



# The Toowoomba Clinic

## PATIENT HANDBOOK

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## 1.0 Welcome

Thank you for choosing The Toowoomba Clinic for your inpatient care. The Toowoomba Clinic provides a comprehensive range of treatment programs that specialise in the treatment of mood disorders, anxiety disorders, post-traumatic stress disorder and other acute psychiatric conditions. The collocation of the 27 bed inpatient unit and day programs on the campus, provide a continuum of care for patients across inpatient and community. The specialist consulting suites accommodate private practices for psychiatrists, general practitioners, and allied health professionals.

### 1.1 Our vision

We aspire to ensure that people with mental health needs can live the life they want to live.

### 1.2 Our Mission

To lead the industry in providing holistic and personalised mental health care. We are driven to be the best in our field; that is our mission!

### 1.3 Our Values

#### 1. Citizen-patient focus

We adopt the citizen-patient's values in our own clinical work to co-produce knowledge and healing. Mutual respect between each other, our patients and the community forms the basis of what we do.

#### 2. Good culture

We work as a team to build a safe, caring, compassionate, fair and just culture based upon our patients' involvement and the triangle alliance with our patients, their families, friends & carers.

#### 4. Values-based mental health care

We practice values-based mental health treatment and care, where evidence-based and clinical best practice is one of the most important shared values in helping to link the patient with personalised support and medicine during their journey of recovery.

#### 4. Empowerment

We create an environment of shared values and power, where patients can actively participate in decision making and actions towards self-directed recovery.

## **5. Accountability**

We recognise and measure the quality of care we provide with meaningful outcome measures for our patients with lived experience of illness, treatment and care, such as patient reported outcome and experience of care measures (PROM's and PREM's).

## **6. Holistic care**

In our quest for holistic mental health care we advocate for the duality of health and social care in every aspect of life that impacts on our patients' health and wellbeing. We help to bring the whole system together to sustain our patients' independent living with the clinical care we provide.

## **7. Innovation**

We are constantly keeping up with cutting-edge knowledge in our education, research and the quality of care through continuous improvement. We aim to be the employer of choice for all stakeholders in the mental health industry.

## 2.0 The Australian Charter of Healthcare Rights

### 2.1 The Charter

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

### 2.2 Using the Charter

Listed below are the seven Charter rights which provides some guidance to patients, consumers, carers and families on ways they can contribute to ensuring that the rights are upheld.

You are entitled to raise issues about your healthcare rights. You are encouraged to read the Charter, or have it explained to you, and to discuss the Charter with your healthcare provider, family or carer. Healthcare staff can be able to advise you how to obtain further information about your rights.

**1. Access – 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 as not all services are necessarily available everywhere. You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

**2. Safety – A right to safe & high-quality care.**

If you are unsure about what is happening to you, or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

**3. Respect – A right to be shown respect, dignity & 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.

**4. Communication – right to be informed about services, treatment, options & costs in a clear & open way.**

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. If you would like more information to understand the instructions given to you, you can ask questions. You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

**5. Participation – A right to be included in decisions & choices about care.**

You are encouraged to participate in decisions about your care and we welcome you involving your family or carer, if you wish, at any time during your admission.

**6. Privacy – 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 also contribute by respecting the privacy and confidentiality of others.

**7. Comment – A right to comment on care & having concerns addressed.**

Healthcare providers want to solve problems quickly, but they need to be told of the problem first. If you have any suggestions about how services could be improved, please let staff know. The procedures used by the health service organisation to comment about your care should be made available to you. You can provide verbal or written comments about the procedures and your experiences. To commend health workers, to complain about your health care and / or to be advised of the procedure of expressing concern about your care please contact your health service provider's patient liaison representative.

## 2.3 Privacy

The Toowoomba Clinic complies with the Commonwealth Privacy Act, the National Privacy Principles and all other state legislative requirements in relation to the management of personal information.

We assure patients to feel safe in knowing we safeguard their personal health information by securely storing it and restricting access to the staff directly involved in your care. Our Privacy Policy is displayed in the public areas of the Clinic and is accessible on our website.

Your personal information and clinical record will always be kept strictly confidential. Relevant information from your records will be sent to your General Practitioner on discharge to ensure continuity of care, and if relevant to the Department of Veteran's Affairs for entitlement purposes.

