. We want you to work with us to create the best experience for you or your loved one.

Valuables

Please do not bring valuables, jewellery or excessive sums of money to Dhelkaya Health. Dhelkaya Health does not accept responsibility for loss or damage to personal property.

Your Rights

You have a right to:

Access

- Healthcare services and treatment that meets your needs

Safety

- Receive safe and high-quality health care that meets national standards
- Be cared for in an environment that makes you feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have your culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with your healthcare provider, to the extent that you choose and are able to
- Include the people that you want in planning and decision-making

Information

- Clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give your informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when you need it, to help you understand and use health information
- Request access to your health information
- Be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe

Privacy

- Have your personal privacy respected
- Have information about you and your health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that you are treated
- Have your concerns addressed in a transparent and timely way
- Share your experience and participate to improve the quality of care and health services

Violence & Aggression

Our staff are committed to providing an integrated service of the highest quality. We will work with you to achieve the best possible health outcome as quickly as possible. Aggression and violence are not be tolerated and may result in services being withdrawn and/or police being called.

To ensure our staff can safely deliver the best healthcare to you, we ask that you:

- respect the rights of care workers to their human, legal and industrial rights, including the right to a safe work environment
- treat care workers without exploitation, abuse, discrimination or harassment
- allow safe and reasonable access for care workers at all times.

Visiting Hours

Family and friends are welcome to visit. Visiting hours and patient rest times vary, so please check with our staff. If you'd like to arrange an after-hours visit, please speak to the Nurse Unit Manager.

What to Bring

When you're coming to stay overnight in hospital, you should bring:

- additional day clothing and suitable footwear (if you're a rehabilitation client)
- contact phone number for next of kin or emergency contacts
- current medications
- dressing gown and slippers
- headphones (for when using the television or radio to help manage noise)
- Medicare card, Pensioner Concession Card, Health Care Card, Seniors Card, Department of Veterans' Affairs (DVA) Health Care Card
- mobile phone and/or personal devices
- private health insurance details, details for workers compensation, Transport Accident Commission (TAC), public liability or third party case (if applicable)
- pyjamas or nightgown (labelled with your name)
- small amount of money (for newspapers, etc.)
- toiletries (soap, toothpaste, toothbrush, hairbrush/ comb, electric razor, etc.).

A health record is created about you when you become a client of any service provided by Dhelkaya Health. This will contain basic identification data, contact details, information for billing purposes and information about your condition and treatment given.

Each time you attend the service, new information is added to your record. The information may be stored in our computer system and in a paper record. Your health record ensures each health professional involved in your care has all the facts. Your previous history of care can help us quickly identify which treatments are likely to be safe and effective for you.

We rely on information you give staff to help us provide the optimum care and attention for you. Withholding relevant information may delay your treatment or put your health at risk.

How is Your Information Used?

Your health information will be shared among the health professionals in your treating team. All staff at Dhelkaya Health are bound by professional ethics and legal obligations with respect to maintaining the confidentiality of your information.

In the future, if you are an admitted inpatient at another health service or in a medical emergency situation, we will release information about you to facilitate your care if the treating health service asks us. In all other circumstances, your written consent will be sought prior to the information being released.

Some of your information may be used to:

- help educate staff
- help staff review the care they provide to ensure it is of the highest standard
- plan future services and check that we are running an efficient service
- study disease patterns or treatments offered
- inform health research and planning.

Wherever possible, this information will not identify you. If identification is necessary, your permission will be sought.

How Long is Your Information Kept?

Your information is stored securely and can only be accessed by authorised staff. It can only be destroyed in accordance with standards set by the Public Records Office of Victoria.

How to Access Your Information

The *Freedom of Information Act 1982* allows people to have access to their health records in most circumstances. All requests for access should be made to Health Information Services. A request form is available at www.castlemainehealth.org.au. A fee is charged for this service.

My Health Record

My Health Record is an Australian Government initiative to provide a national digital health record. The *My Health Records Act 2012* allows the upload of patient information to the My Health Record system.

