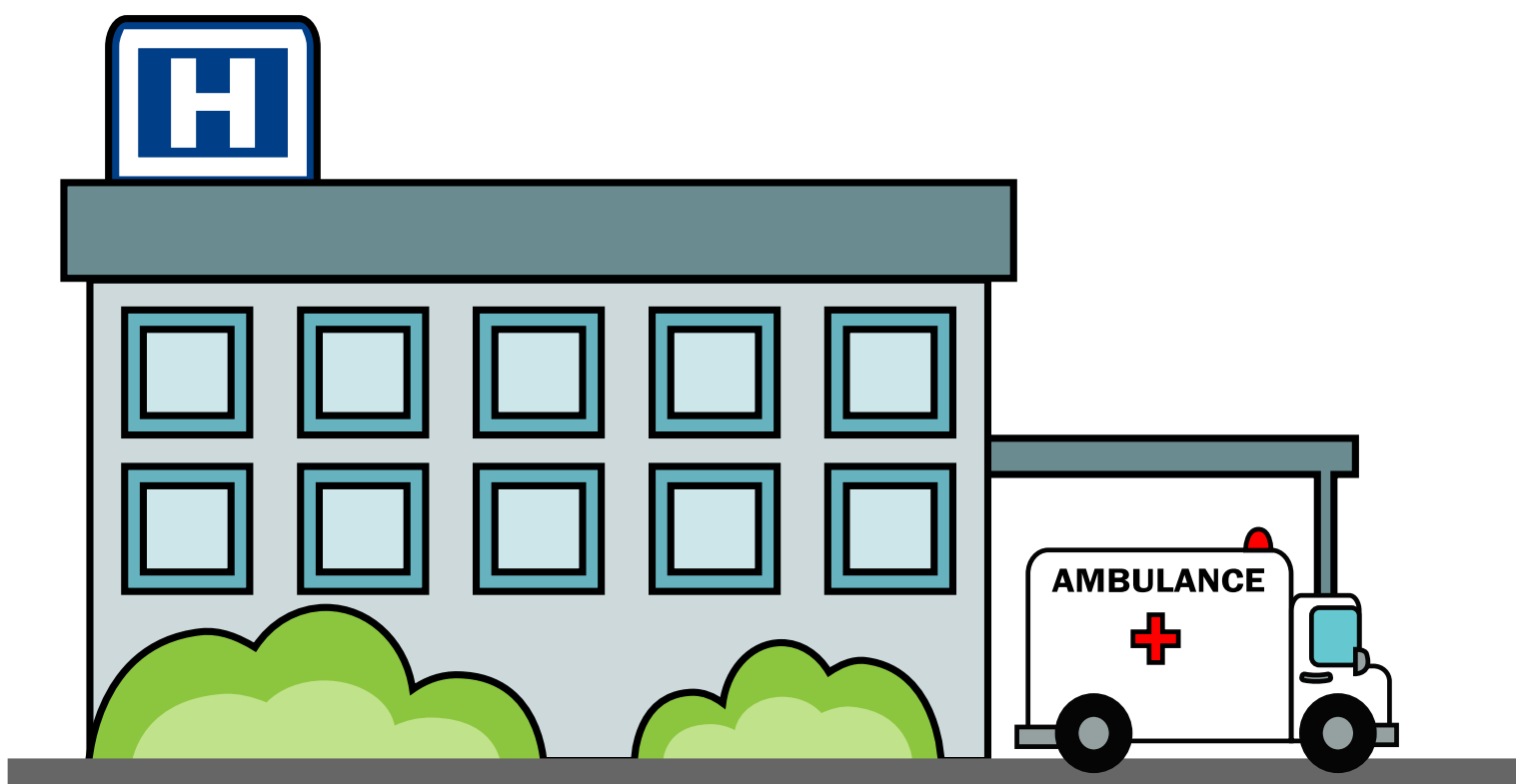




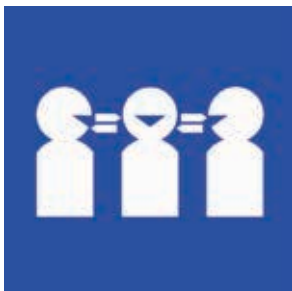
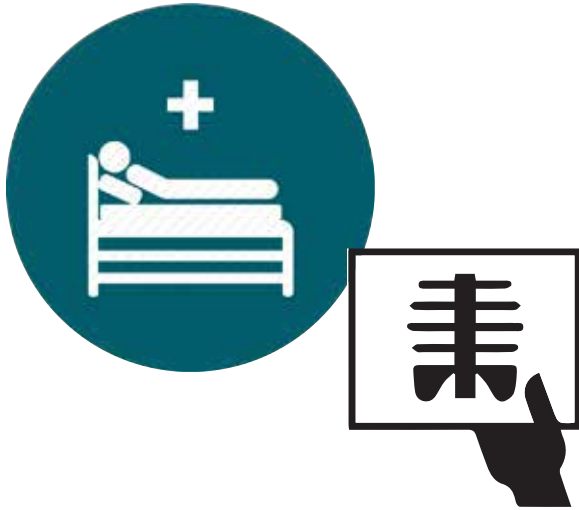
HEALTH CONSUMERS'  
COUNCIL  
YOUR VOICE ON HEALTH

