



Patient Information 2020



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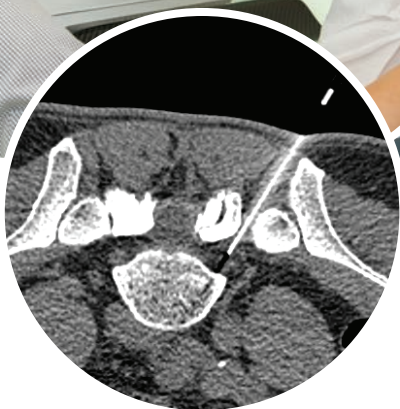


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 **Mitcham
Private Hospital**
Part of Ramsay Health Care

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



**Same Day
Services**

**On-site
Radiologists**



**IMAGING
ASSOCIATES**

MITCHAM

Mitcham Private Hospital
Lower Ground
27 Doncaster East Road
MITCHAM VIC 3132

P 03 8873 3600

Other Locations:

BOX HILL

Eker Medical, Level 1
Cnr Nelson Rd & Thames Street
BOX HILL VIC 3128
P 03 8843 7999

TECOMA

1532 Burwood Highway
[Cnr McNicol Road]
TECOMA VIC 3160
P 03 8582 5757

Low Dose CT

Ultrasound

3D Mammography

**Contrast Enhanced
Mammography**

X-ray

**Imaging Guided
Procedures**



imagingassociates.net.au

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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**
9210 3137

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.

MITCHAM 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

People caring for people

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 health care system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

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

A genuine partnership between patients, consumers and health care providers is important so that everyone achieves the best possible outcomes. Health care providers are aware that in some circumstances, your ability to interact with the health care 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 health care 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 health care 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 health care provider of any changes in your circumstances.

Respect also includes being mindful of health care staff and other patients.

Communication

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

Health care 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 health care providers.

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

Comment

A right to comment on care and having concerns addressed.

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



Part 1 – Welcome

Thank you for choosing Mitcham Private Hospital for your hospital care. We are very proud of our hospital, our staff and in being an active member of our local community. Our endeavour is to promote high quality health care in a friendly and caring environment.

Our staff are dedicated to providing you with the best possible care and services in all areas, from preadmission to discharge. Please contact the Nursing Unit Manager with any queries you might have, as every effort will be made to make your stay with us as comfortable and relaxing as possible.

This guide has been designed to provide you with helpful information that may assist you during your stay with us.

Key Contact Phone Numbers

Mitcham Private Hospital
27 Doncaster East Road
MITCHAM, Victoria 3132
Website: www.mitchamprivate.com.au

Reception

(03) 9210 3222

Chief Executive Officer

(03) 9210 3226

Director of Clinical Services/Complaints Officer

(03) 9210 3126

Privacy Officer

(03) 9210 3219

Accounts/Financial Queries

(03) 9210 3222

Part 2 – Our Services

About Our Hospital

Mitcham Private Hospital is a 124-bed acute medical, surgical, maternity and mental health facility. The 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.

The hospital also provides on-site pathology and state-of-the-art radiology services, including ultrasound, mammography and general x-ray.

Our Specialties

- Adult Mental Health
- Breast Assessment and Surgery
- Colorectal Surgery
- Early Parenting Centre
- Endocrine Surgery
- ENT Surgery
- Endoscopy and Gastroenterology
- General Medicine
- General Surgery
- Gynaecology
- Obstetrics
- Ophthalmology
- Oral and Maxillofacial Surgery
- Orthopaedics
- Paediatrics and Paediatric Surgery
- Perinatal Mental Health
- Plastic and Reconstructive Surgery
- Psychiatry
- Respiratory Medicine
- Sleep Studies
- Urogynaecology
- Urology
- Vascular Surgery

Other On-Site Services

- Five modern operating theatres
- Day Surgery Unit
- Continence Service
- Ante and post-natal education classes
- Lactation Service
- High Dependency Unit
- Physiotherapy
- Mental health outpatient programs
- Specialist consulting suites
- Direct medical admission
- Community midwife service
- Rapid assessment breast service
- Level two special care nursery
- On-call specialist consultants

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 271.

Emergency Procedures

The hospital has highly developed safety and emergency procedures in which each staff member has a key role.