Your consent is implied for the uploading of clinical information to your My Health Record, unless you expressly withdraw this consent. The Act also permits access to the information in your My Health Record by authorised clinicians who are providing your care at Dhelkaya Health.

You can withdraw your consent for the uploading of information by expressing this to your clinician during your admission.

Our Legal Obligations

We are required by law to release information in certain circumstances. These include reporting of specific diseases to databases maintained by the Federal or State Government.

We must also provide medical records to the courts when subpoenaed. We are also required to report statistical information to the Department of Health and other agencies; no identifying details are included.

Discharge Information

When you are discharged from our service we usually send a letter to your local doctor (unless your doctor has provided your inpatient care when this would be unnecessary), health care provider or the service that referred you. This also applies if you are transferred or referred to another health service or agency.

The letter summarises your care with us, your medications and any special instructions that your healthcare provider needs to know. Only people who are directly involved in your ongoing care can receive this information about you.

If you do not wish information to be released to your other healthcare providers, please let the manager of your area or treating therapist know so that your concerns can be discussed. Refusal to disclose particular information needs to be specifically documented.

Discharge Times

Discharge from the hospital occurs between 10am and 11am daily.

Discharge Transport

Dhelkaya Health bears no responsibility for the cost of your transport home. To ensure you are supported on the journey home, please ask a friend or carer to pick you up or travel home with you after discharge. If you're planning to travel home with a friend or carer by taxi, our staff can help you make a booking.

Support After Discharge

Rehabilitation and support can be continued from home after discharge. Prior to leaving Dhelkaya Health, staff can refer you to the right community services and support to help you manage effectively at home. A full list of the services and programs available from Dhelkaya Health is included in this guide.

Transfers

In the course of your treatment, you may be transferred to ensure that you receive the best possible care from an appropriate specialist. This may mean transfer to another hospital. All transport arrangements will be organised for you. Your family will be kept informed of the arrangements.

Our Service Areas

Residential Care

Dhelkaya Health has onsite accommodation for residential care on both the Castlemaine and Maldon Hospital campuses.

In Castlemaine, the three residential care facilities are Ellery House, Thompson House and Penhall Hostel. In Maldon, the two residential facilities are Mountview Home and Jessie Bowe House.

The complexity of care requirements determines which residence best suits each person, and incoming residents can choose between Maldon and Castlemaine locations.

Our residences have close-knit communities of residents who are supported by caring, local staff. Our residents enjoy the independence of being able to make their own lifestyle choices about menus, hairdressing and personal care, social activities and health classes.

Regular visits from local volunteers, musical groups and school children enable our residents to maintain vibrant, social relationships with the local community, and build new ones.

Community Services & Wellbeing

Dhelkaya Health offers a wide range of services and programs aimed at promoting health, helping people manage chronic health issues, achieve rehabilitation goals and prevent illness. We work to empower individuals and community groups to achieve self-direction in their health and wellbeing.

Referrals are accepted from rehabilitation or acute units, GPs, health professionals, other health facilities, self or family. Telehealth options are available.

Services and programs are delivered through our Community Rehabilitation Centre, Spencely House, Maldon Hospital and in the community.

These include:

- Allied Health
- Children Services
- Continuing Care
- Counselling
- District Nursing
- Education and Training
- Exercise Groups
- Family and Housing Services
- Diabetes Education

- Community Health Nursing
- Alcohol and other Drugs (AOD)
- National Disability Insurance Scheme (NDIS)
- Hospital Admission Risk Program (HARP)
- Post-Acute Care (PAC)
- Adult Day Services/Social Support
- Outpatient rehabilitation

Maternity Services

Dhelkaya Health's Maternity Services offers local pregnancy, labour and birth and early parenting care for healthy women with normal pregnancies.

Our team of midwives offer Midwifery Group Practice or caseload midwifery care. One midwife will care for you throughout your pregnancy, labour and birth and early parenting. The Midwifery Group Practice midwives will be on-call 24 hours a day for your labour and birth, and to help you with urgent concerns.

