



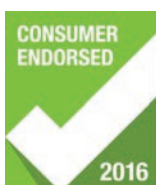
GLENFERRIE PRIVATE HOSPITAL

"Small enough to care, large enough to Excel"

Patient Information 2018-2019



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Part 1 - Welcome

The City of Boroondara acknowledges the traditional owners, including the Wurundjeri in the northern part of our city, as the original custodians of this land, and respects their customs and traditions and their special relationship with the land.

We welcome you, your families and friends to Glenferrie Private Hospital, operated by Ramsay Health Care - Australia's largest and most reputable private hospital operators. While in our care we will endeavour to make your stay as comfortable and relaxing as possible.

This booklet has been prepared to provide you with information about the Hospital's services, procedures, and external services that you may need on discharge.

About the Hospital

Glenferrie Private Hospital is operated by Ramsay Health Care Limited, a publicly listed Australian company whose name is synonymous with quality in private health care.

Ramsay Health Care was founded by Mr Paul Ramsay in 1964, and has grown to become one of the largest private hospital operators in Australia.

Glenferrie Private Hospital complies with world-class hospital standards and facilities and has developed a framework for continually improving the quality of care and services provided to patients.

Services Provided at Glenferrie Private Hospital

The Hospital provides an extensive range of services that are readily accessible for both the local community and as a referral centre from across Melbourne, Regional Victoria and Interstate. Glenferrie Private Hospital specialises in orthopaedic surgery, plastic and hand surgery, Oral and Fasiomaxillary surgery, Ophthalmolgy and pain diagnosis and treatment. In addition, we perform reconstructive surgical management of sporting injuries.

Disclaimer

Glenferrie Private Hospital would like to thanks all the advertisers for making this guide possible. However, an advertisement in this guide does not imply endorsement from the Hospital.



Vision

“Small enough to care, large enough to Excel”

- To be recognised as a centre of excellence and Hospital of Choice
- To be recognised as the Employer of Choice
- To achieve optimal return on investment.

To be recognised as the Hospital of Choice

- To provide exemplary customer service
- To provide facilities and technology that meet our evolving needs
- To ensure staff are appropriately skilled to meet organisational needs
- To ensure the organisation operates within sound governance principles
- To maintain full accreditation status and be acknowledged as a Community focused facility responding to local market demands and leading the way in health care provision.

To be recognised as an Employer of Choice

- To attract and retain appropriately skilled, experienced and educated staff
- To maintain flexible supportive management practices
- To ensure effective communication between staff and management
- To maintain and promote staff reward and recognition.

To achieve patient and business growth

- To ensure information is timely, reliable and complete
- To support clinical business and patient flow and to enable expansion
- To strengthen all current specialities and introduce new business aligned specialities
- To decrease agency usage by employing expanding the role and usage of the Medication and IV endorsed enrolled nurse, and to support a greater casual pool with a recruitment focus on the surplus of graduate nurses currently in the market place.

Mission

Glenferrie Private Hospital's mission is to provide safe, high quality and personalised care that makes a positive difference to the patient's hospital experience.

We will continue to offer flexible employment and provide staff with personal development opportunities. Caring staff, modern equipment and updating existing facilities, with complementary onsite support services will attract Visiting Medical Officers of the highest calibre.

Values

We strive to provide high quality care and service guided by our core values:

- Respect for the Individual
- Pursuit of excellence
- Team Work
- Contribution to the Community.

Objectives

1. Enhance Safety and Quality
2. Develop and Support our Workforce
3. Manage Risk
4. Build Partnerships
5. Evaluate Business and Market Opportunities
6. Ensure Financial Accountability and effective Resource Management.

To Contact Us

Ph: Reception (03) 9009 3800

Facsimile: Reception (03) 9009 3899

Privacy of Patient Information

All hospitals in the Ramsay Health Care Group comply with the Commonwealth Privacy Act and all other state/territory legislative requirements in relation to the management of personal information. Our patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely.

The medical, nursing and allied health staff will only use or disclose your patient information for the purpose that it was collected or in ways that the patient might reasonably expect. Beyond this, we must have your consent to use or disclose the information, unless it is authorised by law. It is routine Practice for the Hospital to transfer necessary patient information to your nominated local GP, or another treating hospital, or to a specialist for a referral, or for pathology tests and x-rays to assist with your medical treatment.

If you have any further enquiries in relation to our Privacy Policy or our health information management practices, please refer to our Privacy Policy brochure or ask to speak with our Privacy Officer.

Compliments, Complaints and Suggestions

We offer a number of options to provide feedback regarding your stay, this enables us to continually evaluate and improve our service. Any comments received are reviewed and actions taken to improve the delivery of care and services to you and your family.

