

## FUNDING

DNS is funded by the Australian Government Department of Social Services. Visit the website for more information [www.dss.gov.au](http://www.dss.gov.au)

## FEES

Fees are set by the Department of Social Security and are reviewed annually. You will be advised of nursing visit fees with your admission to our service.

**Additional charges** are required to cover costs that are not government subsidised such as-

- Dressing supplies
- Continence supplies
- Dietary supplements
- Support stockings

Please discuss with your nurse if you are concerned about finances.

## CONFIDENTIALITY

The Maldon District Nursing Service is required to release statistical information to our funding bodies. This information is released but this does not identify individuals. Any personal health information about you is kept confidential to your care team.

## FEEDBACK

We welcome your valuable comments and feedback regarding our service. If you have an immediate concern please talk to a staff member straight away so that the matter can be resolved as soon as possible. With your admission you will receive a customer feedback form. We welcome you to use this form to help us meet your expectations and make your experience more pleasant.

## QUESTIONS OR CONCERNS?

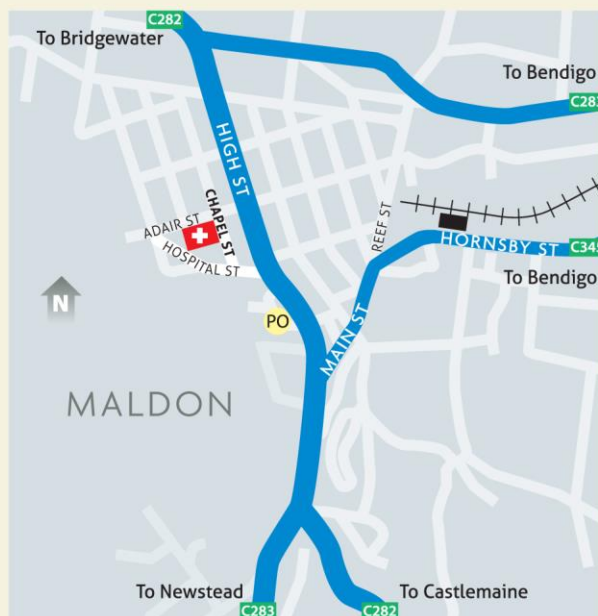
Contact District Nursing Service

Mobile 0417 129 427

Fax 035475 2029

Email [dns@maldhosp.vic.gov.au](mailto:dns@maldhosp.vic.gov.au)

Maldon Hospital 0354752000



Maldon Hospital is a smoke free workplace. Please refrain from smoking on this site.



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F. (03) 5475 2029  
E. [admin@maldhosp.vic.gov.au](mailto:admin@maldhosp.vic.gov.au)  
[www.maldhosp.vic.gov.au](http://www.maldhosp.vic.gov.au)

## DISTRICT NURSING SERVICE



MALDON HOSPITAL

Partnering with the Community

PROVIDING  
PROFESSIONAL  
NURSING CARE IN YOUR  
OWN HOME

[www.maldhosp.vic.gov.au](http://www.maldhosp.vic.gov.au)



## DISTRICT NURSING

The District Nursing Service is a home based nursing service available on a short or long term basis, dependent on your individual needs.

Our aim is to promote a holistic approach to health care without prejudice or discrimination.

With your consent, the District Nurses will coordinate your care with other health service providers including your doctor.

### Hours of Service

- Monday to Friday 8.30am to 4.00pm.
- Weekends and Public Holidays 8.30am to 12.00pm

## WHO CAN USE THE DISTRICT NURSING SERVICE

Services can be provided to anyone who lives in Maldon or the surrounding district. If unsure if you fit our catchment area please contact us to confirm or we can redirect to the appropriate service.

## HOW TO BE REFERRED TO THIS SERVICE

Anyone can refer to District Nursing service but you or your legal representative must consent to the referral.

**To refer please call 0417 129 427.**

## SERVICES AVAILABLE

A wide range of nursing services are provided to improve and maintain each client's quality of life and independence. Your care will be planned with you structured around your goals. This will be done following a comprehensive assessment which takes into account your physical health, your home environment, your emotional and educational requirements.

### Services include

- Comprehensive Health Assessment
- Health Education
- Care Coordination
- Nursing Procedures
- Care for the terminally ill (Palliative Care)
- Blood tests if you are unable to attend clinic
- Wound management
- Diabetes management
- Stoma support
- Working with GP's and other health service provider.

## DISCHARGE

During the course of treatment, your nurse will discuss the appropriate time for discharge from the service. If further nursing services are required after you have been discharged, you will need another referral.

## ONGOING NURSING CARE

The District Nurses will discuss the frequency of visits required and will adjust visits according to your needs. Refer to the Charter of Rights and Responsibilities Brochure provided at the time of your admission to our service.

Where possible a visit time will be negotiated. Please remember that the service is required to be flexible and this will be an estimate only.

## YOUR RESPONSIBILITIES

- Tell your nurses about changes in your health, medications and any alternative treatments used
- Tell the nurses if you're not going to be home for a visit
- Accept responsibility for actions if care is refused or the agreed plan is not followed
- Ensure the nurses are safe and treated with respect whilst in your home.

## REFUSAL OF SERVICE

You have the right to refuse either some or all of the proposed nursing services. If nursing services are refused the admitting nurse has an obligation to make sure you understand the consequences of refusal of care. The Nurse will then inform the referral source of your decision. You are free to change your mind at any stage and be re-referred to the District Nursing Service.