Midwives work closely with a team of local GP obstetricians who provide on-call care 24/7 if required, and the regional health service Bendigo Health.

Shared care, where you have some of your pregnancy care visits with your midwife and some with your GP, is also available. Your GP will need to be a Dhelkaya Health accredited GP.

To find out more visit www.castlemainehealth.org.au/maternity

Minor Injuries and Illnesses Clinic (Maldon Hospital)

The Minor Injuries and Illnesses Clinic is located at our Maldon Hospital campus. The clinic is a nurse-led, primary care service that runs in conjunction with the local GP. Nurses are on duty 24-hours a day with the GP available on call. The clinic offers treatment of injuries, as well as assessment and care of conditions not serious enough to require attendance at an Urgent Care Centre or Emergency Department.

Patient Services

Connolly Unit (Castlemaine campus)

The Connolly Unit is named in honour of Dr G. T. Connolly, who pioneered rehabilitation for the aged when he was a medical officer in the 1970s. The unit offers a wide range of beds and services to people following surgery or other serious medical events. There are also a number of Geriatric Evaluation and Management beds available for improving the functioning of older people

Our Service Areas

with complex health needs. Rooms are shared, with ensuite facilities and visiting medical officers, specialists, nurses and allied health practitioners all delivering services. Transitional Care beds are also within this unit, which can provide a means of support for people as they return to their homes.

George Ray Ward (Maldon Hospital campus)

The George Ray Ward was built with generous assistance of the Ray Family. The ward comprises of four beds for medical, palliative care and transitional care program admissions. There are two single bedrooms sharing a bathroom and a two-bed room with a shared bathroom. Visiting medical officers, specialists, nurses, and allied health practitioners provide care to patients.

Geroe Unit (Castlemaine campus)

The Geroe Unit is named after Dr George Geroe, a distinguished GP and surgeon who spent over four decades practicing in Castlemaine. The unit comprises a flexible mix of beds for the treatment of medical, surgical, urgent care and maternity clients. The Geroe Unit also has a number of medical procedural chairs and day stay surgical chairs. Rooms come in both single and shared, all of which have ensuite facilities. Visiting medical officers, specialists, nurses, midwives and allied health practitioners provide medical, surgical, maternity and urgent care services.

Surgical Services

Dhelkaya Health specialises in elective General, Orthopaedic, Plastic and Reconstructive, Gynaecological Ophthalmological, Urology and Oral Surgeries. There are two operating theatres at the Castlemaine campus equipped for minor and intermediate level surgery. The majority of procedures are day visit or short stay. Visiting consultant surgeons and specialist anaesthetists are highly skilled, and are also attached to large tertiary hospitals. If you need a surgical procedure, please see your GP for a referral to see one of our visiting surgeons. All surgical lists are managed in liaison with the surgeon's rooms.

Urgent Care Centre (Castlemaine)

The Urgent Care Centre at our Castlemaine campus is open 24-hours a day. The centre is staffed by nurses with access to on-call GPs as needed. Some of the nurses are Rural Isolated Practice Nurses, who have specialised assessment and treatment skills, for example they can do minor suturing and independent treatment of patients following specific care pathways. The centre provides care for minor illnesses and injuries.

Telehealth options are frequently used afterhours to support patient care.

In an emergency, the centre provides initial resuscitation and life support to patients in a critical condition before transferring them to a larger hospital.

Pathology & Imaging

Bendigo Radiology

Bendigo Radiology provides a medical imaging service to both inpatients at Dhelkaya Health and the wider community including CT, ultrasound, x-ray and dental x-rays (Orthopantomogram). Patient results and images are available to referring practitioners 24 hours a day.

Austin Health Pathology

An Austin Health Pathology collection centre is in the Metcalfe Building, Castlemaine campus. All Austin Health Pathology patients are bulk billed for all tests that can be rebated through the Medicare Benefits Schedule (MBS). Clients must have a valid Medicare Card.

