



The Heart of the Shire™


Patient & Carers Information

Developed 2013, reviewed 2016/2018/2019



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Welcome to Sutherland Heart Clinic

-  Sutherland Heart Clinic (SHC) opened in May 2006 and allowed our team to design a brand new private hospital with a focus on interventional cardiology. The Clinic's team is committed to providing the best possible care and is the culmination of a joint effort by local cardiologists, the South East and Illawarra Health Service and the Eastern Heart Clinic. Sutherland Heart Clinic is a specialised private hospital built within the confines of Sutherland Hospital.
-  The staff of SHC is proud of the high standards of health care delivery to all patient groups. In addition to satisfying the public hospital contract, we have an extremely busy private patient component and continue to strive to provide outstanding care and first class service to both groups of patients.
-  Sutherland Heart Clinic participates in an Accreditation Program administered by the Australian Council on Health Care Standards. Since participation in this program the Clinic has always received the highest accreditation award. Overall results and any complications are reviewed quarterly, revealing excellent clinical results to date. At these sessions we pride ourselves on critical discussion to promote continual improvement in practice.

* **Information about your stay**

Please take a moment to read this information

Topics covered:

- * **Patient Rights & Services**
- * **Patient Services**
- * **Call for Assistance**
- * **In case of Emergency Information**
- * **Hand Hygiene**
- * **Falls & Skin Integrity**
- * **Medication Safety**
- * **Clinical Handover**
- * **Blood Transfusions**
- * **Allied Services & Rehabilitation**
- * **Patient Information**

My healthcare rights

This is 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.

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
- Access 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



* Patient Services

During your stay we offer:

- * Complimentary Toiletries
- * TV & Telephone access
- * WIFI access, please ask your nurse for the password
- * Newspapers
- * Complimentary Tea, Coffee, cold drinks, nuts, gluten free snacks, cheese, crackers and sweet biscuits
- * Food Selection Menu if you are staying > 1 night



* Call for Assistance

The nurses and doctors monitor your breathing, heart rate, blood pressure, level of consciousness and temperature to ensure they remain within the safe boundaries during your stay. These monitored levels are called your vital signs.

Your vital signs are graphed to track trends. If your vital signs are outside the boundaries a doctor will be notified and a review and appropriate treatment will be initiated.



- * SHC has a green call bell system if you need assistance. You will be given a call bell and shown how to use it by the nurse caring for you.
- * A call bell is also in each bathroom
- * Please orientate yourself to your surroundings and press the **GREEN** call bell for assistance

REACH is a communication process which will help patients & their family members to share concerns with use

R	Recognise	Worrying concern by patient or family member
E	Engage	Raise concern with any staff member (doctors/nurses)
A	Act	Act by requesting a medical review
C	Call	Call if you cannot find anyone to help: 38555 from bedside phone or 95408555 from mobile
H	Help is on its way	Reach Responder will attend within 30 minutes

- * There are many different potential emergencies in the hospital environment such as fire/smoke, medical, internal, external and evacuation emergencies. The clinic prepares for emergencies by training staff to handle these situations.
- * **There may be some situations where staff could need your assistance:**
 - * Carers and friends are asked to sign in and out of the clinic when visiting in case of a emergency. This list will be used to check who is present within the clinic.
 - * If you smell smoke inform a staff member immediately
 - * If an emergency alarm is activated or there is an emergency announcement please wait for direction from staff before moving.
 - * Should the clinic need to evacuate, it is important for your safety to follow staff direction. An Emergency Warden will be in charge of an role call. It is vital to stay until you are informed it is safe to leave and the Warden has signed you off.
 - * Please be aware the smoke and fire doors may release and close during emergencies. Ask a staff member before exiting these doors.

* **In Case of Emergency
Information**

* Hand Hygiene

Why is it important?

