

# Patient Information



# Contents

Welcome	3	Nurse-Call System	9
About the Hospital	3	Pharmacy	9
Services provided at Warringal Private Hospital	3	Physiotherapy	9
To Contact Us	3	Postal Facilities	10
Our Mission & Vision	3	Public Toilets	10
Privacy of Patient Information	4	Reception	10
Compliments, Complaints & Suggestions	4	Smoking	10
Risk Management & Quality Improvement Program	4	Spiritual Needs	10
<b>General Information</b>	<b>6</b>	Staff Identification	10
Accommodation	6	Taxis	10
Admission	6	Telephones	10
Ambulance Subscription	6	Television	10
Car Parking & Public Transport	6	Valuables	11
Coffee Shop	6	Veteran Affairs Liaison Officer	11
Confidentiality	7	Violence/Aggression	11
Consultants	7	Visiting Hours	11
Customer Focus Groups & Patient Satisfaction Surveys	7	<b>Medical Information</b>	<b>12</b>
Disability Services	7	Blood Clot Prevention in Hospital	12
Discharge Information	7	Consent for Treatment	13
Discharge Planning	7	Identification & Allergy Bands	14
Discharge at Own Risk	8	Infection Control	14
Emergency Procedures	8	Medication	14
Electrical Products	8	Pressure Ulcer Prevention	14
Flowers	8	Surgery	15
Hairdressers	8	<b>Financial Information</b>	<b>16</b>
Interpreter Service	8	Hospital charges	16
Meals/Meal Times	8	Self Insured Patients	16
Mobile Phones	9	Methods of Payment	16
Newspapers	9	<b>Ten tips for better health</b>	<b>17</b>
		Safety in health care is important!	17

# Welcome

We welcome you, your families and friends to Warringal Private Hospital, operated by Ramsay Health Care - Australia's largest and most reputable private hospital operator. Whilst 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.

## About the Hospital

Warringal Private Hospital is owned and 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.

Warringal 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 – features which combine to attract Australia's leading medical, nursing and allied health practitioners.

## Services provided at Warringal 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, interstate and international areas. Warringal Private is a 143 bed hospital offering a comprehensive range of medical and surgical services including;

Bariatric, Breast, Cardiothoracic, Colorectal, Endocrinology, ENT, General, Gynaecology, Oral and Maxillofacial, Orthopaedic, Plastics, Urology, and Vascular surgery.

As well as Endoscopy and Diagnostic and Interventional Cardiac and Vascular services

And including medical services in Cardiology, Oncology, Respiratory, and Renal medicine.

The hospital is supported by an Intensive Care Unit and a Cardiac Unit. It adjoins specialist diagnostic centres providing access to pathology, radiology, and pharmacy services.

## To Contact Us

<b>Ph: Reception</b>	<b>03 9274 1300</b>
<b>Ph: Executive</b>	<b>03 9274 1320</b>
<b>Fax: Executive</b>	<b>03 9459 7606</b>
<b>Switchboard Patient Services</b>	<b>2</b>
<b>External Line</b>	<b>0</b>

## Our Mission & Vision

### The Ramsay Vision

Ramsay Health Care is committed to being a leading provider of health care services by delivering high quality outcomes for patients and ensuring long term profitability

### 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 success comes through recognizing 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.

## 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 & Suggestions

Your feedback is important to us. If you experience any problems whilst you are in hospital they can be attended to during your stay. Please ask to speak with the Nurse Unit Manager who will be more than happy to address any concerns you may have. Alternatively, you can contact a member of the Executive team, by calling Ext. 320 (office hours) or 972 (after hours).

We welcome and appreciate any suggestions and invite you to complete our patient feedback cards as your comments assist us in our evaluation of our efforts to continually improve and adapt our service to meet your needs. This card can be found on your bedside table. If not, please ask the nursing staff.

## Risk Management & Quality Improvement Program

The hospital is currently accredited with the Australian Council of Health Care Standards. In order to be accredited the hospital undergoes continual rigorous and comprehensive reviews by the external agency.