# Going to Hospital



THE PATIENT EXPERIENCE IS THE HUMAN EXPERIENCE

# Going to hospital



I need an interpreter please.  
My language is:

**Thank you**

**Note to providers:** this booklet can be used in conjunction with the Department of Health's Patient First publication.

If you are sick or hurt you might have to go to hospital to have treatment and care. Treatment may be medicine, an operation, scans (X-rays), or physiotherapy.

## Before you go to hospital

- First you will get a letter about your admission
- Then you will go to a pre-admission clinic
- At the clinic they will ask questions about your health and tell you about your treatment

It is a good time for you to ask questions about your hospital stay.

**Ask for an interpreter if you don't understand.**

## What to take to hospital

- Clothes to sleep in, underclothes and socks
- Soap, deodorant, shampoo, toothpaste and toothbrush, cosmetics, spectacles
- The medication/s you use at home
- Your Medicare Card and any private healthcare card
- Your Health Care Card
- Things to read, watch and listen to
- Do not take valuable items or jewellery

**Remember to write your name on your things.**

# Going to hospital

## Going to hospital

An ambulance or taxi may take you to hospital, or a friend, family member or carer.



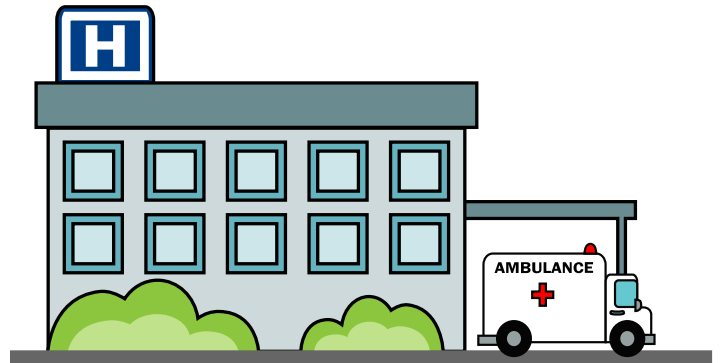
An ambulance costs a lot of money to use if you do not have health insurance. It is good to have basic health insurance which includes ambulance cover. If you do not have health insurance but receive a Centrelink benefit you will have to pay 50% of the cost.

If you need an ambulance urgently call **000**

## St John Ambulance costs

[www.stjohnambulance.com.au/ambulance-and-health-services/metro-ambulance-service/metro-ambulance-fees](http://www.stjohnambulance.com.au/ambulance-and-health-services/metro-ambulance-service/metro-ambulance-fees)

St John Ambulance enquiries  
phone no: 08 9334 1222



## When you get to hospital

You will be taken to a room with a bed for you. The room may have a bathroom and a toilet, or you might have to share these. If it is a big hospital there will be a shop, a café and a prayer room.

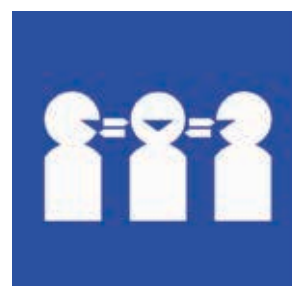
***A nurse will show you where to put your things.***

***There is a call button if you need to call a nurse.***



You will be asked some questions about your health and you can ask questions too.

You will be asked if you agree to your treatment, this is called 'informed consent' and is very important.



***Ask for an interpreter if you don't understand.***

# When you are in hospital



- Your friends and family will be able to visit you (but not during rest times)
- Meals will be brought to your bed – you can ask for halal, kosher, vegetarian or gluten free food
- Call a nurse if you are hungry or thirsty
- You can read books and magazines
- You can listen to the radio or your music player using headphones
- You can use portable games or tablets
- You can use your phone
- You can watch TV but there is a cost for this

## Stopping yourself from falling in hospital:

- Sit up and get out of bed slowly
- Use the call button to get help
- Be careful in wet areas like the bathroom

- Wear non-slip shoes
- If you do fall call for help



## Stop infection

- Always cover your mouth and nose when you sneeze or cough and clean your hands with soap or antibacterial wash afterwards
- Clean your hands as above after going to the toilet
- Tell your visitors to clean their hands too
- Tell nurses, doctors and other staff to clean their hands before touching you



