

Aurora Brunswick Private Hospital

PATIENT INFORMATION GUIDE



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Welcome

Thank you for choosing Brunswick Private Hospital for your hospital care. In recognition of our commitment to patient care, we offer a comprehensive range of services and facilities. Brunswick Private Hospital is accredited by the Australian Council on Healthcare Standards to the National Safety and Quality in Healthcare Standards.

This booklet will assist you in preparing for your hospital stay and discharge. Please read it carefully as it includes essential information, helpful advice and answers to frequently asked questions. For ease of use, this booklet is set out in an easy A-Z order.

Please contact the Department Manager or Nurse in Charge with any queries you might have, as every effort will be made to make your stay with us as comfortable as possible.

Our staff are dedicated to providing patients with the best possible care and service in all areas, from pre-admission to discharge and follow-up services, which may include outpatients and support services in the community. Please contact the Department Manager with any queries you might have. Our best wishes for a speedy recovery.

Chief Executive Officer

Our Hospital

Brunswick Private Hospital is conveniently located in Melbourne's inner-city suburb of Brunswick.

Brunswick Private Hospital has 124 beds, offering a range of medical, rehabilitation and mental health specialities.

Our rehabilitation specialties include trauma, orthopaedic, oncology, neurological stroke, neurological non-stroke, cardiac, pulmonary, reconditioning and pain management.

Our mental health specialties include: anxiety, depression, mood disorders, post workplace/road accident trauma, older persons mental health.

General medical patients are also admitted at this facility.

We offer a range of health care and diagnostic services throughout our on-site partners. These include pathology, radiology, cardiology, pharmacy and consulting services, which are located on the ground floor.

For Your Comfort & Convenience

Accommodation

Brunswick Private Hospital offers accommodation with both private and shared rooms. All rooms have ensuite facilities (note: some are shared), specifically designed for convenient access.

While we will make every effort to provide you with your accommodation preference, please understand that in certain circumstances of high activity, clinical requirements or emergency admissions, it may be necessary to offer you a shared room.

For visitors requiring accommodation near the hospital, please contact reception for a listing.

Acute Medical Services

Brunswick Private Hospital's experienced physicians cater for a range of acute medical conditions including:

- Anaemia
- Cellulitis
- Chest infections
- Respiratory disorders (i.e. COPD)
- Falls for investigation
- Pneumonia
- Urinary tract infections

Our doctors are all well supported by on-site radiology, pathology, pharmacy and allied health services.

Admission Process

On admission to the ward, the routine process is as follows:

- You will be settled into your room.
- Your observations will be taken down and a medical health summary will be conducted.
- Your current medications will be documented and stored.
- Your doctor will be informed of your admission.

Allergies

You must advise medical and nursing staff of any allergies, including specific drugs, medications, food or other items. These allergies include:

- Prescription medication
- Non-prescription medications
- Complementary, natural and off-the-shelf therapies
- Tapes and bandages
- Food
- Latex

Café/Kiosk

Acopio Cafe offers light meals and refreshments and is located near front reception.

The cafe welcomes patients and visitors between the hours of 8.00am and 4.00pm, Monday to Friday and 10.00am and 4.00pm on Saturday and Sunday.

Car Parking

Patient and visitor car parking is available free of charge in the allocated area of the car park, close to the main building. Limited restricted parking is also available on Moreland Road.

Please remember that there is no car parking at the main entrance of the facility. The only exception is for prompt patient drop off and collection.

The hospital takes no responsibility for cars stolen or damaged in the public car park.

Please ensure no valuables are visible inside the car.

Catering

Our Catering Department prepares a variety of top quality, fresh meals on-site. Menus will be provided each morning from which you may select meals according to your taste and dietary requirements.

Brunswick Private Hospital is able to accommodate patients with the following dietary needs:

- Diabetic
- Fructose free
- Gluten free
- Halal
- Kosher

Partners are welcome to join patients for meals. A variety of meals are available at \$10.00 per meal. A menu must be completed on arrival to the ward.

Approximate Meal Times

Breakfast	8.10am
Lunch	12.10pm
Dinner	5.10pm

Compliments & Complaints

If you have any concerns or queries about your care whilst you are a patient in our hospital, please bring them to our attention. The Department Manager or Nurse in Charge of your ward will be able to answer questions and resolve problems related to your hospital care.

Please refer to 'Your Rights and Responsibilities', located at the end of this book, which outlines information regarding what to expect whilst in hospital.

