



Do you have questions about your child's care?

A hospital or healthcare visit with your child, whether it's for a clinic appointment or a planned procedure, can be a confusing and sometimes overwhelming experience.

Most families have questions about their child's care either straight away, during or after their visit.

Whatever the case, families should always feel confident to ask staff anything at any time about their child's care.

Don't be afraid to speak up

Families are an important and valued part of the healthcare team and we encourage you to ask us about your child's care. The following are some handy tips to help you better understand your child's visit to a hospital or healthcare appointment:

Ask questions

There's no such thing as a silly question. If you're not sure about anything or think we may have missed something, or you would like to know more about what is happening next, please ask.

Write it down

Write your thoughts and questions down as they occur. It's easy to forget what you want to ask when you're trying to take in a lot of information at once. Bring your questions along to appointments or have them ready for ward rounds. That way you can help ensure your queries are addressed, and if you don't receive an answer straight away, it allows staff the opportunity to find out and get back to you.

Ask for clarification

Don't be afraid to ask your child's healthcare team who they are and what their role is. You can also ask them to clarify medical terminology or jargon, write terms down, give a short explanation or draw a diagram.

Sometimes healthcare teams will discuss complex cases with their colleagues in Australia or overseas as other opinions can be very helpful. Your child's healthcare team will be happy to discuss this with you, as well as how to support your family with obtaining an independent second opinion, if required.

Bring a support person with you

A second set of ears can be an amazing resource. You can always bring a friend or family member with you to appointments or ward rounds. This may be your partner, a grandparent or a friend with whom you are comfortable discussing your child's healthcare. Sometimes your support person will have questions of their own which may help clarify your thoughts and understanding. You can also ask a social worker, connected care nurse or patient experience team member to support you at an appointment or family meeting.

Ask for copies of correspondence

Ask staff for a copy of your child's discharge summary and outpatient letters so you can keep a record of what has been done and what is planned. You can also ask staff about requesting a copy of your child's medical records through the CHQ Health Informatics Department. It's also useful to know how to contact the team, or who should be your first point of contact if needed, both in and out of hospital.



Keep in touch with your GP and community supports

Your GP is an expert in your family's care and a great source of knowledge. Make sure we have their correct details in our records so our letters and discharge summaries keep them in the loop. You can also give your GP permission to access the GP Viewer that allows them to see your child's investigations, results, reports and discharge summaries directly, which is very helpful in supporting your child's care when they are at home.

Australian Charter of Healthcare Rights

1. Access

- Healthcare services and treatment that meets my needs

2. Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

3. Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

4. Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

5. Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

6. Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

7. Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

Find out more about your rights and responsibilities:

www.childrens.health.qld.gov.au/lcch/patients-families/rights-responsibilities/

We welcome your feedback

We welcome feedback from families and are committed to working with you to improve our care and services. You can provide feedback (positive and negative) by:

- Speaking directly to the staff member who is caring for your child.
- Asking a staff member for a 'tell us how we are doing' feedback form. You can also download one from our website www.childrens.health.qld.gov.au or complete it online.
- Contacting the Patient Experience Improvement team by calling **3068 1120** or emailing CHQ_PatientExperience@health.qld.gov.au.

Indigenous Hospital Liaison Service

Indigenous hospital liaison officers are available to provide assistance and support to Aboriginal and Torres Strait Islander patients and their families Monday to Friday, 8am-4.30pm. You can ask hospital staff if you would like to access this service or call a liaison officer on **0411 654 079**.



Do you need an interpreter?

Health care interpreters are available if you have difficulties with English, or someone in your family is deaf or hearing impaired. You can visit the Interpreter Services Co-ordinator in the Family Resource Centre on Level 2 between 8am and 4pm or call them on **07 3068 3365**. An after-hours service is also available. Our staff can also contact the Interpreter Service Co-ordinator for you.



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