

---

# ***PATIENT GUIDE***

This guide has been prepared to provide you with information that will hopefully assist you.

We wish to reassure you in every way possible, so please ask questions if there is anything you do not understand.

## ***Clinic Details :***

Day-Hospital + Consulting Rooms : 10 King Street  
Buderim QLD 4556

Correspondence to : PO Box 5295  
Maroochydore BC QLD 4558

Phone : (07) 5479 0000

Fax : (07) 5479 5050

The Clinic is open Monday to Friday, 8.00am to 5.00pm. An answering machine is activated outside these times. For URGENT calls outside Clinic hours, contact the Doctor on call, as directed by the message on the answering machine. If directed to leave a message, we suggest you leave your name, phone number, and a brief description of the problem.

## ***Clinic Staff :***

*Clinicians :* Dr John Reardon (Medical Oncologist / Clinical Haematologist)  
Dr Hong Shue (Medical Oncologist)  
Dr Sorab Shavaksha (Clinical Haematologist)  
Dr Rosanne Middleton (Clinical Psychologist)

*Nursing :* Kim, Janette, Julia, Sue, Annette, Ada

*Administration :* Gayle, Jo, Vikki, Karen, Jasmin, Karen

*Catering :* Wendy, Linda

## **WELCOME ...**

The staff at Sunshine Coast Haematology and Oncology Clinic would like to take this opportunity to welcome you to our hospital facility. We are very proud of the service we provide and hope you will find your experience with us as pleasant as possible.

Sunshine Coast Haematology and Oncology Clinic is accredited by Benchmark Certification to the international standard, ISO9001, incorporating the Private Sector Quality Criteria. Accreditation has been awarded in recognition of the achievements and commitment to continuous improvement in the quality of care, service and safety.

The Clinic is licensed with Queensland Health as a Day Hospital.

Whilst you are undergoing treatment in our Clinic, trained and experienced nursing staff will be caring for you. Please do not hesitate to ask the Clinic staff questions if there is something you do not understand.

## **APPOINTMENTS ...**

If you are unable to attend for your appointment, or are running late, please phone the Clinic on 5479 0000, as soon as possible.

Where possible, appointments are made in advance for each cycle of treatment. If you have any special requirements (eg time of appointment, language barriers, mobility or dietary restrictions), please liaise with the administration staff so that we may endeavour to meet your needs.

Bookings are checked and appointment scheduling is confirmed the day prior. If we anticipate a problem with scheduling, we may contact you and change your appointment time. We endeavour to ensure you are not kept waiting, but unfortunately, sometimes due to reasons beyond our control, you may have a short wait.

***\*\* Please be aware that your appointment time may be changed to ensure safe nursing practice. \*\****

## **WHAT TO EAT / BRING / WEAR ...**

It is advisable for you to eat your normal breakfast / lunch etc prior to attending the Clinic.

Morning / afternoon tea is provided to our patients. Lunch is provided to patients whose treatment extends over this time of day. Our friendly catering staff will collect your order during the course of the day. Please advise the catering staff at least 48 hours prior to your admission if you have special dietary needs (eg diabetic or coeliac) and we will endeavour to meet your dietary requirements.

You are welcome to bring a good book, crossword puzzle or your embroidery. However, our open treatment area provides a great forum for conversation.

The Clinic provides a comfortable and relaxed environment. We advise our patients to wear casual clothing so that you may feel comfortable during your short stay with us.

## **INFORMATION / EDUCATION ...**

Prior to your first treatment, nursing staff will contact you and offer the opportunity to attend an education session. At this time, nursing staff will provide you with specific information relevant to your treatment regimen and ensure you are well informed. This is also an opportunity for you to ask questions.

In addition, there is a wide selection of resource books, CDs and pamphlets available in the library. Please help yourself to these resources.

Our nursing staff will offer a follow up phone call, usually 2 or 3 days after your initial treatment. This allows you to ask any further questions and assess any side effects you may be experiencing.

## **ON ARRIVAL ...**

On arrival, administration staff will ask you to take a seat in the reception area and will inform the nursing staff of your arrival.

It is normal to feel a little nervous at first, but these feelings usually subside once the first day is over.

A support person is very welcome to attend the Clinic with you, especially on your first visit when you will be provided with additional education regarding your treatment regimen. However, due to limited seating and safety issues, we ask that you only have one support person with you at a time.

Children are not permitted to enter the treatment area. This is our legal obligation under the requirements of the Queensland Workplace Health and Safety Act.

## **DISCHARGE FROM THE CLINIC ...**

After receiving treatment in the Clinic, it is probable that you will need to take medication at home, as part of your specific treatment program. Please make sure you understand what is required, and that you have the necessary medication or prescriptions. If you have any problems and are unable to take the tablets, or suffer any adverse effects from them, please contact the Clinic as soon as possible.

As part of your ongoing care and treatment, you will be required to have regular monitoring blood tests. Please make sure you understand when these are to be undertaken and that you have the appropriate request forms.

It is advisable that you make arrangements for someone to drive you home and spend some time with you on your first treatment day. You may not have any problems which will limit your driving etc, however, until we ensure that you feel up to these tasks it is advisable to make other arrangements.

Your Oncologist / Haematologist will communicate directly with your local Doctor on a regular basis regarding your medical management and ongoing treatment.

## **THE ROLE OF YOUR GENERAL PRACTITIONER ...**

Specialists (eg Surgeons, Oncologists and Haematologists), tend to be focused on patient care within their medical speciality. Your GP will continue to play a pivotal role in your ongoing management. If you are on a regular program of chemotherapy, it is recommended you see your GP at least once each cycle.