Charges

You may incur some out-of-pocket expenses after your treatment. For example, if you require a higher level of care than can be provided at Dhelkaya Health, transport via ambulance to another hospital is covered by you, your Ambulance Victoria membership or your private health insurer if you have not been admitted. Radiology and x-ray services also incur an out-of-pocket fee. For more information, speak to our staff.

Community Services Charges

There may be fees associated with community services (e.g. District Nursing) for visits, services and dressing supply/consumables.

The fees are set by the Department of Health and are regularly reviewed by Dhelkaya Health. No client of Dhelkaya Health shall be disadvantaged by an inability to pay, so fees may be waived or reduced in cases of financial hardship/difficulty. To find out more, contact District Nursing.

Enquiries

All account enquiries should be directed to the Finance department.

Payments

Accounts can be paid at main reception by cheque, money order, cash or credit card. To pay by phone, contact Reception on 5471 3555.

Private Patient Charges

You may choose to use your private health insurance at Dhelkaya Health. If you are admitted and choose to use your private health insurance cover for your hospital stay, you may not be out of pocket for x-rays, scans or blood tests conducted at Dhelkaya Health.

To ensure you have the correct cover, our staff will help you check the excess on your policy and help you make an informed decision about using your private health insurance. However, it is still your responsibility to also check these details with your insurer.

You should also check with your surgeon or anaesthetist about any out-of-pocket fees charged for the services they provide.

Donations & Bequests

Dhelkaya Health relies on the community's generous support to help deliver services, and improve equipment and facilities. Donations, sponsorships, grants and bequests are always gratefully received. People can contribute to the future health and wellbeing of their community by including Dhelkaya Health in their Will.

Gifting the local health service is a very practical and long-lasting way to support the community – including, possibly, future generations of family and friends. You can decide how you would like your gift to benefit Dhelkaya Health and how you would like to be acknowledged.

To donate to Dhelkaya Health, call 5471 3555. You can also donate online via our website at www.castlemainehealth.org.au or www.maldhosp.vic.gov.au

Volunteering

Our community members' ideas, suggestions and perspectives help us to improve our care and services. There are many ways that you can contribute to Dhelkaya Health. These include participation in committees, specialist working groups and projects, and volunteering in specific roles.

Volunteers are a vibrant and integral part of Dhelkaya Health. They contribute an incredible 100+ hours every week across a variety of roles, ranging from visiting elderly residents to helping with activities, pet therapy, library service and walking groups. They also provide vital support and pastoral care services.

If you are interested in becoming a volunteer, contact the Volunteer Office on 5471 3566.

Contact Details and Resources

Dhelkaya Health

Castlemaine campus

(P) 5471 3555
142 Cornish Street, Castlemaine, VIC 3450
(E) info@castlemainehealth.org.au
www.castlemainehealth.org.au

Maldon Hospital campus

(P) 5475 2000
1 Chapel Street North, Maldon, VIC 3463
(E) admin@maldhosp.vic.gov.au
www.maldhosp.vic.gov.au

Community Services & Wellbeing

(P) 5471 3575 or 5479 1000
142 Cornish Street, Castlemaine, VIC 3450
(E) intake@castlemainehealth.org.au
www.chirp.org.au

Pathology & Imaging Services

Austin Health Pathology

(P) 5471 3418
Metcalfe Building, 142 Cornish Street, Castlemaine,
VIC, 3450
www.austinpathology.org.au

Bendigo Radiology

(P) 5471 3482
137 Cornish Street, Castlemaine, VIC, 3450
(E) referrals@bendigoradiology.com.au
www.bendigoradiology.com.au

External Advocacy Bodies & Agencies

Disability Discrimination Legal Service

(P) 9654 8644 or 1300 882 872
(TTY) 9654 6817
www.ddlsaustralia.org

Disability Services Commissioner

(P) 1800 677 342
(TTY) 1300 726 563
www.odsc.vic.gov.au

My Aged Care

(P) 1800 200 422
www.myagedcare.gov.au

National Disability Insurance Scheme (NDIS)