While you are an inpatient of The Toowoomba Clinic, we strongly encourage you not to share any personal information with other patients in the Clinic. The Toowoomba Clinic expects you to respect the privacy of other patients. Mobile phones, IPADs and cameras are for your personal use, and should not be used to take photographs of other patients.

## 2.4 Patient Record

The Toowoomba Clinic uses both electronic clinical record and a paper-based clinical record. Upon discharge, all paper-based documents will be uploaded to the electronic record. The clinical record provides details of your assessments, treatment and progress. It is a strictly confidential record to which access is limited to the staff directly involved in your treatment and care.

Your patient record will remain the property of The Toowoomba Clinic. The contents of your clinical record will be divulged only with your written consent unless there is a legal requirement. Patients may access their clinical record at any time. Patients can access their own clinical record by making a request to the Chief Executive Officer, The Toowoomba Clinic. The Toowoomba Clinic may take up to 14 days to arrange your access to your clinical record. Administration fees will apply.

## 2.5 Compliments/Complaints

The Toowoomba Clinic is committed to the provision of safe and high-quality health care. We welcome compliments and feedback relating to your experience of care. We encourage all patients to complete the satisfaction survey prior to discharge. Your feedback, regardless of whether it is a compliment or complaint, assists The Toowoomba Clinic to improve services provided to our patients, carers and visitors. Experience of care surveys are anonymous unless you wish to receive a personal response to your feedback. We are happy to receive feedback in person, by phone, in writing or via our email address.

If you are unhappy with your healthcare providers' response or you feel uncomfortable about a direct approach you can contact the:

Office of the Health Ombudsman  
Telephone: 133646  
Website [www.oho.qld.gov.au](http://www.oho.qld.gov.au)  
Email: [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)  
Address: PO Box 13281 George Street, Brisbane, QLD 4003

## 2.6 Escalation of Care

Patients themselves, (and often their family members), know the patient better than the treating team. Sometimes, they are the first to notice a deterioration in either mental or physical condition, (e.g. such as the person is getting worse or not as good as they were). The Toowoomba Clinic encourages patients and carers to raise any concerns that may represent a deterioration in mental or physical conditions by reporting their concerns to nursing staff or using the emergency buzzer.

Nursing staff will respond by making a thorough assessment of your physical observations or mental state and clinical risk. Your treating psychiatrist will be notified of the assessment and will discuss any changes in your treatment and care accordingly.

### 3.0 General Information

Your admission to hospital is the first step to recovery. The nature of mental illness and substance misuse means the symptoms affect how you function on a day to day basis. To support your recovery, all patients are encouraged to maintain the daily routine for the Clinic.

The Toowoomba Clinic utilises good evidence that promotes regular routine and lifestyle are ingredients for good mental and physical health. Our clinic's daily routine ensures there is regular times established for regular meals, leisure, relaxation, sleep and exercise.

The clinic provides structured activities throughout the day to support your recovery. It is mandatory that you attend the inpatient group program while you are in hospital. Patients are encouraged to discuss the elements of the group program that are essential in recovery.

#### 3.1 Daily Routine

**Meals:**

Establish regular patterns for eating – three regular meals and three healthy snacks a day.

**Sleep:**

8 hours sleep a night. Patients are encouraged to refrain from using electronic equipment one hour before sleep and during the night and seek advice from nursing staff regarding good sleep hygiene.

**Groups:** The inpatient group program provides you with education and strategies to assist with your recovery and management of your illness including prevention of relapse.

**Exercise:** Exercise programs are coordinated by either an exercise physiologist or personal trainer. The gymnasium is also available for exercise.

**Leisure and relaxation:** A range of activities are available for leisure and relaxation.

## 3.2 Recovery

The focus of treatment and care at The Toowoomba Clinic is on your recovery: to support you to live the life you want and get back in a healthy routine. On admission, the treating health professionals will start preparing you for discharge. You are encouraged to take responsibility for your activities of daily living as much as possible including:

- Understanding your medications and taking them when due
- Keeping your room tidy
- Changing your bed linen when required
- Making the effort to eat at meal times
- Getting yourself to groups on time

Your care will be coordinated by your psychiatrist. Other health professionals involved in your care are nurses, GP if required and allied health professionals.

Patients are admitted under the care of Credentialed Psychiatrists who lead multidisciplinary teams of nurses, psychologists, a GP and allied health professionals.

