



Yea & District Memorial Hospital

A Guide to Services

Yea Community Health Services

Yea District Nursing Service

Visiting Services

Private Services

Updated October 2012

Vision

To be a responsive, relevant and holistic health service.

Our Mission

To provide coordinated services that enhance the health and wellbeing of the community.

Our Values

Yea & District Memorial Hospital is committed to:

- Integrity
- Respect
- Accountability
- Responsiveness
- Impartiality

Our Objectives

- To provide to persons, entitled under the Act, medical care, nursing assistance, and / or other support.
- To aid persons affected by disease or injured as a result of accident.
- To provide facilities for the treatment of both public and private patients as required.
- To provide specific services that meet the needs of the frail, aged and disabled persons in our community.

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Acute Care

Yea & District Memorial Hospital strives to provide the best quality in healthcare across a range of hospital and community based services. As our patient, you are the focus of our efforts.

The acute ward has four single bed rooms and three twin share rooms. All rooms have ensuite facilities.

The hospital provides a 24 hour medical and nursing service for residents of Yea and surrounding districts.

The hospital participates in a shared roster with Alexandra District Hospital for out of hours medical services.

If you require urgent medical assistance please call 000.

For other non-urgent cases please call the hospital on 5736 0400 for advice.

Y&DMH facilitates the provision of a range of allied and community health services and have a shared health promotion plan with Alexandra District Hospital.

The hospital is also a member of the Lower Hume Primary Care Partnership which aims to improve access to services and patient wellbeing through coordinated care, health promotion programs and chronic disease management.

Residential Aged Care

Rosebank Hostel

Rosebank Hostel provides low level residential aged care for the local community and surrounding districts.

Single room accommodation with ensuite bathroom is provided for 15 residents.

Residents are cared for by registered nurses (both Division 1 and 2) and personal care attendants. They also have access to a range of allied health services.

Rosebank Nursing Home

Rosebank Nursing Home is a dedicated high care facility providing an essential service to members of the community who require 24 hour seven day a week nursing care. The facility has 10 beds, all of these are single rooms with ensuite bathroom attached.

Our staffing includes registered nurses (both Division 1 and 2) to ensure all our resident's needs are met. In addition all residents have access to a number of allied health services, such as physiotherapy, speech pathology, dietician, diabetes education, podiatry, palliative care, audiology and optometry.

A diversional therapist and a very committed group of volunteers provide a range of activity programs to both the hostel and nursing home.

Further Information

For information about residential aged care please call Heather Luke, Nurse Unit Manager –Residential Aged Care, on 03 5736 0401.

Yea & District Nursing Service

Providing nursing care in the home

Yea & District Nursing Service provides nursing care in the homes of people living in Yea and surrounding districts.

We recognise that clients have individual needs and attempt to identify and cater for these needs when developing a nursing treatment plan. This is done through a process of assessment and consultation.

Yea & District Nursing Services can provide:

- Continuing nursing care after discharge from hospital
- Wound management
- Assistance with hygiene needs
- Observation and monitoring of blood pressure and blood sugar levels
- Education and advice about medical treatment and health practices to promote wellbeing
- Assessment and referral information on accessing local support services
- Palliative care
- Support for carers

Districts Visited:

Yea & District Nursing Service covers the western side of the Murrindindi Shire, including: Yea, Molesworth, Glenburn, Flowerdale, Kinglake, Highlands, Strath Creek and Murrindindi.

Yea & District Nursing Service is jointly funded by the Victorian and Australian Governments through the HACC Program.

Fees

Fees apply as directed by the Department of Health (DoH). There are concessions for pensioners and health card holders.

Additional costs may apply for wound dressing materials or for short term hire of equipment. For further details on fees please see the Fees Policy.

Application for a fee waiver may be arranged through discussion with Yea District Nursing.

Hours of Service

Monday - Friday: 8.00am to 4.30pm

Weekends: Minimum service by arrangement only

Visiting times are arranged in consultation with the client as part of the nursing care plan and consideration is given to client's individual needs

Waiting Lists

A waiting list may occur and priority is given to those with the highest assessed need.

Active Service Approach

Yea & District Nursing Service supports an active service approach, helping clients remain as independent as possible.

