

## PRIVACY

CareFlight respects and upholds your rights to privacy protection under the Privacy Act 1988 and National Privacy Principles 2014.

Your health information is collected in accordance with the Health Records and Information Privacy Act 2002 (NSW). Any person who has access to your CareFlight health information is legally bound by all those acts above, CareFlight Privacy Policy and by a duty of care.

Should you wish to review your information held by CareFlight please contact the "CareFlight Privacy Officer" at the contact details below.

## PATIENT FEEDBACK

We welcome compliments, comments, concerns and complaints in order to ensure we continue to provide high quality care to you. You can raise anything from comments to complaints with the professional delivering your care, or alternatively by contacting us

## CONTACT US

**CareFlight Ltd**  
GPO BOX 9829  
IN YOUR CAPITAL CITY

**P:** 02 9843 5100 **F:** 02 9843 5155  
**E:** [info@careflight.org](mailto:info@careflight.org)

Visit us on the web:  
[www.careflight.org](http://www.careflight.org)

OR



## SAFETY ON-BOARD

What you **can** take on-board

- Perfumes & colognes
- Limited quantities of medicinal or toiletry products
- With the approval of CareFlight: small oxygen cylinders for medicinal use and small carbon dioxide gas cylinders worn to power mechanical limbs

What you **cannot** take on-board

- Weapons
- Explosives, fireworks, toy gun caps
- Unprotected spare batteries (Lithium, NiCd)
- Compressed gases; gas cylinders and aerosols
- Flammable Liquids and solids; Lighter fuel, matches, paints, thinners, fire lighters & cigarette lighters
- Oxidisers; Some bleaching powder and certain acids
- Organic peroxides; such as hair or textile dyes, disinfectants and certain adhesives
- Poisons: Arsenic, cyanide, weedkillers
- Corrosives; Acids, alkalis, wet-cell type car batteries, caustic soda, mercury
- Irritating materials; Tear gas devices

CareFlight crews will ask you about the content of your luggage. If you are in any doubt about what you can take on-board, talk to the CareFlight crew before boarding. Remember – if you take illegal dangerous goods on-board the aircraft, even if inadvertently, you may be liable to prosecution and a fine of up to \$12,000.

### LUGGAGE SPACE ON THE AIRCRAFT IS LIMITED

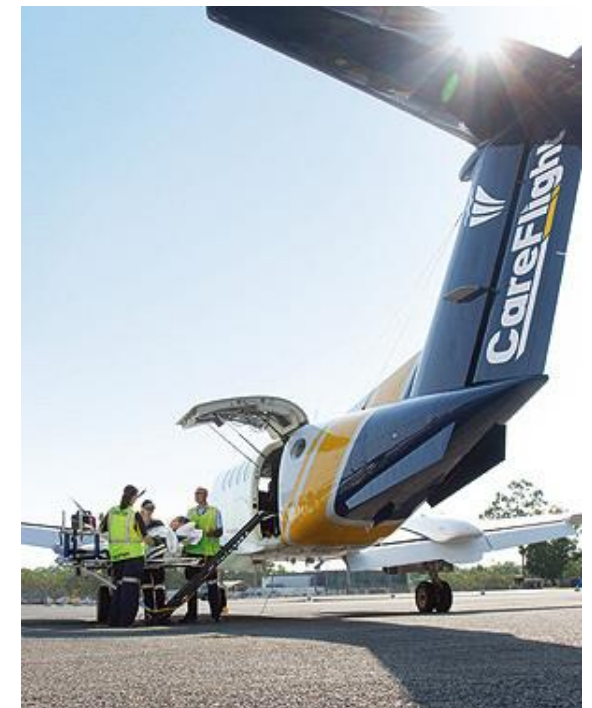
Each patient is allowed one small piece of hand luggage weighing a maximum of 5kg and approximately 23cm x 34cm x 48cm in size. Walking frames and wheelchairs maybe carried based on availability.

Please send your luggage, flowers and other heavy, bulky items with friends and relatives.

### READ THE ON-BOARD FLIGHT SAFETY CARD

# Patient Retrieval Service

## Patient Information



# CareFlight



## Patient Rights

Whilst you are in the care of CareFlight we have a duty of care towards you. This means that your well being is central to our work and that all treatment we give must be beneficial.

We aim to make the CareFlight retrieval a safe and helpful time for you. We maintain a healthcare charter that outlines the principles and rights of our patients and staff and accessible on your 'patients page' on our website where more information about our service to you is outlined in a simple and easy to understand way (visit [www.careflight.org](http://www.careflight.org)).

If you have any questions about our services or your treatment please do not hesitate to contact us via the contacts listed over the page.

### **Preventing falls?**

CareFlight takes patient safety and the reduction of falls very seriously. Part of your pre-transport will involve CareFlight medical staff assessing your mobility and risk of falls. Should you feel unsteady or unable to walk alone, please ask for help. A nurse or doctor will walk with you until you feel safe to walk unaided or we may need to stretcher you.

Wear sensible, well fitting footwear when walking around the aircraft. Ensure, if possible, that the footwear has a low heel and can be fastened so that you are not likely to slip when walking.

## Treatments

### **Medicines and Drugs?**

If possible please bring your current medication with you (or alternatively an accurate list of your medications). This will ensure that the doctors, nurses and paramedics looking after you are aware of all of the medicines (and their dosages) that you are taking. Please highlight to the staff any allergies or side-effects you have to any medication. In addition please inform us of any herbal, homeopathic or over the counter medicines that you use

Whilst in our care, part of your treatment may require us to prescribe medication to you. CareFlight medical staff should discuss the medications with you. Should you have any questions, or would like further information on what was prescribed, please ask.

### **Blood Transfusion?**

If you lose a substantial amount of blood during an accident your doctor will want to replace the blood lost with a blood transfusion immediately so that you do not suffer the life threatening or serious effects of blood loss. Risk of a transfusions, include reactions to the blood or transmission of infection. These risks are minimised by the 'emergency' supply of blood carefully selected for CareFlight.

Your CareFlight medical staff will discuss the reason why you may need blood.



## Hand Hygiene

When you are in and around CareFlight aircraft, you are considered in a patient care area – that means there may be higher risk diseases around.

Hand hygiene is the single most important factor in reducing transmission of these diseases.

Our hands may look clean but many germs are invisible to our eyes.

We can unknowingly transmit germs on our hands to others and our environment.

Bottles of hand rub should be located in all patient care areas, clinics, aircraft, hangars, ambulances and hospitals. If you do not know how to use hand rub, ask you CareFlight staff.

By using the hand rub this will help you reduce transmitting infections.

Use it:

