



Signposting & Notices Procedure

Procedure Number
WCDHB-PG-0057

Version Nos:
6

1. Purpose

This Procedure outlines the process for the signposting of West Coast District Health Board (WCDHB) assist patients, visitors and staff members in the provision of information.

2. Application

This Procedure is to be followed by all staff throughout WCDHB.

3. Definitions

There are no definitions associated with this Procedure.

4. Responsibilities

For the purposes of this Procedure:

all **WCDHB Facility Members** are required to:

- approve the installing of signs;
- ensure and annual audit of signposting is undertaken and necessary improvements made.

WCDHB Unit/Ward/Department Managers are required to:

- ensure that adequate notice-board space is made available within their Unit/Ward/Department.

5. Resources Required

This Procedure requires no specific resources.

6. Process

- 1.00 WCDHB will undertake to ensure that all Units/Wards/Departments within it's facilities are adequately and accurately signposted, in a consistent manner, to add patients, visitors and staff members.
- 1.01 Signs are to (where relevant and appropriate) comply with national or international standards.
- 1.02 In selected areas (where relevant and appropriate), bi-lingual signs may be introduced.
- 1.03 Signs may only be installed with the approval of the relevant facility manager.
- 1.04 It is essential that staff members do not install makeshift signs (unless in emergency situations, or like situations). This is because it:
 - i) creates confusion;
 - ii) creates a fire hazard by increasing the amount of combustible material in corridors;
 - iii) will damage wall coverings.



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- 1.05 Each WCDHB facility manager will on an annual basis undertake an audit of signposting and where deficiencies are identified by the audit, make the necessary improvements to ensure compliance.
- 1.06 To prevent the cluttering of corridors, each Unit /Ward/Department Manager is to ensure that adequate notice board space is available within their Unit/Ward/Department.
- 1.07 WCDHB will ensure that the following information posters:
- i) Complaints, Concerns and Feedback;
 - ii) Management of Personal Health Information;
 - iii) Rights and Responsibilities;
 - iv) Occupation Safety and Health;
 - v) Smoke-free Environments;
 - vi) Infection Control;
- are displayed:
- i) in the Admissions/Reception area of each WCDHB Hospital;
 - ii) in each Ward of each WCDHB Hospital;
 - iii) in all Outpatient/Rural Clinics
 - iv) in the Reception Area, Corporate Office.
- 1.09 Other posters/information sheets that contain health promotions material can be displayed throughout WCDHB facilities with the prior approval of the Facilities Manager.
- 1.10 The WCDHB may make available notice boards for the purposes of displaying other notices of public interest. Notices that are offensive in nature or derogatory to any individual or group are not to be posted and will be removed by the WCDHB.
- 1.11 The WCDHB reserves the right to remove any notice/poster at any time from any WCDHB facility.

7. Precautions And Considerations

- ➔ Signs may only be installed with the approval of the relevant facility manager
- ➔ An audit of signs is to be undertaken on an annual basis.
- ➔ Each Unit/Ward/Department is to have adequate notice-board space

8. References

There are no references associated with this Procedure.



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9. Related Documents

WCDHB Compliance With The Code Of Health And Disability Services Consumers Rights Procedure

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	Developed By:	Quality Improvement Co-Ordinator
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