The aim of the active service approach is to assist clients to:

- maintain their current level of physical activity or even improve
- remain part of their local community
- retain current skills and in some cases learn new ones

Please talk with the District Nurse if you have a particular goal you would like to achieve or there is a task or hobby you once enjoyed but are no longer able to manage. Together we may be able help you to achieve the things that are important to you.

Right to appeal a service decision

As a client of Yea & District Nursing Service, you have the right to appeal a service provision decision.

If you are not happy with a decision made by Yea & District Nursing Service in regards to providing, or not providing a service (whatever the case may be) you may lodge a written appeal.

Your letter should include your reason/s for requesting a review of the decision made and any supporting evidence.

Written appeals should be sent to:

The Manager
Yea & District Nursing Service
45 Station Street
Yea VIC 3717

Collection of information

Yea & District Nursing Service is required to pass on information collected about the people who receive services funded by the Home and Community Care (HACC) program.

The information is used for planning purposes to ensure the services are appropriate.

Information remains confidential and individuals are not identified, however clients must consent to this information being shared with the relevant parties. Clients have the right to refuse consent.

If a client has any concerns with the process of information collection they should discuss their concerns with the Yea & District Nursing staff.

Further Information

Enquiries regarding Yea & District Nursing Service are welcomed from all members of the community and may be directed to Yea & District Memorial Hospital on 5736 0400.

District Nursing Client Rights

- You have the right to be treated with dignity and respect.
- You have the right to be informed about the services available.
- You have the right to choose what services you will receive.
- You have the right to refuse service without blame. Refusal will not prevent future admission to the service.
- You have the right to be assessed to receive services without discrimination.
- You have the right to express your own views and ideas.
- You have the right to have someone with you when being seen by a health professional.
- You have the right to have someone speak on your behalf.
- You have the right to access your health records upon written request.
- You have the right to have your cultural and spiritual beliefs respected and access to information in a language you can understand.
- You have the right to privacy and confidentiality.

District Nursing Client Responsibilities

- To respect agency staff and other clients.
- To respect the conditions on the agreed nursing care treatment plan.
- To provide a safe work environment for agency staff by:
 - Ensure a smoke free environment
 - Restrain pets

Yea Community Health Services

Serving the western side of Murrindindi Shire

The following services are available through Yea Community Health Services:

Diabetes Educator

Provides education, support and advice to people with diabetes and community education to schools, groups and non-diabetics.

Speech Pathology

- Service provided in Kinglake only.
- Speech pathology for children up to the age of five.

Psychologist

Works with clients to bring about positive change in their life. Open to people of all ages who are experiencing mental or physical health problems. This may include:

- Anxiety and depression
- Serious and enduring mental illness
- Personal and family relationship problems
- Eating disorders
- Adjustment to physical illness
- Neurological disorders
- Addictive behaviours

Occupational Therapy

- Home assessment and advice
- Advice on mobility aids
- Stress management and relaxation
- Health promotion and education

Dietitian

Assessments:

Assessing adult and children's nutritional needs.

Dietary Education and Counselling:

Provide dietary recommendations to help manage medical conditions including:

- Diabetes
- Overweight or Obesity
- High Cholesterol
- High Blood Pressure
- Gastro-intestinal disorders
- Underweight
- Food allergies & intolerances
- Coeliac Disease
- Children's fussy eating or growth issues,
- Liver Disease
- Kidney Disease

Advice:

Provide practical and individual advice on healthy eating, grocery shopping, label reading, budgeting, eating out, preparing food at home and recipe medication. Provide strategies to assist with improving your child's intake. Assess the appropriateness of, and need for, community supports.

Service Areas

The following areas are covered by Yea Community Health Services:

- Yea
- Toolangi
- Glenburn
- Highlands
- Kinglake
- Strath Creek
- Flowerdale

Visits to areas outside those listed above may be negotiated on request.

Fees

The fees charged by Yea Community Health Services are based on the Community Health Fees Policy as directed by the Department of Health.

The structure of these fees is as follows:

- No charge for children under 18 years of age.
- Other fee levels are on a sliding scale and are subject to criteria.

Waiting Lists

A waiting list may occur and priority is given to those with the highest assessed need.

Right to appeal a service decision

As a client of Yea Community Health Services, you have the right to appeal a service provision decision.

If you are not happy with a decision made in regards to providing, or not providing a service (whatever the case may be) you may lodge a written appeal.

