

Promoting safer health care at RCH

Parent information



Help us to ensure your child's safety whilst in hospital

The following information has been produced by the Clinical Support Service to improve the safety of health care at The Royal Children's Hospital.

These tips can help you become more active in your child's health care whilst in hospital. As a parent, we want you to be included in your child's health care and to speak up if you have questions or concerns.

1 Make sure you know who is in charge of your child's care.

It can be confusing not knowing who is in charge of your child's health care.

Don't hesitate to ask '*who is who*' and in particular, who is in charge!

2 Ask everyone: 'have you washed your hands?'

Handwashing is an important way to prevent the spread of infections in hospitals. Ask everyone who has direct contact with your child if they have washed their hands, and ensure you also wash your own hands regularly.

3 Ask why each test or treatment is being done.

It is important to find out why a test or treatment is needed and how it will help your child. Write down when the results of tests will be available and check them with your doctor.

4 If your child is having surgery, make sure that you and your child's surgeon agree and are clear on exactly what will be done.

5 It is important to obtain information about your child's medicines:

- What is the name of the medicine and what is it for?
- How should the medicine be given?
- How much, how often and for how long?
- When going home, check how it should be stored, (e.g. in the fridge).

Don't forget to tell us about any **allergies** and **all medicines** your child is taking including medications prescribed by a doctor, medicines bought at your pharmacy or supermarket and complementary medicines ('natural remedies').

You may feel more comfortable if a family member or friend is able to support you when you are speaking to your child's doctors, nurses and other carers.

We welcome your feedback and appreciate learning how we can improve your hospital experience. Should you have any questions or concerns about any of the above points, please ask to speak to the Nursing Unit Manager of the ward, or your child's doctor.

You can also contact the Hospital's Consumer Liaison Officer on 9345 5676

To obtain copies of this leaflet, visit www.rch.org.au/css