In the unlikely event of an emergency, we need to be able to account for all patients and visitors, so we ask that you remain by your bed until a staff member arrives to assist you. It is also very important that you inform nursing staff if you are leaving the ward during your stay.

Food Services

We prepare nutritionally balanced, high-quality meals that comply with all hygiene and infection control standard. Special dietary and culturally diverse requirements are catered for on request.

We recommend that perishable food not be brought into the hospital for patient consumption, as the hospital cannot be held liable if preparation and transport of the food does not comply with the Food Standards Code.

Confectionery, soft drinks and fresh fruit are acceptable, excluding durian. Durian fruit is not permitted in the hospital.

If you choose to bring in perishable food it must be labelled, dated and refrigerated. It should be consumed within 24 hours, and if not then it will be thrown away.

Each day you will be required to complete your menu selection for the next day. Upon admission, if you are permitted to eat, your nurse will give you a copy of the menu for that day.

The meal times are as follows:

Breakfast	from 7.45am
Morning Tea	from 10.00am
Lunch	12.00noon–12.30pm
Afternoon Tea	from 2.30pm
Dinner	5.00pm–5.30pm

Alcohol

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

Pathology (Blood Tests)

The on-site pathology service is located in the consulting suites. If you require pathology whilst an inpatient, a collector will see you in your room.

Pharmacy

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

Physiotherapy

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

Radiology & X-Ray

On-site radiology and imaging service is provided.

These services are available to inpatients and outpatients at the request of your doctor. You will be billed separately for these services.

Veterans

The hospital has a DVA Liaison Officer, who is available to assist with any requests that our DVA patients may have. Please ask nursing staff to contact the officer if you have any requests. Department of Veterans' Affairs patients may request a visit from their local RSL representative.

Please discuss your needs with your attending nurse, who will be happy to arrange this on your behalf.

Mitcham 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

We offer a range of private and shared rooms with ensuites, private telephones and televisions. In addition, each unit has its own lounge area and kitchenette. Every effort will be made to accommodate you in the type of room you prefer. This may not always be possible on admission, however we will ensure that your accommodation is appropriate for your clinical requirements, and we will transfer you to a room of your choice if and when one becomes available.

Our maternity unit welcomes partners to stay, to share in the postnatal experience. If your partner wishes to stay with you and your baby, talk with your attending midwife/nurse, who will be happy to make arrangements.

The ward areas are under the supervision of the Nurse Unit Manager during weekdays and After Hours Manager and on weekends. Any problems that may occur during your stay can be raised with them.

To contact the Nurse Unit Manager of the unit you are staying in, simply call the relevant direct extension number:

Day Procedure Unit	Ext 371
Windsor Ward	Ext 296

Victoria Court	Ext 155
Maternity Unit	Ext 163
Early Parenting Centre	Ext 134
Perinatal Mental Health	Ext 383

If you are acutely ill or have had major surgery, you may be nursed in our High Dependency Unit. This unit is a separate, dedicated three-bed area, which provides specialised facilities and care for the patient by our highly skilled staff.

Mitcham Private Hospital supports the continued involvement of parents in the care of their child in hospital. An attending parent is encouraged to be with their child throughout their hospital stay and participate in their child's care. Accommodation for the parent can be arranged through the Nurse Unit Manager.

Child friendly menus are available.

Car Parking

The hospital offers paid on-site parking, with off-street parking also available (council restrictions apply). For your safety, it is advisable to have someone drive you to the hospital and to collect you following discharge. It would be appreciated if you and your visitors would refrain from using the spaces designated for doctors, the ambulance and radiology patients.

Coffee Shop

A Hudsons Café is located at the main entrance and provides a variety of delicious hot and cold beverages, snacks and meals.

There are also vending machines located downstairs on the ground floor, next to Radiology.

1300 133 414

bluecross.com.au



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As one of Victoria's most trusted aged care providers, BlueCross offers personalised care in your home or one of our 34 residences. Either way, we'll keep you living your best you.

BlueCross Tarralla | BlueCross Livingstone Gardens

Electrical Appliances

All appliances (including mobile phones and chargers) brought into the hospital are your own responsibility.

When using hair dryers or hair straighteners please ensure to leave the room door open as they produce steam and may activate the fire alarm.

Flowers

All flowers and gift baskets will be delivered to you promptly upon receipt. Please note that flowers are not permitted in the HDU due to the technical sensitivity of equipment and space constraints.