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.

# AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

## Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

**1** Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

**2** The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

**3** Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

**AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE**

## What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
<p><b>Access</b></p> <p>I have a right to health care.</p>	<p>I can access services to address my healthcare needs.</p>
<p><b>Safety</b></p> <p>I have a right to receive safe and high quality care.</p>	<p>I receive safe and high quality health services, provided with professional care, skill and competence.</p>
<p><b>Respect</b></p> <p>I have a right to be shown respect, dignity and consideration.</p>	<p>The care provided shows respect to me and my culture, beliefs, values and personal characteristics.</p>
<p><b>Communication</b></p> <p>I have a right to be informed about services, treatment, options and costs in a clear and open way.</p>	<p>I receive open, timely and appropriate communication about my health care in a way I can understand.</p>
<p><b>Participation</b></p> <p>I have a right to be included in decisions and choices about my care.</p>	<p>I may join in making decisions and choices about my care and about health service planning.</p>
<p><b>Privacy</b></p> <p>I have a right to privacy and confidentiality of my personal information.</p>	<p>My personal privacy is maintained and proper handling of my personal health and other information is assured.</p>
<p><b>Comment</b></p> <p>I have a right to comment on my care and to have my concerns addressed.</p>	<p>I can comment on or complain about my care and have my concerns dealt with properly and promptly.</p>

# General Information

## Accommodation

We offer a range of private and shared rooms, all with ensuites, private telephone and radio/television/video. 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.

Warringal Private Hospital has many rural and interstate patients and families requiring accommodation. Please ask your Doctor's rooms or your nurse for information about accommodation available to families of patients at Warringal Private.

## Admission

You will be contacted in the days prior to your scheduled admission date by our hospital administration staff. They will confirm your admission time and inform you of any out of pocket expenses estimated according to your health fund arrangements. A pre-admission nurse may also contact you to complete your medical history and discuss your plan of care. Alternatively, we now have availability of on-line admission forms via our website ([www.warringalprivatehospital.com.au](http://www.warringalprivatehospital.com.au)).

You will be admitted based on the order of the theatre list and not the time of your arrival.

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.

## Ambulance Subscription

Some Health Funds only cover the use of an ambulance for emergency situations.

An ambulance may be required to transport you to another facility and this may not be covered by your insurer. If you are not covered you will need to subscribe to Ambulance Victoria on 1800 64 8484 at least 60 days prior to transportation.

## Car Parking & Public Transport

### Parking

Limited parking is available on the hospital grounds at cost. The parking attendants will assist you when possible. Street parking is available at the front of the hospital for drop-off and pick-up, and disabled parking. If you are being discharged in a wheelchair, the person collecting you can pick you up via the Ambulance Bay, which is accessed from the hospital car park. Please ask the nurse or ward clerk for advice in regard to accessing this.

### Public transport

#### Train Routes

The hospital is within walking distance of Heidelberg Station on the Hurstbridge line.

#### Taxis

Reception is able to phone for a taxi to meet you at the front of the hospital when requested.

## Coffee Shop

There is a coffee shop located on the ground floor of the medical centre. Snacks, sandwiches, pies, light refreshments, along with magazines and newspapers, are available.

The café is open:

Monday to Friday 8.30am – 6.30pm

Saturday 8.30 – 12.30pm

## Confidentiality

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

## Consultants

A list of Warringal Private Hospital's consultants and visiting specialists is available on the hospital's internet site ([www.warringalprivatehospital.com.au](http://www.warringalprivatehospital.com.au)). If you would like a copy please ask a member of the nursing team.

## Customer Focus Groups & Patient Satisfaction Surveys

Every second year an independent international consulting group, Press Ganey and Associates, survey patients and recommend key areas in which we can improve. We encourage you to participate in this survey as it provides an objective assessment of the quality of care that our hospital is providing, and enables us to continue to improve our service.

