

Are you a long way from home, kin and country?

Important things you and the staff need to know on arrival at hospital

The more information you have and the more you know, the better equipped you will be to make decisions, and ultimately achieve better health.

Points on this sheet could support you and staff in making decisions about your care.

Notify the clinical team

- How far away from home you are.
- Your emergency contact person.
- Your next of kin (alternate decision maker).
- Your local doctor at home.
- Anyone you would like to be included in your consultations and care planning.

Share

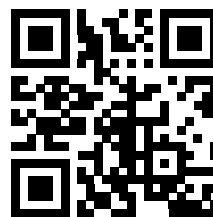
- Your ethnicity and any language needs.
- Any medical conditions you have.
- What medications you have with you.
- What matters to you. Any concerns that you have: unmet needs at home (family, pets, work, finances).

Ask

- Why have you been admitted to this hospital?
- Who are your treating specialists?
- When can your family or carers visit?
- When can you go home?

Know

- What is your condition.
- Who are your treating specialist teams.
- What your care plan involves.
- When you are going home.
- How you are getting home.
- That you have your scripts and medications.
- That you have follow-up referrals and appointments (e.g. for your local doctor, rehabilitation, counselling or mental health recovery).
- Whether you can use telehealth for your follow-up appointments (instead of driving).
- What support you need at home (e.g. equipment, wound care, community nurse).
- What support is available for your carers.



To scan the code

Open the camera on your phone. Hold your phone up to the code and a little prompt will pop up.

Tap the prompt and the **Friendly Faces Helping Hands** website opens.

Are you a long way from home, kin and country?

Important things to know on arrival and at transfer of care

The more information you have, the better equipped you and staff will be to help make decisions about your loved one's care.

Notify the clinical team

- How far away from home you are.
- Any immediate concerns.
- Who the emergency contact person is.
- How your family member is getting home.
- What support will be needed at home.

Share

- Your family member's lifestyle preferences (e.g. comforts, dietary likes or dislikes).
- Current medication used.
- What matters to you and your family member or friend (e.g. health, unmet needs at home, finances).

REACH

REACH helps patients, their families and carers escalate concerns with staff about worrying changes in a patient's condition.

Recognise, Engage, Act, Call, Help is on its way.

REACH was developed by the Clinical Excellence Commission.

Please contact the Nurse Unit Manger

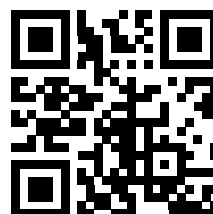
Ask: Is there a REACH service?

Ask

- Why is your family member admitted?
- Who are the treating specialist teams?
- When you and your family can visit?
- What referrals or follow-up appointments need to be made for your family member?
- Is there accommodation onsite or close by?
- To see a social worker if you want to.
- Where are any food outlets or vending machines after hours?
- To be included in case discussions with treating teams.

Know - It may help to keep a diary

- Scan code: Friendly Faces Helping Hands is a centralised website to help you access relevant services close to the hospital.
- The REACH service number.
- What is available for you, the carer and family.
- A contact number for any questions or concerns when you get home.



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