(P) 1800 800 110
www.ndis.gov.au

Office of the Public Advocate

(P) 1300 309 337
www.publicadvocate.vic.gov.au

Rights, Information and Advocacy Centre

(P) 5222 5499
www.riac.org.au

Seniors Rights Victoria

(P) 1300 368 821
www.seniorsrights.org.au

Victorian Equal Opportunity and Human Rights Commission

(P) 1300 891 848
(TTY) 1300 289 621
www.humanrightscommission.vic.gov.au

Victorian Health Complaints Commissioner

(P) 1300 582 113
www.hcc.vic.gov.au

PATIENT INFORMATION

Your safety is our priority



Various healthcare professionals may be involved in your care. While you might find these questions repetitive, it's important we all ask them to make sure you're the right patient getting the right test, procedure, treatment or medication.



Every time you visit, we will ask for your

- full name**
- date of birth**
- address** (if outpatient)



When giving tests, procedures, treatment or medication, we will confirm your

- full name** **date of birth**
- address** (if outpatient)
- test or procedure**



We may ask to view your

- Medicare card**, concession card, driver's licence or other ID



If you are an inpatient, we will cross-check your

- wristband** with your **patient ID number**

REACH

Are you concerned about a sudden change in your condition or that of a loved one?



RECOGNISE

Have you recognised a worrying change in your condition or in the person you care for?



ENGAGE

Talk with the nurse or doctor. Tell them your concerns.



ACT

Ask the nurse in charge for a 'Clinical Review' to examine the treatment and care delivered.



CALL

If you're still worried, call 13499 (bedside phone) or 54713499 (external or portable ward phone).



HELP

By taking action you've made sure that help is on the way.

Move! Move! Move!

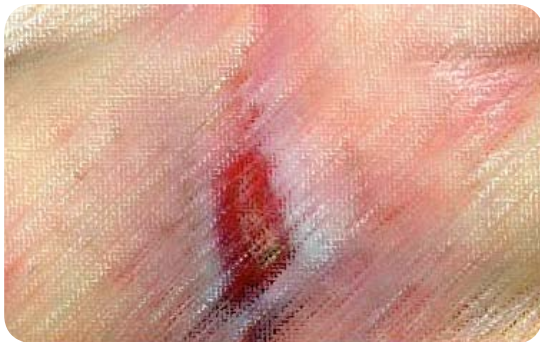
How to avoid a pressure injury

About pressure injuries

A pressure injury (also called a 'bed sore' or 'ulcer') is a painful wound that affects the skin and the flesh under it.

Your skin may:

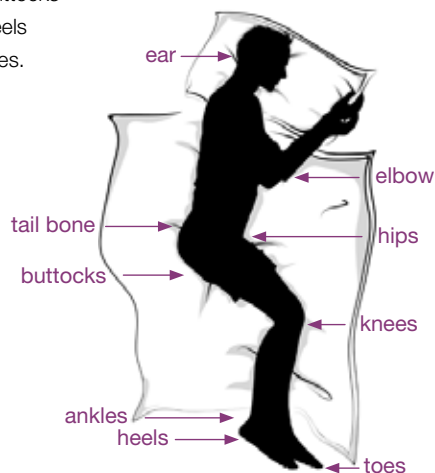
- look blistered
- change colour, usually to red
- feel hard or puffy
- feel warm
- break or split.



Your skin needs blood flow to be healthy. If you sit or lie in a chair a lot, over time the weight on the bony parts of your body stops blood from flowing.

Pressure injuries can show up over bony areas like:

- buttocks
- heels
- toes.



Department of Health

Other things can affect your skin:

- diabetes
- loss of bowel or bladder control
- numbness or spinal injury
- poor food choices.

What to do?

1. MOVE, MOVE, MOVE!

- Keep active – change how you sit or lie often. Even small body shifts help.
- Avoid sitting up in bed for long periods. This puts pressure on your tailbone.
- Ease sore spots with an air mattress, cushions, pillows or booties.

Staff will help if you can't do these things yourself.

