

## Hospital visitor restrictions

Since the COVID-19 pandemic, there may be restrictions on the number of visitors that patients can have at some Victorian hospitals.

While these restrictions protect vulnerable patients and hospital staff, they can cause distress and anxiety – especially for those receiving end-of-life-care.

Here are some tips to help you, your family and friends feel connected and informed.

### Practical tips during hospital visitor restrictions

#### Find out the specific restrictions at your hospital

Each hospital has individual processes and procedures. Visit the hospital's website for visitor hours, call the general enquiries line or speak with your treating team.

Different areas of the hospital may have different restrictions, and these may change quickly. It is ok to keep asking questions about the current restrictions.

## 医院探访限制

自COVID-19 (新冠病毒) 疫情爆发以来, 维多利亚州的某些医院可能会限制患者的探视人数。

虽然这些限制措施对脆弱的病人和医院工作人员起到了保护作用, 但它们可能会造成痛苦和焦虑——特别是对那些接受临终护理的人来说。

这里有一些建议, 可以帮助您本人和您的亲友保持密切的联系, 并了解病情。

### 在医院实施探访限制期间的实用建议

#### 了解您所在医院的具体限制规定

每家医院都有各自的流程和程序。浏览医院网站, 了解允许探访的时间, 拨打普通咨询热线, 或向您的治疗团队查询。

医院的不同区域可能有不同的限制措施, 而且这些限制可能会迅速改变。可以随时查询有关当前限制措施的问题。

## Nominate a main contact person for hospital visits and information

A main contact person is the person who talks to the hospital about the patient's stay and care. This is usually a family member, carer or friend.

Make sure this person can be reliably contacted- they always have a mobile phone on them, and the phone is taken off silent.

## Arrange an interpreter

Interpreters and people providing language support for the patient's care are usually allowed to visit. It is a good idea to check first as not all hospital staff may be aware of this.

Call **13 14 50** for free interpreter support.

## Get to know your treating team and their roles and responsibilities

Ask your treating team for a list of key contacts at the hospital, the best number/s to call them on (including after-hours contacts) and find out the type of information they can help you with.

## Identify the best time to get the most out of your hospital visit

Speak with your treating team or the nurse in charge about the best time of day to visit when the patient is available and most alert.

## Arrange a phone or video call (telehealth) for appointments

If you can't be at the hospital for specialist appointments or when the treating team is visiting patients on their 'rounds of the ward', you can ask the treatment team to call you for test results, treatment planning, and when the patient goes home (discharge) for instructions.

You can find out more about telehealth from your treatment team or [Cancer Council's Telehealth for cancer patients and carers fact sheet](#).

## 指定一名主要联系人进行医院探访和咨询

主要联系人指的是就病人住院及护理情况与医院联系的人。这通常是一名家庭成员、照顾者或朋友。

确保这个人是一名可靠的联系人——他们要手机不离身，而且手机不能设置静音状态。

## 安排口译服务

医院通常允许口译员和为病人护理提供语言支持的人探访。提前问询是一个好主意，因为并不是所有的医院员工都知道这一点。

拨打电话号码 **13 14 50** 以获得免费的口译服务。

## 了解您的治疗团队以及他们的角色和职责

向您的治疗团队索要一份医院重要联系人的清单、能最快联系到他们的电话号码(包括下班后的联系方式)以及他们可以向您提供的信息类型。

## 确定能善用医院探访的最佳时间

向您的治疗团队或负责护士问询患者可以接受探访且最清醒的时间，以确定一天中的最佳探访时间。

## 为约诊安排电话交谈或视频通话 (telehealth)

专科约诊或治疗团队“查房”时，您如果无法到场参加，则可以让治疗团队打电话给您，把检查结果、治疗计划以及患者回家时(出院后)的护理要求告知您。

您可以从您的治疗团队或[Cancer Council 的 Telehealth for cancer patients and carers 情况说明书](#)中获得更多关于Telehealth(远程医疗)的信息。



## Keep a diary or electronic record

It's useful to keep a record or diary of conversations, medicines, side-effects and any questions you have for your next appointment.

