

Office of the Chief Executive

Enquiries to: Spinal Injuries Unit Executive Support Officer

Telephone: (07) 3176 5061

Email: siueso@health.qld.gov.au



**Metro South
Health**

Rehabilitation Agreement

Dear _____,

The Spinal Injuries Unit has 40 beds and provides specialist care for people with a spinal cord injury. During your time as an inpatient at the Spinal Injuries Unit, our team will support your recovery and help you work towards your health goals so you can go home safely or be discharged to your local health care facility to continue your rehabilitation.

To help us give the best care, we ask that you:

- Take part in the rehabilitation program.
- Work with the Spinal Injuries Unit team.

Visiting Hours

- Visitors are welcome between 10:00 AM and 8:00 PM.
- If visitors need to come at other times (e.g., for carer training), please speak to us first. Quiet times are important to help everyone get enough rest.

Taking Leave

You can leave the ward when it is safe and does not impact your rehabilitation program.

- Please talk to your rehabilitation team before leaving.
- For your safety, you may be asked to let us know when you expect to return, and we would appreciate a call if you have to return later than planned, as this may affect your rehabilitation program or medication.
- If the team asks you to stay for your safety, we ask for your understanding.

Ward Entry Hours

- The main access doors to the Spinal Injuries Unit are locked at 8:00 PM each night for the safety of patients and staff.
- If you return to the ward after this time, you may be asked to seek entry via the Emergency Department.

Safe and Respectful Behaviour

We want the Spinal Injuries Unit to be a safe and respectful place for all patients and staff. You have rights as a patient. We will give you information about this under the Australian Charter of Healthcare Rights.

Queensland Health has a Zero Tolerance Policy for aggressive behaviour. Everyone, including patients, visitors, and staff must:

- Be respectful and kind to each other.
- Listen to each other and respect people's needs.

Better together

These behaviours are not okay in our unit by anyone:

- Yelling or shouting.
- Using threatening, rude, or hurtful language.
- Throwing objects or other disruptive behaviour.
- Taking photos, videos, or recordings of others without permission.

Smoking, Alcohol, and Drugs

- All Queensland Health hospitals are smoke-free, including e-cigarettes.
- Alcohol and drugs are not allowed in the hospital or Spinal Injuries Unit.

If you choose to use alcohol or drugs when on leave, it is at your own risk. These substances harm your health and slow down your recovery.

- For example, alcohol can change the way prescribed medicines work and keep you in hospital for longer.
- If you need help quitting smoking or stopping alcohol or drug use, please talk with your rehabilitation team.

Other Points

Our goal is to help you become as independent as possible. We understand that a spinal cord injury can affect your emotions, and we are here to support you.

- If you have trouble taking part in the rehabilitation program, we will work with you to find solutions.
- If you still have trouble taking part in the rehabilitation program due to repeated instances of the behaviours listed above, we may need to consider other care options. This might include a transfer to your local hospital that can more appropriately meet your needs.
- At any point, if you have concerns about your ability to take part in the program, please talk with the Queensland Spinal Cord Injuries Service team so we can work with you.

If you have questions, please contact Spinal Injuries Unit Executive Support Officer on (07) 3176 5061 or siueso@health.qld.gov.au

We are here to support you in your rehabilitation journey and look forward to working together.

Yours sincerely

Julie Argus
Director Allied Health & Rehabilitation
Executive Services
Princess Alexandra Hospital