

HALO & WINGS

Edition 5, December 2012

A production of Archangel Gabriel Consultancy® Pty Ltd (Archangel)

Welcome to the fifth edition of *Halo & Wings*. Over the Christmas and New Year holiday season, when most people are away and resources are scarce, there may be a time when someone requires support with a health care issue, including being an advocate when dealing with medical staff. Archangel is available throughout the holiday season. If you require any assistance at this time, see our Christmas Special Offer on page 2.



As *Halo & Wings* can cover many topics, if you would like information on any health issues in particular or if you would like to contribute to future editions, please contact Gabrielle Charlesworth; contact details are on page 2.

The doctor said what?

Often a doctor will give results and/or a diagnosis and their patient will hear very little after that. The person can be processing what the doctor said, feeling the emotions of the news and the doctor used 'doctor speak', where the terminology can sound foreign. As a result, the person can feel overwhelmed and forget to ask questions.

As only some of the information is heard, they remember that someone else, such as a neighbour or relative, had something that sounds similar and it was always bad.

The doctor mentioned a procedure or was it an operation? More questions arise:

- What's the difference anyway?
- What do I do for it?
- How do I get prepared?
- What am I to expect?

There is a new medication the doctor wants me to try:

- What does this mean?
- What are the side effects?

The lack of the right information can lead to unnecessary worry thus adding to the initial illness. An experienced Healthcare Consultant (HC) can assist the person to understand by:

- asking the doctor for more information and providing a more detailed explanation
- providing advice about the procedure or operation, what it involves and what to expect
- discussing about the hospital experience as necessary.

Assisting with a GP appointment in a busy day

Your schedule for the day is full and includes taking someone to a GP appointment. The appointment is 12.30pm and you hope the appointment will be on time and quick, as you have an important meeting to get back to by 1.30pm.

The reality is quite different. You do not get in to see the doctor until 1pm. The issue is a little more involved than first realised and involves:

- a physical examination
- a change in medication
- a referral to a specialist.

The appointment goes for 30 minutes. You are now 15 minutes late for your meeting, as you had to escort the person back to their residence.

You have not had lunch and you still have to get to the chemist with the new script and Webster pack for repacking. It needs to be done on the same day to ensure the medication is up-to-date for the evening. You are trying to remember what time the chemist closes.

The specialist appointment needs to be arranged and you need to consider both the priority of the appointment and fitting into your schedule. You also know the specialist appointment may require up to three hours, plus the time to get there and back.

An experienced Healthcare Consultant (HC) can take a person to their GP and with their permission, also attend the appointment. The HC then takes the person, Webster pack and new script to the chemist. The HC realises the person requires a drink or time to sit, and they may have a coffee or cool drink while waiting. When seated and relaxed, the HC can answer any questions that may have arisen from the appointment, explain the changes of medications and why, and arrange the specialist appointment with ease. The HC then follows up and attends the specialist appointment with the person.

Throughout the process, the HC updates you on the progress and any changes, allowing you to give attention to your schedule and ministry with peace of mind.

Parking for appointments – some handy hints

Parking may be required for appointments, admission or discharge from clinics or hospital.

If you do not know the area or the facility being visited, it can be helpful to call prior to the appointment. Some questions to ask include:

- Is there any parking?
- Is there disabled parking?
- How long is the parking time?
- Is payment pre-entry or on leaving the car park?
- Is there an area to drop off and pick up?

If the person who is having the appointment is too unsteady to drop off and leave on their own, one option is to have two people attend the appointment. One can wait with the person while the other parks the car. In most cases, this option is not available.

Using a taxi may be one way to avoid the parking dilemmas. Just allow plenty of time when booking the taxi. There are taxi drivers that are reliable and can be booked for the return journey.

People who require assistance may qualify for the Mobility Parking Scheme, allowing parking in disabled spots, whether they are driving or someone else is driving them. The form can be obtained from their GP and the application process takes a few minutes at the RTA.

Regarding discharge from hospital, one Healthcare Consultant (HC) was going to pick up a person from an inner city hospital and there was nowhere to park. The HC called the ward to inform them and asked for a suggestion. The HC was instructed to ignore the 'no parking' sign and park at the entrance. The staff then escorted the person to the car. The HC had been in regular contact with the staff and was aware of discharge instructions and the person's condition.

Archangel services have organisation mobility parking cards, allowing use of disabled parking spaces. An experienced HC knows how to manage most hospitals, facilities and related parking situations.

It is encouraged that the individual has their own cards and Archangel Services can assist with the application process.



Christmas Special Offer

Archangel Gabriel Consultancy offers you a free service equal to three hours.

A Healthcare Consultant will attend to your requests such as:

- advice over the phone
- accompanying a person to a doctor's appointment
- assistance with patient advocacy if a person is in hospital
- ensuring all is in place for a person on discharge from the hospital
- assessing the need for rails or equipment to assist a person in their home
- assisting with a person's continence concerns
- advice on when it is the right time to consider permanent residential aged care.

There is no obligation after the three hour free service. This offer ends 31 January 2013.

To accept this offer call Gabrielle Charlesworth on 0413 409 585 or email gcharlesworth@archangelgariel.net.au

Archangel Gabriel Consultancy can provide peace of mind at Christmas time and throughout the coming year.

Archangel wishes you, your families and loved ones



a happy and holy Christmas and a safe New Year.

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