

# My recovery & wellbeing journey



# Communicating with your healthcare provider

You have a right to be treated with **dignity and respect** and for your healthcare provider to **communicate with you** about your care

## How can I effectively communicate with my healthcare provider?



### discuss your 'goals of care'

expectations, preferences, including if you have an advance care plan



### ask for help

let your healthcare provider know if you need a support person and help to communicate



### be open, honest & communicate any changes

to your medical history, medicines and your health including if your family or carer notice a change



### ask questions & raise any concerns

you have about your care



### provide feedback

throughout your care experience



### discuss your ongoing care needs & plan for when you leave

ask about follow-up appointments, involve your carer and if not provided, ask for a copy of your discharge summary

# 8 simple steps to keep yourself safe during your hospital stay

You have the right to health care that is:

- **Respectful**
- **Responsive**
- **Safe**

## 1 About you

- Tell us if any of your personal information is wrong (ID band, residential address, GP or next of kin).
- Tell us if you have any allergies and we will give you a red identification band.



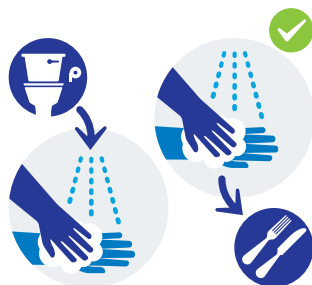
## 2 Your medicines

- Tell us if you do not understand what your medicine is for or if you have had a bad reaction to a medicine.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.
- Ask about any possible side effects.
- If your medication changes, e.g. its shape, colour, talk to your healthcare team about the reasons for the change.



## 3 Preventing infection

- Wash your hands before and after visiting the toilet, and before all meals.
- Don't hesitate to ask your healthcare staff if they have washed their hands before having contact with you.
- Tell us if you have diarrhoea or vomiting.



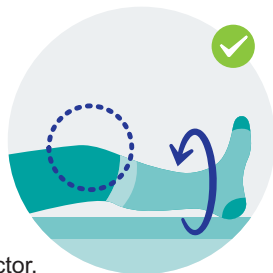
## 4 Preventing falls

- Wear laced-up or snug-fitting shoes, or slippers with rubber soles.
- Use your walking aid/s as advised.
- If you need assistance, ask one of our friendly staff.



## 5 Preventing blood clots

- Wear your hospital stockings if advised.
- Try to move as often as you can.
- Try to do simple leg and ankle exercises.
- Drink fluids as recommended.
- Take blood-thinning tablets or injections as advised by your doctor.



## 6 Pressure sores

- If you can, try to keep mobile – even in bed. Call us if you feel uncomfortable.
- We are happy to help you change position and can provide a special mattress or cushion for support.



## 7 Any concerns?

- We are here to help you – talk to us if you have any worries or concerns about your treatment.
- You can provide feedback during and after your hospital stay, in person, on paper or online.



## 8 Leaving hospital

Before you leave, make sure you:

- have your discharge letter
- have your medicine/prescription and it has been explained to you
- know who to contact if you have any questions or concerns
- know when your next appointment is.



## Recovery is a journey.

Everyone's recovery & wellness journey is unique. The more work that goes into recovery & wellness the more benefits there are. Your recovery starts from your admission in hospital but is often only completed after your discharge home. Help and support is available when needed.

This patient recovery & wellbeing journey brochure can be completed by you and or your carer / support(s) and discussed with your nursing and medical team at any time. We hope this brochure provides you with the opportunity to ask questions and feel involved in your care whilst a patient at Ramsay Private at Joondalup Health Campus and beyond.

**Additional pages can be found at the back of this booklet for any notes, thoughts or comments that you and or your carers would like to make.**

## About me

Name: \_\_\_\_\_

Preferred Language: \_\_\_\_\_

### My hospital stay

Diagnosis / planned procedure: \_\_\_\_\_

When I came to hospital: \_\_\_\_\_

I would like to be home by: \_\_\_\_\_

### What matters most to me as part of my recovery?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_



# My team

**My Hospital Doctor:** \_\_\_\_\_

Other team members that looked after me in hospital:

Name: \_\_\_\_\_

Profession: \_\_\_\_\_

Name: \_\_\_\_\_

Profession: \_\_\_\_\_

Name: \_\_\_\_\_

Profession: \_\_\_\_\_

Name: \_\_\_\_\_

Profession: \_\_\_\_\_

**My personal supports are (include family, friends, or any other important supports):**

If you have a friend or family member caring for you, please ask a member of staff for a ‘Prepare to Care’ pack.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

**My community supports are (include any service providers that will provide you with assistance):**

Please ask a member of staff if you are unsure who your community supports will be.

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

# My recovery

## What are my recovery goals?

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## What things keep me well and make me feel good? How and when will I do these things?

Please discuss / raise any concerns you may have with your team.

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## When do I need to seek additional help, either in hospital or at home and who can help me?

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## My questions about how to look after myself at home (what can I do / can't I do) and what to look out for:

Please discuss these questions with your team before you leave the hospital.

- 1. 

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- 2. 

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- 3. 

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- 4. 

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- 5. 

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# My reflections

## What has gone well with my recovery?

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## What has not gone well with my recovery?

Please discuss with your team in hospital or contact our Consumer Liaison Team if there is anything that you would like to discuss further.

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## Thinking about your most wanted goals, do you feel you have achieved these or are you on the way to achieving these?

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## What is important for my long-term wellness (goals, care and support)?

- 1. 

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- 2. 

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- 3. 

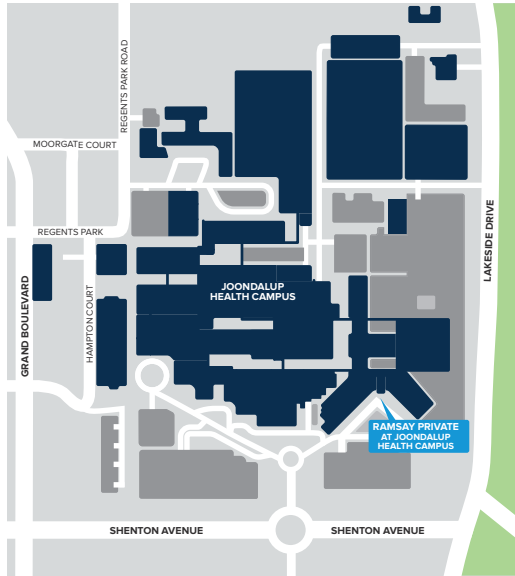
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People caring for people.