Patient feedback is appreciated, as it assists us to make ongoing improvements to our services and facilities. Please feel free to provide feedback either by speaking to the Department Manager, or the Hospital Complaints Liaison Officer. 'Your Impressions' cards are located at the nurse's stations and the reception desk as an alternative way to provide valuable feedback.

There is also an opportunity to participate in our online feedback survey, which is emailed to you 10–14 days after your discharge. If you would like to participate, please provide us with your email address before you leave the hospital.



Computers

Responsibility for loss or damage of computers, iPads and/or mobile phones will not be accepted by the hospital.

Please refer to the Wi-Fi section for further information.

Contact Phone Numbers

Davies Ward:	(03) 9385 0800
East Ward:	(03) 9385 1143
South Ward:	(03) 9385 0805
West Ward:	(03) 9385 1191
Main Hospital Switchboard:	(03) 9385 1111

Daily Routine – All Patients

After your initial assessments are completed by your treating team, you will be provided with a therapy timetable (as applicable), which outlines when you are scheduled for your structured sessions.

This is a general guide and flexibility will be according to individual patient and treatment needs.

TIME:

ACTIVITY:

MORNING

7.00am–7.30am	Day shift nursing staff arrive and receive handover from the night shift.
8.00am–8.30am	Breakfast
10.00am	Discharge time
10.00am–10.30am	Morning tea Menus distributed*
9.00am–12.30pm	*You will be filling out your menu for the following day's meals. Therapy for mental health and rehabilitation patients on the ward or in the gymnasium/hydrotherapy pool (as indicated).

AFTERNOON

12.00pm–1.00pm	Patient lunch Menus collected
1.00pm–4.30pm	Therapy for mental health and rehabilitation patients on the ward or in the gymnasium/hydrotherapy pool (as indicated).
2.30pm–3.00pm	Afternoon tea

EVENING

5.00pm–6.00pm	Dinner
8.00pm	Supper for patients and visiting hours finish
10.00pm–10.30pm	Nursing staff handover to the night nursing staff

Note:

- When the nurse caring for you has his/her meal break, another nurse will be allocated to care for you temporarily.
- Your room is cleaned on a daily basis by our housekeeping team throughout the day.
- Please ensure your menu for the next day has been completed.
- Patients with special dietary requirements are asked to notify nursing staff upon admission.

Day & Weekend Leave

From time to time, you may be required to leave the hospital for appointments, personal reasons or as part of your therapy journey (if approved by your doctor). Medications for your leave period will be prepared by the pharmacy department. This may be an additional cost that is not covered by your admission.

Disability Facilities

Disability facilities offered at Brunswick Private Hospital are:

- Easily accessible designated disabled car parking.
- Ramps at main entrance.
- Disabled bathrooms.
- Grab rails around the corridors.

Discharge

Your doctor will meet with the treating team looking after your care within the first week of admission. During this meeting, a tentative discharge date will be set for you according to your goals and physical function. This date will be discussed with you and your family shortly after the team meeting.

Discharge time is 10.00am

You will be asked to stop at the admissions desk on the way out to ensure all accounts are settled on the day of discharge. Sunday's, public holidays and after normal office hours, the hospital will send an account to your given address. Accounts cannot be settled by nursing staff.

Before leaving, please remember to:

- Collect medication brought into the hospital, as well as any new medications commenced during your stay from the pharmacy department, where a pharmacist will discuss your medications with you.
- Your pharmacy account should be settled on the day of discharge and is separate to the accounts you settle with the hospital.
- Take home all x-rays and scans.
- Collect details of doctor's appointments, outpatient appointments and or letters.
- Collect letter for community services (if applicable).
- Pack your clothes, personal effects and any valuables or equipment that belong to you.

The Team looking after you during your stay will discuss your discharge needs prior to discharge home. This is to ensure you have considered how you will manage at home after discharge. Will you require someone to stay with you? How will you prepare food, do the housekeeping and shopping? Will you need any special aids or equipment?

Discharge Medication

A medication profile detailing all your medications and when to take them will be provided to you with your discharge medications. A pharmacist will go through this medication profile with you to ensure you understand it and to identify any potential issues or concerns.

The pharmacy will supply you with reasonable supply of medication upon your discharge. Dose administration aides (e.g. Webster-Paks) can be organised for your discharge if you require. There may be an additional cost for this service.

You will need to see your general practitioner for any ongoing medication needs. Please ensure you arrange an appointment prior to your last dose.

Doctor's Rounds

Your doctor will visit you at varying times during your hospital stay. It is therefore recommended that any questions you may have for your doctor are noted prior to their visit. Write them down so you don't forget!

