

Patient Information



Acknowledgment of Traditional Owners

We are proud to acknowledge the Aboriginal traditional owners of these lands and waters



Values

The Ramsay values of “People Caring for People” recognizes that we operate in an industry where “care” is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers, our patients and our staff.

The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed.
- We take pride in our achievements and actively seek new ways of doing things better.
- We value integrity, credibility and respect for the individual.
- We build constructive relationships to achieve positive outcomes for all.
- We believe that success comes through recognising and encouraging the value of people and teams.
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty.

Contents

| | | | |
|---|-----------|--|-----------|
| Values | 2 | Nurse Call Bell | 12 |
| The Ramsay Way | 2 | Smoke-Free Policy | 12 |
| My Healthcare Rights | 4 | Telephones | 12 |
| The Charter | 5 | Television, Television Programs, Movies, Valuables & Personal Property Radio & Foxtel | 12 |
| Access | 5 | Internet Access (Wi-Fi) | 12 |
| Safety | 5 | Visiting Hours | 12 |
| Respect | 5 | Part 4 – Health, Safety & Wellbeing of Our Patients | 13 |
| Communication | 6 | National Standards | 13 |
| Participation | 6 | Feedback, Compliments & Complaints | 13 |
| Privacy | 6 | Consumer Involvement in Care & Care Planning | 14 |
| Comment | 6 | Consent for Treatment | 14 |
| Part 1 – Welcome | 7 | Safe Surgery Policy | 14 |
| Key Contact Phone Numbers | 7 | Clinical Nursing Handover | 15 |
| Part 2 – Our Services | 8 | Special Needs & Cultural Diversity | 15 |
| About Our Services | 8 | Patient & Family Escalation of Care | 15 |
| Environmental & Cleaning Services | 9 | Concerns - The RAMSAY RULE Program | 15 |
| Emergency Procedures | 9 | Falls Prevention | 15 |
| Food Services | 9 | The Ramsay Rule | 16 |
| Alcohol | 9 | Patient Identification | 17 |
| Food Safety Standards | 9 | Infection Prevention & Minimisation | 17 |
| Pathology (Blood Tests) | 10 | Manual Handling | 17 |
| Pharmacy | 10 | Nutrition | 18 |
| Physiotherapy | 10 | Medication | 18 |
| Radiology & X-Ray | 10 | Pressure Injury Prevention | 18 |
| Veterans | 10 | Venous Thromboembolism (Clot) Prevention | 18 |
| Part 3 – Our Facilities | 11 | Surgery Patients | 19 |
| Accommodation for Partners in the Maternity Unit | 11 | Violence & Aggression | 19 |
| Accommodation for Paediatric (Children) Patients & Parents | 11 | Privacy | 19 |
| Car Parking | 11 | Part 5 – Planning for Discharge & Recovery | 20 |
| Coffee Shop | 11 | Discharge Planning | 20 |
| Flowers | 11 | Maternity – Baby Car Restraint | 20 |
| Internet Access (Wi-Fi) | 11 | Discharge Medication | 20 |
| Interpreter Service | 12 | Part 6 – Financial Information | 20 |
| Mail | 12 | Ambulance & Transport Costs | 21 |
| Newspapers | 12 | Medication Costs | 21 |

My healthcare rights

This is the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



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 consent.

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 healthcare.

Patients, consumers, healthcare providers and health service organisations 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 healthcare

You have a fundamental right to adequate and timely healthcare. 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 healthcare 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.

Information

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.

Partnership

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.

Give Feedback

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 organisation 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 healthcare 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.



Part 1 – Welcome

We would like to welcome you, your family and friends to Waverley Private Hospital, a member of the Ramsay Health Care Group, Australia's largest and most reputable private hospital operators. We have been an active contributor to the healthcare needs of our local community since 1972 and pride ourselves on providing excellent standards of healthcare in a friendly and caring environment.

This patient directory has been designed to provide you, your family and friends with helpful information to assist you during your stay at Waverley Private Hospital. If you have any further questions, concerns or thoughts, please speak with your nurse, the Nurse Unit Manager or staff from the 'key contacts' list below, who will be more than happy to assist.

We hope your stay is as pleasant and comfortable as possible.

