

## ***Communicating for Safety: What you need to know***

***F-30A***

If you are a patient or caring for someone who is going to be a patient at Darwin Day Surgery, it is important that staff are aware of any critical information that will impact on your treatment. By giving us this information, you are working with staff to plan the best possible care for you or your family member.

### **What is Critical Information?**

Critical information is important information that you think the nurses and doctors need to know about you. It can often be things that might make you more at risk of a serious event occurring like being allergic to a medicine. It could also be something that just makes you feel more at ease during your surgery like having your partner/friend with you while you wait.

### ***Critical Information can include information in relation to:***

- Physical wellbeing
- Mental health
- Cultural and social requirements
- Medicines
- Any requirements you may need after your discharge
- Or any other information you think we need to know.

**During your preadmission and admission process you will be asked to complete the online “Pre-Admission Health Screening Form”.** You will be asked specific question regarding your health, wellbeing and medical history. Nursing staff will then use this information and anything else you have told them to plan your care. Your opinion is very important, and the nurses will work with you to reach an agreed plan to address any issues or any concerns you may have.

### **What to do if anything changes:**

During your admission if any part of the information you have told the doctors or nurses changes or something new arises for you, let staff know straight away.

### **Who do I tell?**

Anyone that works at Darwin Day Surgery will be able to assist by either, addressing any issues themselves, or finding the most suitable person to help you.

### **What about when I go home?**

If you become unwell or any other issues/concerns arise for you once you are home, you need to follow the advice on your discharge instructions. There will be names of who to contact and their phone numbers provided.