Nursing staff are available to support you 24 hours a day. A designated nurse is allocated to coordinate your care each shift. Please raise any concerns with your designated nurse or other nurses as required.

Inpatients are requested not to attend external appointments during their stay unless the appointment is related to their admission or cancellation would be detrimental. Attendance at an external appointment must be approved by your treating psychiatrist. Patients may be taken by their carers, relatives or another responsible adult. The Queensland Ambulance Service can be utilised for transport but requires at least 24 hours' notice.

### 3.3 Inpatient Group Program

Group attendance is a mandatory part of your treatment at The Toowoomba Clinic. The group therapy program is coordinated by our highly qualified and experienced facilitators from psychology and nursing backgrounds.

Requirements for effective group therapy include:

- Respect for each other
- The content of the group sessions is confidential; members agree not to identify other members or their concerns outside the group.
- Members listen to each other and openly provide each other support and feedback.
- The group discussions give members an opportunity to learn and increase understanding, try out new ways of being with others and learn more about the ways they interact with others.
- Many people feel they are different or strange because of their problems or the way they feel. It can be encouraging, and reassuring to hear that other people have similar experiences but grow through their experiences.
- Groups help to ease that sense of isolation and give the opportunity to practice re-engaging with people.
- Through gentle encouragement, in a non-threatening environment, groups provide an opportunity to gain insight and knowledge about your mental health issues, learn ways to cope and therefore improve your quality of life.

There are three (3) groups per day in addition to a supervised exercise session and relaxation/mindfulness sessions. The group schedule is displayed on the Notice Board and discussed at the morning meeting. The group program may vary from day to day and common elements include education sessions on:

- Depression
- Anxiety
- Anger
- Substance use problems
- Healthy coping
- Self-esteem
- Grief and loss
- Boundaries
- Stress management
- Effective communication
- Recovery
- Healthy lifestyle
- Planning for discharge
- Relapse prevention

### 3.4 Dress

Patients are advised to dress in appropriate clothing/casual day attire and comfortable footwear whilst an inpatient at The Toowoomba Clinic. Patients are not permitted in the dining room or any community area in night attire. Footwear is to be worn always.

### 3.5 Carer/Family/Partner involvement.

We encourage family members to be involved in care planning and evaluation. Patients need to nominate those who can be involved in their care by completing the Approved Carer's Form on admission. Formal family meetings may be arranged by your treating psychiatrist as required.

### 3.6 Catering

The Toowoomba Clinic contracts an experienced and reputable catering service for the provision of high-quality healthy meals. All meals are prepared on site daily. We can accommodate special dietary requirements at your request or as recommended by your treating doctor.

If you would like a relative or friend to join you for a meal in the dining room, meal vouchers can be purchased from reception during weekdays and from the kitchen over weekends for \$10.00 per person.

Patients are not permitted to remove cutlery, crockery, food or drink from the dining room unless authorised by nursing staff.

Meal times are listed on the notice boards on the wards and on the dining room door.

Please inform the catering staff if you have planned leave during meal times so that we can reduce the waste of food. Hot and cold drinks and some snacks are available in the café each day.

### 3.7 Closed circuit television

A closed circuit television (CCTV) system is installed throughout the Clinic to assist in the maintenance of a safe and secure environment for all patients, visitors and staff. Footage will only be accessed by persons authorised to do so. Should an incident occur, footage may be provided to the Queensland Police Service for law enforcement purposes.

### 3.8 Emergency Procedures

The Toowoomba Clinic undertakes to provide a safe and secure environment for everyone, including staff, patients and visitors of the Clinic. We have a detailed

emergency response plan. In the event of an emergency, there will be an audible and visual alarm. Please do not panic. Remain calm where you are, and our nursing staff will direct and coordinate the safe evacuation of all patients, visitors and staff to the designated assembly point, if required. In the event of an emergency, the nurse in charge will fulfil the role of area warden in the event of emergency.

Assembly points for The Toowoomba Clinic are displayed on the Floor Plans throughout the Clinic to show evacuation routes and assembly points. The emergency evacuation plan will be discussed with you on admission and during the morning meetings.

### 3.9 Exercise

Exercise is encouraged as part of your recovery. Exercise groups are conducted as part of the inpatient group program. A gymnasium is available for all patients, please see the nursing staff if you would like to access the gymnasium during your stay. Safe operating procedures have been developed for all gym equipment. These procedures are displayed in the gymnasium. A medical clearance must be obtained by your medical practitioner prior to attending the exercise group or using the gym. In addition, patients are required to sign a waiver for use of the gymnasium.