Internet Access (Wi-Fi)

Wireless Internet is available on-site and can be accessed by contacting reception.

Please note that the hospital takes no responsibility for your device(s) if you choose to bring in a laptop/ iPad or any android device.

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.

Laundry

The hospital does not provide laundry facilities for patients, but Happy Dry Cleaners will collect and return patients' laundry. Refer to the display on the inside back cover for more information.

Lost Property

You will be contacted by staff if any of your property is inadvertently left by you in your room after discharge. We encourage you to label all items you bring into hospital, including clothing. Please check your room prior to discharge to ensure you have collected all your belongings. Responsibility is held for two weeks if property is left.

Mail

All mail delivered to the hospital is distributed to you without delay. Mail received following your discharge is forwarded to your home address.

Newspapers

Daily papers can also be purchased at the hospital reception desk.

Nurse Call Bell

Press your nurse call bell if you require assistance. If at any time you are concerned that your health is deteriorating, you can call your nurse using the call bell or you can contact the nurse in charge directly via their phone.

Please note the Early Parenting Centre is considered a 'well person' unit. If you require assistance, please seek out staff either in the staff office or within the unit. If you become unwell and feel unable to walk, please use call bell and hold down button until help arrives.

Day Procedure Unit	Ext 371
Windsor Ward	Ext 296
Victoria Court	Ext 155
Maternity Unit	Ext 163
Early Parenting Centre	Ext 134
Perinatal Mental Health	Ext 383

Smoke-Free Policy

By law, Mitcham Private Hospital is a smoke-free environment. Visitors and patients are requested not to smoke inside the hospital. There are designated patient smoking areas. Please ask nursing staff about the location of designated smoking areas.

Staff Identification

All staff wear name badges as a means of identification and internal security. The badges show the staff member's name and position.

Telephones

All telephones provide access to local calls within the Melbourne Metropolitan Area. To telephone outside the hospital, dial 0, and then dial your number. All local calls are free of charge. Mobile phones are not allowed in certain areas of the hospital, as they have the potential to interfere with equipment. It would also be appreciated if your visitors could please turn off their mobile telephones prior to entering the hospital.

Television, Television Programs, Movies, Radio & Foxtel

Each bed/room has a television that provides free to air, Foxtel channels as well as five movie channels.

There are no televisions in mental health departments.

Valuables & Personal Property

Patients are strongly advised not to wear jewellery to hospital, to leave valuables at home and not to bring large amounts of money into the hospital.

To ensure the security of your items, please ask family members or friends in attendance to take care of items on your behalf (e.g. cameras, video cameras, laptops or mobile phones).

The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room.

If you experience loss or damage of your items during your stay, report this to a staff member immediately.

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 from 11.00am–8.00pm.

Please respect the wishes of other patients and avoid undue noise.

Children must be supervised at all times and are not permitted to roam freely around the hospital.

The support of family and friends is an important part of the recovery process, and we welcome visitors during designated visitor hours.

Important Notice to Visitors:

Do you currently, or have you been with someone who has an infectious disease, such as:

- Influenza
- Chicken pox
- Whooping cough
- Gastroenteritis

Dorevitch Pathology

Delivering better insights into your health

Our team of highly qualified **Specialist Pathologists** provide a broad, comprehensive and unique range of tests. We use state of the art testing methods to ensure **accurate** and **rapid results**. Our **experienced collectors** provide a professional and caring service.

At Mitcham Private Hospital we provide routine ward rounds and personalised service.

Your local Dorevitch Pathology Collection Centres:

Mitcham Private Hospital

267 Mitcham Rd

Ph 9872 4295

Mon–Fri 8am–5pm

Blood Tests | ECG | Holter Monitor

Blood Pressure Monitor | Baby &

Toddler bleeds

Mitcham

505 Whitehorse Rd

Ph 9807 4960

Mon–Fri 8.30am–4.30pm

Sat 9am–12pm

Blood Tests | ECG | Holter Monitor

Vermont

529 Mitcham Rd

Ph 9874 2422

Mon–Fri 8am–5pm

Sat 8am–11.30am

Blood Tests | ECG

Holter Monitor | Blood Pressure
Monitor

Ringwood

11 Seymour St

Ph 9955 0606

Mon–Fri 7am–6pm

Sat/Sun 8am–12pm

Blood Tests | Holter Monitor

Nunawading

176 Springvale Rd

Ph 9877 6521

Mon–Fri 8.30am–11.30am

Blood Tests | ECG



For more information visit:
dorevitch.com.au



Dorevitch
PATHOLOGY

Or are you feeling unwell with:









- Fever
- Cough
- Cold/flu
- Gastro illness (nausea, vomiting, diarrhoea)

If you answered yes to any of these, then please DO NOT visit patients in the hospital. Most people in hospital will have a depleted immunity and are vulnerable to illness.