## 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 by 9.30 am.**

Your doctor will advise you when you are ready to return home. 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. Please check with your Doctor if you are able to drive yourself home. Although you may feel fine to drive, the effects of your medication may mean that it would be dangerous for you to drive.

You are not permitted to drive for 12 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.

## Discharge Planning

If you feel you need extra assistance after discharge, you should voice your concern to the nurse looking after you as soon as possible. We have access to resources to assist you with all your discharge needs.

## 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.

## Electrical Products

While you are welcome to bring electrical products into the hospital, you should be aware that all such products need the approval of our maintenance department before use. This is to ensure that your appliances meet the hospital's safety policy. The policy is in place to ensure the safety of all patients and staff and your assistance with this is appreciated.

Ask your nurse for more information.

## 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.

Flowers are not permitted for patients in ICU/HDU, due to the constant use of electrical and medical equipment in this area.

## Hairdressers

A hairdressing service is available to long term patients. Staff on your ward will make an appointment for you at your request.

## Interpreter Service

Please notify the team on your ward, if you need an Interpreter Service. The nurses will organise this for you. There maybe a cost associated with the service. Interpreters can also be used for hearing and sight impaired patients.

## Meals/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. A dietician is available if required.

We offer a choice of Australian wines and beers if your medical condition permits. Kosher diets can be organised through the hospital's catering manager. Talk with nursing staff on admission so that the necessary arrangements can be made. Serving times may vary slightly from ward to ward:

Breakfast:	7.30am	Morning Tea:	10.00am
Lunch	12.00 noon	Afternoon Tea:	2.00pm
Dinner:	5.00pm	Supper:	8.00pm

Meal Services for partner: Meals can be prepared for your partner at minimal cost. You can organise this through the nursing staff.

## Mobile Phones

The use of mobile phones in the operating theatre, intensive care, and cardiac unit are not permitted as they interfere with delicate operating theatre and patient monitoring equipment.

## Newspapers

Newspapers and magazines are available for purchase from the coffee shop on the ground floor.

## 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. All free to air stations are available along with Foxtel.
- Radio channels are available through your television.

## Pharmacy

Prescription drugs/medicines are supplied to inpatients by the hospital pharmacy. If you are a member of a health fund that has an agreement with the hospital, you will not be billed for prescriptions related to your admission. You will be responsible, however, 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. They will also provide respiratory physiotherapy when necessary.

## Postal Facilities

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

## Public Toilets

Visitor toilets are available on the ground floor in the left and right corridors. Please ask for directions to these and disable facilities.

## Reception

Reception is staffed for your convenience between the following hours:

Monday to Friday: 6.30am to 10pm

Saturday: 8am to 9pm

Sunday: 8am to 9pm

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

## Smoking

Warringal Private Hospital adheres to the Victorian government legislation and is a smoke free zone. Please do not smoke in the interests of patients, staff and other visitors.

## Spiritual Needs

Your spiritual needs can be catered for through prior arrangement with the Nursing 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.

## Taxis

Taxis can be arranged through your ward clerk or reception (dial '9')

## Telephones

Each bed has a telephone for patient use. Dial zero (0) for an outside line. You may purchase a phone card from Reception if you need to make STD, International or mobile calls. Local calls are free.

## Television

The Hospital provides a television set at your bedside at no additional charge. Your nurse-call handset operates the television. All the free-to-air channels are available. Foxtel and Internet access is also available through our Care Package which can be purchased at Reception. The handset by your bed allows you to easily choose a television program. When either of the channel selector buttons is pushed, the current channel is displayed on the television screen.

## Valuables

Patients are strongly advised not to wear jewellery, 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. There is a safe available for small items at reception where you may request valuables to be kept during your stay. 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.

## Veteran Affairs Liaison Officer

The hospital has a DVA liaison officer who is available to assist with any requests that a DVA patient may have. Please ask a member of your nursing team to contact the officer if you have any requests. Department of Veteran Affairs patients may request a visit from their local RSL representative. Please discuss your needs with your attending nurse 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

Visitors are welcome daily between 3.00 pm and 8.00pm. Visiting outside these hours is by arrangement with the nursing staff only.

