

Think Patient — Think Carer

Ask the patient two questions

Are you a Carer?

Do you provide unpaid ongoing support and care for a family member or friend because of their disability, illness or age?

Yes

Make sure that the carer's details are recorded in the Patient Administration Systems (PAS) and Electronic Medical Record (eMR)

No

No further action

Do you have a Carer?

Does a family member or friend provide you with support and care because of disability, illness or age?

No

No further action

Yes

Make sure that the carer's details are recorded in the Patient Administration Systems (PAS) and Electronic Medical Record (eMR)

How will the carer be involved in the patient's care?

- With the patient's permission, share information with the Carer about the patient's treatment, medication, services and test results
- Take time to talk to and listen to the Carer — they know the patient
- Involve the Carer in bedside clinical handover and bedside rounds
- Ask the Carer about ways to provide personalised care for the patient
- Involve the Carer in planning for the patient's discharge
- Teach the Carer what they need to know as the patient goes home

Does the carer need support?

- Refer the Carer to the social worker
- Refer Aboriginal and Torres Strait Islander carers to culturally responsive services such as an Aboriginal Hospital Liaison Officer
- Printed information for Carers is on display in your hospital
- Carer Gateway **1800 422 737**
- My Aged Care **1800 200 422**
- Contact the Local Health District Carer Support Service/Carers Program