

Strategic Objective:

1. Excellence in Service Delivery



POLICY : 1.2 Client Safety & Wellbeing

PROCEDURE: 1.2.1 Admissions

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Purpose To ensure that there is a clearly defined process of admission to QEC programs which is consistent throughout the organisation.

Target Audience QEC staff responsible for admitting families into a QEC program.

Definitions *TWEQ* – Tweddle and QEC Client Information Management System.

Admission – the process whereby QEC accepts responsibility for the client’s treatment and completes the administrative process.

Medicare Card – A card provided by Department of Human Services which provides access to public health services.

Procedure

ADMISSION FORMS

- The **Admission Form** is to be completed by the QEC staff, **prior** to admission to each new QEC program the family is referred into:
- The **Family Admission Form – Residential** will be completed on those families who have been referred to Day Stay, 5 Day, 10 Day and Play Steps.
- The **Family Admission Form – Community** will be completed on those families who have been referred to Community Outreach Programs.
- The QEC staff completing the **Family Admission Form** must address **all** issues on the form and ensure that a family member initials each area. Initialling each area provides evidence that information has been discussed and understood by the family.
- The QEC staff is required to sign as a witness on the last page of the **Family Admission Form**. The witness confirms that the Form is complete and the family has understood the terms and conditions of the admission.

MEDICARE

The Medicare Agreement between Commonwealth and State government requires that families who are to be admitted to a **Residential program (Day Stay, 5 Day and 10 Day (PASDS))**, must be asked whether they want to be admitted as a PUBLIC or PRIVATE patient. The family’s decision must be informed following an explanation by the QEC staff. The family member will sign the Admission Form, confirming public/private hospital status.

ACCESS TO QEC PROGRAMS

Eligibility for Child Youth and Family Services is based on need and vulnerability not residential status. When a client does not hold a Medicare card this is recorded and the admission proceeds normally.

1.2.1 Admissions

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BRADMA

A Bradma label will be printed through TWEQ and attached to the **Admission Form**. All separate accompanying information must also have a Bradma label. This will ensure clear identification of all documents.

Related Links

- Victorian Public Hospital – Information for Patients
- QEC Privacy Brochure
- Australian Charter of Healthcare Rights in Victoria
- Department Human Services – Child, Youth & Family Services

Key Legislation, Acts and Standards

PLEASE PLACE A 'Y' IN THE BLANK COLUMN relating to the applicable standards below:-
e.g.

1.0	1.1	Understanding Rights & Responsibilities	Y
Empowerment	1.2	Exercising Rights & Responsibilities	

DHS STANDARDS Listing

1.0 Empowerment	1.1	Understanding Rights & Responsibilities	
	1.2	Exercising Rights & Responsibilities	
2.0 Access & Engagement	2.1	Services Are clear	Y
	2.2	Services are delivered	
	2.3	Access to Services	
3.0 Wellbeing	3.1	Services Adoption	
	3.2	Services Participation	
	3.3	Goals Documented & Implemented	
	3.4	Reviews, Evaluations & updates	
	3.5	Delivery is in Safe Environment	
4.0 Participation	4.1	Choice & Control of Service Delivery	
	4.2	Community Participation	
	4.3	Maintaining Connections with Family & Friends	
	4.4	Strengthen Culture Connection - Aboriginal/Torres	
	4.5	Strengthen Cultural, Spiritual & Language	
	4.6	Life Skills - Develop Sustain Strengthen	

ISO 9001:2008 Listing

4.0 Quality Management System	4.1	General	
	4.2.1	Doc Requirements General	
	4.2.2	Doc Requirements Quality Manual	
	4.2.3	Doc Requirements Control of Docs	
	4.2.4	Doc Requirements Control of records	
5.0 Management	5.1	Management Responsibility	

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Responsibility	5.2	Customer Focus	
	5.3	Quality Policy	
	5.4	Planning Inc 5.4.1-5.4.2	
	5.5.1	Responsibility & Authority	
	5.5.2	Management Representative	
	5.5.3	Internal Communication	
	5.6	Management Review	
6.0 Resource Management	6.1	Provision of resources	
	6.2	Human resources	
	6.3	Infrastructure	
	6.4	Work Environment	
7.0 Product Realization	7.1	Planning of Product Realisation	
	7.2	Customer-related Processes	
	7.3	Design & development	
	7.4	Purchasing	
	7.5	Production and service provision	
	7.6	Control of monitoring & measuring devices	
8.0 Measurement, Analysis & Improvement	8.1	Measurement Analysis & Improvement	
	8.2	Monitoring & Measurement	
	8.3	Control of non- conforming Product	
	8.4	Analysis of Data	
	8.5	Improvement	

Other Key Legislation, Acts and Standards

Key words Admission form, advocacy, privacy, consent form, Bradma

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