### 3.10 Falls Prevention

During your admission, you may be at an increased risk of falls due to being in a strange and new environment, your medication or changes in your mental and medical condition. To reduce the risk of falls, The Toowoomba Clinic recommend you:

- Take your time getting up from sitting or lying position
- Check your floor area to make sure they are clear of clutter and spills
- Keep your personal possessions off the floor
- Inform nursing staff of any water on the floor
- Use your nurse call system and ask staff for assistance to the toilet or shower, if you feel unsteady on your feet
- Wear comfortable clothing that is not too loose or too long
- Wear comfortable low-heel and nonslip shoes

For further information, please ask our staff for a copy of the National Safety and Quality Standards for Health Care on Falls Prevention- Information for Patients and Carers

### 3.11 Blood Clot Prevention

Blood clotting is the body's natural way of stopping itself from bleeding. Clotting only becomes an issue when it is in the wrong place and blocks blood flow. Being immobile is a big risk in developing a clot and so blood clotting can increase when you are staying in hospital and spending a long time immobile.

In addition, there are several risk factors to blood clotting including previous strokes, inherited blood clotting abnormalities, lung disease, being overweight, having major surgery in the past or heart failure, smoking or contraception medications. If you have any of these risk factors, please alert your doctor or the staff.

Staying mobile, drinking plenty of fluid and avoid crossing your legs, can reduce your risk of clotting.

If you have sudden increased pain or swelling in your legs, pain in your lungs or chest, difficulty in breathing, please alert your nurse as soon as possible. If these symptoms occur after discharge, seek emergency treatment.

### 3.12 Food Safety

All meals and refreshments are provided by the Clinic. However, if you wish to bring food into the Clinic, it must be covered, labelled with patient's first name, room name, date and time food was brought to the Clinic, and refrigerated in the patient fridge within 15 minutes of arrival on the ward.

Nursing staff will inspect the fridges daily and discard all potentially unsafe food not consumed within 24 hours of being placed in the refrigerator. Food that has reached its use by date, and unlabelled items will be discarded.

### 3.13 Housekeeping

Rooms and bathrooms are cleaned by the Hotel and Hygiene Officer daily. The overall therapeutic approach includes responsibility for making your own bed and keeping your room and bathroom tidy and free of rubbish if you are physically able to do so. If you require assistance to make your bed, please ask nursing staff for assistance.

Clean linen is provided once a week. Please help yourself to clean linen from the linen trolley. Used linen must be placed in the linen skips located in the dirty utility room. If you have any housekeeping needs during your admission, please see nursing staff.

### 3.14 Identification

As part of the identification process, for medication administration and nursing observations, patients will have a photograph taken. The photograph will be kept in your medication chart and observation chart during your admission and will remain a confidential document. If you would prefer not to have your photograph taken, you will be required to wear an identification wrist band for the duration of your admission.

### 3.15 Infection Prevention

The Toowoomba Clinic undertakes strict infection prevention measures to minimise the risks of transmission of infection to a patient, carer or visitor. Staff continually undertake precautions and monitoring in the workplace.

Hand hygiene is important in preventing transmission of infection. You are encouraged to wash your hands after using the bathroom, before eating. Antiseptic hand gel is available at various locations throughout the Clinic.

You can expect your environment to be kept clean and tidy. You can assist with cleaning of your room by keeping it uncluttered and tidy.

It is important to know that visitors can bring an infection into the clinic when visiting. The Toowoomba Clinic recommends that visitors with symptoms of illness such as influenza or gastroenteritis or other transmissible illness (measles, mumps etc) refrain from visiting until they are symptom free for at least 48 hours. More information on specific illnesses can be obtained from nursing staff.

### 3.16 Personal Belongings & Possessions

Personal belongings and possessions brought to the clinic should be kept to a minimum and must be able to be stored in the bedroom cupboards. Excess items will be requested to be sent home. As part of our commitment to safety, all personal belongings will be inspected by nursing staff during the admission process. Please do not affix any personal items to the walls as it may damage the paintwork.