If you are not satisfied with any aspect of your stay, please let us know. One way to do this is via our complaints process. The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence, in any way, the care or treatment you receive.

Concerns should be directed, in the first instance, to the Nurse Unit Manager of your ward.

Complaints may also be made in writing via letter, email, feedback cards, by telephone or through our survey system. If you choose to write a formal letter of complaint/compliment then you may address this to the Director of Clinical Services.

Health Services Commissioner

The Office of the Health Services Commissioner is independent and facilitates the resolution of consumer complaints about health services. The Office of the Health Services Commissioner may be contacted on 1300 582 113.

The Australian Charter of Healthcare Rights

The Charter

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Patients, consumers, healthcare providers and health service organizations all have an important part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system.

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes.

Healthcare providers are aware that in some circumstances, your ability to interact with the healthcare system may be restricted. Where possible, they will alert family or support services about your circumstances if they consider that you need assistance.

Access

A right to health care.

You have a fundamental right to adequate and timely health care. Sometimes, this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

Safety

A right to safe and high quality care.

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

Respect

A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances.

Respect also includes being mindful of healthcare staff and other patients.



Communication

A right to be informed about services, treatment, options and costs in a clear and open way.

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

Participation

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

Privacy

A right to privacy and confidentiality of provided information.

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed.

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved, please let staff know.

The procedures used by the health service organization to comment about your care can be made available to you. You can provide verbal or written comments about the procedures and your experiences.

To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care, please contact your health service provider's (Hospital) or patient liaison representative.

Risk Management and Quality Improvement Program

The Hospital is currently accredited with the Australian Council of Health Care Standards under the National Safety and Quality Health Service Standards.

The Hospital places great value on the issue of quality improvement and risk minimisation. It is reflected in our Quality Improvement and Risk Identification program, which works constantly to identify and address any issues that have the potential to compromise the level of care to patients. Please feel free to comment on any aspect of your care during your stay with us.

Part 2 - General Information

Accommodation

We offer a range of private and shared rooms, all with ensuites, private telephone and radio/television/wifi. Every effort will be made to accommodate you in the type of room you prefer. This may not always be possible on admission, however, as soon as a room of your choice becomes available we will transfer you. Your room is cleaned daily, but if there are any particular cleaning needs you have, please talk with the Nurse Unit Manager.

Glenferrie Private Hospital has rural and interstate patients and families requiring accommodation. Please speak to the Front office staff for accommodation information.



Admission

A Registered Nurse will admit you once you arrive on the ward. Your documentation and medical history will be completed. It is important that you advise us at this stage of any medical problems, physical limitations, allergies, special needs and prescribed medications so that your care can be tailored to meet these specific needs.

Car Parking and Public Transport

Parking

Limited free patient car parking is available onsite in front of the Hospital. Directly opposite the Hospital is a Council car park that has 4 hour free car parking and all day car parking, managed by a ticket machine.

Public Transport

The Hospital is within a short walking distance to both Tram and Train services.

Tram Routes

Glenferrie Road No 16.

Train Routes

Glenferrie station on the Belgrave and Lilydale line.

Confidentiality

Hospital staff are required to conduct their activities ethically and to maintain patient confidentiality at all times.

Consultants

A list of Glenferrie Private Hospital consultants and visiting specialists is available on the Hospital's internet site. If you would like a copy, please ask a member of the nursing team.

Disability Services

Access to a range of services can be provided for patients with a disability. If you have additional needs, please discuss these with your doctor and care team prior to admission so appropriate arrangements can be made.

Discharge Information

Discharge time is BEFORE 9.30am.

Your doctor will advise you when you are ready to be discharged. Information regarding your next visit to see your doctor/ surgeon, your medications, recovery and activities will be given to you by a member of your nursing team.

You are not permitted to drive for 24 hours following a general anaesthetic.

Please ensure you take all of your possessions with you, including all x-rays that you brought to the Hospital and any x-rays that were taken during your stay.

Remember to take home all of your medications.

Please notify a member of your nursing team if you do not feel well enough to be discharged so appropriate arrangements can be made.

Hours of Operation

Glenferrie Private Hospital opens 6.00am Monday morning and closes by 11.00am on Saturday. Should your post-operative recovery prevent you from discharging on Saturday, you will be transferred to another Ramsay hospital.

Discharge at Own Risk

With few exceptions (as in the case of infectious diseases), patients have the right to leave the Hospital when they choose. This may be a serious decision when taken against the advice of your doctor and could pose a serious threat to your well-being. If you choose to be discharged under these circumstances, you will be asked to sign a "disclaimer" form and the responsibility for this action will rest with you.

If you proceed to discharge against medical advice and your condition does not improve or causes you concern, you should seek immediate medical attention.

Emergency Procedures

The Hospital has highly developed safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis.