The Intensive Care Unit and Cardiac Unit have restricted visiting for immediate family and a strict rest period between 1.00 and 3.00 pm.

Day procedure patients – visiting is limited to one person.

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

# 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 stocking 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:

- Get 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 short of breath

## Consent for Treatment

As part of your Admission to the hospital, you need to complete a “Consent for Treatment” form. It verifies that you are aware of the treatment you will receive during your stay and that both you and the medical practitioner have agreed on the procedure. Prior to surgery, the staff and surgeon will again check with you that the correct side and site has been prepared for surgery. If you are concerned that there is any misunderstanding between yourself and your surgeon, you must notify the nursing staff as a matter of urgency.

### 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 or occupational therapist 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 & 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", you will also receive a red wrist band. 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 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 Control

Warringal Private Hospital has strict precautions in place to help prevent the spread of infections or disease by patients, visitors and staff. Our policies ensure that all our equipment is maintained according to Australian standards and government guidelines.

Hand washing, high standards of housekeeping, the use of sterile techniques and equipment, are just a small part of the efforts our staff make to ensure your speedy recovery and to reduce the risk of infection.

Everyone can help break the chain of infection by taking a few basic precautions.

- Always wash your hands:
  - After using the toilet
  - Before and after eating and smoking
  - Before and after touching your operation wound area or any dressing you may have
  - After using tissues when coughing or sneezing
  - After touching body fluids or waste
  - Before using any drops, lotions or creams
  - When leaving your room

Make sure you mention to nursing staff any concerns you may have regarding the hygiene of the ward or bathrooms.

## 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 nursing unit manager if you have any queries.

## Pressure Ulcer Prevention

Pressure Ulcers 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 ulcers can be prevented or if present their progress halted. At The Avenue Private Hospital we will endeavour to prevent pressure ulcers 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 be asked to shower using 'antiseptic' and dress in a theatre gown provided. This will depend on your surgeon's instructions. All jewellery (excluding wedding ring) 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.

# Financial Information

## Hospital charges

Warrigal Private Hospital has agreements with most of the major health funds. It is your responsibility to ensure that you are aware of your level of insurance cover held, and whether or not the hospital has a contract with the health fund concerned and any costs you may incur. A pre-admission phone call will discuss this estimate with you.

All out-of- pocket expenses are to be paid on admission; that is accommodation and excesses.

In circumstances where your policy does not cover the full hospital charge, then we ask you to pay the difference between the health fund rebate and the hospital fee on admission.

Any further out- of- pocket costs are to be paid on discharge.

Please note that your hospital account may consist of the following items:

- Theatre fees
- Prostheses
- Accommodation
- Pharmacy
- Phone calls – STD and mobiles (not covered by health funds)
- Sundry items

But does not include

- Your doctor's or surgeon's account
- Your anaesthetist's account
- Radiology expenses
- Pathology expenses

## Self Insured Patients

Patients without health insurance cover, and paying privately will be required to pay the estimated cost of hospitalisation on admission. It is therefore necessary for you to contact Reception for an estimate prior to your admission. On discharge, you will be directed to the Reception desk to finalise your account. All fees for doctors, diagnostic services, pharmacy and other ancillary services will be billed separately.

## Methods of Payment

We accept the following forms of payment:

- Cash
- Bank Cheque
- Credit Card (Bankcard, Mastercard, Visa)
- EFTPOS

Please telephone our Patient Accounts Department on 392 if you have any account queries.

# Ten tips for better health

## Safety in health care is important!

Australia has one of the best health care systems in the world. This means that when you visit a health care service you expect to receive the safest health care available.

But health care is becoming more complicated every day. Even a small oversight in one area can have a big flow-on effect in another area. Sometimes things don't work out as expected and harm results from our health care. The results can be relatively minor and easily fixed, or they can be more serious.

Most problems happen because of the way things are done, not because of any person. Problems in the system can increase the risk that something may go wrong for you. If problems do happen, they need to be noted quickly and fixed before they cause harm. With your help, systems in health care can continue to be improved so that problems are less likely to occur.

If things do go wrong, it is important that health care professionals find out what happened so that they can actively look for ways to stop it happening again. They should also let the patient and their carers know what happened and what will be done about it.

No single person or group can improve health care systems on their own. Improving safety in health care is not the business of only doctors, nurses or other health care professionals. Everyone has a part to play—especially you, the patient receiving care.

### 1. Be actively involved in your own health care

Taking part in decisions about your treatment is the single most important way to help prevent things from going wrong and to ensure the best possible care for yourself.

### 2. Speak up if you have any questions or concerns

Choose a health care professional with whom you feel you can talk about your health and your treatment options. Remember that you have the right to ask questions and to expect answers you understand. However, your health care professional can only answer your questions if you ask them. You have the right to ask for another professional opinion. A family member, carer or interpreter can be present if this will help you.

You may wish to ask:

- I'm not sure I understand what you said...
- I'm worried that...
- Could you please explain that to me again?
- Can I come back with my family to talk about this again?

### **3. Learn more about your condition or treatments by asking your doctor, nurse or other health care professional and by using other reliable sources of information**

It's a good idea to collect as much reliable information as you can about your condition, tests and treatments.

You may wish to ask:

- Can you please tell me more about my condition?
- How sure are you that I have this condition?
- Do you have any information that I can take away with me?
- Can you tell me where I can find out more?
- Why do I need to have this particular test?
- What are the different treatments for this condition?
- How will this treatment help me? What are the risks of this treatment?
- Is this treatment based on the latest scientific evidence?
- What is likely to happen if I don't have this treatment?
- What does the treatment involve? What should I look out for?
- What can I do to help myself? When should I come back to see you?

### **4. Keep a list of all the medicines you are taking**

You can use this list to let your doctor and pharmacist know about everything you are taking, and about any drug allergies you may have. Remember to include prescriptions, over-the-counter medicines and complementary medicines such as vitamins and herbs on your list.

### **5. Make sure you understand the medicines that you are taking**

When you get your medicine read the label, including any warnings. Make sure it is what your doctor ordered for you. Whether you are starting on a new medication or if you are asked to stop taking your medications before treatment or a procedure, be sure you understand what side effects may occur and if or when to restart.

You may wish to ask:

- What do the directions on the label mean?
- Do you have any written information about this medicine?
- How much should I take, and when should I take it?
- What are the common side effects? What should I look out for?
- How long before it starts to work?
- Will this medicine interact with the other medicines that I am taking?
- Are there any foods or other things that I should avoid while I'm on this medicine?
- How long do I need to take this medicine?
- Do I restart taking the medication and when?

### **6. Make sure you get the results of any test or investigation**

If you don't get your results when expected, don't assume that everything is automatically alright. Call your doctor to find out your results, and ask what they mean for your care.

USE THE NEXT FOUR TIPS IF YOU ARE IN HOSPITAL, OR PLAN TO HAVE MEDICAL TREATMENT OR SURGERY IN HOSPITAL.

## 7. Talk to your doctor or other health care professionals about your options

Be involved in decisions about your hospital treatment by discussing your options with your health care professionals.

You may wish to ask:

- How quickly do I need to have this treatment?
- Is there an option to have the surgery/procedure as a day patient?
- Is there more than one hospital from which to choose for my care?
- If so, which has the best care and results for treating my condition?

## 8. Make sure that you understand what will happen

Ask your doctor exactly what the treatment will involve and who will be in charge of your care when you are in hospital. Your doctor or other health care professionals can help you find out what you need to know. Remember to tell the surgeon, anaesthetist and nurses if you have allergies or have ever had a bad reaction to an anaesthetic or any other drug.