### 3.17 Electrical Items Policy

You are welcome to bring electrical items to The Toowoomba Clinic which will make your stay more comfortable. Electrical items may include: IPODS, IPADs, laptops, radios, mobile phone and charger, hairdryer, electric razors. Nursing staff will examine the cords to any electrical item to ensure they are intact and safe to use in the Clinic.

### 3.18 Laundry

The Toowoomba Clinic provides coin operated laundry and drying facilities for use by patients. The laundry is located on the first floor of the Clinic.

### 3.19 Patient Observations

The Toowoomba Clinic is committed to the safety of patients. All patients admitted to the clinic will have their safety assessed daily and appropriate interventions implemented. This will ensure patients are cared for in the least restrictive environment and maintain a safe environment for all. Clinical risk assessments and appropriate levels of visual observations are maintained for all patients. Visual observations will be conducted at timed intervals during your admission as determined by your treating psychiatrist.

### 3.20 Leave

The Toowoomba Clinic believes that your safety is paramount during your admission. To ensure patient safety it is essential that staff know the whereabouts of all patients always. Short leave (10-15 minutes) from the clinic to stretch your legs between group therapy is encouraged for patients who have unrestricted leave conditions. Patients should sign the register on leaving and upon return to the Clinic.

As part of the discharge planning process, it may be therapeutically indicated for patients to take short periods of leave from the clinic. Your treating psychiatrist is responsible for deciding that day leave is appropriate in accordance with the Clinic's policies.

Day leave should only be taken outside of group therapy times, unless specifically approved by your treating psychiatrist for an urgent medical appointment.

Once your treating psychiatrist has given you approval for leave, please see a nurse who can assess you to evaluate if you are safe for leave and sign you out in the Day Leave Register. Please see the nursing staff on your return so they can re-evaluate your safety and sign you back in on the Leave Register. If you are unable to return to the clinic by the agreed time, you are requested to contact the clinic. If you fail to return from leave at the agreed time, your treating psychiatrist will be notified.

Overnight leave is not permitted during your admission.

### 3.21 Valuables

We recommend that you do not bring large amounts of money or valuable items with you to the Clinic. The Clinic does not accept liability for lost, stolen or damaged personal items, valuables or money.

### 3.22 Room Searches

The Toowoomba Clinic strives to provide a safe and therapeutic environment for all patients. Room and personal belongings searches may be conducted in your presence to ensure there is no possession of any potentially harmful items that may adversely affect you or others during your hospitalisation.

### 3.23 Leisure Activities

A range of leisure activities are available for patients during their admission. Access to leisure activities can be coordinated via nursing staff and include board games, puzzles, movie (DVD's), art and craft.

Access is provided to digital and hard copy newspapers are delivered daily.

### 3.24 Television

Televisions are available in all bedrooms. All televisions have Foxtel available. There is also an interactive smart television available in the lounge room.

### 3.25 Wi-Fi

The Toowoomba Clinic provides free Wi-Fi within the Clinic. The guest wi-fi is intended to be used in an appropriate manner. The Toowoomba Clinic may, at its discretion, block or limit access to certain websites that patients may seek to access while using the guest wi-fi.

This includes but is not limited to websites and/or services that:

- Could interfere with the integrity and/or performance of the guest wi-fi or The Toowoomba Clinics other networks or equipment
- Contain any viruses, malware or other computer programming routines that may damage, modify, delete, detrimentally interfere with, or access without authority any Clinic's system, data or personal information
- Provide access to, create, store, distribute or display offensive, pornographic, or illegal text, graphics, audio or video
- Are used for online gambling
- Are used to harass or attempt to harass other people
- Are offensive or promote racism, bigotry, hatred or physical harm of any kind against any group or individual
- Promote conduct that is abusive, threatening, obscene, defamatory or libellous, or
- Further or promote any criminal activity or enterprise, or provide instructional information about illegal activities, including but not limited to:
  - Making or buying illegal weapons
  - Violating someone's privacy, or

- Creating computer viruses or malware.

The Toowoomba Clinic will take reasonable steps to make sure access through this guest wi-fi connection is secure, however we cannot guarantee the security of the guest wi-fi at all times. You are solely responsible for any information or data uploaded, downloaded or otherwise communicated using the Commission's guest wi-fi, and are responsible for keeping all user names, passwords and other security-based information secure and private at all times.

The Toowoomba Clinic will not be liable for any kind of loss or damage incurred as a result of use of the freely provided guest wi-fi. The Toowoomba Clinic strongly recommends you install a personal antivirus and firewall on your wireless enabled device to block unwanted traffic and potentially malicious files.

