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**New
Release!**

Collect Technical Data to Support Client Health Care Plan

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Care Plans, what are they and what do they do?

A care plan is a formal living document that sets out a plan of care. It provides the opportunity for all the providers involved in caring for the individual to plan their care in a coordinated fashion in consultation with them and their doctor or nurse. An important feature of the care plan is that the client is at the center of the discussions and it is their health care goals and needs that are the focus. EPC multidisciplinary care plans are about improving communication between clients/patients and doctors and between providers.



Duty of Care

Each Australian state and its territories has different regulations, although generally, the principles will be similar.

You will be guided by **regulation from state to state**, which will be then **interpreted by the policy of the organisation**. What this means is that you may **NOT** be allowed to deliver certain services or procedures (e.g. health assessment, medications) to all people in your care.

The purpose of **documentation** is to record and communicate information regarding the client, giving an ongoing account of the clients care. Providing a **permanent** legal record of that client's care. Documentation is a tool for the professional and is an essential part of caring practice. There is no specific formula or outline for documentation.

When giving feedback always finish on a positive and ensure the person is shown respect at all times.

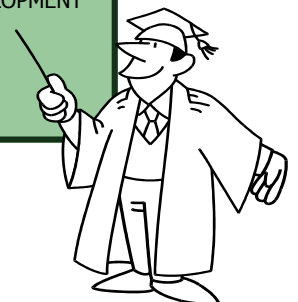
Feedback is a very important component of the communication process. If a listener (client) is not providing any feedback, the sender (worker) has no way of knowing whether a message has been received or how well it has been understood. Feedback is essential to evaluate how well staff are communicating with clients and whether they can proceed with

Documentation needs to be:

- ◆ Objective
- ◆ Timely
- ◆ Accurate
- ◆ Complete
- ◆ Legible
- ◆ Concise.

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Guidelines to ensure a safe and efficient work area:

- ◆ Remove equipment not required to a safe, designated storage area.
- ◆ Remove excess material to allocated storage area.
- ◆ Clean floors, bench tops and machinery of waste products
- ◆ Empty bins and waste disposal containers in your work area
- ◆ All safety equipment should be gathered and kept in a recognised enclosure.

‘Kiss, Kick, Kiss’

or

‘Feedback Sandwich Method’

KISS – Give a positive

KICK – Give an opportunity for improvement

KISS – Give a positive.

The health and aged care industry have accepted language and terminology.

By learning a few rules understanding medical terminology becomes easier.

Medical terminology consists of:

- ◆ **A word root**
- ◆ **Prefix and suffix**
- ◆ **Combining vowel**
- ◆ **Compound words Combination words**

Test your knowledge!

1. When checking client details what ‘5 rights’ should you remember?
2. What is the most common site to measure a pulse?
3. Define ‘palpate’.
4. MMSE stands for _____.
5. Name three (3) health professionals.

Answer: 1. Right person, Right name, Right date of birth, Right address, Right doctor. 2. The most common site is the Peripher (radial) pulse which is palpated in the wrist just above the thumb. 3. To examine by feeling and pressing with the palms of the hands and the fingers. 4. Mini Mental Status Examination. 5. General Practitioner, Registered nurse, Community nurse, Allied health professional.

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Let’s look at the word **laryngopharyngitis**. The –itis part is a suffix and means inflammation. When defining medical terms, we always identify the suffix first. For example, what is inflammation of a body part? Therefore, inflammation of the larynx would be laryngitis.

The laryn- part of laryngopharyngitis means voice box. The ‘o’ is the combining vowel. The –pharyng- part refers to the back of the mouth. So this term means an inflamed back of mouth and voice box.

Need to find out more?

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Contributors:

A De Maria

Chief Editor Executive Officer B App Sc; RN, TAA, Cert PI

Kerrie Sampson

Editor & Layout