In the unlikely event of an emergency, remain in your room until a staff member arrives to assist you. If the need arises for evacuation, your attending nurse will advise you during the procedure.

Flowers

The Hospital will provide vases for your flowers. However, in order to prevent the introduction of possible dangerous infections, we do not allow potted flowers or plants inside the Hospital.

House Keeping Services

Your room will be cleaned daily. Should you have any concerns regarding the standard of cleanliness of your room, please contact the Nurse Unit Manager /After Hours Co-ordinator on ext 820.

Interpreter Service

Please notify the team on your ward if you need an Interpreter Service. The nurses will organise this for you. Interpreters can also be used for hearing and sight impaired patients.

Mail

Incoming mail is delivered to the wards daily and outgoing mail may be given to the nursing staff for posting. Any letters received after your departure will be forwarded to you at home.

Meals/M meal Times

The Catering Department is committed to providing fresh, nutritious, seasonal produce and promoting today's health-conscious lifestyle. Meals are carefully chosen to focus on quality of the highest standard in both preparation and presentation.

A full range of specialist and culturally diverse dietary requirements are catered for. Please discuss this with the nurse at the time of admission.

If you suffer from severe food allergies, please advise the nurse.

The catering staff will ensure you receive your desired dietary requirement.

Serving times may vary slightly:

Breakfast:	8.00am - 8.30am
Morning Tea:	10.15am - 10.30am
Lunch:	12.00pm - 12.30pm
Afternoon Tea:	2.15pm - 2.30pm
Dinner:	5.00pm - 5.30pm

Meal Services for partners: Meals can be prepared for your partners at minimal cost. You can organise this through Reception.

Newspapers

Newspapers are available from your nurse on request.

Nurse-Call System

A white hand control located on your bedside table has multiple functions:

- Nurse Call – To call for assistance press the GREEN button ONCE
- Light Switch – Your room lights can be turned off and on from your hand control in most rooms

- Television – By using the same hand control, you can turn the television off and on, adjust volume and change channels
- Radio channels are available through your television.

Pantry/Patient and Visitor Facilities

Tea and Coffee making facilities, and biscuits are provided in the ward pantry.

A vending machine is located in the main patient lounge area of the Hospital.

Local cafes are a 5 minute walk to Glenferrie Road, where you have access to many coffee shops and dining venues.

Pathology

24 hour access is available through external Pathology Services should you require pathology as an inpatient. This will be billed separately.

Pharmacy

Prescription drugs/medicines can be supplied by our external pharmacy service. You will be responsible, for the cost of any medication you were using prior to your admission and/ or any prescriptions filled out on discharge. Non health fund members are responsible for the cost of all prescriptions filled on their behalf.

Pharmacy items are invoiced separately and any balance payable on discharge.

Physiotherapy

Your doctor may refer you to a physiotherapist to assist you in recovery. They will organise, fit and teach you to use crutches, braces, splints and other orthopaedic aids.

Public Toilets

Visitor toilets are available near the main waiting room opposite our Day Surgery Unit; please follow the signs or ask at the front reception.

Toilets for the disabled are located opposite the main patient waiting room.

Ramsay Rule

Escalation of care for Patient Safety. When the patient or carer/family member are concerned about a change or the patient is looking unwell, please follow the steps below to raise your concerns.

1. Talk to the Nurse, Doctor regarding your concerns
2. Ask to talk to the Nurse in charge of the shift
3. Activate the 'Ramsay Rule' by ringing the following number (03) 9009 3820.

The nurse or Doctor will talk to the patient or family member and arrange to review the patient.

Reception

Reception is staffed for your convenience between the following hours:

Monday to Friday: 6.00am to 6.00pm

If you have any queries or requests outside these hours, please speak to your attending nurse.

Smoking

Smoking is not permitted in the Hospital. Should you wish to smoke, please use the external area provided.

Spiritual Needs

Your spiritual needs can be catered for through prior arrangement with the Nurse Unit Manager of your ward. Religious representatives/clergy are welcome to visit you during your stay.

Staff Identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. If you cannot see a staff member's identification badge, you may ask them to show you.

Telephone

All rooms are fitted with direct dial telephone access. For local calls dial 0 to access an outside line. If you wish to contact the hospital switch board dial 9.

Your direct telephone number to give to family and friends is (03) 9009 38__ . The last two digits are your room number, e.g. if you are in room 1, then your number is (03) 9009 3801. This applies to all rooms except our two shared rooms. Room 16A = 9009 3816 & Room 16B = 9009 3826. Room 17A = 9009 3817 & Room 17B = 9009 3827.



The Ramsay Rule

FOR PATIENT SAFETY

When to Activate the Ramsay Rule

Patients: When you are concerned about a change in your condition, feel that you may be getting worse or feel that your concerns have not been followed up.

Families & Carers: You are concerned that your loved one is looking unwell, getting worse or their behavior is unusual for them.

How to Activate the Ramsay Rule

FOLLOW THESE STEPS TO RAISE YOUR CONCERNS

- 1 **Talk to the Nurse, Doctor or Midwife regarding your concerns;**
And if you are not satisfied that your concerns have been addressed,
- 2 **Ask to talk to the Nurse in Charge of the shift;**
And if you are still concerned then you or a family member or carer can,
- 3 **Activate the "Ramsay Rule" by ringing this phone number**
9009 3820
A Ramsay Rule nurse or doctor will talk to you and arrange a review of the patient.

The Ramsay Rule

is about keeping our patients safe by partnering with you and your family in Care. Our commitment is to provide excellent care to our patients by focusing on your safety. The Ramsay Rule helps us to do this.

GLENFERRIE PRIVATE HOSPITAL

You know yourself or your loved one best. So if you are worried, follow these three simple steps to alert us of your concerns.

The Ramsay Rule is based on REACH, an initiative of the Clinical Excellence Commission's Partnering with Patient's Program and Ryan's Rule developed by Queensland Health.



People caring for people

Television and Radio

Your room's in-house entertainment contains free to air television. The system is remote controlled and located on your handset.

2 & 21: ABC

24: ABC News

22: ABC 2

23: ABC 3

3: SBS One

30: SBSHD

32: SBS2

7: Channel 7

73: 7 Mate

72: 7 Two

9: Channel 9

90: GEM

99: GO

10: Channel 10

1: one

11: Channel 11

44: Channel 31

14: TVSN

34: NITV

74: 4ME

94: Extra

95: Extra 2

Valuables

Patients are strongly advised not to wear jewelry, to leave other valuables at home and not to bring large amounts of money into the Hospital. If you have already been admitted and are not aware of the Hospital policy, please ask family members or friends in attendance to take care of these items on your behalf. The Hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room.

Should you decide to take responsibility for personal items and you experience loss or damage during your stay, please ensure that it is reported to a staff member immediately. There are bedside lockers available in all patient rooms for overnight patients, and for day surgery patients there are lockers available if required.

Please check your room/area on discharge for any personal belongings, X-rays or medications.

Veteran Affairs (DVA) Patient Information

Department of Veteran Affairs patients may request a visit from their local RSL representative. Please discuss your needs with the Nurse unit manager who can arrange this on your behalf.

Violence/Aggression

The Hospital's staff and patients need to work and be cared for in a safe environment; one that is free from violence and aggression. Physical and non physical violence towards staff and/or others in the facility will not be tolerated. Any such acts may lead to discharge, and may result in the police being notified and legal action being taken.

Visiting Hours

The facility supports flexible visiting which may reduce patient anxiety, confusion and agitation. However, visiting hour flexibility will be dependent on the clinical status of patients.

Day procedure patients – visiting is limited to one person.

Parents may wish to room in with their children. A fold out bed and meals for parents wishing to stay overnight can be arranged by talking with the attending nurse or Unit Manager.

Part 3 – Medical Information

Blood Clot Prevention in Hospital

A stay in hospital may increase your risk of developing a blood clot in your legs or lungs.

Blood clotting is the body's natural way of stopping us from bleeding. Clotting only becomes a problem when a clot is the wrong type, or is in the wrong place and blocks blood flow. Some people have a predisposition to developing blood clots, but one of the biggest risks for developing a clot is being immobile.

While in hospital, the medical staff will assess your risk of developing a clot. They may ask you to wear elastic stockings, compression stockings and/or provide additional blood thinning medication.

If you have any of the following risks, you should bring them to the attention of your Doctor or nurse:

- Cancer
- Over 60
- Overweight
- Lung disease
- Major surgery
- Inherited blood clotting abnormalities
- Previous DVT
- Smoking
- Heart Failure
- Previous stroke
- Joint replacement surgery
- Immobility

Ask

Ask your doctor or nurse about your risk and what treatments they recommend for you.

Act

Minimise your risk by:

- Take any tablets or injections your doctor has prescribed to minimise your risk
- If in use, keep your compression stockings on and be aware of how long you will need to wear them after discharge (normally 2 – 4 weeks)
- Avoid sitting or lying in bed for long periods
- Walk as often as your doctor advises
- Drink plenty of fluid
- Avoid car travel for greater than an hour at a time.

Watch For

Call your nurse if you experience any of these symptoms/or after discharge, notify your GP:

- Sudden or increased pain or swelling in your legs
- Pain in your lungs or chest
- Difficulty breathing or shortness of breath.

Acknowledgment of Consent

If you are having a procedure, certain treatments or investigations including a blood transfusion, you are required to complete a 'Consent for Treatment' form.

Your doctor is responsible for ensuring you are adequately informed of the proposed treatment or procedure before completing the consent form.

A patient flyer outlining the significant risks, benefits and alternatives to blood transfusion is available from the Pre-Admission Service or your ward nurse after admission.

If a staff member is exposed to your blood or other body fluids through a sharps/needlestick injury or by other means, your permission will be sought to test your blood for infective agents that could have been transmitted.

Safe Surgery Policy

The Hospital has a policy to ensure that the correct patient undergoes the correct procedure on the correct site and side.

Verification of correct patient, procedure, site and side should occur:

- On admission to the ward
- Prior to transfer to the theatre complex
- On arrival to the theatre complex
- Just prior to an anaesthetic block or agent
- Just before entering the room where the procedure will occur

You have a right to express any concerns at any time. If you feel that there is any misunderstanding in regard to the procedure to be undertaken, please ask to speak with your treating doctor as a matter of urgency.

Medical Treatment Act

If you have appointed an Enduring Power of Attorney or have an Advanced Care Directive, please ensure you have given a copy to your nurse so it can be filed in your patient history.

Falls Prevention

It's surprisingly easy to fall or slip when in an unfamiliar environment like a hospital. Illness, anaesthetic, medication and fatigue may affect your balance.

Because your safety and well being are important to us, this section describes a few ways you can reduce the risk of a fall.

Risk Assessment

During your admission, the nursing staff will complete a falls risk assessment daily to determine if you are at risk of falling and implement measures to reduce your risk of a fall.

Medication

Some medications such as pain relievers and changes in medication can have the side effect of making you feel dizzy. Always take care when bending, showering or getting to your feet.

Unfamiliar Surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care when moving around at night and ensure you have the lights on before getting out of bed.

Flooring

Tiled floors, linoleum or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear.

Your Condition

Ask the doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist can also provide advice with balance, mobility or exercise.

Visiting the Bathroom

You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses for assistance.

If the nurse has assisted you to the bathroom and asked you to buzz when finished, please do so, even if you feel like you don't need assistance.

Clothing

It is easy to become tangled in loose or full-length clothing like pyjamas or dressing gowns. Make sure these are the right length for you.

Footwear

Slippers or other footwear should fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to also wear slippers over the top so you don't slip.

Always remember that your condition may reduce your ability to stand or move freely. Help us to care for you by taking extra care when walking. If you need help, please call one of our nurses.

Identification and Allergy Bands

When you are admitted an identification band will be attached to your wrist or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately.

If you have any 'allergies' and are a 'high risk', you will receive a red wrist band. A 'high risk' includes being at risk of a fall, having lymphoedema, being prone to pressure injuries/ulcers etc. If you do not receive a red wrist band, please let the nursing staff know as soon as possible.

The wristband alerts all staff of your allergy/risk and helps us manage the condition throughout your stay.

It is important that your bands are not removed during your stay. If your band becomes illegible, please ask for a replacement.

Infection Prevention and Control – for Patients/Carers/Visitors and Families

The Management and Staff are committed to providing all patients with the highest quality of care by promoting Infection Prevention and Control.

This standard care includes hand hygiene, high standards of cleaning/housekeeping, the use of sterile techniques and equipment to ensure your recovery is speedy and to reduce the risk of infection.

Hand Hygiene

Hand hygiene is the single most important factor in reducing the risk of cross infection.

Our hands may look clean but many germs are invisible to our eyes. We can easily and unknowingly transmit germs from our hands to others and the Hospital environment.

To enable you to assist us, the Hospital has provided Alcohol Hand Rub in wall-mounted brackets in the front foyer and throughout the Hospital. This product contains alcohol and a moisturising solution. It is not harmful to the skin.

We request that on entering and leaving a patient room, you apply solution to your hands.

To use the hand rub, apply the solution to the palm of one hand, then rub your hands together covering all surfaces of the hand, and in particular, fingertips and fingernails. It should take 20 seconds for the solution to dry on your hands. This indicates that you have used sufficient hand rub to achieve hand hygiene.

When visitors arrive, encourage them to use the hand rub provided too.

Infection Prevention and Control Precautions

The Hospital recognises that both patients and healthcare workers can be at risk of acquiring infections while they are in hospital, but these infections can be minimised by adopting appropriate infection prevention and control practices.

- Standard precautions, which include hand hygiene and wearing protective clothing, are good ways to prevent the spread of any infections. Even visitors may be requested to follow these precautions
- Some patients may need extra care if they have certain infections. Additional precautions are tailored to the particular germ causing the infection and how the germ is spread. Additional precautions may include:
 - o Single room, with ensuite or dedicated toilet
 - o Dedicated patient equipment
 - o Additional use of protective equipment or clothing such as masks and gowns
 - o Restricted movement of patients and staff.

