

# Day Patient Information

Clinical Handover,  
Rounding & R.E.A.C.H



**Calvary**

**Hobart**

Continuing the Mission of the Sisters of the Little Company of Mary



## What is Clinical Handover?

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**Throughout your admission your care plan is communicated to the next area via a clinical handover.**

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This is an important part of your care and ensures:

- You know who is looking after you
- Your nurses know who you are
- Your care and treatment is accurately passed on to the next person
- You know what is going to happen in the next area
- Your family can be involved if you wish them to be (once they have rejoined you in the recovery phase).

# What happens at handover?

Handover involves the use of a checklist. Similar components will be confirmed as you transition between areas.

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**Please be reassured that the nurses take a sensitive approach to handover and are always careful how and what they discuss.**

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However, as this is a patient safety issue, they will be discussing your care, medication and treatment plans, and you should expect the following:

- Introduction to your new nurse/s
- If visitors are present, you will be asked if you prefer them to wait outside during handover (if applicable)
- Your patient ID label will be checked
- Reason for admission, current situation and background history will be confirmed
- Medications, medical alerts or allergies checked
- Observations and intravenous therapy/ catheter and/or wound sites checked (if applicable)
- Blood tests or other required tests identified
- Any relevant information pertaining to your procedure/surgery
- Your care plan is checked and verified
- Requirements for the next stage, plans and time frames discussed
- Any relevant discharge dates plans, instructions are confirmed and follow up testing (if required).

You or your family can ask to speak to the senior nurse in charge or hospital coordinator at any time during your stay if you have concerns you would like to raise.

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**Please take the opportunity to be involved and ask questions or make corrections if you think the information is not accurate.**

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## Rounding

An important part of providing you with exceptional care at Calvary Hobart is a concept called 'Rounding', in which a staff member will check on you on a regular basis. During your stay we will be:

- Checking on your well-being
- Monitoring your comfort and pain
- Helping you to move and change position
- Assisting you to the bathroom
- Ensuring that you can reach everything you require.

Through this process we aim to anticipate your needs so you can focus on recovery. Your condition determines how often we check on you and you can use your nurse call bell at any time you need a nurse.

During your hospital stay your safety is our priority and for this reason your involvement in clinical handover and rounding is important.

Please discuss any questions/concerns with clinical staff. Thank you for your understanding.

# R.E.A.C.H

Are you worried or concerned about a recent change in your condition or the person you care for?

R.E.A.C.H out to us because together we work better.

**R = Recognise a change in condition or concerns about your care**

**E = Engage the staff**

**A = Act**

**C = Call for help is activated**

**H = Help is on the way**

## How do I call for an emergency response?

We actively encourage you to speak first to the senior nurse in charge, hospital coordinator or doctor caring for you. They may be able to help resolve your concerns.

## Will I offend staff if I R.E.A.C.H out?

No. Staff in this facility actively support patient and carer involvement. You are best equipped because you know how you feel or how the person you care for behaves.

We also encourage you to raise your concerns with staff at any time.

## Calvary Lenah Valley Hospital

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Lenah Valley TAS 7008  
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[www.calvarylenahvalley.org.au](http://www.calvarylenahvalley.org.au)

## Calvary St John's Hospital

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**Calvary**

**Hobart**

### About Calvary

*Calvary is a charitable Catholic not-for-profit organisation with more than 12,000 staff and volunteers, 15 public and private hospitals, 17 Retirement and Aged Care facilities, and a national network of Community Care centres. We operate across six states and territories within Australia.*

*Established in Sydney in 1885, by the arrival of the Sisters of the Little Company of Mary in Australia, our mission is to provide health care to the most vulnerable, including those reaching the end of their life.*

**Hospitality | Healing | Stewardship | Respect**