Visitors are able to join patients as guests for a meal. A standard menu is available and set costs are payable. Visitors may either pay at the Front Office or sign for their meal and the cost will be charged to the patient at the time of discharge.

Part 4 – Health, Safety & Wellbeing of Our Patients

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

The Australian Commission for Safety and Quality in Health Care have developed the eight (8) National Safety and Quality in Health Service (NSQHS) standards that aim to improve safety and quality in health care. Mitcham Private Hospital has a strong quality and risk program and complies with the national standards.

Feedback, Compliments & Complaints

At Mitcham Private Hospital, we are committed to ensuring that you receive the best care possible. We welcome compliments and feedback relating to your stay with us and we encourage all patients to complete a patient feedback card. This enables us to evaluate and improve our services to our patients.

Any person attending our hospital may make a complaint. The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence the care or treatment you receive in any way.

If at any time during your stay you have any concerns about the treatment, progress or care that you are receiving, please bring this to the attention of the Unit Manager so the matter can be attended to immediately.

If you feel that the concerns have not been dealt with to your satisfaction, complaints can be received by calling, meeting with or in writing to the Director of Clinical Services or the Chief Executive Officer. Contact details can be found under the 'Key Hospital Contacts' heading in this booklet. 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 or Hospital Coordinator.
- Ramsay Health Care will send you an email or text via your mobile phone to provide feedback.

Please be reassured that all feedback is respected and addressed professionally 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.

Consumer Involvement in Care & Care Planning

Ramsay Healthcare and Mitcham 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 health care 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 Mitcham

Private Hospital website: www.mitchamprivate.com.au

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.

Nursing Handover

Clinical handover is defined as the transfer of responsibility and accountability for patient care from one provider or team of providers to another (AMA, 2006). It is a key initiative to improve patient safety (ACSQHC, 2007; WHO, 2007).

Here at Mitcham, where possible, we conduct clinical handover at the bedside, as bedside handover has emerged to improve the accuracy of handover communication (Lally, 1999; Philpin, 2006).

It promotes a patient-centred approach to care (Rutherford, Lee & Greiner, 2004), and with patient contribution it can improve patient safety and increase both patient and nurse satisfaction. Nursing handover at the bedside should be an interactive process, providing opportunities for input and questions from oncoming and outgoing carers, as well as for obtaining the patient's viewpoint. Here at Mitcham Private we follow a formula to guide the steps of handover.

ISBAR

- I** Introduction – 'I am...'
- S** Situation – What's going on?
- B** Background – Brief, relevant history.
- A** Assessment – What I think is happening.
- R** Recommendation – What you are asking them to do?

Nursing handover should occur at your bedside at the following times:

- 7.00am–7.30am
- 2.15pm–2.45pm
- 9.45pm–10.00pm

Special Needs & Cultural Diversity

Mitcham Private Hospital has a diverse patient population. We recognise that many of our patients have special needs in accordance with cultural differences, 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 9210 3137 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.

Patient Identification

When admitted, an identification (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 each parent. The baby's ID band is checked against the parent's 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.

Mitcham Private Hospital supports National and International efforts to reduce antibiotic resistance and to optimise prescribing 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 they are unwell with a cold or cough, or potential gastroenteritis.
- Encourage visitors to use the antibacterial hand gel before and after entering your room.

Manual Handling

Mitcham 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. It will improve your mobility and may also speed your recovery. Equipment that may be used includes: slide sheets, a hover mat, an overhead selfhelp bar, a walking frame, a sit-to-stand machine or a full lifting hoist with 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 or personal preferences, 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

On admission, any current medications that you are presently taking should be given to the nursing staff to be locked away. All medications administered by the hospital must be in their original containers. Dosette boxes are not permitted. Upon discharge, appropriate medication will be given to you. (Charges for discharge medications will be billed.)