When we are fit and healthy we can usually defend ourselves against many germs and forms of illness. Often after an operation or illness or by taking particular medications, our natural defences are weakened and we are not always in a position to resist other disease processes.

Patients and visitors also play a vital role in reducing infections.

To support our staff in providing the safest possible environment for patients, please follow these simple guidelines:

- Personal Hygiene is important, so it is very important to wash your hands regularly with soap and running water before handling food and after coughing, sneezing, blowing your nose or after each visit to the toilet
- Always keep toiletries for your own use, do not share with others
- Do not share cups, glasses and cutlery when eating or drinking
- **At All Times Protect Others** if you have a cough or a cold
 - o Cover your mouth and nose with a tissue when you cough or sneeze
 - o Put your tissue in the rubbish bin
 - o Wash your hands with soap and running water and dry thoroughly with a disposable towel
 - o Visitors should refrain from visiting if they are unwell, eg. have a cough, cold or signs of a respiratory infection
 - o Patients should let their doctor know prior to admission if they have any respiratory infection symptoms.
- Please avoid sitting on the beds of other patients. Staff are happy to provide you with a chair if required
- Feel free to tell your nurse if you have any concerns regarding the cleanliness of your room and/or bathroom
- Please feel free to tell any staff member to wash their hands or use antimicrobial hand rub/gel before attending your care

- Certain types of gastroenteritis are frequently introduced into the Hospital from the community or can be associated with certain antibiotics. Symptoms include nausea, stomach or bowel cramps, vomiting and diarrhoea
 - o If you or any members of your family are currently suffering any of these symptoms, we request that you report these symptoms to your nurse and any visitors with symptoms should not visit the Hospital until they have been free from these symptoms for at least 48 hours.

Please contact your nurse if you would like more information about standard precautions, additional precautions or any other infection prevention and control issue.

Infection Prevention and Control Related to Surgical Procedures

The risk of developing an infection related to a surgical procedure cannot be completely removed. The following precautions are recommended to minimise the risk of infection during your stay:

- Admission to hospital reduced to the shortest time prior to surgical procedure
- Shower prior to surgical procedure (you may be given an antibacterial skin solution by the nursing staff)
- Hair removal from operative site (this will be attended by the hospital staff – ask the staff if you regularly shave or use hair removal creams on/near the surgical site)
- Ensure skin is intact at or adjacent to the operative site
- Any infection at the proposed surgical site or any infection that may have an impact on your surgery, for example cold/flu, gastroenteritis should be reported prior to attending hospital.

We thank all patients and visitors for assisting us in protecting the wellbeing of all patients in our care and our hospital environment.

Antibiotics

Antibiotics are medicines used to treat bacterial infections. They work by killing bacteria or stopping them from multiplying and causing disease. While the development of antibiotics has been one of the most important advances in medicine, widespread use and misuse has led to some bacteria becoming resistant to commonly used antibiotics.

‘Antibiotic resistant’ bacteria are those that are not controlled or killed by an antibiotic. They are able to survive and multiply in the presence of the antibiotic that they are resistant to.

If you have an antibiotic resistant infection, some antibiotics won’t work for your infection. This may mean you have the infection for longer, and you could end up seriously ill. Antibiotic resistant bacteria can also spread from one person to another – so the way you use an antibiotic can also affect how well it works for others.

Antibiotics don’t kill viruses. Antibiotics are only useful for treating infections caused by bacteria. They have no effect on infections, like colds and flu, which are caused by viruses. If you are generally healthy and well, a cold usually gets better without treatment, because your body’s immune system can overcome the infection. As well as costing you money, using antibiotics when you don’t need them may mean they won’t work for you in the future.

Help Prevent Antibiotic Resistance

You can help to prevent resistance by:

- Remembering that most people don’t need antibiotics for colds and flus because they are caused by viruses

- Taking the right dose of your antibiotic at the right time as prescribed by your doctor
- Taking your antibiotic for as long as your doctor tells you to, even if you feel better
- Taking steps to prevent the spread of infection.

Food Safety

The Hospital provides a comprehensive and varied menu for our patients that complies to all food safety regulations.

For Food Safety reasons, the Hospital does not encourage food to be brought in for patient consumption, e.g. by relatives or visitors.

However, if relatives or visitors wish to bring food in for a particular patient, the following should be noted:

- High Risk Foods that should not be brought in for patients, e.g. eggs, soft cheeses, deli meats, seafood, pre prepared salads, left over meats, soups
- All hot food must be maintained above 60°C during transport and storage
- All cold food must be maintained below 5°C during transport and storage

Please speak to a nurse prior to bringing in food or providing same for patients.