Your letter should include your reason/s for requesting a review of the decision made and any supporting evidence. Written appeals should be sent to:

The Manager
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Yea VIC 3717

Refusal of a Service

Y&DMH will ensure that clients who refuse an offered service, or have been refused a service in the past, are not disadvantaged in accessing services in the future.

Further information

For further information or to make an appointment with one of the services at Community Health please call 5736 0410.

Client's Rights

Yea Community Health Services believes that staff should respect the following "rights" of clients.

The Client has the right to:

- considerate and respectful care of the highest standard regardless of social status, age, sex, race, religion or political belief.
- know the identity, professional status and qualifications of the health professional responsible for co-ordinating his/her care.
- privacy during consultation and care discussion. Those not involved in the client's care (including students) must have the permission of the client to be present.
- access to his/her client record file except where information is expressly prohibited by law from being disclosed.
- expect that all communications and records pertaining to his/her care be treated as strictly confidential. No disclosure of information should be made without expressed or implied permission of the client except where the Community Health Services is under legal obligation to do so. (see page 13)
- seek assistance from the Manager of the Community Health Services if not satisfied with her/ his care and to make suggestions which it is felt may improve this care.
- remain anonymous
- access to an advocate of choice.

Client Responsibilities

Yea Community Health Services believes that clients have the following responsibilities:

- to accept the consequences of their own informed decisions. It is important to realise that individual health professionals vary in the extent to which they pass on information regarding procedures and risks involved in a course of treatment. Knowing this, the client is advised to ask questions about treatment and, if in doubt, to seek a second opinion.
- to respect the privacy of others attending the Community Health Services and to keep in confidence any information shared by group members in programs conducted by the service.
- to notify the manager of concerns so that any necessary corrective action may be taken. (This is in addition to the right to seek assistance from the Community Health Manager)

Visiting Services

Mitchell Community Health Services

Mitchell Community Health Services is also funded to provide some services to residents in Murrindindi Shire. These services include:

- Financial Counselling
- Drug & Alcohol Counselling
- Problem Gambling Service
- Disability Case Management / Rural Access
- Domestic Violence Support

Rural Allied Health Team (RAHT)

HACC** clients also have access to the following services provided by RAHT at Mitchell Community Health Services:

- Occupational Therapy
- Podiatry
- Physiotherapy
- Continence Nurse Adviser
- Speech Pathologist
- Dietitian

** HACC Eligibility - services are only available to the frail aged and disabled.

For more information about services provided by Mitchell Community Health Services please contact them on:

Tel: (03) 5784 5555

Fax: (03) 5784 3314

E-mail: info@mitchellchs.org.au

Private Services

The following private services have rooms at Y&DMH:

- Pathology
- Physiotherapy
- Ultrasound
- Podiatry
- Psychologist
- Optometry
- Audiology
- Echocardiography

Many of these services require a referral from a doctor.

Appointments

Service times and hours vary so it is advised that you contact the hospital reception on 03 5736 0400 to enquire about available appointments.

Fees

Each individual service provider is responsible for the fees they charge. It is recommended you enquire about fees when making an appointment.

Privacy & Your Rights

What happens to information about me?

This service is one of a number of health care services that often work together to meet the needs of residents in this area.

The following information provides some general advice on how your health information will be handled while you are a consumer of services at Yea & District Memorial Hospital (Y&DMH).

When you receive services at Y&DMH a record is created. This record includes your name, address, contact details and information about your health.

Every time you have contact with a service at Y&DMH new information is added to your record. This allows all health professionals involved with your care to access your information easily and quickly when it is needed.

Your health information is stored securely at Y&DMH. In most circumstances we will keep your health information for a minimum of seven years from the last date you had contact with Y&DMH. The record will then be destroyed in a secure way as required by law.

Why is your information collected?

We need to collect and keep your contact and health information to provide you with suitable health care.

Your health record can help us to quickly identify what course of action is likely to be safe and helpful for you. By storing your information it means we don't have to keep asking for the same information every time you receive a service.

Some information may also be used for research and planning, so we can provide a better service for the whole community. In this case any personal information that could be used to identify you (such as your name and contact details) would be removed before the information is used.

What rights do I have to access my health information?

You have the right to access your medical record under the Freedom of Information Act 1982 (Vic). If you would like to access your health record, contact the Director of Nursing/ Manager who is the Freedom of Information Officer. Usually you will need to make your request in writing and pay a fee.



Will my information remain confidential?

Y&DMH has strict policies about who can see and use your personal health information. All our staff members must treat your information confidentially. Your privacy is also protected by law.

Generally we only share personal or health information about you with people who are directly involved in your ongoing care, for the purpose of a particular service.

If we need to share your information for any other purpose we will ask for your agreement (consent) before doing so (unless sharing of your information is required by law).

What if I am unable to give consent?

In some cases a person may not be able to give consent for their information to be shared because they are legally unable to make a decision about the release of their information. Examples of this include young people (children), people with a severe illness or major injury, or those with a mental illness or other impairment.

In such cases, a decision will be sought from the person's authorised representative. People who can act as an authorised representative in these circumstances are specified by law. If you need further information about authorised representatives please ask your health care provider.

Who else may access your information?

Health care staff at Y&DMH may recommend that other health care providers outside the hospital become involved in your care.

In this case you will be asked to give consent for necessary information from your health record to be given to the other health care service. This is to help them to assess your needs and to provide you with the care you require.

Sharing information in this way helps us to provide you with effective service and reduce the number of times you need to tell your personal or health information to each new service.

Please note – you do have the right to refuse consent if you wish. If you have any concerns or questions about how or when your information is shared please speak to one of our staff members.



When can my information be shared without my consent?

There are very few situations when your information may be shared without your consent.

Following are times we would need to share your information without asking you first:

In an emergency situation

We would have to release medical information about you to aid emergency treatment.

When required by law

In certain circumstances Y&DMH may be required by law to release personal information about you. Examples of when this might happen include:

- Reporting notifiable diseases to the Department of Human Services
- Providing health records to a court when required in relation to legal proceedings
- Providing health records to a law enforcement agency (e.g. police) in response to a search warrant.

If any of these circumstances apply we will advise you as close as we can to the time the information is released.

What can I do if I have a complaint about how my information is handled?

The first step you should take if you have a question about the way your personal / health information is being managed, or a complaint in relation to privacy or confidentiality, is to speak to the relevant staff member.

If the outcome of this action still does not satisfy your question or resolve your issue

with the service please read the information on page 18 of this brochure which outlines our complaints procedure.

Advocacy

Advocacy is the process of standing beside an individual or group and speaking out on their behalf to protect and promote their rights and interests.

Sometimes people benefit from having others speak out on their behalf.

All persons accessing services at Y&DMH have the right to access an advocate if needed and can change their nominated advocate at any time.

An advocate can:

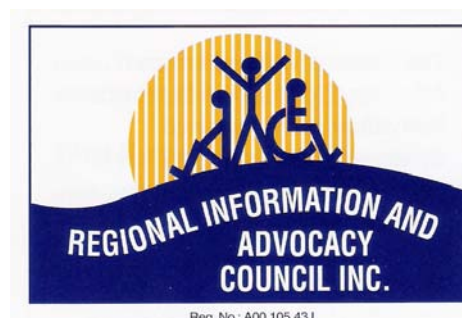
- provide you with information about your rights and responsibilities
- help you to resolve problems or complaints

This is done by:

- speaking for you if you wish; or
- helping you to speak up on your own behalf

Regional Information and Advocacy Council Inc (RIAC)

RIAC provides Individual Advocacy and Systemic Advocacy services for people with a disability, their families and carers. This is a free service. Please contact the Intake Worker on 1800 221 944 or 03 5443 0550



Other Services Available

Individuals, families, aged and disabled

The following information provides contact numbers for some of the services that are available to people living in Yea and the surrounding areas.

Most services are government funded. Some are free. Others charge a fee. Most services require you to make an appointment.

These services are independent of Y&DMH and are responsible for their own appointments and fees.

Many of these services provide outreach – that is, they travel to Yea to see people.

For other services you may have to travel to Seymour or elsewhere in the Lower Hume region.



