

Hospital visitor restrictions

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

醫院探訪限制

自COVID-19 (新冠病毒) 疫情爆發以來，維多利亞州的某些醫院可能會限制患者的探視人數。

雖然這些限制措施對脆弱的病人和醫院工作人員起到了保護作用，但它們可能會造成痛苦和焦慮——特別是對那些接受臨終護理的人來說。

這裡有一些建議，可以幫助您本人和您的親友保持密切聯絡，並了解病情。

在醫院實施探訪限制期間的實用建議

了解您所在醫院的具體限制規定

每家醫院都有各自的流程和程序。瀏覽醫院網站了解允許探訪的時間，撥打普通諮詢熱線，或向您的治療團隊查詢。

醫院的不同區域可能有不同的限制措施，而且這些限制可能會迅速改變。可以隨時查詢有關當前限制措施的問題。

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**](#).

指定一名主要聯絡人進行醫院探訪和諮詢

主要聯絡人指的是就病人住院及護理情況與醫院聯絡的人。這通常是一名家庭成員、照顧者或朋友。

確保這個人是一名可靠的聯絡人——他們要手機不離身，而且手機不能設置靜音狀態。

安排口譯服務

醫院通常允許口譯員和為病人護理提供語言支持的人探訪。提前問詢是一個好主意，因為並不是所有的醫院員工都知道這一點。

撥打電話號碼**13 14 50**以獲得免費的口譯服務。

了解您的治療團隊以及他們的角色和職責

向您的治療團隊索要一份醫院重要聯絡人的清單、能最快聯絡上他們的電話號碼（包括下班後的聯絡方式）以及他們可以向您提供的資訊類型。

確定能善用醫院探訪的最佳時間

向您的治療團隊或負責護士問詢病患可以接受探訪且最清醒的時間，以確定一天中的最佳探訪時間。

為約診安排電話交談或視頻通話 (telehealth)

專科約診或治療團隊“查房”時，您如果無法到場參加，則可以讓治療團隊打電話給您，把檢查結果、治療計畫以及患者回家時（出院後）的護理要求告知您。

您可以從您的治療團隊或[**Cancer Council 的癌症患者和護理人員的 telehealth 服務 情況說明書**](#)中獲得更多關於Telehealth（遠程醫療）的資訊。



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 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.



記日誌或電子記錄

記錄下談話內容、藥物、副作用以及您在下次約診中需要問的問題都是很有用的。

宗教及文化需要

可以要求與醫院的 Pastoral and Spiritual Care Service (牧師和精神關懷服務處) 的工作人員談話。他們可以安排出於特定的宗教或文化需要的探訪服務，如祈禱或儀式。

制定預先護理計畫

預先護理計畫顯示了您首選的治療方式和護理要求。如果您無法親口說出自己的意願，它可以幫助您的親友和醫生了解您希望他們做出什麼決定。如需了解更多資訊，請瀏覽網站：advancecareplanning.org.au。

請確定是否可以使用社區或居家醫院服務

患者在家或其他合適地點接受護理或治療可以選擇 居家醫院 或 社區保健 服務。可以在家提供的一些服務項目包括化療、傷口護理、抗生素和臨終關懷服務。這些服務不額外收費。

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.

臨終關懷

詢問是否可以酌情考慮容許有更多的探訪者或更長的探訪時間。

對於希望在家接受臨終關懷的人士，您也可以與院方討論供他們使用的服務選項。

病人回家(出院)的時候

要求院方提供一份在家如何護理病人和傷口的書面計畫。此計畫應涵蓋後續護理、藥品管理指示和止痛方式說明、需注意的症狀以及醫院電話聯絡人等內容。

聯絡病患服務部門以解決問題或提出疑慮

如果您不能直接與治療團隊解決問題，則可以要求與此地區的負責人交談，或與病患聯絡 (patient liaison) / 維權 (patient advocate) (也稱為消費者聯絡 (consumer liaison) 服務部門聯繫)。



聯絡Cancer Council

任何人均可致電**13 11 20** 聯絡我們，以獲得免費和保密的資訊及支持服務。如需口譯協助，請致電**13 14 50** 並要求用您的母語與Cancer Council交談。

如需獲得資訊和支持服務，請聯絡癌症專科護士



13 11 20



www.cancer.org.au



如需其他語種支持，請致電**13 14 50**