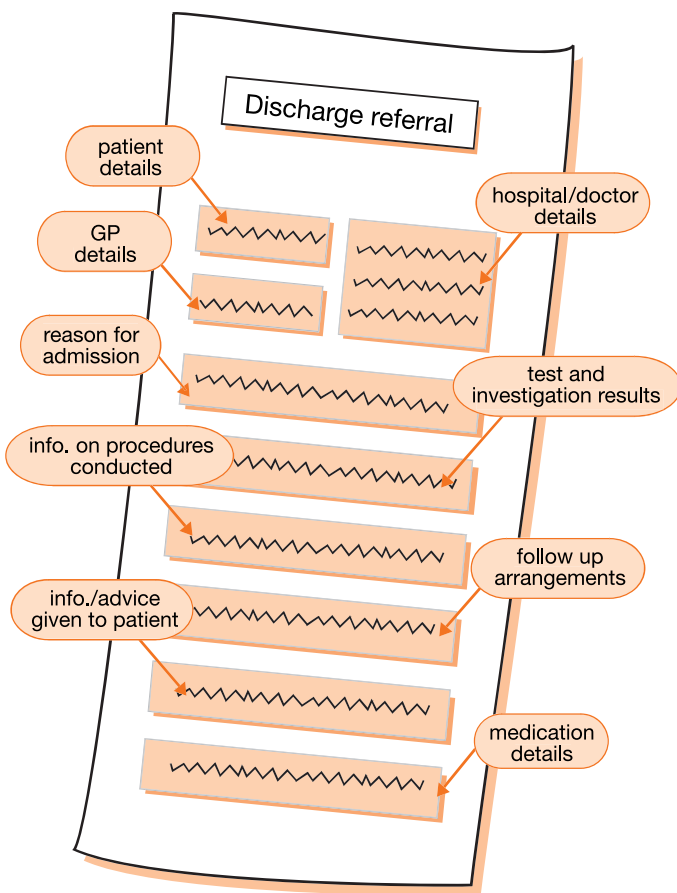


Typical hospital discharge referral content



Further information

For further information regarding this project please contact:

For information on your local hospital's current activities to improve discharge processes, please contact:

A new electronic discharge referral system



What is proposed?

Your local public hospital is implementing a new system to improve the way information on your care in hospital is passed to health professionals in the community.

Currently GPs and other community health professionals do not always receive this important information before the patient next visits the service. Sometimes the information is handwritten on carbon copy paper and unable to be easily read by the community professional.

The new discharge referral system will assist hospital doctors and nurses to quickly prepare a summary of the patient's hospital stay and any advice to their usual doctor on immediate care more quickly.

The system will also hasten the process of information being sent to a patient's carer,



though most hospitals will continue to also provide patients with a paper copy as they leave the hospital.

Finally, the system will provide patients with information on how to look after themselves in the first days out of hospital.

How will the new system affect patients?

Clear communication between the patient / carer, hospital staff and community providers is vital to an effective discharge process. The new system will improve this information exchange.



It will also contribute to higher quality care by speeding up access to information documented by your treating health professionals. The introduction of the new discharge referral system is just one part of a larger program of improving the quality of service by your local public hospital.

Do patients have a role to play?

As the program hinges on changes to the way members of the care team communicate and prepare for a patient's discharge – everyone's cooperation will be needed to make a difference.

You can contribute to this particular project's effectiveness in the following ways:

When in hospital

- Request that information is released to your treatment team.
- Clearly identify your general practitioner(s) including their contact details.
- Clearly identify community health personnel, including their contact details.

After leaving hospital

- Check whether the information reaches your GP and community health professionals in time to assist them to make decisions about your care.
- Provide feedback to your local service using the contact numbers provided on the back of this brochure.