Aged and Disability Services

Aged Care Assessment Service	5823 6000
Aged Psychiatric Assessment + Treatment	1300 369 005
Alzheimer's Australia – Victoria	5762 6299
Carers' Respite and Information Service	1800 059 059

Shire of Murrindindi 1800 633 792

- Home Care
- Home Maintenance
- Planned Activity Groups
- Meals
- Respite Care

Community Interlink	1800 222 582
Rosebank Extended Care – Aged Care	5736 0400
DHS – Disability Access and Response Team	1800 783 783
Regional Information and Advocacy Council	1800 221 944
Aids and Equipment Program – GV Health	5832 2200
Dindi – Early Childhood Intervention Service	5772 1131
Interchange – for children with disabilities	5735 4600

Mitchell Community Health Services

- Rural Access Worker
 - Disability Case Management
 - Rural Allied Health Team:
 - o physiotherapy,
 - o occupational therapy
 - o speech
 - o dietetics
 - o continence advice
 - o podiatry
- } 5784 5555

Aboriginal Liaison Officer	1800 222 582
SCOPE	5799 0148
Deaf Access Victoria	1300 302 335

Alcohol and Drug Services

Mitchell Community Health Services	5784 5555
Open Family Youth Outreach	0417 160 598

Health Services

Yea Medical Centre	5736 0444
Mitchell Community Health Services	5784 5555
Maternal and Child Health	5797 2888
Lower Hume Palliative Care	5735 8070

Child and Family Services

DHS Child Protection

Business Hours	1800 650 227
After Hours	13 12 78

Foster Care – Berry Street Victoria	5799 0039
Take-a-Break Occasional Care – bookings	5797 3070
Family Day Care – Murrindindi Shire	5772 0362
Permanent Care + Adoption – DHS	5832 1500
Specialist Children’s Services – DHS	1800 783 783
Child + Adolescent Mental Health Service	1300 369 005
Family Care	1800 663 107 or 5735 4600
Berry Street Victoria	5797 2088
Telephone Parenting Program	1800 880 660

Counselling Services

General Counselling – Yea Community Health	5736 0410
Family Counselling – Family Care	5735 4600
Family Relationships Counselling (for women)	5784 5555
Financial Counselling	5784 5555
Gambling Counselling	5784 5555
G.V. Centre Against Sexual Assault	5831 2343
Men and Relationships Program - Family Care	5735 4600
Relationships Australia (Shepparton)	5821 1846
Victims Support Agency	5831 6967

Housing Services

Office of Housing - (Seymour DHS)	1800 680 694
Rural Housing Network	5799 0944
Pathways:	
▪ homeless or at risk of becoming homeless	5799 1581
▪ Outreach Connections Program	0409 812 159

Housing Services... cont.

The Bridge – for young people up to 25 yrs	5799 1298
Housing for people with drug/alcohol issues	5784 5555
Consumer and Tenancy Advice Service	1300 558 181

Mental Health Services

Child + Adolescent Mental Health Service	} 1300 369 005
Aged Psychiatric Assessment + Treatment	
Adult Mental Health	

Mental Illness Fellowship	5799 2353
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Patient Transport

Red Cross Patient Transport Service	0419 872 230
Lower Hume Community Transport Scheme	5799 2965



Feedback

Complaints, Compliments and Suggestions

Yea & District Memorial Hospital welcomes feedback on its services and uses this information to maintain its service standards.

If you would like to give a compliment, or make a complaint, please follow these steps:

Step 1

The person providing feedback is encouraged to refer back to the individual staff member either by telephone, writing or face to face, in order to allow the staff member to respond to the complaint or compliment.

Example: If your feedback is in regards to Yea & District Nursing Service please contact the District Nurse in the first instance.

Step 2

If Step 1 does not achieve a satisfactory outcome then the person is encouraged to contact the DON/Manager of Y&DMH. Information needs to be provided in writing for further action to be taken.

Step 3

If the complaint is not resolved after Step 1 and Step 2, it is recommended that a letter be sent to the President of the Board of Management, Yea & District Memorial Hospital.

Please note: Letters sent directly to the Board of Management before going through steps 1 and 2 will be referred to the relevant parties for response first before it is considered by the Board.

Step 4

If the matter still remains unresolved the person may contact the Office of the Health Services Commissioner - an independent authority to investigate complaints
Tel: 1800 136 066 (free call).





Yea & District Memorial Hospital

In the heart of the community since 1928

Yea & District Memorial Hospital
45 Station Street
YEA VIC 3717

Tel: 03 5736 0400
Fax: 03 5797 2391

Rosebank Nursing Home
43 Station Street
YEA VIC 3717

Tel: 03 5736 0401
Fax: 03 5797 2391

Rosebank Hostel
43 Station Street
YEA VIC 3717

Tel: 03 5736 0402
Fax: 03 5797 2391

Email: yeahospital@humehealth.org.au **Website:** www.yeahospital.org.au