If your regular medications have been discontinued during your stay the pharmacy will dispose of these for you. If you want to take any of these discontinued medications home, please let the pharmacist or nursing staff know.

Only medications prescribed by your treating doctor and administered by the nursing staff are to be taken during your stay at Mitcham Private Hospital. No illicit drugs are to be brought into the hospital.

Pressure Injury Prevention

A pressure injury is a localised injury to the skin and/or underlying tissue. They are usually located over a bony prominence as a result of unrelieved pressure or friction.

Tell staff if you have any tenderness or soreness over a bony area, or if you notice any reddened, blistered or broken skin.

During your stay at our hospital, our nursing staff will assess your skin care requirements and implement pressure relieving strategies if required. They will discuss these strategies with you.

Your role in pressure injury prevention is to:

- Be willing to assist the nurses with skin care and repositioning.
- If you're able, adjust your position regularly.
- Be aware that mobilisation is one of the most important factors in pressure injury prevention.
- Eat well and drink plenty of water.

Venous Thromboembolism (Clot) Prevention

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

Some people have a disposition 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 and introduce clot prevention strategies as required.

You can minimise your risk of blood clots by:

- Taking medication/injections your doctor has prescribed as directed.
- Wear any compression stockings you have been fitted with and know how long you will need to wear them after discharge (usually about 2–4 weeks).
- Avoid sitting or lying in bed for long periods.
- Walk around as often as your doctor advises.
- Drink plenty of fluids.
- Avoid car travel for greater than an hour at a time in the immediate period post discharge.

Watch for:

- Sudden or increased pain or swelling in your legs.
- Pain in your lungs or chest.
- Difficulty breathing or shortness of breath.
- Call your nurse immediately if you experience any of these symptoms.

If you notice any of these symptoms after discharge, notify your GP.

- Always keep your nurse call bell close at hand. Ring the nurse bell if you require assistance/supervision to move around the room, or go to the bathroom, especially if you are unsteady on your feet, medication is making you feel dizzy/drowsy, or you have recently had surgery.
- When walking, take your time when turning around.
- Wear closed, non-slip slippers/comfortable low-heeled footwear. Sit on the side of the bed for a few moments before standing up and moving off.

- Ensure hems on robes, tracksuit pants, pyjamas etc are not too long, and garments are done up securely.
- Don't grab onto anything for support unless you are sure it is fixed and sturdy.
- Notify staff if you require a night light for your nighttime routine.
- Notify staff if you use a walking aid.
- If you wear spectacles, only wear your distance ones when walking. Take special care when using bifocal or multifocal glasses.
- Familiarise yourself with your room, look out for hazards and report hazards, like spills or clutter immediately.

Violence & Aggression

Hospital staff and patients need to work and be cared for in a safe environment – one that is free from violence and aggressive behaviour. Physical and verbal violence towards staff and/or others in the facility will not be tolerated. Any such acts may lead to discharge, and may also result in the police being notified, with legal action being taken.

Privacy

We are committed to complying with all applicable privacy laws, which 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

Length of Stay

Mitcham Private Hospital is an acute care facility. Your private health fund has indicated to us what they consider an appropriate length of stay. It is the policy of the hospital that an increased length of stay is only approved where it is medically indicated.

Discharge Planning

Your doctor will determine the day of your discharge. Your discharge will be planned with you by your doctor and the nursing staff. Please ensure that you are packed and ready to vacate your room by 9.30am.

Prior to discharge, the ward staff will inform you when to make appointments for follow up, order any medications you are to take home and make any other arrangements necessary for your after care.

Please make sure you understand your ongoing treatment plan. If you have any questions, ask the ward staff to clarify the information for you.

Before you leave the hospital, please ensure that you have your personal belongings, medication, x-rays, doctor's appointment details, and any relevant instructions.

If you have had a general anaesthetic or sedation you must be accompanied home by a responsible adult. Please make arrangements with a member of your family or a friend to collect you. If required, the front reception staff can organise a taxi for patients who don't require a general anaesthetic or sedation.

You should not drive a car, operate machinery or domestic appliances, conduct important business or drink alcohol for at least 24 hours following your anaesthetic.

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.

