

Safety on-board

What you can take on-board:

- Perfumes & colognes
- Limited quantities of medicinal or toiletry products
- With CareFlight's approval: 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's crew will ask about the content of your luggage. If in doubt about what you can take on-board, talk to the CareFlight crew before boarding. Remember, if you take illegal dangerous goods onto the aircraft, even if inadvertently, you may be liable to prosecution and receive 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 may be 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

Privacy

Your rights to privacy are protected. Your personal and sensitive information, including health information, is only collected by CareFlight so we can deliver individualised care to you. This is in accordance with the Health Records and Information Privacy Act 2002 (NSW). CareFlight respects and upholds your rights to privacy protection under the Privacy Act 1998 and National Privacy Principles 2014. You can read more about our commitment to privacy on our website www.careflight.org/privacy-statement

Patient and carer feedback

We welcome compliments, comments, concerns and complaints in order to ensure we continue to provide high quality care to you.

You can provide feedback on your experience by:

- emailing clinical-feedback@careflight.org
- completing the online feedback form at <https://careflight.org/contact-us/>
- asking a CareFlight staff member to submit feedback on your behalf

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MS-301



CareFlight Patient Retrieval and Transport



CareFlight adheres to the Australian Charter of Healthcare Rights (2nd ed.) which applies to all people receiving health care anywhere in Australia. The charter describes what you, or someone you care for, can expect when receiving health care.

I have the right to:

1 Access

- Healthcare services and treatment that meet my needs

2 Safety

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

3 Respect

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

4 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

5 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
- Request access to 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

6 Privacy

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

Treatments

Medicines and Drugs?

Please bring all prescribed, over-the-counter and homeopathic medicines with you and let the crew know you have these. If you don't have them with you, please let the crew know what you normally take. Please also inform the crew of any allergies you have.

If you require treatment during your transfer, the medical team will discuss the options with you.

Blood Transfusion?

If you lose a substantial amount of blood during an accident, you may need an immediate blood transfusion. CareFlight's medical staff will explain why you may need a blood transfusion.

Risks associated with blood transfusions include reactions to the blood and transmission of infection. These risks are minimised by the blood supply selected for CareFlight.

7 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



Preventing falls and infections

CareFlight's healthcare team will assess your mobility and implement measures to reduce the risk of a fall during your transfer. You can help minimise the risk by wearing well-fitted, non-slip shoes and by asking for assistance if you feel unsteady at any time.

To minimise infection transmission, all medical equipment, stretchers and seats are thoroughly cleaned between patient transfers. Alcohol-based hand sanitiser gel is also available on all CareFlight transfer vehicles and aircraft.



Stop the spread of germs, wash hands regularly