

## Getting Involved

Most hospitals have committees which welcome input from people with a disability or their carers. Your contact person is the Patient Liaison Officer.

## Participation in Care

Health staff must actively involve both you and, where appropriate, your carer(s) in decisions about care and treatment. This applies to your hospital stay, follow-up plans for community services and your GP on transfer of care.

## Disability Support

Most hospitals have a Clinical staff member who can assist people with disabilities where normal hospital procedures for access and care planning do not meet their needs. Speak to the Patient Liaison Officer who will put you in contact with the right person.

## Complaints and Compliments

If you have concerns about your treatment in hospital on ongoing care discuss these with a staff member such as a nurse, doctor or other health professional who is part of your care team.

If you still have concerns contact the Patient Liaison Officer who can provide further information, investigate your concerns and provide feedback.

We also like to hear your positive feedback.

## Sydney Local Health District Contact Details

Area Mental Health	1800 011 511
Balmain	9395 2111
Canterbury	9787 0000
Community Health Services	9515 9560
Concord	9767 5000
Drug Health	9515 6311
Population Health	9612 0706
Royal Prince Alfred	9515 6111
Sydney Dental Hospital	9293 3333
Tresillian Family Care Centres	9787 0800

### For Assistance or Information

Contact the Patient Liaison Officer at any SLHD facility. The position may also be referred to as the Patient Representative.

### Most hospital web pages have a

- Facility access map
- Transport/ Disability Access Guide

### Sydney Local Health District Website

<http://www.slhd.nsw.gov.au>

### Advance Care Planning

It may be important for you and your family/carer to discuss the kind of care you would want if you cannot speak for yourself at some time in the future. You can communicate your wishes to your family and/or complete a Statement of Values & Wishes and ask staff to include this in your medical record. See [www.mywishes.org.au](http://www.mywishes.org.au)



Health  
Sydney  
Local Health District

# Information for people with disabilities



People with disabilities will be treated with respect and have the same quality of service and health outcomes as other members of the community. We will work in partnership with people with disabilities and other agencies to meet this commitment.

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## Planning Ahead

### Find out about things such as

- Accessible parking, public transport availability or safe drop off locations
- Accessible toilet locations
- Support available for Carers
- Community support and arrangements for your return home

### Inform hospital staff about

- The nature of your disability
- Support needs you or your carer have
- Special equipment required in hospital
- Your health care or community service plan

## Accessible Parking and Transport

Hospitals have areas where patients can be dropped off as well as accessible parking. Parking fees apply to most hospital car parks.

If you visit the hospital regularly and have difficulty meeting parking costs, speak to the hospital's Patient Liaison Officer.

Contact the National Aged Care Information Line 1800 200 422 for information on local Community Transport.

## Accessible Toilets

All hospitals will have accessible toilets for people with disabilities.

Ask at Emergency, Admissions or the Preadmission clinic for an accessible map which shows where accessible toilets and other facilities are located.

## Equipment

Please advise Preadmission clinic or ward staff if you require equipment during your hospital stay so this may be organised prior to you being admitted.

Staff also need to be advised if you are bringing your own equipment.

At the time of your discharge if a need for equipment is identified an Occupational Therapist or Physiotherapist can assist you with loan, hire or purchase information.

## Interpreters

Auslan (sign interpreters) are available on request. If you do not speak English well hospital staff can arrange an interpreter through the Health Language Service for you. Sometimes you may need to wait for an interpreter as they are in high demand.

## Communication Aids

Each hospital has some communication aids available such as TTY machines for the hearing impaired. If you have a Communication Board please bring it with you. Advise staff if you are bringing your own communication aids.

## Support Needs

If you have your own health record (the Red book) or a Community Services Plan bring this with you.

Talk to Health Care staff about any specific care requirements such as assistance in washing, toileting, feeding, or getting around the hospital.

Also let staff know about any therapy or other services you normally use at home so that

suitable arrangements can be made for your care during and after your hospital stay.

## Guide Dogs

Tell staff if you would like your guide dog to be with you while in hospital so this can be arranged.

## Outpatient Visits

Please advise clinic or department staff before your appointment of any specific equipment or care needs.

## Carers

**You must give your permission before health staff can talk to your family and/or carer(s) about you.**

Ensure this permission is written in your medical record by staff. If you are unable to give permission, your family or carer can ask staff about options available to them.

The brochure "Information for Family and Carers" provides more information for carers. Phone the SLHD Carers' Program on 9767 5876 for a brochure (also see SLHD website).

A carer may be able to stay over night at the hospital or bedside. Ask staff about this early so that this can be arranged where appropriate.

## Rights and Responsibilities Brochure

If you wish to clarify your patient rights and responsibilities ask for a copy. It is available in Braille, audio and some community languages.