To improve our service to patients we have established a discharge process that is led by your recovery. This is called "Criteria led discharge" and means that discharge is dependent on a set of clinical criteria (milestones) you must meet before going home.

**A SUMMARY**

**TALK WITH YOUR DOCTOR**
Your doctor will discuss Criteria Led Discharge with you to make sure you both agree to the process

**DEVELOP CRITERIA**
You and your team agree on a set of criteria (milestones) that you will need to meet in order to leave the hospital

**PROGRESS MONITORED**
A senior staff member monitors that the agreed milestones have been met

**CRITERIA LED DISCHARGE**
You are able to leave the hospital without having to wait to see your doctor

**BEFORE you leave the hospital, please make sure you:**
- Understand your care plan for you to manage at home (e.g. medications, follow-up care and appointments)
- Ask about medical certificates, letters and return of private x-rays
- Ask your doctor about any GP or specialist medical follow-up requirements
- Understand any home based support services or community based support that may be available

**What should you do if you experience problems or are unhappy with your care?**
If you are unhappy with any aspect of your care, please ask to speak to the nurse in charge of your ward.

If you do not feel that they are addressing your concerns, ask to speak to the Patient REACH service on 0417 083 199 for a clinical review or the After Hour Nurse Manager on 0429601811, and their office is located in the Emergency Department.

**REMEMBER...Hand washing**
All patients, visitors and staff need to clean their hands with soap and water or alcohol-based rubs to help reduce the spread of infections in health facilities.

As a patient, you should clean your hands:
- Entering and leaving the ward
- After coughing, sneezing & using tissues
- After using the toilet
- Before eating and drinking

It is important to remind relatives and friends to clean their hands before and after they visit you.

Don’t be afraid to ask visitors and staff if they have cleaned their hands before coming to you.

IMAGES: Courtesy of Clinical Excellence Commission, Hand Hygiene Program

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**DUBBO HOSPITAL**

**Criteria Led Discharge**
*Patient Leaflet*

To improve our service to patients we have established a discharge process that is led by your recovery. This is called "Criteria led discharge" and means that discharge is dependent on a set of clinical criteria (milestones) you must meet before going home.
What is Criteria Led Discharge?

Criteria Led Discharge is a process that makes sure your discharge from hospital is not delayed and that you can safely transition home or to another care setting as soon as you are medically ready. It has many benefits:

- It clearly outlines what both you and your healthcare team need to do during your hospital stay.
- You spend less time in hospital because decisions about your transfer are made earlier in your stay.
- You spend less time waiting for the decision to let you go home.
- You spend less time in hospital for the benefit of your health.
- Your planning should start early for transport home.
- Discuss transport or home care difficulties with your care team.
- IPTAAS travel claims may be available if you have travelled more than 100km. Freecall 1800478227.

Please note: on your doctor’s advice you may be transferred more than 100km. Freecall 1800478227.

Criteria Led Discharge

What will happen under Criteria Led Discharge?

You and your team agree on a set of milestones for you to meet. Your milestones might include a combination of clinical criteria such as having a normal temperature or not needing a drip, and social (physical) criteria such as being able to be independent where you normally live. These milestones will be documented in your medical record. The team will work with you to meet these milestones so that you can leave the hospital as quickly and safely as possible.

How will you know you have met the milestones?

A senior staff member will confirm that you have met all of the agreed milestones. If there are no outstanding issues, you will be able to leave the hospital as planned. If there are any concerns the team will contact the doctor to review your health before going home.

Does this mean you will not see a doctor at home?

No. A doctor will continue to see you regularly throughout your hospital stay. Criteria Led Discharge means that you and the team have agreed on a set of milestones. These decisions have been led by the senior doctor. A senior staff member will monitor that these have been met. You will not be discharged before your milestones have been reached.

What will it be like when you leave the hospital?

A senior staff member will confirm that you have met all of the agreed milestones. If there are no outstanding issues, you will be able to leave the hospital as planned. If there are any concerns the team will contact the doctor to review your health before going home.

Before you leave the hospital, please:

- Keep your My Health Record (Red Book) updated.
- Keep an updated list of all medications and supplements you are taking.
- Keep all important documents and records in a safe place.
- Keep all contact information for your doctor, hospital, and other healthcare providers.
- Keep all contact information for your social services.
- Keep a list of emergency numbers in case of an emergency.
- Keep a list of family/friends you can contact in an emergency.
- Keep a list of important contacts such as your doctor, pharmacist, and hospital.
- Keep a list of all medications you are taking.
- Keep a list of all supplements you are taking.
- Keep a list of all allergies you have.
- Keep a list of all medical conditions you have.
- Keep a list of important dates and appointments.
- Keep a list of all important phone numbers.
- Keep a list of all important medical records.
- Keep a list of all important medical information.
- Keep a list of all important medical equipment.
- Keep a list of all important medical devices.
- Keep a list of all important medical tests.
- Keep a list of all important medical procedures.
- Keep a list of all important medical treatments.
- Keep a list of all important medical diagnoses.
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