

## What should I do if I am worried while I am in hospital?

Our hospital staff are trained to provide the very best care to all South Australians. This includes recognising when a patient's condition is worsening or not doing as well as expected.

Despite this, there are times when you may be concerned about a recent change in your condition or a loved ones. We understand you know yourself or your loved ones best and if something does not feel right, please let us know.

You may also feel worried that you are not improving like you should be, following a recent hospital admission, or visit to an emergency department or outpatient appointment. Whether you are currently in hospital or recovering at home – if something does not feel right, please let us know.

## What will happen if I tell staff I am worried?

While you are in hospital, clinical staff will:

- listen to you and answer your questions
- discuss your concerns with you
- review your condition
- change your care plan (if needed)
- check on you more often (if needed)
- escalate your concerns to other senior nursing or medical staff
- provide you with advice on what to do next.

**To escalate your concerns to a senior nurse in hospital, please contact:**

WHYALLA  
(08) 8648 8404

PORT AUGUSTA  
(08) 8668 7500

QUORN, ROXBY DOWNS AND HAWKER  
(08) 8668 7500

## Accessing Interpreter Services

Resources are available for Culturally and Linguistically Diverse (CALD) Consumers in a range of languages, including sign language.

If you need an interpreter to help you to understand what is being said to make an informed decision, please ask staff at the hospital to arrange an interpreter for you.

**This service is available free of charge for inpatients and outpatients.**

Please scan the QR code to access the SA Health Interpreter Fact Sheet. If your spoken language is not listed on the fact sheet please let our staff know so that an appropriate Interpreter can be arranged for you.



## For more information

Flinders and Upper North Local Health Network  
[sahealth.sa.gov.au/flindersanduppernorthlhn](http://sahealth.sa.gov.au/flindersanduppernorthlhn)

f Follow us at: [facebook.com/FUNLHN](https://www.facebook.com/FUNLHN)

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**Health**  
Flinders and Upper North  
Local Health Network



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# Patient Information

Patient Information Directories | Consumer Feedback  
| Patient Rights and Responsibilities | You're Worried,  
We are Listening | Access to Interpreter Services



**Health**  
Flinders and Upper North  
Local Health Network

Please read this brochure and share with your family and carers, as it may assist you during your hospital stay. For a general explanation of the Hospital Admissions process and practical advice about what you can expect during your hospital stay, please visit [www.sahealth.sa.gov.au/goingtohospital](http://www.sahealth.sa.gov.au/goingtohospital).

## Coming to Hospital

The Flinders and Upper North Local Health Network (FUNLHN) is committed to providing high quality health services to the local community. We understand that being in hospital can be a difficult time for patients, their families and loved ones.

We have developed specific directories which include information about each hospital/health services, their services and processes.

You can access these directories by:

- visiting the SA Health website at [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au) and searching for 'Coming to [insert your relevant town] hospital/health service
- asking Admissions staff for a printed copy
- scanning the relevant QR code below with your smart phone camera.



WHYALLA



ROXBY DOWNS



QUORN



PORT AUGUSTA



HAWKER

## Consumer Feedback

If you have a compliment, suggestion or complaint about our services, you can:

- discuss your feedback with a staff member at your hospital/health service
- complete and return a Consumer Feedback Brochure and place it in the nearest Consumer Feedback collection box (blank forms are located next to each Consumer Feedback box)
- email us at [Health.FUNOCEOCorrespondence@sa.gov.au](mailto:Health.FUNOCEOCorrespondence@sa.gov.au)
- call the FUNLHN Consumer Feedback Coordinator on (08) 8668 7583 or (08) 8668 7501
- complete an online feedback form by scanning the above QR code with your smart phone camera.



## When will I hear from you?

If you have provided us with your contact details and have requested a response, we will provide you with an acknowledgement that your feedback has been received within two working days.

If your feedback are suggestions and complaints, a response will be provided to you within 35 working days. If the complaint or suggestion investigation exceeds this timeframe, the responsible manager will provide you with regular contact to reassure you that your concern/s are being investigated.

If you have not heard from us, please contact the Consumer Feedback Coordinator on (08) 8668 7583 or (08) 8668 7501.

## Patient Rights

The Australian Charter of Healthcare Rights describes what consumers, or someone they care for can expect when receiving health care.

These rights apply to everyone where health care is provided in Australia. This includes public and private hospitals, day procedure services, general practices and other community health services.

## What are my healthcare rights and responsibilities?

I have a right to:

- access
- partnership
- privacy
- safety
- information
- respect
- provide feedback.

As a patient, my responsibilities include:

- Communicating with staff about my treatment including medical history, current treatment, medications, changes in physical condition, special needs, if you require more information or if there is something you do not understand.
- showing consideration towards staff, other patients and the hospital environment.

For more information, visit the below links or scan the QR code.

[www.safety.gov.au/your-rights](http://www.safety.gov.au/your-rights)  
[SA Health Rights and Responsibilities](#)