Medication

Please give your nurse any tablets, medicines (or prescriptions for these), herbal or natural remedies that you have been taking before your admission to hospital. These will be secured in your personal medication drawer and a history taken of the medication you are on. Any additional medication you require while in hospital will be ordered by your doctor and supplied by the Hospital pharmacy.

When you are discharged, medications that you are required to take will be returned to you. Please ensure you know exactly how and when to take the medication. Please note that medications provided by the Hospital that do not relate to the reason for your admission will be charged to you. Similarly, discharge medication will be charged to you. Please contact our accounts department or Nurse Unit Manager if you have any queries.

Pressure Injury/Ulcer Prevention

Pressure Injuries are caused by unrelieved pressure, rubbing or friction that damages the skin and underlying tissues. Areas often affected are the buttocks, elbows and heels and bone prominences. Most pressure injuries can be prevented or if present, their progress altered. At Glenferrie Private Hospital we will endeavour to prevent pressure injuries by:

- Caring for your skin by minimizing exposure to urine, stool, perspiration or wound drainage
- Limit pressure by changing patients position frequently
- Use of pillows and wedges to keep knees and ankles off the mattress
- Utilising pressure relieving Mattresses
- Raising the foot of the bed to reduce sliding, if the head of the bed is elevated
- Mobilisation – getting you out of bed and up walking as soon as possible
- Providing a well balanced diet.

Your role in pressure ulcer prevention is to:

- Be aware of the risk factors
- Be willing to assist the nurses with skin care and repositioning

- If able, adjust your position regularly
- Be aware that mobilisation is one of the most important factors in pressure ulcer prevention
- If able, eat well and drink plenty of water.

Surgery

Fasting Time

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. If you have been advised to fast, then you must not consume any food, this includes lollies and gum.

Your fasting time is determined by your Anaesthetist and is related to factors such as your age, and type of operation. It is imperative that fasting times be observed for your safety during anaesthetic.

Operation Time

We try to advise the approximate time that you will be going to theatre but ask that you keep in mind delays can sometimes occur in operations prior to your own, which may delay your entry into theatre. We will endeavour to keep you informed should this happen.

Preparation

Prior to having surgery you may, for infection control purposes, have hair removed around the operation site and the area will then be prepped with an antiseptic solution and dress in a theatre gown provided. This will depend on your surgeon's instructions. All jewellery (including wedding ring if on the operative side for upper limb surgery) should be removed prior to the shower and not be put on again until after the operation. Nail polish, hair pins and make-up must also be removed.

You may wear dentures to the operating theatre.

Patient/Carer Involvement

We take a holistic approach to your patient journey from preadmission to discharge. We encourage family/carers involvement in all aspects of your care. Bedside handover of your care occurs between nurses at the changeover of shift times; we encourage your involvement and that of your partner/family/carers at these times. On admission, please ask for a patient/carers leaflet on bedside handover if you want more information on this process. A communication whiteboard will be located in your room, it outlines your care for the day and tells you the name of your nurse each shift. You and your carer are encouraged to be involved in the filling in of your individual communication whiteboard.

Part 4 – Financial Information

Accounts/Fees

If you are a member of a health fund it is important prior to your admission to check with them regarding the following:

- a. That your level of Health Fund Cover adequately covers the cost of the procedure and accommodation outlined in the Pre-Admission Form
- b. If an excess co-payment is payable for this admission
- c. If you have been a member of your Health Fund for less than 12 months, your fund may not accept liability for the costs of this admission, e.g. if your condition or any symptoms of your condition existed prior to your joining.

If there is a question regarding pre-existing symptoms, your health fund has the option to obtain details in this regard from your GP or specialist

- d. If the procedure you are having is restricted or excluded from your cover, the Health Fund will not cover your procedure or accommodation
- o Pharmacy and pathology imaging and x-ray may attract an additional charge
 - o STD, international, mobile telephone calls and sundry item charges are payable on discharge
 - o Please note that medical practitioners', allied health practitioners' and anaesthetists' fees are billed separately by the practitioner.

Informed Financial Consent

All patients who have any out of pocket expenses (such as excess, co-payments etc.) will be contacted via phone or SMS, at a minimum, the day prior to admission to be informed of the amount payable prior to admission. On admission, all patients will receive an 'Informed Financial Consent' form which outlines the costs associated with your admission to Glenferrie Private Hospital. If you haven't signed a form, please inform the Nurse Unit Manager who will organise with Business Office for you to organise one.

Payment Procedure

Private Patients – the portion of your estimated hospital account not covered by your health fund, e.g. an excess co-payment, must be paid on admission.

Any additional costs incurred during your stay are payable prior to discharge or after discharge, e.g. discharge pharmacy costs and some investigations.

