

## YOU'RE WORRIED

## WE'RE LISTENING

### Patient and Staff Partnership

This information sheet describes how patients and staff work together to make sure that if clinical deterioration occurs, it will be acted upon in a timely and effective manner.

The information also applies to carers, family members, friends or the patient's appointed Substitute Decision-Maker/Person Responsible.

### DURING AN EMERGENCY DEPARTMENT VISIT OR HOSPITAL STAY

	My health care rights	If my health gets worse when I am in hospital
What can I expect?	<ul style="list-style-type: none"> <li>&gt; I receive open, clear and timely communication about my care and my condition in a way that I can understand.</li> <li>&gt; Clinical staff check me regularly.</li> <li>&gt; I receive written and verbal information about how to get help if I am worried, and this information tells me:                             <ul style="list-style-type: none"> <li>- how to raise concerns</li> <li>- what to expect</li> <li>- what to do if I am still worried.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>&gt; If I am worried, clinical staff will:                             <ul style="list-style-type: none"> <li>- listen to me and answer my questions</li> <li>- discuss my concerns with me</li> <li>- review my condition</li> <li>- change my care plan, if needed</li> <li>- check me more often, if needed.</li> </ul> </li> <li>&gt; If I remain concerned about my condition, clinical staff will arrange for me to speak with a senior clinician.</li> <li>&gt; If I believe I am seriously unwell and need urgent attention, and if I feel like I am not being listened to, I can call for a review at any time.</li> <li>&gt; My Advance Care Directive (ACD) or other such plans are respected and followed, and my expressed wishes guide my care.</li> </ul>

### AT DISCHARGE AND DURING THE HOURS AFTER DISCHARGE

	My health care rights	If my health gets worse when I leave hospital
What can I expect?	<ul style="list-style-type: none"> <li>&gt; I receive written and verbal information about:                             <ul style="list-style-type: none"> <li>- what to expect and what to look out for when I leave hospital</li> <li>- my care plan for when I arrive home</li> <li>- referrals and appointments I am required to attend</li> <li>- who to contact for help or advice if I am worried</li> <li>- what to say if I do need help.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>&gt; If I am worried and call for help, I have enough information that I can explain what is wrong.</li> <li>&gt; If I am worried I can:                             <ul style="list-style-type: none"> <li>- attend the emergency department of your local health service</li> <li>- visit GP or contact a GP locum service</li> <li>- visit the online Health Direct Symptom Checker</li> <li>- call 000 for an ambulance</li> </ul> </li> </ul>

#### For more information

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