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MEDIA RELEASE

WIMMERA HEALTH CARE GROUP LAUNCHES PATIENT COMMUNICATION BOOK

Wimmera Health Care Group has launched a new communication book for patients and their families.

The *"nothing about me without me"* communication book was launched at a special morning tea today. It will be used to help patients and their families to be more informed and involved in their care during their hospital stay.

Care Continuum Coordinator Tracey Daffy said that Wimmera Health Care Group was one of the first hospitals in Victoria to introduce a book that promotes good practice in person-centred health care.

"Coming to hospital can be a daunting experience for patients and their families and they are sometimes anxious about being in an unfamiliar environment. In contrast, our staff are very familiar with the surrounds, systems and routines. Sometimes we forget what it's like to be a patient" she said.

Mrs Daffy said that patients and their families need to know what's happening to them and why. This can only be achieved through regular communication with the staff treating them. Although we encourage people to ask questions, sometimes they're reluctant to, because they can see that staff are busy and they don't like to take up more of their time.

"The communication book gives us an opportunity to provide basic information such as the names of staff involved in the patient's care, important telephone numbers, rest period and planned discharge time. "

"In addition, the book can be used to reinforce verbal discussions between staff, patients and families. Leaving hospital can be frightening too, so recording advice given to patients that will assist their recovery at home can be useful."

"Patients can even use the communication book as a journal, diary, record of their stay with us or even as a visitor's book" she said.



WHCG's President Bonnie Thompson and staff members Jenny Petering and Tracey Daffy show off the new communication book with patient Kath O'Connor.



WHCG President Bonnie Thompson and Care Continuum Coordinator Tracey Daffy at today's launch of the new communication book for patients and their families.

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