

Medically assisted detox

Pre-admission information for patients and carers



Congratulations on making the decision to look after yourself and improve your health. We understand this is a big step and it is our job to make sure that your care is safe and effective.

Your community referrer has determined that you may benefit from a hospital admission to meet your needs. You have been referred to the hospital Alcohol and Other Drugs (AOD) team for a 7 day stay and you have been placed on a waiting list. The AOD team will contact you with a tentative admission date.

After admission we will support the detoxification process as your body has become dependent on a substance. You may be familiar with many of the withdrawal symptoms, including tremor, sweating, feeling restless, tense and irritable, experiencing anxiety and cravings, etc. A medically assisted detoxification program aims to provide appropriate clinical care including medication to make you as comfortable as possible while your body adapts to being without a substance.

Our inpatient detox program is 7 days in length, unless otherwise indicated by the AOD team. You will be required to remain in hospital for this time but you will be able to have your family and friends visit and other activities will be available when you feel well enough.

The hospital

Your care will take place at Northeast Health Wangaratta Green Street campus. This is a busy hospital that provides care to patients with a wide range of requirements and needs. You may be the only person undergoing detox during your admission.

You will be provided with a single room which includes your own bathroom. Please be understanding if staff talk with you about needing to change rooms as this is only done if unavoidable.

Onsite facilities:

- There is a café in the hospital with vending machines available outside of service hours.
- You will have access to a TV in your room.
- There is no patient access to wifi.
- Consider bringing in books, magazines, craft projects writing materials etc. as there are no specific activities or groups to attend and time can pass slowly.

Support services for patients

Disability Support

Our Disability Support team is available to provide support and information for people living with disability, their carers and families. Disability Support can act as a link between medical teams, the patient and their family during their time in hospital.

If you would like to be contacted by the Disability Support team or would like more information, please ask one of our staff.

Pastoral & Spiritual Care

Our Pastoral & Spiritual Care service offers emotional and spiritual support to all patients and families. The service is available to everyone, regardless of faith, tradition, religion or beliefs.

If you would like to speak with one of our Pastoral and Spiritual Care staff whilst you are at NHW, please ask our staff.

Aboriginal Liaison

Our Aboriginal Liaison Officer is available to provide follow up and support to Aboriginal and/or Torres Strait Islander patients.

If you would like support or to have a yarn to our Aboriginal Liaison team ask a one of our staff or phone: 0447 164 626.

Preparing for your admission

The more prepared you are for admission to hospital the better your chances are of achieving your goals. If you can make small changes before your admission to hospital, this will improve your health.

It is important to stabilise your substance intake in the days/weeks leading up to admission:

- Avoid bingeing, particularly over the last weekend before your admission.
- Avoid cutting down too quickly. Cutting down in a controlled way reduces the risk of negative withdrawal symptoms and prepares your body for the detox process.

If possible, improve your diet by:

- Eating nutritious snacks
- Reducing caffeine and sugar intake
- Increasing water consumption.

Start thinking about your post-detox care plan:

- What will you do differently?
- Who will support you?

Smoking and vaping

Northeast Health has a no smoking policy in accordance with state and federal laws.

You are not permitted to smoke or vape during your admission and are encouraged to use this time to make a quit attempt.

You will have full access to nicotine replacement therapy products, including patches, inhalator, lozenge and mouth spray.

What to bring to hospital

- Enough comfortable clothing and underwear for 7 days.
- Well-fitted non-slip shoes and socks.
- Personal toiletries.
- Your regular medications.
Give these to nursing staff to be stored securely and returned to you on discharge.
- Phone charger.
- Books, magazines, puzzles, headphones, writing equipment, etc.

Please DO NOT bring:

- Sharp items including scissors.
- Alcohol or other substances.
- Valuables.
- Large amounts of cash.

Northeast Health does not accept any responsibility for your belongings if they are lost or stolen.

Legal documents

If you have legal documents relating to your healthcare decisions, please bring a copy of these with you to give to your nurse.

Legal documents can include:

- Advance Care Directive or Advanced Care Plan
- Refusal of treatment certificate
- Medical Treatment Decision Maker
- Medical enduring power of attorney or support person.

Admission

On the morning of your admission:

- Complete a COVID-19 RAT (Rapid Antigen Test).
- Text the result of your test along with a photo of the test strip to your worker.

Please arrive at the hospital at 1.00pm.

- A nurse from the AOD team will meet you in the main foyer and show you to your ward and bed.
- Your symptoms will be assessed and you will be closely monitored.
- A Doctor will medically examine you and a medication regimen will be started.

During your stay

You will be seen regularly by medical and nursing staff and also allied health professionals if needed (physiotherapy, etc).

The AOD team will review you at least daily and liaise with relevant staff about your care.

Visitors

You will be required to provide the AOD team with the name and contact numbers of 2 people who you would like to be visited by during your admission. These will be the only visitors approved to attend while you are in hospital.

Visitors must comply with hospital visiting hours and mask wearing requirements.

Occasionally it may be necessary to restrict visits as part of your treatment plan and you may also choose to not receive visits during your stay. Please communicate this with nursing staff.

Up-to-date visitor information is available on our website www.northeasthealth.org.au.

On the day of discharge

Discharge is planned for 10am (or earlier) unless a change or delay is advised by staff. It is the responsibility of patients to organise their own transport home. You can assist with this process by planning transport for a 10am departure from hospital.

Ensure you have your next appointment with your community support worker to support you through the next phase of your journey.

Unplanned discharge procedure

As part of the referral process, you were asked to sign a patient agreement agreeing to the terms of the withdrawal program.

If you choose to self-discharge against medical advice you will be asked to sign a form. If you breach your patient agreement you may be asked to leave the program and will be discharged.

Feedback

We hope your hospital admission is beneficial for you and we encourage your comments on your experience here.

You will be provided with a feedback form for our quality improvement standards.

We wish you every success here at Northeast Health.

For more information

AOD Program Lead
Phone: 0409 819 221

You can find out more about Northeast Health at: www.northeasthealth.org.au.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services