

EAST GRAMPIANS HEALTH SERVICE VALUE STATEMENTS



INTEGRITY

We value integrity, honesty and respect in all relationships



EXCELLENCE

We value excellence as the appropriate standard for all services and practices



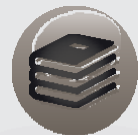
COMMUNITY

We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background



WORKING TOGETHER

We value equally all people who make a contribution to EGHS to achieve shared goals



LEARNING CULTURE

We strive to continually learn and develop through education, training, mentoring and by teaching others

Compliments and Concerns

Feedback, suggestions or complaints are appreciated and taken seriously. Compliments and concerns forms are given out on admission and can be obtained from the community nursing staff or you can contact the office on 53529328 to relay a compliment or concern.

For more information about the EGHS Community Nursing Service or to download the Information Guide please visit our website.



Improving the health of our community

The East Grampians Health Service Community Nursing Service offers an extensive range of care to Ararat and District.

P: 03 5352 9328 F: 03 5352 9425

E: communitynursing@eghs.net.au



Your Community Nursing Service

The community nursing service is a home based nursing service available on a short or long term basis, dependent on your individual needs. Our aim is to promote a holistic approach to health care. With your consent the community nurses will coordinate your care with other health service providers including your doctor.

Our experienced nursing staff operate 7 days a week to provide services and support to our community between the hours of 8am to 8pm. Our catchment area is within the Rural City of Ararat.

The services we provide include:

- General and technical nursing,
- Specialised wound care,
- Home Assessments
- In home palliative care under the guidance of the Central Grampians Palliative Care clinicians.

What you can expect from us

Our goal is always to work with you to support your health and wellbeing and we work closely together as a team to support you.

This means we want to make sure;

- You are involved in your treatment
- We help you do as much as you can for yourself
- We help you stay independent.

From the start we want to talk with you about why you have been referred to us & what your health goals are to ensure our care helps you achieve these.

Every attempt will be made to visit at a time that you prefer and visits are prioritised based on our patient's medical needs. If we cannot come at your preferred time we will work with you to find another time that is suitable.

How you can help us help you:

Please note down what you want to achieve with your health worker including any questions or concerns that you may have and bring with you at your appointments or when we visit.

We ask that you:

- Tell your nurses about any changes in your health, medications and any alternative treatments use. Let us know in advance if you will not be available for the service as arranged by calling 53529328.
- Maintain payment for District Nursing Services and supplies used, if applicable.
- Consider participating in our surveys as your input into future service planning is important to us.
- Provide a safe and respectful home environment for staff including restraining pets & not smoking during the visit.

Who can use the service?

Our service is available to any community member with a health care need who consents to using the service and resides in our catchment area.

How can I access the service?

To access our service, you will simply need a referral which can be made by:

- You or a family member
- Your local Doctor
- Other health care providers
- My Aged Care referral
- Aged Care Assessment Teams

We also encourage you to be aware of your healthcare rights & responsibilities which are explained in the Australian Charter of HealthCare Rights brochure provided available from our service.

Fees

Fees are charged per visit after completing a financial assessment. A letter containing the fee amounts will be provided to you. Accounts are sent out monthly and are paid at front reception of the health service.