

Partnership

- Ask questions and be involved in open and honest communications
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my healthcare, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give Feedback

- Provide feedback or make a complaint without it affecting the way I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

D E X T R A
S U R G I C A L

**National Safety & Quality Health
Service Standards (NSQHSS)**

Information for patients

Our Vision:

**To maintain recognition as the Centre of Excellence for
Plastic, Reconstruction and
Hand Surgery**

Surgeons

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**83 KENSINGTON ROAD, NORWOOD
www.dextrasurgical.com.au**

**Hours of business:
9.00am to 5.00 pm Monday to Thursday
9.00am to 4.00pm Friday
(excluding public holidays)**

✓ Reviewed by Consumer Representative
2022-03

National Safety and Quality Health Service Standards

The NSQHSS were developed to drive the implementation of safety and quality systems and to improve the quality of health service provision in Australia.

Dextra Surgical is a fully accredited day surgery.

Patient participation in their care and services

It is essential that our patients feel involved in their own care. All of the options for care and recovery will be discussed to assist in making the appropriate decisions for the best outcomes.

Dextra Surgical engages a Consumer Representative who attends our Quality Improvement meetings to participate and provide valuable feedback in all discussions about our care, services and patient information provided. This green tick will be on all documents reviewed; ✓ **Reviewed by Consumer Representative**

Infection Rates

We pride ourselves on a consistently low rate of infections <1%.

Regular audits, staff training in infection prevention strategies, hand hygiene and the advice of an expert Infection Control Consultant demonstrates our commitment to a high level of preventative actions within Dextra Surgical.

Patient Deterioration

On rare occasions an unexpected health episode may occur. You can be assured that our staff are fully trained in the event of an unexpected deterioration; we have procedures in place which are activated immediately. All staff attend annual training.

Falls Prevention

Dextra Surgical is easily accessible for mobile and immobile patients. All our patients are risk assessed for suitability to the day surgery environment. Unexpected falls can occur from a feeling of light headedness or faintness when getting up post procedure; our staff are very aware and all preventative actions are prioritized for your safety.

Preventing Pressure Injuries

Most of the day surgery procedure times are relatively short, so patients are at a very low risk of both skin and bony prominence pressure points. Patients are only required to disrobe for access to the surgery site, and nursing staff are trained to ensure appropriate body protection, comfort and support. Our pressure injury incidents remain consistently at zero because of the precautions we take.

Post procedure handover

To ensure our patients and carers have all the necessary information post procedure, we include the carer in our verbal discharge handover with the patient and then provide a written brochure relevant to their procedure and post operative care. Emergency contact numbers are included within the brochure. The brochures are also available on our website: dextrasurgical.com.au

Additional Services

If you need an Interpreter service made available to you, or you hold a DVA card and require transport covered by the DVA transport scheme, please inform one of our staff members and arrangements will be made.

National Privacy Principles

Collection

It is necessary for us to collect personal information from patients and sometimes others associated with their healthcare in order to attend to their health needs and for associated administrative purposes.

Use and disclosure

A patient's personal health information is used or disclosed for purposes directly related to their healthcare and in ways that are consistent with a patient's expectations. In the interests of the highest quality and continuity of healthcare this may include sharing information with other healthcare providers who comprise a patient's medical team from time to time.

Access and correction

Patients may request access to their personal health information held by this practice. Where necessary, patients will be given the opportunity to amend any personal information held that is incorrect.

There are 13 Privacy Principles. If you would like to be informed of the Full document please ask one of our reception staff who will happy to assist you.

Australian Charter of Healthcare Rights

Dextra Surgical has a commitment to providing a safe environment where the rights of the individual are respected.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality healthcare, that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected