



## WELCOME

*We want to share with you our commitment to improving your privacy and dignity whilst you are in our care. You and your carers are at the centre of everything we do. Please do not hesitate to talk to the nurses on your ward about any element of your care or about any concerns you or your carer may have.*

## WHAT WE ARE DOING TO IMPROVE PATIENT PRIVACY AND DIGNITY

We are focussing on eight important areas to improve your experience as a patient in the NSW public health system. These eight areas are what you, as patients, have told us are important to you. When you are in our care we will be doing our utmost to provide you with privacy and dignity.

*“I would really like to thank all the doctors, nurses and other staff that looked after me. You are all fantastic. I was treated with such dignity and respect whilst I was in your care, it made me feel comfortable and at ease during my stay.”*

### 1 Make patients and their carers feel welcome

When you arrive on the ward you will see a poster that tells you who the Nurse or Midwife in Charge of your ward is and their contact number. You will be greeted by ward staff, who will admit you to the ward and make you feel welcome. All staff wear name badges so you will know who everybody is and their role.

### 2 Communicate frequently with patients and carers

Our doctors, nurses and allied health staff will make time to talk with you regularly and involve you in your care. If you want to talk with your doctor or any other person delivering care to you, please ask the ward staff and they will make every effort to arrange it for you.

### 3 Protect patient privacy during consultation and treatment

Staff will make every effort to maintain your privacy during consultation and treatment. Curtains, doors and window blinds will be closed and empty offices or consultation rooms may also be used. Sometimes we may ask your visitors to leave during your treatment, this is because we respect your privacy and

dignity. If at any time you feel concerned, please ask the person attending you to meet your privacy needs.

### 4 Respect the special needs of dying patients, the critically ill and their carers

Dying patients, the critically ill and their carers have very special needs. If you or your family are facing such an experience, the staff are there to help you in any way they can. We will also consider your needs, if you are near a dying patient, as we recognise this can be distressing.

### 5 Respect cultures and belief

Your religious or faith traditions will be respected at all times. Staff have information regarding cultural, religious or faith tradition support and also interpreters, so please do not hesitate to ask if you need any assistance. We in turn ask, that as a patient you respect the religious or faith traditions of others sharing the ward with you.

### 6 Manage noise for patient comfort

It's up to all of us to help control the noise. Staff will try and keep their voices low, especially at night and we will courteously manage noise made by patients, carers, visitors and staff.



*We hope you have found this information helpful and we would appreciate your feedback. If you have comments, please fill out the form at:  
<http://healthactionplan.nsw.gov.au/general-feedback.php>*



We know you need the support and encouragement of your family and friends to assist you. Rest and recuperation is also vital. This is why we have specific visiting hours at all hospitals. Sometimes we may ask your visitors to leave outside these hours. This is because we respect your need for privacy and dignity. Visitors must always respect the privacy and dignity of other patients and keep noise to a minimum. Visiting children must always be accompanied by a parent or carer.

## 7 Aim to have patients in same gender rooms and ward bays

We have set ourselves the target of ensuring that all patients (except in exceptional circumstances) staying overnight or more in a NSW Public Hospital will be in a same gender room or ward bay within 24 hours.

Sometimes same gender rooms or ward bays cannot be immediately provided. In such cases, the nurse looking after you will let you know when they anticipate a same gender room or ward bay will be available.

Every effort will be made to rectify the situation, and if it still can't be avoided the nurse looking after you will inform you of other options that are available.

You may be required to move from a single room or your ward bed to provide same gender rooms or ward bays, and also to accommodate patients with special care needs.

There are some situations (i.e. when you may need very specialised or urgent care) where providing fast and safe care may take priority over ensuring same gender room or ward bay. This may occur in specialised care environments, emergency situations and in our critical care areas (intensive care units, high dependency units, emergency departments, theatre recovery units, etc).

If you are unhappy with any aspect of your care please ask to speak to the nurse in charge. If you do not feel that they are resolving your concerns, a 'Mixed Gender Toll Free Line' has been established for you:

**Call 1800 700 830**

## 8 Provide single gender bathrooms

Every effort will be made to provide you access to a same gender bathroom and every effort will be made to ensure that you don't have to walk through an opposite sex area to reach your own bathroom.



# Respecting Patient Privacy and Dignity in NSW Health

Another initiative of  
**CARING TOGETHER**  
The Health Action Plan for NSW

**NSW HEALTH**

For health advice and information please  
call healthdirect Australia on

**1800 022 222**