Better Hand Hygiene by health care staff helps to reduce the spread of infection in hospitals. Avoiding infections is one way to help people get better and go home quicker. Sutherland Heart Clinic is dedicated to checking staff hand hygiene in quarterly audits. In recent audits our staff hand hygiene levels were above the national average.

There are **five key times** when a health care worker should clean their hands:

1. Before touching a patient
2. Before a procedure
3. After a procedure or body fluid exposure
4. After touching a patient
5. After touching a patients surrounds



How you can help improve your care

- * Ask your health care worker for advice on cleaning your own hands to maintain good personal hygiene
- * **Ask the doctor, nurse or health care worker if they have cleaned their hands**
- * Encourage visitors to clean their hands each time they enter or leave your room
- * Ask visitors not to touch your wound , dressings or other equipment used to treat you



* Falls Prevention

Why is it important?

Falls can be prevented. Whilst some cause no harm others can cause serious injury. People can fall for a range of reasons including poor balance, poor eyesight, some medications, confusion, delirium, incontinence, unsafe footwear, unfamiliar environment and obstacles.

How does Sutherland Heart Clinic help prevent and manage falls ?

You will have a risk screening assessment done by the nurse on your admission to our clinic.

For those patients identified as being at risk of a fall the nursing staff will implement a plan of care in discussion with you and your family or carer.

Tips to prevent a fall in hospital

- * Use your call bell
- * Sit down to shower
- * Familiarise yourself to your room and bathroom
- * Take your time
- * Use your walking aid
- * Wear safe foot wear
- * Wear your glasses
- * **Following your procedure it is important you wait for permission from your nurse before you get out of bed to sit on a chair or before you walk for the first time post operatively.**



Would you like more information ?

Speak to your nurse, doctor or healthcare professional

Your nurse will give you a copy of the Falls Prevention Brochure

* Skin Integrity Risk Screen & Pressure Injury Prevention

On Admission

The nurse will ask you a series of questions to assess your level of risk and take appropriate action to minimise your risk of developing pressure injuries and skin tears during your time in hospital.

Why is it important?

People of all ages can develop a pressure injury, you may be at risk if you are unable to move or reposition yourself every 20 - 30 minutes, sitting for long periods of time or exposed to long periods of unrelieved pressure during an operation.

Where are Pressure Injuries most likely to occur?

They can occur on most parts of the body, the most common sites being over the tail bone, the heels, the hips and buttocks.

Tips on how you can assist in preventing a pressure injury

- * If not otherwise instructed reposition yourself every 20 minutes
- * Check your skin regularly, excessive pressure can be caused by tubes, drains and cords, creases in bed linen
- * If you are incontinent your skin can be irritated by faeces or urine, please speak with your nurse.
- * Maintain good nutrition, it is difficult for a pressure ulcer to heal if you are poorly nourished

* Would you like more information ?

Speak to your nurse, doctor or healthcare professional

Your nurse for a copy of the Pressure Injury Prevention Brochure

* Medication Safety



Medication is given to almost every patient treated in hospital

- * For many, medication is the most important part of their overall treatment
- * Research tells us that medication is not without risk and occasionally medications can cause harm

How you can help improve your care

- * Ask your nurse, doctor and pharmacist about the medication you have been given
- * Ask your nurse, doctor or pharmacist for information on any new medications and changes in medication
- * Keep a list of your medications and bring it to hospital with you
- * Provide information to nurses and doctors on any drug sensitivities or allergic reactions to any drugs you have had.
- * **Whilst you are in hospital the nurse will administer all prescribed medications.**
- * **Do not take any of your own tablets during your stay as it may be changed by the doctors.**

* How to be Medicine Wise



5 steps to being medicine wise

- 1. Ask the right questions** to get the information you need about medicines and make better informed decisions.
- 2. Know it's a medicine.** Medicines don't just come on prescription — they include over-the-counter medicines from a pharmacy, supermarket or other store, as well as herbal remedies, vitamins and other supplements.
- 3. Know the active ingredient.** Active ingredients are what make your medicines work. If your pharmacist offers you an alternative brand of a prescription medicine you can be sure it will work the same way as your usual medicine.
- 4. Always follow instructions** from your doctor or pharmacist and read the labels and packaging of your medicines carefully. For more detailed information, read the consumer medicine information (CMI) which is available for prescription and pharmacist-only medicines — ask your pharmacist.
- 5. Keep track of all your medicines** by using a medicine list. Keep your Medicine List with you, especially on visits to your doctor, pharmacist or to the hospital.

Ask your nurse or healthcare professional for further information or www.nps.org.au

* Clinical Handover

* What is Clinical Handover?

Handover is a conversation between health professionals who are responsible for providing care to a patient

* Why is this important?

Communication between nurses, doctors, patients and family is an important part of quality care

- * As a patient you should be provided with the opportunity to be included in communication about your care
- * Being included in communication is important, particularly when doctors and nurses are handing over your care to other staff at the change of shift
- * How can I improve my care?
- * You can ask nurses and doctors to include you in any discussions about your care in hospital
- * You or your family /carer can ask nurses and doctors for information about your clinical progress
- * You can provide information to nurses and doctors about what your expectation of care is and any concerns you may have about your care





* Blood Transfusions Information

- * Blood transfusion is important in the treatment of many medical problems. Red blood cells contain haemoglobin which carries oxygen to your body tissues and organs. Your doctor will decide if you need transfusion by considering the cause and severity of your anaemia (low haemoglobin), your medical condition and any symptoms.

What are the risks?

- * Although Australia's blood supply is very safe, blood transfusion is not risk free, and complications can occur, as they can with all medical procedures.

Giving your consent

- * You should make sure you understand the reasons, risks and benefits when you are asked to give your consent for a transfusion. If you have any objections it is extremely important to discuss them with your doctor.
- * In an emergency it may not be possible to obtain your consent for a transfusion; this is why we obtain consent before any procedure is started.

When you have a blood transfusion

- * When you are ready to receive your blood transfusion you will be asked to confirm your identity. This is for your safety. Staff will follow strict checking procedures before and during every transfusion. If you feel unwell during a transfusion, you should tell staff immediately

* Allied Services during your stay

- * We are able to provide you a range of allied services during your stay if required
- * Ask your doctor or nurse for further information

Physiotherapist

Dietitian

Speech Pathologist

Occupational Therapy

TSH Inpatient Diabetic Education

Cardiac Rehabilitation



* Patient Information

* We offer a range of information brochures,

* Pre-admission Brochures

* Angiogram, Angioplasty, Pacemaker, Radiofrequency Ablation, Patent Foramen Ovale plus more

* Educational Information

* Rehabilitation, Heart Foundation, Heart Bypass and/or Valve Surgery, Blood Transfusion, Falls and Pressure Injury Prevention, Medication Management plus more

* Discharge Brochures

* Angiogram, Angioplasty, Pacemaker, Radiofrequency Ablation plus more

* please ask your nurse for a copy of any information you require

* Sutherland Heart Clinic- Chest Pain Clinic

- * The Chest Pain Clinic is a Sutherland Heart Clinic cardiology developed service to allow for rapid assessment of your chest pain.
- * This is a GP referred service available to anyone with possible recent cardiac symptoms especially chest pain.
- * This service is aimed at patients whom the GP is concerned about but would not otherwise send to the Emergency Department.



At Home Heart Attack Action Plan

Will you recognise your heart attack? 

Do you feel any

☐ pain ☐ pressure ☐ heaviness ☐ tightness

In one or more of your

☐ chest ☐ neck ☐ jaw ☐ arm/s ☐ back ☐ shoulder/s

You may also feel

☐ nauseous ☐ a cold sweat ☐ dizzy ☐ short of breath

Yes

1 STOP and rest now

2 TALK Tell someone how you feel

If you take angina medicine

- Take a dose of your medicine.
- Wait 5 minutes. Still have symptoms? Take another dose of your medicine.
- Wait 5 minutes. Symptoms won't go away?