Repatriation (DVA) Patients – the Hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge or upon request, e.g. discharge pharmacy costs and some investigations.

WorkCover Patients – total payment (aside from any ancillary charges) must be made on admission, unless approval for admission has been confirmed by WorkCover.

Third Party Patients – total payment (aside from any ancillary charges) must be made on admission, unless approval for admission has been confirmed.

Uninsured Patients – total payment (aside from any ancillary charges) must be made on admission. Other costs which may be incurred during your stay are payable on discharge or after discharge.

Please bring provision for payment of these fees on admission to hospital. Payment may be made by cash, cheque, credit card or eftpos. Personal cheques over \$500 are not accepted.





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If following your hospital stay you require transition into aged care or just need some help around your home, St Vincent's Care Services can tailor services to meet your individual needs.

We understand the importance of lifestyle and community, which is why our services encompass personal and clinical care, diverse leisure programs and support for emotional and spiritual wellbeing.

- **Residential Living** – *providing around-the-clock care and support in home-like environments, where staff strive to make you feel welcome, valued and safe.*
- **Community Living** – *delivering a range of services from domestic assistance to nursing care, to help you maintain your independence and lifestyle in your own home.*

Speak to your nurse or a member of the Discharge Planning Team to discuss what care and support St Vincent's Care Services can provide for you after you leave hospital.

For more information about St Vincent's Care Services contact our Admissions team:

Phone: **1800 778 767**

Email: **svcs.info@svha.org.au**

or visit our website: **www.svcs.org.au**



Eltham

43 Diamond Street, Eltham

A welcoming and relaxed residential aged care community, set amongst tranquil parklands and gardens.

Hawthorn

4 King Street, Hawthorn East

Supportive and caring residential aged care, located in a quiet leafy neighbourhood. (Locally known as Mary MacKillop Aged Care).

Werribee

240 Hoppers Lane, Werribee

A contemporary boutique residential aged care community, co-located with St Vincent's Private Hospital Werribee.



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CARE SERVICES**

A SERVICE OF ST VINCENT'S HEALTH AUSTRALIA

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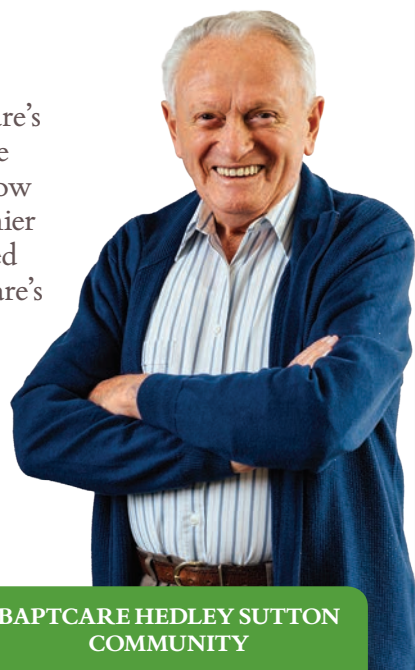
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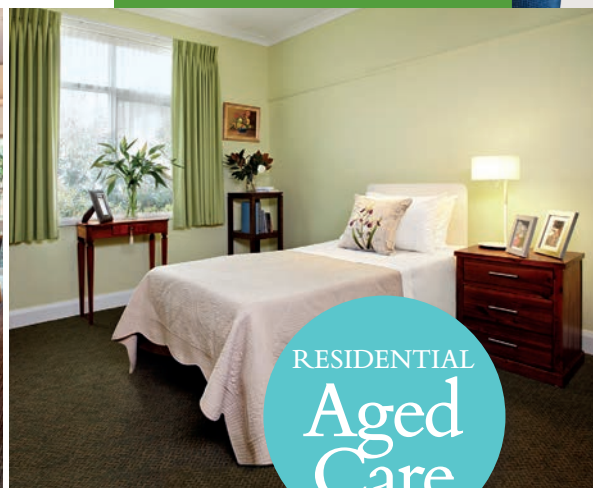
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Baptcare

Baptcare Hedley Sutton Community 19 Canterbury Road, Camberwell
Baptcare Karana Community 55 Walpole Street, Kew

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Studio Apartment

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King Bed

King Bed and 2 Singles

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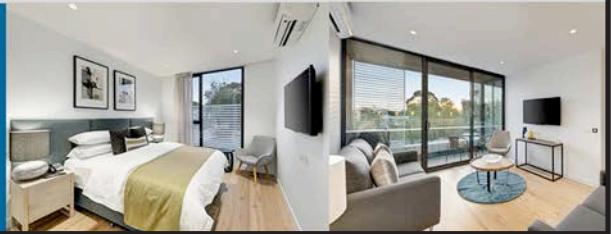
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Location Map of Glenferrie Private Hospital