Discharge at Your Own Risk

With few exceptions, patients have the right to leave the hospital when they choose. This may be a serious decision when taken against the medical advice of your doctor, and may pose a significant threat to your wellbeing.

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 leave against medical advice and your condition does not improve, or causes you concern, you should seek immediate medical attention.

Part 6 – Financial Information

The Front Office is open during the following hours:

Monday to Friday 6.30am–8.30pm

Saturday 7.00am–8.30pm

Sunday 8.30am–8.30pm

Mitcham Private Hospital has agreements with most major health funds.

If you have a preexisting condition, have joined your health fund within the last 12 months, or have changed your level of cover or fund, you should have contacted your health fund prior to admission to verify that you are insured for the treatment you require. If you have not done so, please contact the Unit Manager in your ward as soon as possible.

We do ask that you kindly settle your expected hospital account on admission, with any other balances, such as phone calls and meals, payable on discharge. Please keep in mind that in addition to the hospital account, your doctor and anaesthetist (if applicable) accounts, along with any expense incurred as a result of an x-ray, pharmacy and/or pathology services, will be billed to you separately. EFTPOS, Visa and MasterCard facilities are available for your convenience.

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.

My healthcare rights

This is the second edition of 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
- Access 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



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON **SAFETY AND QUALITY** IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Correct Patient Identification is at the core of ensuring safe and quality healthcare is provided to you and your loved ones. We want to be certain of your identity to ensure you receive the correct treatment or procedure.

Please expect that we will...



...ask you to confirm your personal details are correct on admission



...place an identification armband on you



For maternity patients, we will place an armband and ankle-band on your baby

The identification band will have your name, medical record number and date of birth



...check your identification band whenever we perform a treatment, procedure, administer medication or take a specimen from you



...often ask you your full name and date of birth



Mitcham Private Hospital
Part of Ramsay Health Care

Expectations on entry

To provide a private and safe experience for all of our visitors, patients and staff, we request that you comply with the following:

- All patients, visitors and staff have a right to feel safe and to be treated with respect while in the Hospital. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behaviour or any other behaviour that interferes with the operation of the Hospital or provision of patient care will not be tolerated.
- All patients, visitors and staff have a right to privacy while in the Hospital. This means that photography, filming or audio recording within the Hospital is strictly prohibited, unless written consent has been obtained from the Hospital Executive and all individuals being photographed, filmed or recorded.
- For the safety of yourself and others, Patients and visitors must follow all directions given by Hospital staff and/or security.
- Refusal to comply with these conditions may result in removal or discharge from the Hospital.

Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.

3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



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Respite care at a Freedom Care Community offers you the peace of mind that your loved one will be cared for in a welcoming and comfortable environment.

Enquire today to find out more about respite at Freedom Balwyn, Freedom Concierge Balwyn or Freedom Hawthorn.

Discover more at
FreedomCareCommunities.com.au
Call (03) 8613 1508

*Subject to approval.

FREEDOM
by  **aveo**

Basic Life Support

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

D

Attach Defibrillator (AED)

as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return



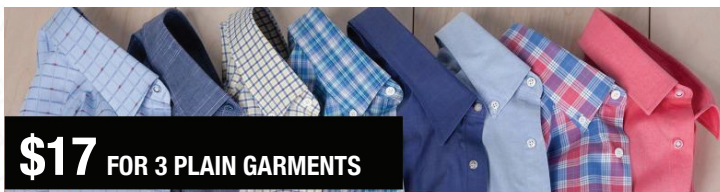
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Men/Shirts Dry Clean	\$7.00	Jumpers	\$9.00
Women/Shirts (Wash & Press)	\$5.00	Regular Vest	\$8.00
Women/Shirts Dry Clean	\$5.00	Regular Dress	\$14.00
Pants	\$9.00	Silk Dress (Regular)	\$18.00
Shorts	\$8.00	Silk Top	\$12.00
Regular Jacket (Mens/Womens)	\$9.50	Regular Long Skirt	\$18.00
Regular Coat	\$12.00	Jumpsuit (Regular)	\$18.00
Regular Blouses	\$9.00	Silk Coats (Medium)	\$18.00
Silk Blouses or Embroidery	\$9.00	Dressing Gowns	\$18.00
Plain Skirts	\$9.00		

We also provide a full laundry service for manchester, school uniforms, wedding and party items, and special garments.

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