

## Clean Hands: patient and carer feedback

Clean hands are important to prevent the spread of germs and reduce infections. Letting us know about when healthcare workers clean their hands during your stay/visit helps us improve the care we provide for all patients. Please record below if you saw your healthcare worker/s clean their hands using soap and water OR using hand sanitiser/gel during your care.

Tick the box that applies to you

Are you	Yes	No
A patient?		
A carer of a patient?		
A family member of a patient?		
Someone other than the above?		

Clinic/ward/ emergency department you are visiting/staying in: \_\_\_\_\_

Date of visit/stay: \_\_\_\_\_

Tick the box for the healthcare worker that you are providing feedback on

Healthcare worker type	Yes	No
Doctor		
Nurse or Midwife		
Allied health (for example: Physiotherapist, Occupational therapist, Radiologist, Pharmacist)		
Student healthcare worker		
Other staff (for example: clerical staff)		

Please turn over the page.

# AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

Tick each box that applied to your care or the patients care

I saw the healthcare worker clean their hands	All the time	Most of the time	Sometimes	Rarely	Never
<b>Before</b> providing care to me or the patient					
<b>After</b> providing care to me or the patient					

Would you feel comfortable asking your healthcare worker to clean their hands? \_\_\_\_\_

Is there anything else you would like to let us know about your experience of your healthcare worker/s cleaning their hands?

For more information on hand hygiene for patients and carers, scan the QR code below.

[safetyandquality.gov.au](https://safetyandquality.gov.au)



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