2. CHECK YOUR SKIN

- Is your skin red, blistered, or broken?
- Do you have any pain near a bony area?
- Are your bed or clothes damp?

Talk with your pharmacy about using:

- mild (pH-neutral) soaps
- **water-based** creams.

DO NOT rub or massage bony parts of your body.
DO NOT use anything that will dry out your skin, like oils, powders or talc.

3. EAT RIGHT

Eat a healthy and nutritious diet.

If you have diabetes:

- check your blood glucose levels
- keep them in the normal range.

To receive this document in an accessible format phone the Commission for Hospital Improvement on 9096 0497.

Except where otherwise indicated, the images in this publication show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services.

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A **third** of people aged over 65 years and **half** of people aged over 80 years **have a fall** at least once a year.

Tips to prevent falls

When you're moving from lying down to standing up:

Sit on the bed for a minute before you stand up.

Move your ankles up and down to get your blood pumping. Get your '**nose over your toes**' before you stand up.

Push off the bed or chair; don't pull up.

Wait a minute before you start to walk.



When you're standing/walking:

Take your time when turning around. If you have a walking aid, **use it correctly**, make sure it's in good condition and can easily be reached from your bed or chair. When walking, **don't grab for furniture**, it may be unstable.

Wear suitable footwear that fit well, have low heels and non-slip soles.

Avoid wearing slippers.

Allow time to get to the toilet.

Good **nutrition**, keeping your **fluid** levels up and **suitable exercise** are important to maintain your health and reduce your chances of having a fall...

My healthcare rights

This is the
**Australian Charter of
Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

10/2022

My healthcare rights



Aboriginal and Torres Strait Islander people have the right to:

Access

- Healthcare services and treatment that meets your needs
- You and your mob have the right to get healthcare that meet your needs

Safety

- You and your mob have the right to get safe and high quality healthcare
- Care in a space that is culturally safe and respectful

Respect

- You and your mob have the right to get respect when you use a health service
- Your Aboriginal and/or Torres Strait Islander culture and identity is recognised and respected

Partnership

- You and your mob have the right to partner with and yarn about your healthcare
- Make sure you include family in on the yarn with healthcare providers
- You have the right to choose who you want involved in your care planning

Information

- You and your mob have the right to get information about your health to make informed decision and give consent
- Get information about your health. This includes cost, wait times and services
- If you don't understand any information you can access help to make sure you know what is happening
- You must give informed consent before you say yes to any treatment or test
- Be told if something has gone wrong during your healthcare, how it happened, how it affects you and what is being done to make care safe

Privacy

- Healthcare staff must respect you and your mob's privacy
- Healthcare staff must keep your information safe and confidential

Give Feedback

- You and your mob have the right to give feedback
- This can be a complaint or a compliment
- Healthcare staff must listen to what you have said. They will address your concerns in a open and timely way
- Feedback from you and your mob helps make care better for our communities and will keep you healthy and deadly

This resource was adapted from the second edition of the Australian Charter of Healthcare Rights.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

For more information: safetyandquality.gov.au/your-rights

We are here to help you:

Please contact the Northern Sydney Local Health District Aboriginal Health Service **Email: NSLHD-AboriginalHealth@health.nsw.gov.au** or call 02) 9462 9017.

Adapted from The Australian Charter of Healthcare Rights, developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). ACSQHC: Sydney 2019.

The artwork in this charter has been created by the Aboriginal and Torres Strait Islander staff network group, Muru Dali Gili Gili (path to shine) of NSLHD who have come together to tell their story of connectedness to community, the district and to each other through painting. Language used is appropriate for our community.



**AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE**



TOGETHER AS

Dhelkaya Health OUR NEW BRAND LAUNCHES 2023
To learn more visit dhelkayahealth.org.au

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Community Health

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Castlemaine VIC 3450 PO Box 50
T. +61 (0)3 5479 1000 | E. email@cdch.com.au
Community Health Information Hub
30 Templeton Street, Castlemaine
chirp.org.au