Key Contact Phone Numbers

| | |
|---|--|
| Hospital Phone Number/Main Reception | 9881 7700 |
| Website | www.waverleyprivate.com.au |
| Hospital Coordinator | Ext 7683 |
| Surgical/Medical/HDU Nurse Unit Manager | Ext 7748 |
| Maternity Services Manager | Ext 7761 |
| Business Office | Ext 7700 |
| Catering Department | Ext 7508 |
| Environmental Services | Ext 7705 |
| Veteran Liaison Officer | Ext 7748 |
| Early Parenting Centre | Ext 9516 |
| Patient Liason Officer | Ext 7774 |

Part 2 – Our Service

About Our Services

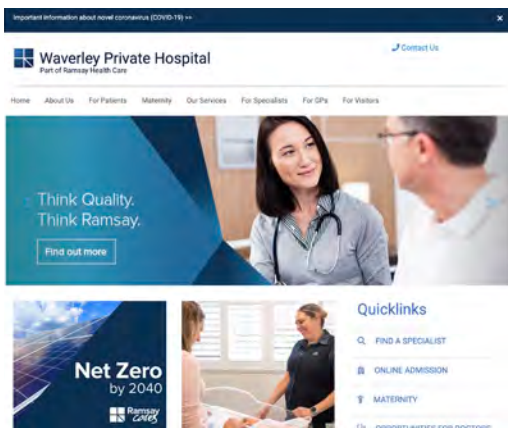
Waverley Private Hospital is a 98-bed licensed facility, which includes:

- Birth Suite
- Colorectal
- Cosmetic
- Day Infusion Centre
- Day Oncology Unit
- Day Procedure Unit
- Early Parenting Centre
- Endocrine
- Haematology
- High Dependency Beds
- Maternity Unit
- Pain Management
- Seven Operating Theatres
- Special Care Nursery
- Specialist Health Centre

We are well recognised for our care and services in the following specialties:

- Breast Surgery
- Ear, Nose and Throat Surgery
- Obstetrics – Antenatal and Postnatal Care
- Oncology and Chemotherapy
- Gastroenterology
- General Surgery
- Gynaecology
- Lactation Support Service
- Neurosurgery (Spinal)
- Oncology and Chemotherapy
- Ophthalmology
- Oral and Maxillofacial Surgery
- Orthopaedic Surgery
- Plastic and Reconstructive Surgery
- Urogynaecology
- Urology

If you, your family or friends would like any further information on any of these services and our partnering doctors, please visit the Waverley Hospital website: www.waverleyprivate.com.au



Environmental & Cleaning Services

Our environmental staff will clean your room and bathroom daily. If you need to contact our environmental staff, please call Environmental Services (8.00am – 9.00pm, Monday to Friday) on ext: 7705, or alternatively, for after-hours help contact the Hospital Coordinator on ext: 7683.

Emergency Procedures

The hospital has highly developed and tested emergency procedures in-line with Australian standards. Emergency alarms are tested on a regular basis. If you hear an emergency alarm or an announcement, please remain where you are and await instructions from the staff.

Food Services

You can expect the highest standard of food and food preparation at Waverley Private Hospital:

- Our food is prepared fresh daily.
- We use seasonal produce.
- We have regular internal and external audits that check on the cleanliness of our kitchen, the safety and quality of our food and food preparation.

Menus will be delivered to you daily:

- Maternity – with breakfast.
- Surgical Ward – with breakfast.

The catering staff will return to collect your completed menu at approximately 9.00am. Our catering staff can assist you with menu choices and any special requests.

If you require a modified diet or have special dietary needs, this can be arranged through your Nurse or Catering staff on admission.

Please note that following surgery, a light meal will be provided (sandwiches) to minimise the risk of nausea and vomiting.

Approximate Meal Times

| | |
|-------------|------------------|
| Breakfast | 7.30am–8.00am |
| Morning Tea | 10.30am–11.00am |
| Lunch | 12.00noon–1.00pm |

**Flexible meal times in Maternity (you choose the time)*

| | |
|-----------------------------------|---------------|
| Afternoon Tea | 2.30pm–3.00pm |
| Dinner Surgical/ Medical wards | 5.00pm–5.30pm |
| Maternity | 5.00pm–5.30pm |

Approximate Meal Times

A three-course meal can be ordered for Partners / Parents from our kitchen via Main Reception at a cost of \$20.00.

The coffee shop has a choice of sandwiches and light snacks. Opening hours vary.

Alcohol

Is provided only with the permission of the treating doctor. Alcohol brought in from outside the hospital is not permitted.

Food Safety

During your stay, we strongly recommend that you do not consume food prepared outside the hospital. If you choose to do so, the hospital cannot accept responsibility as preparation and transport may not comply with Food Safety Standards. If you choose to accept food prepared elsewhere it must be clearly labelled, dated and refrigerated if not consumed immediately. In all cases, it should be consumed within 24hrs of preparation or disposed of.

Pathology (Blood Tests)

Dorevitch Pathology is located onsite. At the request of your doctor, Dorevitch or another pathology service may carry out pathology tests (blood tests).

Pharmacy

You will continue to use your own medications while in hospital. Other medication ordered by your treating doctor will be supplied by our onsite pharmacy. Our pharmacist may visit you on the ward to discuss your medications.

Physiotherapy

We have reputable private physiotherapy services who will provide you with treatment as requested by your treating doctor.

Postnatal physiotherapy sessions for exercise education are available to all patients in the Maternity Unit.

Radiology & X-Ray

An onsite radiology and imaging service is provided by IMED. These services are available to inpatients and outpatients at the request of your doctor. You will be billed separately for these services.

Veterans

Veteran Liaison Officer is available to assist all Veterans with any requests.

Please speak with the Surgical / Medical Nurse Unit Manager. Waverley Private Hospital supports and participates in the Veterans' Affairs Better Discharge Planning Program, which aims to support the safe transition from hospital back to home.



Part 3 – Our Facilities

Accommodation for Partners in the Maternity Unit

Partners are welcome to stay overnight. We are not able to accommodate siblings or other relatives.



Accommodation for Paediatric (Children) Patients & Parents

We encourage a parent or guardian to stay with a child under the age of 16 years throughout their hospital stay and to participate in their child’s care. A pullout bed can be arranged through the Nurse Unit Manager and we provide meals at no charge for the parent staying. The parent staying will need to sign in and out at Main Reception.

For safety reasons, we attempt to accommodate paediatric patients in a room near to the Nurse’s Station, which promotes high visibility. We also have a child specific menu available.

Car Parking

Onsite visitor parking is available for a small fee. For maternity patients, who may require extended parking times (e.g. when in labour), please speak with our staff at Main Reception. Limited free visitor car parking is available in the surrounding streets. Time limits apply and are monitored by the local council.

Coffee Shop

Waverley Café is located at the main entrance and provides a variety of delicious hot and cold beverages, snacks and meals. Opening hours vary.

Flowers

Flowers will be delivered to your room as soon as possible after arrival. Please ask staff for a vase.

Internet access

Wireless internet can be accessed from your room, using your own laptop or smart phone or wireless device (Waverley Private Hospital does not accept liability for loss or damage to this equipment). Please contact Main Reception to access the internet code card.



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. Charges may apply.

Mail

All mail delivered to the hospital will be brought to your room without delay. Mail received following your discharge will be forwarded to your home address.

Newspapers

Newspapers can be accessed by scanning the QR code.



Nurse Call Bell

The handset attached to each bed allows you to call for nursing assistance at any time.

We aim to respond in a timely manner, but we do ask for your understanding in 'peak' times such as meal times, meal breaks and shift handover times as it may take a little longer to respond.

Smoke-Free Policy

Waverley Private Hospital is a non-smoking hospital. We recognise that smoking is a significant health risk, can be a fire danger and contributes to unsightly litter. As smoke can enter the hospital through fresh air vents, smoking within 20 metres of doorways or buildings is prohibited. Please respect our smoke-free policy.

Telephones

Bedside telephones allow you to make free local and mobile calls. Please dial '0' first and then the number. A free taxi phone is located near the main entrance (opposite radiology on the ground floor)

Television, Television Programs, Movies, Radio & Foxtel

Each bed/room has a television that provides free-to-air TV, Foxtel channels, as well as five movie channels. The nurse call bell handset operates the television.

Valuables & Personal Property

Flowers will be delivered to your room as soon as possible after arrival. Please ask staff for a vase.

Internet Access (Wi-Fi)

Waverley Private Hospital does not accept liability for the loss or damage to any personal items, valuables and money brought into hospital that you choose to keep in your room. We strongly suggest valuables such as laptops, mobile phones, jewellery or large sums of money are not brought into hospital. If something is left behind, the staff will contact you for collection.

Please note: It is not advisable to lock any valuables in the bedside locker medication drawer.

Visiting Hours

In order to promote your rest and recovery, our preferred visiting hours are:

11.00am – 8.00pm for Surgical Ward

3:30pm – 8:00pm for Maternity Ward

For the comfort and safety of all, children visiting the hospital must be supervised at all times.

Part 4 – Health, Safety & Wellbeing of Our Patients

National Standards

The Australian Commission for Safety and Quality in Healthcare have developed eight national standards that aim to improve safety and quality in healthcare.

Waverley Private Hospital has a strong quality and risk program and complies with the national standards.



Clinical Governance Standard



Partnering with Consumers Standard



Preventing and Controlling Healthcare-Associated Infection Standard



Medication Safety Standard



Comprehensive Care Standard



Communicating for Safety Standard



Blood Management Standard



Recognising and Responding to Acute Deterioration Standard

Feedback, Compliments & Complaints

At Waverley Private Hospital we are committed to ensuring you receive excellent service and care.

We, therefore, welcome feedback as it supports us to evaluate and continuously improve the care and service we provide and to meet the expectations of our customers.

There are several ways you, your family and friends can provide feedback:

- Talk to your Nurse
- Talk to the Nurse Unit Manager
- Contact the Patient Liaison Officer/ Hospital Coordinator on 9881 7774
- Net Promoter Score (NPS) Surveys are sent to all patients post operatively. Patients will receive survey either via sms on mobile or email from us. This is an opportunity to promote feedback.

Please be reassured that all feedback is respected, addressed professionally and without prejudice. Should you have immediate concerns regarding any aspect of your care or our service during your stay, we encourage you to speak to one of our staff members.

Dear Patient

At Ramsay Health Care we are committed to providing excellent care to our patients. In the coming weeks, you will receive a survey from us allowing you an opportunity to provide feedback.

Your feedback is important to us and will be used to help improve our care and services.

Thank you



Consumer Involvement in Care & Care Planning

Ramsay Health Care and Waverley Private Hospital value and support the involvement of patients and family in care and care planning.

We do this in several different ways:

- We encourage our patients and family members to ask questions.
- We encourage our patients to actively participate in situations where their care is being handed over from one shift to the next and between healthcare professionals (such as between the nurse and doctor).
- We encourage our patients and family to give us feedback in order to improve the safety and quality of care.
- We provide information on health outcomes, available on the Waverley Private Hospital website:
www.waverleyprivate.com.au

stances, variations from the proposed treatment / procedures, or an extended length of stay in which case additional costs will apply.

Consent for Treatment

As part of your admission to the hospital, you need to complete a 'Consent for Treatment' form. This verifies that you have had the nature and risks of the treatment/

procedures/operations to be undertaken during your admission explained, and that you have consented to the treatment / procedures.

You have the right to ask questions if you have any concerns in regards to

the procedure/rehabilitation goals, or understanding the risks and alternatives. Ask to speak with the nursing staff or your treating doctor in order to express and have your concerns addressed.

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 regards to the procedure to be undertaken, please ask to speak with your treating doctor as a matter of urgency.

Clinical Nursing Handover

Nursing handover is an opportunity for our staff to pass on valuable information about your care and progress to the following shift.

It is also an opportunity for you and your family to ask questions and to be involved in planning your care. Clinical Nursing handover should occur at your bedside at the following times:

- 7.00am–8.00am
- 2.30pm–3.00pm
- 10.00pm–10.30pm

Special Needs & Cultural Diversity

Waverley Private Hospital has a diverse patient population. We recognise that many of our patients have special needs in accordance with cultural, religious beliefs, personal preferences and physical abilities, and we aim to ensure that these needs are met. Please identify any special needs or requirements to your nurse so that we can accommodate your requests.

Patient & Family Escalation of Care Concerns – The RAMSAY RULE Program

Patients and families are often the first to know that something is ‘not quite right’. We strongly encourage you and your family to let us know if you are worried about a change in your condition or that of your family member.

- Step 1** – Tell your nurse about your concerns. If you and/or your family are still concerned...
- Step 2** – Ask to speak with the Nurse Unit Manager. If you and/or your family are still concerned...
- Step 3** – Call the Hospital Coordinator on 9881 7683, who will promptly assist in addressing any concerns.

Falls Prevention

For many reasons, patients of all ages are at increased risk of having a fall while in hospital.

Unfamiliar surroundings, changes in medication, altered strength due to an illness, altered balance and some medical conditions can contribute.

On admission, you will be assessed for your level of risk for falling. The staff will implement strategies and a plan to reduce your risk of a fall, such as lowering the bed, placing your call bell within reach and checking your footwear.

You can prevent falling by following the staff’s advice and if suggested, please ring the Nurse call bell BEFORE you get out of bed or up to the toilet.

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**
Hospital Coordinator -9881 7683

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.

