

OTHER SERVICES AVAILABLE AT THE

- District Nursing
- Home and Community Care
- Respite
- Palliative Care
- 24 hour per day Emergency Dept.
- Planned Activity Group Services.
- Case Management
- Health Promotion.
- Gymnasium.
- Stop Smoking programs
- Exercise classes
- Community Development
- Meals on Wheels
- Out Patients
- Equipment Hire.
- Health Assessment
- Health Education
- Child and Maternal Health
- Occupational Therapy (by apt)
- Podiatry
- Practice nursing services
- General Practice
- Nurse Practitioner
- Counsellor
- Hypnotherapist



WALWA BUSH NURSING CENTRE

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WALWA BUSH
NURSING CENTRE

**CLIENT
IDENTIFICATION**



CLIENT IDENTIFICATION

Our staff will always ask you for your full name, and date of birth when they book you an appointment, provide you with or administer any medications, undertake any procedures including taking blood, or transfer you into another clinician's care.

This may seem strange to you, particularly as we have known most of you for a very long time. However it is still a necessary process to absolutely ensure the safety of your care.

Why We Need Your ID.

We see over 1000 clients from this community and surrounding districts. At any one time, there could be more than 30 clients in the building all seeing different practitioners or undergoing different procedures or participating in different programs. We are committed to ensuring the safety of our patients. So, to make sure you get the correct medication, or the correct procedure, or have your bloods sent away with the correct request slip, we will ask you to identify yourself (even if we know you!!).

This may happen a number of times whilst you are moving from department to department. Please don't be offended, we are just attempting to be systematic and avoid mistakes.

What Identification we will ask you for?

In most instances your full name and date of birth will be appropriate for identification purposes.

When will we ask for identification ?

- ◆ When we first generate a medical history for you.
- ◆ When you are booking an appointment
- ◆ When you request a repeat prescriptions be filled
- ◆ When we provide your medications
- ◆ When we take blood or any other procedure in the outpatient department
- ◆ When we see you for an emergency
- ◆ When we transfer you to another service
- ◆ When you bring pathology to us to send on your behalf (that you may have collected at home, or that may have been collected elsewhere)

Let us know how we do

If we forget to ask for our identification in any of the instances on the previous page, please let us know so we can get better and safer at what we do.

The easiest way to let us know that we haven't asked your identification at each step of your care, is to drop an ID slip into one of our suggestion boxes.

You will find ID slips in all the waiting areas of the BNC and WMC (the bright coloured post it notes).

These slips don't include any details of when or who may have slipped up, so you won't be getting anybody into trouble! If you want to add details, you can, but if you don't we will still have an indication of whether we are slipping up or not so we can respond.

They simply let us know that we need to provide more training generally to help us to continue to provide a safe service.

We appreciate your input.