### 3.26 Privacy

Collection of your personal information. The Toowoomba Clinic collects personal information about you and other individuals when you access the Toowoomba Clinic guest wi-fi.

The following information is collected:

- Your device's MAC address
- The addresses of the websites you visit while you are connected to the Clinic's guest wi-fi (TTC Guest, Password Close to home!)

The Toowoomba Clinic collects your browser history for the purpose of ensuring use of the guest wi-fi complies with these terms and conditions.

The consequences for you if The Toowoomba Clinic did not collect your personal information for the above purposes include that you would not be able to access and use the Clinic's guest wi-fi.

#### Disclosure & publication of your personal information

The Toowoomba Clinic will not disclose the personal information about you and others it collects when you use the guest wi-fi to any external persons or entities. The Toowoomba Clinic may disclose personal information about you when it is required or authorised to do so pursuant to:

- A court or tribunal order for production of documents
- An Australian law (for example, disclosure under the Freedom of Information Act 1982). Please see nursing staff for access to Wi-Fi.

### 3.27 Nurse Call System

A nurse call system is installed throughout the clinic which is accessible in all bedrooms, bathrooms, group rooms, consulting rooms, and gymnasium for your safety if you require assistance.

### 3.28 Pastoral Care

Pastoral Care services can be arranged by nursing staff on request.

### 3.29 Lost Property

Personal property remains the responsibility of patients. While every attempt will be made by staff to safeguard patient property, it is recommended that patients do not keep valuables with them in the clinic. Lost property will be held at the front reception for four weeks and if not claimed, will be donated to charity or disposed of.

### 3.30 Mail

Mail and flowers are delivered directly to your room. If you have mail to post, please ensure postage stamps are affixed and give to reception staff to place in the outgoing mail. Postage stamps are available at the Clinic reception.

### 3.31 Maintenance

The Toowoomba Clinic strives to maintain a comfortable and safe environment for all patients, carers and visitors. If you have any maintenance issues relating to your room or bathroom during your admission, please discuss your concerns with nursing staff who will arrange to have maintenance completed.

### 3.32 Medical Attention

Your treating psychiatrist who admits you to the clinic, is responsible for your medical care during your admission to The Toowoomba Clinic. Any concerns that you have regarding your treatment and care should be discussed with your treating psychiatrist.

All inpatients will be routinely seen by our visiting General Practitioner (GP) on admission for a physical health assessment and treatment of any physical illness or condition during your admission. This is consistent with best practice and National Standards for mental health care. Please notify nursing staff if you wish to see a GP.

### 3.33 Medication

Patients are encouraged to bring their medication supply to the Clinic on admission, and any prescriptions for medications. For safety and security, all

medications (including over the counter medications) that you bring to the clinic must be given to nursing staff on arrival. Nursing staff will store your medications and prescriptions securely. Any new prescriptions will be filled by a private pharmacy and delivered to the clinic for your use. Patients are responsible for the costs of any prescriptions filled during your hospitalisation. Medications will be returned to you on discharge.

Medications will be dispensed from the Medication Room prior to meals or at other times as prescribed by your doctor.

We encourage patients to understand their medications including the reason the medication is being prescribed, the dose, the times for it to be taken and possible side effects. The treating psychiatrist will explain the indication for the medication. Information sheets on medications can be obtained from nursing staff. This will also assist in discharge preparation for patients when they return home.

### 3.34 Pressure Injury Prevention

A pressure injury is an area that has been damaged due to unrelieved pressure. These areas may look minor (eg redness on the skin) but can hide more damage under the surface of the skin. It is important that you relieve pressure by keeping active and changing your position frequently when lying in bed or sitting in a chair. If you are unable to move by yourself, the nursing staff will assist you to change your position regularly.

Patients are encouraged to report to nursing staff any tenderness or soreness over a bony area, or any reddened, blistered or broken skin.

### 3.35 Patient Meetings

A patient meeting is conducted every morning between 9.00 – 9.30am to discuss any matters pertaining to the Clinic and program. All patients are invited to attend.

### 3.36 Private Motor Vehicles

Parking of private vehicles is permitted on the grounds of The Toowoomba Clinic, but no responsibility will be taken for vehicles security. Patients are encouraged not to drive their motor vehicles during their admission. Patients wishing to drive their motor vehicle during their admission must sign a waiver of indemnity.

