

Our partnership with you



We will work with you, your carers and support people to involve you in decisions about your care.

This brochure describes the processes that are in place at GenesisCare to provide you with the best possible care.

Understanding your medicine

You will be asked to provide a complete list of medications that you currently take including prescription, over the counter, vitamins, and natural medicines. If you cannot remember all your medicines, you can make a list and bring it in to your appointment. Please tell us about any allergies or side-effects you have had from any medications.

The right care for the right person at the right time

It is essential that we ensure the right care is provided to the right person. Staff members will check your identification before you undergo any tests, procedures, treatment or giving you medication.

Informed consent

Before any treatment or procedure, we will explain what is involved, the potential side effects, risks and benefits, and ask if you agree to proceed. We encourage you to ask questions, so you have enough information to make an informed decision.

You can change your mind and withdraw consent at any time by telling the staff caring for you.

Identifying your goals of care

Sharing your goals of care with us helps us to understand you and your individual needs.

We encourage you and your support persons to be involved in discussions and ask questions about your healthcare, for example:

- Let us know about changes in your health since your last visit
- Tell the team how you are feeling
- Ask questions about your care plan, treatment, medications, tests etc.

Minimising infection risk

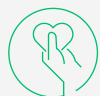
Undergoing cancer treatment can make your body more susceptible to infection. We comply with the National Guidelines on Infection Control and COVID-19 safe practices to reduce the risk of infection. Our team members clean their hands before they provide care to you. We have hand sanitiser for your use throughout our centres.

Please let us know if you have respiratory symptoms before you arrive at our centre.

Comprehensive care

Comprehensive care aims to ensure that the healthcare you receive meets your individual needs, and that strategies are in place to minimise your risk of injury or harm.

Here are some examples of how we partner with you:



Mutual respect

People who work in health care also have the right to work in a safe environment and be treated with dignity and respect. Being respectful to workers and to other consumers is an important way of ensuring that everyone feels safe.



Wellbeing

Undergoing cancer treatment can be stressful. If you are feeling overwhelmed or anxious, please let us know so we can help support you. We will ask you about your mental health and wellbeing as part of our assessment.



Nutrition

Some people with cancer can be at higher risk of developing malnutrition.

You will be assessed by the nurse at the start of your treatment and may be referred to a dietitian if you are at risk.



Falls

Falls can cause serious injuries. We will ask questions to assess your risk of falls and provide more detailed advice and strategies if needed. Please bring any walking aids you have with you.



Pressure Injury /skin care

We will assess your skin condition at the start of treatment and regularly throughout. Skin care advice, information and education will be provided to you if your treatment is likely to cause redness and discomfort. If you notice any signs of redness or soreness on your skin, please let our staff know.



Feeling unwell?

Please tell one of our team members if you are feeling unwell or sicker than usual. Family members or carers are also encouraged to escalate any concerns to our team.

Notify us if you:

- Do not feel well
- Are worried about how you are feeling
- Think your condition has changed
- Think that something has been missed



No photos/videos without consent

Taking photos or videos of staff members, visitors or other patients is not permitted without consent. Recording conversations is also not permitted without consent.

Please ensure you obtain consent as required.



Advance care planning

Advance care planning involves planning for your future healthcare. It enables you to make some decisions now about the healthcare you would, or would not like to receive if you were to become seriously ill and unable to communicate your preferences or make treatment decisions.

An advance care plan is a legal document that helps to ensure you, your loved ones and healthcare providers know what matters most to you and respect your treatment preferences.

If you have an advance care plan please bring a copy in. If you would like any information on advance care planning, please ask your doctor or nurse.

Giving feedback

Feedback from you helps us improve our service. We would love to hear from you. You will be encouraged to participate in our monthly surveys or you can ask our staff at any time if you would like to take part.

If you wish to provide feedback or make a complaint, you can tell your doctor or one of our team members, submit your feedback via a feedback card on display at our clinics or online via the GenesisCare website at genesiscare.com/au/feedback

You will be contacted within 48 hours of making a complaint and provided with an official response within 30 days. We appreciate feedback and take it seriously.

If you do not believe we have resolved your complaint, you can contact the relevant health care complaints commission or ombudsman in your state.

