

Policy Applies to: All Mercy staff working with patients and visitors.

Related Standards:

- Nga Paerewa Health & Disability services Standards 1.3-1.4-1.6
- Australian Council of Healthcare Standards EQuIP Standard 1.6.2

Cultural Considerations

Mercy Hospital embraces the principles of partnership, participation & protection inherent in the Treaty of Waitangi and welcomes the presence and participation of a patient's whānau/family as integral to their wellbeing. We support the right of patients to determine who whānau /family is and the role they will play in their care while recognising the need for rest to facilitate recovery.

Objectives:

- To ensure patient's whānau/family are made to feel welcome as participants (according to the patient's preference) in their care.
- To ensure the patient's rights to safety and privacy are respected.
- To ensure the safety and wellbeing of patients, visitors and staff.
- To reduce transmission of infections.

Implementation: Hospital

Information

- The Patient Information Booklet – is available in hardcopy from the McAuley Ward, Coolock Day Surgery Unit (DSU), Manaaki, Reception area, or on the IT Cockpit in Callaghan.
- Preadmission phone call supports questioning
- Health Literacy principles Inform patient information
- Signage asks visitors to stay away from the hospital if they are unwell
- Signage also encourages hand hygiene

Privacy

- Patients' admission details outline who information can be given to
- A patient has the right to choose who is involved in their care and who may visit them.
- In discussion with the patient who has requested no visiting or restricted visiting, nursing staff will notify the ward / unit Administrator and the main reception desk. The patient's wish will be documented in the clinical record.
A sign will be placed on the door to the room or on closed curtains (if the patient is in a shared room) to advise whānau / family / friends of their wish for privacy / rest and for messages to be left at the ward reception desk.

Implementation: Manaaki by Mercy

- Manaaki by Mercy information is found on the Mercy Hospital website.

Evaluation

- Patient feedback- via Cemplicity
- Patient complaints
- Incident forms

Associated Documents

External

- Code of Health & Disability Services Consumer Rights Act 1994
- Privacy Act 2022
 - Nga Paerewa Health & Disability services Standards
 - Mercy Hospital website

Internal

- Patient Information Booklet
- Manaaki by Mercy Brochure
- Consent Policy
- Incident Policy
- Social Media Policy
- Cultural Policy
- Security Policy
- Health & Safety Policy
- Consumer Engagement Policy
- Isolation Policy
- Emergency policy
- Fire policy
- Roles & Responsibilities in the event of a fire
- Smoke and Vape Free and Non-Prescribed Drug Policy
- Reception Work Manual
- Mercy Hospital ICU: Information for visitors
- Isolation Policy appendix 9, *Information for Patients, Family and Whanau*