## Your medication

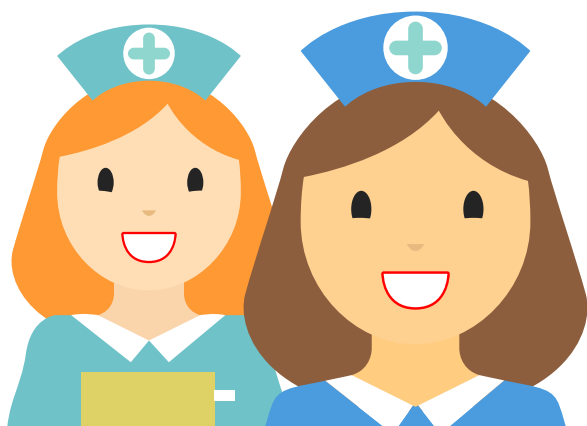
Can be tablets, drops and sprays, creams and ointments, inhalers, bandages, injections and implants.

Make sure all medications are explained to you before you leave hospital and take them as your nurse, doctor or chemist has told you. Ask what to take and when to take it.



**Ask for an interpreter to explain your medication if you don't understand. This is very important.**

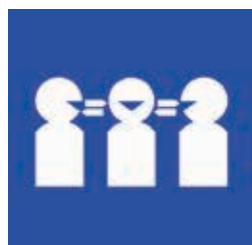
# When you are in hospital



## Quickly tell a nurse if:

- you feel more unwell
- you are breathing very quickly
- your hands or feet feel very cold or very warm
- you feel very hot
- you feel sad or angry
- you feel a lot of pain
- you think your medication is different
- you are feeling very sleepy
- you are frightened

## Going Home! Here is your Checklist



**Ask for help to check (✓) this list.**

**Before you go home, make sure your doctor or nurse has:**

- Given you a letter for your doctor
- Given you a list of medicines to take (medications from public hospitals are free for inpatients)

- Told you what you need to do at home
- Told you about any other test you might need
- Told you when you will go to see your doctor or go to an outpatient clinic
- Given you your X-rays and the things you brought to hospital
- If you need it, given you information about special needs at home like hand rails, wheelchair and your diet
- Given you information about exercises you need to do at home
- Given you a signed Patient Assisted Travel Scheme (PATS) form if you live in country WA, away from Perth

## Also make sure that the hospital has:

- organised any nursing home care you need for example Silver Chain
- organised transport to your home if you need it
- arranged for a home assessment if you need one

# When you get home

## Before you go home tell the hospital staff

if you liked or didn't staying there, they like to know. Or you can tell a Patient Liaison Officer in the hospital.

After talking with a doctor, nurse or a Patient Liaison Officer to tell them you are not happy with your stay in hospital you can also call:



**Health Consumers' Council WA on 9221 3422 or Freecall 1800 620 780**

**The Mental Health Advocacy Service on 6234 6300 or Freecall 1800 999 057**

Both these organisations use interpreters



## When you get home

- Take your medicines
- If you feel sad, lonely or upset tell your doctor or friends and family
- Ask for help
- Keep your medicines away from children
- Be careful not to fall
- Do exercises you have been told to do
- Eat good food
- Drink plenty of water
- Rest

# Rights and Responsibilities in Healthcare

## In healthcare you have the right to:

- Be treated with respect
- Ask for an interpreter
- Be given information in a way you understand
- Ask questions
- Be told how much treatment will cost you
- See your medical records
- Give informed consent about treatment
- Be given time to understand information
- Your information being kept private



## Some of your responsibilities are to:

- Be on time for appointments
- Show respect for staff
- Tell medical staff about any sicknesses you have had
- Tell medical staff about medication you are taking including traditional and herbal medicine
- Ask for an interpreter if you don't understand
- Follow instructions



# Contact us

## Health Consumers' Council WA

Unit 6 Wellington Fair  
40 Lord Street  
EAST PERTH WA 6004  
ABN 87 841 350 116

### Services:

- Advocacy
- Consumer and Community Engagement
- Cultural Diversity Program
- Research and Policy

**Phone:** 9221 3422 or  
**Freecall** 1800 620 780

**Web:** [www.hconc.org.au](http://www.hconc.org.au)  
**Email:** [Info@hconc.org.au](mailto:Info@hconc.org.au)



**You can find us on  
Facebook too!**

**[www.facebook.com/hconcwa/](http://www.facebook.com/hconcwa/)**

**PATIENT  
OPINION** AUST  
**BE HEARD.**

You can enter comments about your hospital experience on the Patient Opinion website: <https://www.patientopinion.org.au/services/wa>. There is a translate section at the top of the webpage to find your language. Alternatively you can call 1300 662 996.

## Special thanks for their support and input in the development of this guide go to:

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Government of **Western Australia**  
Department of **Health**

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