

## What is clinical handover at the bedside?

Various staff will be involved in your care at different points in time.

Clinical handover is the sharing of information about you (the patient), between on-duty staff and the staff who will take over your care.

Performing the clinical handover at your bedside involves you in your care and allows staff to discuss and ensure care continues as planned. Clinical handover can occur between nurses, doctors and other health professionals.

## Why is clinical handover important?

Clinical handover is necessary to help keep you safe. It ensures that important information about your care and medical condition is accurately passed on between staff. For example from the nursing shift going off duty to the nursing shift coming on duty.

## Want to know more?

Please talk to your on-duty nurse or other healthcare professional.

More information about clinical handover can be found in the following publications:

- Implementation Toolkit for Clinical Handover Improvement
- National Safety and Quality Health Service Standards
- OSSIE Guide to Clinical Handover Improvement
- Australian Charter of Healthcare Rights.

All of the above publications can be found at the Australian Commission on Safety and Quality in Health Care website at [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

To provide feedback or a compliment, or to make a complaint, please contact hospital staff.



Information for patients and carers

# Clinical handover at the bedside

Involving patients and carers as partners in their care, a new era in healthcare.

This patient information brochure supports a number of the National Safety and Quality Health Service Standards including:



Partnering with Consumers—Standard 2 (2.4.1)—Consumers and/or carers provided feedback on this publication.



Clinical Handover—Standard 6.

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## What happens during clinical handover at the bedside?

During clinical handover, you will be introduced to staff taking over responsibility for your care.

Information shared may include:

- your medical history
- your current clinical condition
- tests and procedures that you have had or that are scheduled
- your need for assistance with everyday tasks, such as showering and toileting
- plans for your discharge, even if it is a few days away.

The staff will review your bedside chart(s) together. You may be asked to provide feedback and clarification regarding your medical care.

Staff will use discretion when discussing sensitive information.



## How can I be involved in the handover of my care?

As a patient, you have the right to speak up, ask questions or raise concerns about your care:

- during clinical handover at the bedside
- if you feel a mistake has been made
- if anything is unclear or requires clarification
- if you are unsure of your rights (you should have received a copy of the Australian Charter of Healthcare Rights when you were admitted)
- if something is culturally important to you
- to help staff better understand your needs.

If you do not wish to be involved in the clinical handover please advise the staff on duty and your decision will be respected.

## Why is my involvement in clinical handover at the bedside important?

Research indicates that patients who are involved in their care, are more likely to have better health outcomes.

If you prefer, ask a friend or family member to advocate on your behalf to ensure you have the necessary information to make informed decisions and choices about your care.

