

Advocacy

An advocate is a person who supports you in making sure your rights are respected. This person may be a trusted family member, a friend, a health care provider or an appointed advocate. If you need an advocate then please discuss this with your Visiting Nurse or contact one of the following agencies:.

Regional Disability Advocacy Services:

Wodonga: (02) 6056 2420 OR 1300 886 388

Shepparton: (03) 5822 1944

Office of Public Advocate:

(03) 9603 9500 or 1800 136 829

Details of your healthcare rights and responsibilities are explained in the Australian Charter of HealthCare Rights. A brochure detailing the charter is available from our service or via www.safetyandquality.gov.au/consumers/working-your-healthcare-provider/australian-charter-healthcare-rights



Mansfield District Hospital Visiting Nursing Service (VNS)

Contact:

VNS Nurse Unit Manager

Ph: (03) 5775 8800

E: mdhvns@mdh.org.au



We welcome feedback at:

Mansfield District Hospital

Address: 53 Highett Street, Mansfield VIC 3722

Postal Address: PO Box 139, Mansfield VIC 3724

Phone: 5775 8800

Fax: 5775 1352

Email: MDHreception@mdh.org.au

www.mdh.org.au

**GREAT CARE @ MDH =
Personal, Effective, Connected & Safe**

Mansfield
District Hospital

*Healthy Communities, Trusted
Healthcare*

VISITING NURSING SERVICE



VISITING NURSING SERVICE

Your Visiting Nursing Service

Our service operates 7 days a week. Our experienced Nursing Staff provide an extensive range of health care services and support to our clients including:

- Detailed clinical assessment
- Home assessments
- Assistance with medications
- Advanced care planning
- General and technical nursing care
- Specialised wound care
- In home palliative care

How you can help us help you

Prior to your first visit think about what you want to achieve with your Visiting Nurse.

- Feel free to jot down any questions or concerns you may have and we will make time to go through these during our visit.
- Let us know in advance if you need to cancel or reschedule your visit.
- Ensure prompt payment of all accounts.
- Provide a safe work environment in your home for staff. This may include such things as restraining pets and not smoking during the visit.
- We welcome your feedback at all times including compliments and complaints. Just talk to our team. Consider participating in our surveys as your input into future service planning is important to us.
- Family member who will be happy to support your care if needed.
- Occupational Health & Safety regulations (2004) require a smoke free environment for our staff during their visit.

Great Care @ MDH

We commit to ensuring every person who has contact with Mansfield District Hospital receives 'Great Care' - consistently and every time.

This means we will ensure;

- You are **SAFE** and all avoidable harm is eliminated
- Your care is **PERSONAL**—that your values, beliefs and 'uniqueness' guides all aspects of our care planning and delivery. We will work with you to set your personal health goals.
- Your care is **EFFECTIVE** and that you receive the right care at the time you need it. Every attempt will be made to visit at a time that you prefer and visits are prioritised based on your medical needs. If we cannot come at your preferred time we will work with you to find another time that is suitable.
- That your care is **CONNECTED** so that your Doctor, your Nurses and the Allied Health team work closely together with you and your family to ensure your health care needs are met.

Payment

The Department of Health sets a nominal fee for Visiting Nursing visits. This fee will be discussed before your first visit.

Who can use the service?

Our service is available to any community member with a diagnosed health care need.

How can I access the service?

To access our service, you need a referral. This can be made by:

- You or a family member via the 'My Aged Care Website' <https://www.myagedcare.gov.au/> for patients over 65 years of age or over 50 years of age for Aboriginal or Torres Strait Islanders or 1800 200 422
- Your local doctor (if under 65)
- Post Acute Care
- Hospital in the Home
- Hume Region Palliative Care (Benalla)
- Transport Accident Commission (TAC)
- Department of Veteran Affairs (DVA)
- Workover
- Other health care providers

Hours of Service:

8.30am-5.00pm Monday– Friday
8.30am-4.30pm Saturday & Sunday

Public Holidays: Limited Services



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