## Religious and cultural needs

Ask to speak to the hospital's Pastoral and Spiritual Care Service. They can arrange for someone to visit for specific religious or cultural needs, such as prayer or ceremonies.

## Have an advance care plan

An Advance Care Plan shows your treatment and care preferences. It helps your family, friends and doctors know what decisions you want them to make if you are not able to tell them. Visit [advancecareplanning.org.au](http://advancecareplanning.org.au) for more information.

## Find out if community based or hospital in the home services are an option

Hospital in the home or community health services may be an option for patients to receive care or treatment from home, or other suitable location. Some of the services that can be provided at home are chemotherapy, wound care, antibiotics and end-of-life care. There's no additional charge for this service.



## 记日志或电子记录

记录下谈话内容、药物、副作用以及您在下一次约诊中需要问的问题都是很有用的。

## 宗教及文化需要

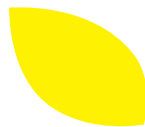
可以要求与医院的 Pastoral and Spiritual Care Service (牧师和精神关怀服务处) 的工作人员谈话。他们可以安排出于特定的宗教或文化需要的探访服务, 如祈祷或仪式。

## 制定预先护理计划

预先护理计划显示了您首选的治疗方式和护理要求。如果您无法亲口说出自己的意愿, 它可以帮助您的亲友和医生了解您希望他们做出什么决定。如需了解更多信息, 请浏览网站: [advancecareplanning.org.au](http://advancecareplanning.org.au)。

## 请查明是否可以使用社区或居家医院服务

患者在家或其他合适地点接受护理或治疗可能可以选择 居家医院 或 社区保健 服务。可以在家提供的一些服务项目包括化疗、伤口护理、抗生素和临终关怀服务。这些服务不额外收费。



## End-of-life care

Ask if special consideration can be made to have more visitors, or longer visiting hours.

You can also discuss options for people wishing to have end-of-life care at home.

## When the patient is going home (discharge)

Ask for a written plan with instructions for how to care for the person and any wounds at home. This plan should include follow up care, instructions for managing medicines and pain, symptoms to look out for and who to call if you need to ask questions.

## Contact patient services to resolve issues or raise concerns

If you can't resolve an issue directly with the treatment team, ask to speak to the manager of the area or contact patient liaison/advocate (also called consumer liaison) services.

## Contact Cancer Council

Anyone can contact us by calling **13 11 20** for free and confidential information and support. If you would like an interpreter, call **13 14 50** and ask to speak to Cancer Council in your language.

## 临终关怀

询问是否可以酌情考虑容许有更多的探访者或更长的探访时间。

对于希望在家接受临终关怀的人士,您也可以与院方讨论供他们使用的服务选项。

## 病人回家(出院)的时候

要求院方提供一份在家如何护理病人和伤口的书面计划。该计划应涵盖后续护理、药品管理指示和止痛方式说明、需注意的症状以及医院电话联系人等内容。

## 与病患服务部门联系以解决问题或提出疑虑

如果您不能直接与治疗团队解决问题,则可以要求与该地区的负责人交谈,或与病患联络(patient liaison)/维权(patient advocate)(也称为消费者联络(consumer liaison)服务部门联系)。



## 与Cancer Council联系

任何人均可致电**13 11 20**与我们联系,以获得免费和保密的信息及支持服务。如需口译协助,请致电**13 14 50**并要求用您的母语与Cancer Council交谈。

如需获得信息和支持服务,请与癌症专科护士联系



**13 11 20**



**askanurse@cancervic.org.au**



**www.cancervic.org.au**



如需其他语种支持,请致电**13 14 50**

Cancer Council Victoria 感谢我们所在土地的传统守护者,并向过去和现在的长者表示敬意。