



Skin & Cancer Day Surgery

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CONSUMER NEWSLETTER

February 2022

COVID-19 Update

As you are aware, the COVID-19 situation is still critical at present in Victoria.

Below are the current guidelines and requirements as directed by the Department of Health. These have been built into our policies so that we can keep everyone as safe as possible:

- Everyone **must wear a mask on entry** to the facility and check-in using the QR Code system. The reception staff can help patients that do not have a smart phone or may need assistance.
- **Entry to the day hospital is through the front door and exit through the back door where practical.** A ramp is available at the back for patients that require assistance.
- **Non-vaccinated surgical patients** will be placed last on a surgery list and are **required to wear an N95 mask** (provided by the patient) at all times.
- **All hospital visitors (required to stay as a support person for a surgical patient) must be notified to the hospital in advance.** We are required to have the minimal number of people in the facility to ensure social distancing is maintained.
- **All hospital visitors (required to stay as a support person for a surgical patient must be fully vaccinated).**
- Patients undergoing surgical **procedures to the face** (where a mask cannot be worn during a procedure) and to the eye area will be **required to have a RAT or PCR test prior to admission.**
- If the patient has any **symptoms, been exposed to someone with COVID-19, is in isolation or waiting for test results, please contact 9888 3590 and change your appointment.**
- If there is any issue with any of the above, please call the number above and **speak to the Director of Nursing.**

Morgan Mansell Fund

Julie and Peter Mansell attended a staff training day on the 16th December 2021 to speak about their daughter Morgan's experiences with the healthcare system leading up to her melanoma diagnosis, during her melanoma treatment until she passed away at the age of 25.

Julie and Peter created the Morgan Mansell Fund to raise awareness about melanoma, the importance of regular skin checks and to raise money towards melanoma research.

We are helping the Morgan Mansell Fund raise awareness for their cause and help them fundraise by attaching a flyer about the fund to this newsletter.

They are selling a pair of wine goblets for \$39/pair. 100% of the proceeds are donated to melanoma research.

Please see attached flyer to find out more about the Morgan Mansell Fund, how to order the goblets or donate to the cause.



Open Disclosure.

Open disclosure is an extension of the incident procedure process and is the discussion that a healthcare provider has with you and your support person (such as your family, carer or friend) about an incident that has caused you harm whilst receiving healthcare.

Open disclosure includes:

- Apologising to you for what went wrong.
- Explaining the known facts.
- Listening to your experience.
- Explaining how it may affect you and your care.
- Explaining the steps being taken to prevent it happening again.

There are consumer resources available about open disclosure and preparing and participating in open disclosure discussions. Please contact the Director of Nursing for further information.

Workforce Training

Each year, clinical staff (doctors and nurses) are required to complete continuing professional development (CPD) as a condition of their Registration with AHPRA. This includes many things but one of our annual requirements is fire and evacuation training. This was provided by a fire fighter at a staff training day in December 2021. All staff had practice in using the fire extinguishers and also went through the evacuation process. This ensures staff know what to do in the event of a fire.

Consumer survey results (surgical patients) results:

Last month we reported that this survey showed 100% satisfaction with the services provided at our facility. Patients are given the opportunity to provide additional comments at the end of the survey. The comments were overwhelmingly positive, but we would like to raise the following for your information:

- Someone advised that they prefer fresh milk in their tea/coffee instead of UHT milk. The reason we provide UHT is that it is easier to store and doesn't require a special food safety license.
- Someone requested simpler surgery paperwork. We would all love that! We are in the process of developing electronic forms through a patient portal. This would mean that patients would enter their medical and medication history once, review it online on the next visit and make any changes required. This will be available over the next few months.

Please contact Robyn Wall
Director of Nursing on
9888 3590 for further information.

**What do you think
of our audit results?
We would love your
feedback.**

Collection of Healthcare Information and Privacy.

With our patients' consent, we collect health information when it is reasonably necessary for the purpose of providing health care services. This includes:

- Name, address, date of birth
- Medicare, private health insurance, Veterans Affairs and ambulance membership information.
- Doctor referrals, letters, pathology and other results.
- Images.
- Medical history.
- Other information as deemed necessary to provide a holistic service.

No information is shared with anyone without the patient's consent. Information is shared with:

- Medicare and private health insurance providers (claims).
- Department of Health – demographics and admission diagnosis for healthcare service planning.
- Cancer notifications – submission of cancer diagnoses to the Victorian Cancer Council.
- Patients' referring doctor(s), other doctors, and healthcare services for the provision of ongoing healthcare associated with the patient's diagnosis.