Are your symptoms severe or getting worse?

or

Have your symptoms lasted 10 minutes?

Yes

3 CALL 000* Triple Zero

- Ask for an ambulance.
- Don't hang up.
- Wait for the operator's instructions.

*If calling Triple Zero (000) does not work on your mobile phone, try 112.

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Speak to your nurse or doctor about a heart attack action plan



The Sutherland Hospital Awareness & Rehabilitation Cardiac Support

Providing Exercise and Education Programs to assist recovery after recent:

- Heart Attack/ Angina
- Heart Surgery
- Angioplasty and Stent Insertion
- Pacemakers and AICD insertion
- Other heart related conditions
- Location : Rehabilitation Centre Sutherland Hospital



Supported by Sutherland Heart Clinic

Tel: 9540 7309

**If you do not live in the Sutherland Shire we are able to refer
you to a Cardiac Rehab closer to your home**

Ask your nurse or health professional for a
brochure



The Heart of the Shire™



* Healthy Heart Information Day

EDUCATION DATES for

2020

5 Feb

4 Mar

8 Apr

6 May

3 Jun

1 Jul

5 Aug

2 Sep

7 Oct

4 Nov

2 Dec

* This information day will provide you with knowledge and skills to successfully manage your heart health. This day is held each month on a Wednesday from 8am to 3pm.

* **Venue:** Rehabilitation Gymnasium, Level 1, Sutherland Hospital

* **Topics include:**

- * - The heart: anatomy, disorders and treatment
- * - Risk factors for heart disease
- * - Healthy heart eating
- * - Exercise: how much, how often and fitting exercise into a busy day
- * - Emotional aspects: what's normal and when to seek help
- * - Caffeine, alcohol and smoking
- * - Cardiac medications

* Please advise when booking in.

* **Bookings essential: Ph. 9540 7309**

* **Email: sharcs@health.nsw.gov.au**

* ***Supported by Sutherland Heart Clinic***

* SHALT - Sutherland Heart and Lung Team

- * The Sutherland Heart and Lung Team is a community based team of Registered Nurses and Exercise Physiologist.
- * To participate in any of the physical activity programs your specialist Doctor will need to provide consent.

Services Provided:

Home visits

Specialised Education

Physical Activity

for people with Chronic Heart Failure, chronic cardiac disease and pulmonary hypertension who live in the Sutherland Shire

For more information:

Contact Southcare (rear of Sutherland Hospital)
9540 7956

* Patient Feedback

SHC annually surveys its patient satisfaction rate

In 2017 98% of patients surveyed were happy with their stay



- * We welcome your feedback too, you can give feedback by:
- * Filling in a patient survey form, these are in recovery, reception and the Coronary Care unit
- * Writing a letter or card to the Director of Nursing
- * Letting your nurse know any positive or negative concerns

SHC also has a consumer focus group that meets every 6 months, if you would like to be involved please ask your nurse for more information

*Heart Trivia Questions

1. The heart has been linked with love at least as far back as

- a) The Middle age
- b) The Elizabethan Period
- c) The 1920's

2. Should you tell airport security if you have a pacemaker

* True or False

3. When was the first Coronary Angioplasty performed?

- a) 1977
- b) 1980
- c) 1992

* Find the answers on the next page



*Heart Trivia Answers

1. a) The middle ages

2. True

3. 1977

On September 14, 1977 Dr Andreas Gruentzig performed Coronary Angioplasty on a 38 year old man it was offered as an alternative to bypass surgery. In 2000 at the age of 61 he underwent coronary angiogram which revealed normal flow in the artery that had been opened in 1977 and was able to be treated medically for his symptoms.



*Write any questions here you may wish you ask your Doctor