### 3.37 Taxis

Taxis can be arranged by nursing staff. Payment for taxis is a responsibility of the patient using the service.

### 3.38 Telephones

Telephones are available in all rooms. Calls can be made to the Nurses Station (extension 403), Reception (extension 400) and other rooms.

Outside calls can be made on a cordless phone available from the Nurses Station.

### 3.39 Security

The Toowoomba Clinic will have all external doors locked at 8.00 pm each night and re-opened at approximately 05.00 am. Nightly building and campus inspections will be conducted by a contracted security firm.

A duress alarm system is installed throughout the clinic to assist in the maintenance of a safe and secure environment for all patients, visitors and staff. Staff and visiting contractors to the clinic will wear a personal duress alarm always to effectively manage all emergency situations. Duress alarms when activated will trigger an audible and visual alert for nursing staff. Nursing staff continually monitor this system and will respond to all alarms when activated.

### 3.40 Staff Identification

All non-medical staff will wear a uniform with name badge as a means of internal security for identification. If you cannot see a staff members identification badge, you may ask them to display it.

### 3.41 Visiting Hours

You are welcome to accept visitors during your admission. Parking for visitors is available free of charge on the campus. Visitors are requested to sign in and out of the clinic using the Visitor Register. The Toowoomba Clinic insists visitors do not visit during group program session times. The visiting hours are 4.00 pm – 8.00 pm during weekdays, and 2.00 pm – 8.00 pm on weekends and public holidays. Visiting outside of these times should be arranged in consultation with nursing staff. Children must be directly supervised by visitors always.

### 3.42 Smoking

The Toowoomba Clinic is a smoke-free facility. Smoking in buildings and on the grounds of The Toowoomba Clinic is strictly prohibited according to Queensland Government legislation. The laws are enforced by Queensland Health environmental health officers. The Toowoomba Clinic takes no responsibility for patients or visitors smoking on the grounds who may incur on-the-spot fines which may be applied for breaches of the tobacco laws.

### 3.43 Sexual Safety

Patients with a history of abuse, violence or victimisation may be more vulnerable to exploitation and may be unable to resist advances from others. Past personal history may be a motivation to form unwise relationships that may perpetuate their vulnerability. Sexual activity even when seemingly consensual, can negatively affect a person's mental status, impede their treatment and have longer term consequences (pregnancy, sexually transmitted infections). Self esteem may be damaged and other relationships harmed when the full consequences of the activities are realised. Sexual harassment or activity of patients during admission is strictly prohibited.

To protect patients from inappropriate sexual advances, The Toowoomba Clinic insists:

- Patients do not enter other patient's rooms for any reason
- Visitors are not permitted on the beds of patients
- Doors must be kept open during visits
- Nursing staff are notified via the nurse call system if they feel at risk at any time

### 3.44 Zero-tolerance of Aggression

The Toowoomba Clinic strives to provide a safe and comfortable environment for a wide range of people, and you are expected to support this objective by ensuring your behaviour is acceptable at all times. The Toowoomba Clinic has a zero-tolerance for aggression. Verbal and physical aggression will not be tolerated. Patients who display aggression may be discharged or reported to police.

### 3.45 Discharge

The staff caring for you will keep you updated regarding your planned discharge date.

If you foresee any problems with being discharged please discuss the issues with the staff caring for you as soon as possible, so that plans can be put in place for your return home.

Once you have recovered from the acute phase of your illness, it is usual for you to continue your recovery at home. An outpatient appointment will either be made with your own psychiatrist or the psychiatrist who has been treating you during your admission. You will be encouraged to see your local General Practitioner after discharge. A discharge summary of your hospital admission and any medication changes will be faxed to your referring GP or psychiatrist on discharge.

Before you leave the hospital, please go to reception where staff will process your discharge. Reception staff will have additional charges not covered by your health insurance which are payable on discharge. Apart from your hospital accounts, you will receive additional accounts from your treating psychiatrist, or perhaps pathology or pharmacy services that may be claimable by you through Medicare or your private health fund.

Please note the discharge time is 10.00 am. On the morning of your discharge, the nursing staff will have ready for you:

- Medications
- Prescriptions
- Clinical discharge questionnaires
- Patient experience of care questionnaire
- Discharge plan including follow-up appointments to be made