WAVERLEY 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.



Ramsay
Health Care

Patient Identification

When admitted, an identifying (ID) band will be placed on your wrist or ankle. This band includes your name, date of birth and a unique hospital identification number. The staff will check your band on many occasions during your stay, such as before they administer medication or before a blood test.

Staff will involve you in the checking process. You will be asked on many occasions to state your full name and date of birth.

In the Maternity Unit, all newborns will have an ID band as will the father/partner. The baby's ID band is checked against the mother or father/partner whenever the mother and baby are separated. Please tell the staff if your baby's ID band is not present at any time.

Infection Prevention & Minimisation

Our infection control standards are inline with legislative guidelines and the Australian Government Department of Health and Ageing Infection Control Guidelines. Waverley Private Hospital supports National and International efforts to reduce antibiotic resistance and to optimize the prescription and use of antibiotics within our organisation. Handwashing, cleaning and regular auditing of standards are just a few ways we reduce the risk of infection.

We encourage our patients and visitors to promote hand hygiene. Don't hesitate to ask our staff and doctors if they have cleaned their hands!

You and your visitors can assist in preventing the spread of infections with a few simple precautions:

- Wash your hands after toileting.
- Wash your hands before and after eating.
- Use the antibacterial hand gel before leaving your room.
- Encourage visitors not to visit if unwell with a cold or cough, or potential gastroenteritis.
- Ask visitors to use the antibacterial hand gel before and after entering your room.

Manual Handling

Waverley Private Hospital has implemented a system of safer work practices for staff to use when handling,

transferring or mobilising patients. Known as the 'No Lift System', these practices ensure you are handled in the safest possible way, as well as reducing the risk of injury to staff.

Staff will encourage your assistance whenever it is safe for you to do so. This will ensure you remain as independent as possible, will improve your mobility and may also speed your recovery. Equipment that may be used includes: slide sheets, HoverMatts, an overhead self-help bar, a walking frame, a 'Sit to Stand' machine or a full lifting hoist with a sling.

Nutrition

Excellent nutrition is a vital part of a quick recovery from any illness or surgery. We will support you to have a nutritious diet by providing appetising, suitable, healthy meals made out of quality, fresh produce that meet your dietary needs.

We are pleased to accommodate your special or specific needs whether they are based on cultural, religious, personal preference or health requirements. You can assist us by letting the nursing staff, your doctor and the catering staff know of any special needs on admission.

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 drug cabinet. 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 Prevention

Pressure injuries are caused by pressure, friction and moisture that can damage the skin and result in sore, tender and sometimes broken areas of skin.

It is unusual for our patients to develop a pressure injury, but there are risk factors that we will identify and assess on admission and daily.

You can assist in preventing a pressure injury while you are in hospital by taking care when you move, ensuring your skin is clean and dry, eating a well-balanced diet, staying hydrated and notifying the staff if you have any discomfort.

Venous Thromboembolism (Clot) Prevention

A stay in hospital can increase your risk of a blood clot in your legs or lungs. During your stay the doctor will assess your risk of developing a clot and may recommend preventative treatments, such as:

- Wearing compression stockings.
- Taking blood thinning tablets or a blood thinning injection.
- Staying mobile and suitable exercises.

You can assist in preventing a blood clot by wearing the compression stockings for as long as instructed, continuing with medication, keeping hydrated and **KEEP MOVING** (within your restrictions).

Surgery Patients

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 be asked to shower using 'antiseptic', and dress in a theatre gown provided. This will depend on your surgeon's instructions.

All jewellery (excluding your wedding ring) should be removed prior to the shower and not be put on again until after the operation. Nail polish, hair pins and makeup must also be removed. You may wear dentures to the operating theatre and you can request to wear hearing aids.



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 will lead to discharge and may result in the Police being notified and legal action being taken.

Privacy

We are committed to complying with all applicable privacy laws that govern how Ramsay Health Care collects, uses, discloses and stores your personal information.

You have the right to access your personal information in your health record. You can also request an amendment to your health record should you believe that it contains inaccurate information.

For further information, or to receive a copy of our full privacy policy, please ask a staff member, visit our website: www.ramsayhealth.com, or telephone the hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

Part 5 – Planning for Discharge & Recovery

Discharge Planning

It is important to begin early planning for your discharge in order to ensure any services or equipment you may require after discharge can be arranged for when you need them.