Your GP can assist with symptom control and management of treatment-related side effects, as well as provide family support, assist with access to Community Support Services, and also help you prepare for the future, post-chemotherapy. Additionally, you may well have other medical issues, or intercurrent illnesses, unrelated to the cancer or its management, which require ongoing treatment and follow up.

Your GP, along with your other treating Specialists, will receive regular correspondence from the Clinic.

## **SUPPORT SERVICES ...**

Throughout your treatment, it is not unusual to feel anxious, upset, or unsure about what lies ahead of you. There is a wide range of information and support services available. If at any time throughout your treatment you require assistance from support services, please let us know so we can assist you with this.

## **ACCOUNTS / PAYMENT ...**

Sunshine Coast Haematology and Oncology Clinic will lodge a claim with your Private Health Fund. You will be asked to sign a claim form at the time of discharge.

Doctor's fees for your treatment will also be claimed through Medicare and your Private Health Fund via a "Gapcover" scheme.

Dependent on your health fund and level of cover, you may have additional costs to pay. If you have an "excess" or "co-payment" applicable to your level of hospital cover, you will be asked to contribute this payment on the day of admission.

Oral medications, prescribed for you to take at home, are not included in your hospital admission. These items will be invoiced at cost and you will be asked to contribute this payment on the day of admission.

We accept cash or cheques and EFTPOS is available.

## **CONFIDENTIALITY ...**

Prior to employment, all staff are instructed on the importance of patient confidentiality, and any information concerning patients is not to be discussed with any person not directly involved in the medical management of a particular patient.

Due to these confidentiality issues, staff are not permitted to discuss how other patients are proceeding with their treatment, so please refrain from asking staff questions regarding other patients you have met during your treatment.

## **PATIENT RIGHTS and RESPONSIBILITIES ...**

Everyone who is seeking or receiving care in the Australian Health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights.

The Charter recognises that people receiving care, and people providing care, all have important parts to play in achieving health care rights. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

For further information regarding the Charter, you can contact the Australian Commission on Safety and Quality in Healthcare via their website ([www.safetyandquality.gov.au](http://www.safetyandquality.gov.au))

<b>RIGHTS</b>		<b>What This Means ...</b>
<b>ACCESS</b>	A right to health care.	You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend. Not all services are available everywhere. You can help by trying to meet your appointments and telling the facility when you cannot.
<b>SAFETY</b>	A right to safe and high quality care.	If you are unsure about what is happening to you or if you think something has been missed in your care, tell your health care provider. Let your provider know any circumstances that might make your health care riskier.
<b>RESPECT</b>	A right to be shown respect, dignity and consideration.	You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances. Respect also includes being mindful of healthcare staff and other patients
<b>COMMUNICATION</b>	A right to be informed about services, treatment, options and costs in a clear and open way.	Healthcare providers should tell you about the care you are receiving and help you understand what is happening to you. You can help by being as open and honest as possible. To better understand the advice given to you, ask questions if you would like more information. You can use an interpreter if English is not your first language. Interpreter services are free and can be provided in person or by phone.
<b>PARTICIPATION</b>	A right to be included in decisions and choices about care.	You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable.
<b>PRIVACY</b>	A right to privacy and confidentiality of provided information	You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers. You can help by respecting the privacy and confidentiality of others.
<b>COMMENT</b>	A right to comment on care and having concerns addressed.	Healthcare providers want to solve problems quickly, but they need to be told about the problem first. Let staff know if you have any suggestions about how services could be improved. You can speak with the provider or write about your experiences. Contact your healthcare provider's patient liaison representative to find out how to share your concerns about your healthcare or how to make a complaint.

## **OPEN DISCLOSURE ...**

Every patient has the right to be treated with care, consideration and dignity.

At Sunshine Coast Haematology and Oncology Clinic, we respect this right, and are committed to improving the safety and quality of the care we deliver. That is why we have a policy regarding open disclosure.

Open disclosure is open discussion about incidents / errors that result in unexpected harm. We encourage our staff, as well as patients and their family / carers to identify and report when things go wrong or when patients are harmed, so that care can be improved.

If you have been harmed unexpectedly during your treatment, your doctor, nurse or other health care worker will talk with you about it. If you think a serious incident has occurred which has not been acknowledged, please discuss this with your doctor or nurse. Alternatively, your concerns may be expressed in writing, addressed to the Quality Manager at the Clinic.

For further information regarding Open Disclosure, you can contact the Australian Commission on Safety and Quality in Healthcare via their website ([www.safetyandquality.gov.au](http://www.safetyandquality.gov.au))

## **SUGGESTIONS and / or COMPLAINTS ...**

The simplest way of solving a problem or making a suggestion is to talk about it. So, if you're unhappy about something to do with the Clinic, or think you know how we can improve, we would like to hear about it.

Our courteous staff are trained to efficiently deal with all types of problems, so don't hesitate to speak to any staff member of something that is troubling you.

In much the same way, we'd like you to tell us about any suggestions you feel will enable us to provide a better service. We recognise that we are not perfect, and are continually trying to ensure that our service is up to date and meeting the needs of our patients and their support team.

If you are dissatisfied after speaking with the staff, please address your complaints in writing to the Chief Executive Officer. If you prefer to leave it anonymous you may, however this makes it impossible for us to give you any feedback regarding your concerns.

As a further step, if you still feel your complaint has not been appropriately dealt with, you can contact the Office of the Health Ombudsman. The OHO is an independent organisation which deals with complaints about health services (such as private hospitals, medical centres and nursing homes) and individual health practitioners (such as doctors and nurses etc). You can contact the Office of the Health Ombudsman by phoning 133 646, or via their website [www.oho.qld.gov.au](http://www.oho.qld.gov.au)