You may wish to ask:

- How will having this surgery/procedure help me?
- What are the possible risks, and what are the chances of these happening?
- What will happen if I don't have this surgery/procedure?
- Are there other ways that this condition could be treated or managed?
- Who will be doing the surgery/procedure?
- What will it involve and how long will it take?
- How can I expect to feel during recovery?
- What will happen after the surgery/procedure?
- Who will be in charge of my care while I'm in hospital?
- What is the total cost of having this surgery/procedure?

## 9. Make sure you, your doctor and your surgeon all agree on exactly what will be done during your operation

Although surgery on the wrong side or doing the wrong operation is extremely rare, even once is too often. Examples would be operating on the left knee rather than the right knee or removing the appendix instead of the gall bladder. Close to the time of your surgery, confirm with your doctor and your surgeon which operation is to be performed.

## 10. Before you leave hospital; ask your doctor or another health care professional to explain your future treatment plan

When people are discharged from hospital, doctors can sometimes think their patients understand more than they really do about their continuing treatment and follow-up.

You may wish to ask:

- Who will be following up on my care and when do I need to see them?
- How long will I be taking this medicine?
- Will I require physiotherapy or other rehabilitation services?
- When can I return to work?
- When can I play sport? When can I drive?

- Will I be given a written summary of my care to give to my doctor?
- Remember to visit your doctor after you are discharged.

You can expect your health care professional to:

- Actively involve you in your own health care
- Set aside time to allow you to talk about your concerns
- Provide information for you in a language and format that is easy to understand
- Take a complete medication history which includes over-the-counter medicines, herbs, vitamins, alcohol and recreational drugs that you use
- Provide verbal and written information about medicines in plain language
- Make sure that you get the results of your tests and investigations
- Set out all your possible treatment options
- Provide you with complete information about your treatment if you are to have surgery or a procedure
- Make sure you know exactly what is going to happen to you in surgery and that you have consented in full
- Discuss discharge planning if you need to go to hospital. Start planning as early as practical - if possible, before the time of hospital admission.

## WHERE CAN YOU GO FOR MORE INFORMATION?

A good place to start finding information about your condition is the Health Insite website [www.healthinsite.gov.au](http://www.healthinsite.gov.au). Your local library may help you with access to the internet.

You may also like to contact a support group for people with similar conditions.

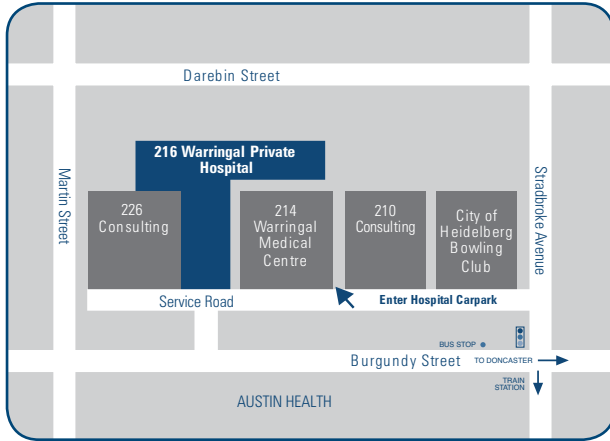
The 10 tips booklet is available from the Australian Council for Safety & Quality in Health Care website [www.safetyandquality.org](http://www.safetyandquality.org). NSPH also has copies available from Front Reception.

This information has been adapted by North Shore Private Hospital from the Queensland Health pamphlet, the information booklet developed by the Australian Council for Safety and Quality in Health Care and the Commonwealth Department of Health and Aged Care (from the US Agency for Health Care Research and Quality Fact Sheets).









Melway reference Map 31 K4



People caring for people

**Warringal Private Hospital**

216 Burgundy Street,  
Heidelberg VIC 3084

Ph: 03 9274 1300 - Fax: 03 9459 7606

[www.ramsayhealth.com.au](http://www.ramsayhealth.com.au)

This hospital is a no smoking facility.