Please consider the following well before your planned discharge date:

- Discharge time is strictly 9.30am
- Transport arrangements
- Who will care for you
- If you need any help with personal needs (e.g. bathing, dressing etc.)
- If you need any help with normal domestic duties (e.g. shopping, cooking, cleaning)
- Your special care needs (e.g. dressings, medications etc.)

On the day of discharge, you will be given your ongoing care, specific instructions related to your recovery and follow-up appointments.

If you require further care in a rehabilitation centre, we will facilitate the referral and assist you to organise transport to the centre.

If you have any questions or concerns, please speak with your nurse before you leave hospital.

Maternity – Baby Car Restraint

Please ensure that the baby car restraint is correctly fitted and adjusted before the day of discharge. It is Australian law that babies travel in an appropriate car restraint.

Discharge Medication

Our pharmacist will organise any medication you are required to take after discharge.

After discharge, you will need to visit your GP to obtain further medication.

Part 6 – Financial Information

We are committed to ensuring you are well informed about the costs of your hospital stay. The cost you incur may differ depending on your insurance (if applicable). You should have had information provided to you relating to the expected out-of-pocket costs, such as excess and co-payments, prior to your hospital stay. If you do not have private insurance and are self-funded, you will have received an estimate of expenses which is required to be paid prior to admission.

It is important to understand any estimates given in regards to out-of-pocket costs may change due to a number of reasons, such as:

- Your treating doctor may vary the proposed treatment and/or procedure, which may result in variation to the amount funded by your health fund and/or provided estimate.
- You may incur sundry charges during your stay (e.g. visitor meals).
- Your doctor may select a device or prosthesis based on a clinical need that results in a gap payment.

Please settle expected out-of-pocket costs on discharge. Cash, credit card and EFTPOS facilities are available. You will receive

separate accounts after discharge from third parties (if these services are used), which are entirely separate to any hospital charges. These accounts may include:

- The treating doctor and/or surgeon.
- The assisting surgeon (if used).
- The anaesthetist(s).
- Paediatrician (if used).
- Pathology (e.g. Blood Tests).
- Radiology (e.g. X-Rays).
- Physiotherapy.
- Pharmacy.
- Ambulance cover (if you do not have an ambulance membership).

Some of these accounts may be redeemable via Medicare or your private health insurance fund. Please contact the service/person who issued the account if you have any questions.

If you would like further information, please contact a member of our Waverley Private Hospital administrative team or review the payment information on our website.

Ambulance & Transport Costs

We advise you to have full ambulance cover with Ambulance Victoria. Ambulance cover through your private health fund may only cover the cost of emergency ambulance transport, and not ambulance transfer to another facility/hospital (such as a rehabilitation hospital).

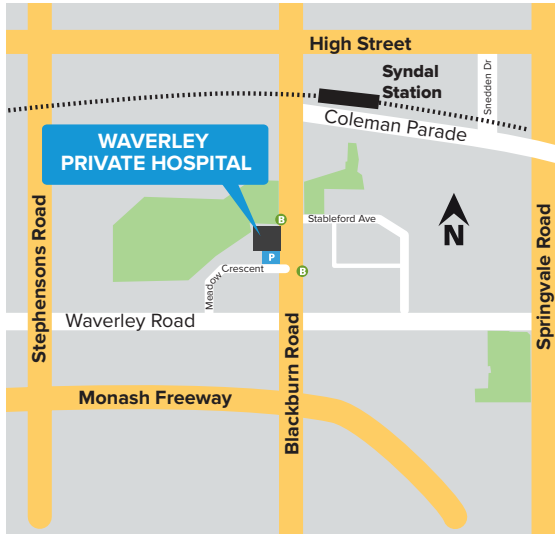
If you are not covered by Ambulance Victoria and require transfer to another facility/hospital, you may be required to organise your own transport (if medically appropriate) or to pay the cost of ambulance transport.

Medication Costs

Any medications you were taking before admission that are supplied by our pharmacy during your hospital stay will be charged directly to you (there are some exceptions). Medications covered by the Pharmaceutical Benefits Scheme (PBS) will be charged at the PBS price. Other medicines will vary in price. You will need to pay this account at Reception at the time of your discharge.

You can request a Safety Net printout to be sent to the pharmacy you regularly visit.

For any queries or further information, please contact our pharmacy team on **9881 7787** between 8.00am and 3.00pm, Monday to Friday.



Waverley Private Hospital

Part of Ramsay Health Care

343 - 357 Blackburn Road

Mount Waverley VIC 3149

Ph: 03 9881 7700

waverleyprivate.com.au

People caring for people.