Electrical Safety

Due to safety regulations, all electrical equipment used in the hospital is required to be tested and tagged prior to use. Therefore, all equipment other than phones, iPads, laptops and chargers must be tested and tagged prior to admission.

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, remain calm and wait by your bed until a staff member arrives to assist you.

Financial Information

Private Health Insurance

We aim to ensure patients are advised prior to admission of their level of cover and associated excess payments or co-payments. Most of the time this will be explained by the clinical assessors or administration team prior to arrival to the hospital.

If you have been admitted as an emergency, the staff may not have had the opportunity to contact you.

The business office staff are available to discuss this with you. Claims for your hospitalisation will be made directly to the fund. You will receive separate accounts for doctors, pathologists, radiologists and the pharmacy. In some cases, you may incur additional costs for ancillary items not covered by this admission.

Methods of Payment

We accept the following forms of payment:

- Cash
- Bank cheque
- Credit card (Visa and MasterCard). We do not accept Amex or Diners Club
- EFTPOS (only direct payments, no cash withdrawals are possible)
- Afterpay (conditions apply)

Please telephone our administration team on (03) 9385 1111 if you have any account queries.

Out-of-pocket expenses may include the following:

- Crutches/walking aids/rehabilitation equipment
- Discharge medication
- Equipment hire
- Splints
- Braces
- Medical imaging
- Pathology
- Medications: for any medications you took prior to admission, medications prepared for you whilst on day leave, and/or discharge medications
- Any other items that may not be covered by your health fund

Privately Paying Patients

You will be required to pay the estimated cost of hospitalisation on admission. On discharge, the account will be finalised. You will receive separate invoices from the doctors, diagnostic services, pharmacy and for ancillary items.

Veterans & War Widows

Eligible veterans and war widows' accounts are forwarded to the Department of Veterans' Affairs for payment.

WorkCover & TAC Patients

Patients should supply the hospital with insurer details and claim numbers, as we require written approval before admission. Medicare does not cover private hospital charges for accommodation, therapy and pharmaceutical items.

On Discharge

Any costs for items not covered by your health insurance accrued during your hospital stay (eg. telephone calls and medication) will need to be finalised at the time of your discharge. You may receive an account for pharmacy or medical imaging following discharge.

Flowers & Mail

Flowers and mail are delivered to your room. If you have mail to post, please contact the reception staff and this can be arranged for you.

Hairdressing

Hairdressing services can be arranged. If you require further information, our ward clerk/nursing staff are available to answer your questions.

Hand Hygiene Information for Patients & Visitors

Hand hygiene is the single most important factor in reducing hospital-acquired infections. Our hands may look clean, but many germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and our environment.

Your health care worker should always perform hand hygiene in front of you. If you did not see them and are worried, please feel free to remind them.

There is hand rub at each bedside. This can also be used by you and your visitors. We can all play a major role in stopping the spread of infection.

Identification

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

Infection Prevention & Control

The management and staff of Brunswick Private Hospital are committed to infection prevention and control. Hand washing, high standards of housekeeping and the use of clean techniques and equipment, are just a small part of the efforts our staff make to ensure your speedy recovery.

Patients also have a vital role to play in reducing the risk of infection for themselves and other patients. Here are a few simple guidelines. Please take a moment to read them:

- Always wash your hands when leaving your room.

- Personal hygiene is very important. Ensure that you thoroughly wash your hands after each visit to the toilet.
- Nursing staff can supply you with soap if you don't have any of your own. Always keep such toiletries for your personal use only.
- Please notify nursing staff of any concerns you may have regarding hygiene of the ward or bathrooms.
- Please avoid sitting on the beds of other patients or allowing your visitors to sit on your bed. Nursing staff are happy to provide you with a chair if required.

If you have any questions about infection prevention and control, the nursing staff will happily assist you. The Department Manager is also available to answer any of your queries.

Your co-operation in helping us to maintain a high standard of infection prevention and control is appreciated.

Interpreter

If the service of an interpreter is required, staff will make the necessary arrangements to have this service provided. There may be a cost associated with the service.

Lost Property

Personal belongings inadvertently left after discharge will be forwarded to the lost property box. Staff will endeavour to label any item with your name and you will be contacted to collect the items.

While every effort will be made to contact you, Brunswick Private Hospital does not take any responsibility of items left behind on discharge.

Medical Staff

Our doctors work in teams. So, you may see two or three doctors during your admission. However, they regularly communicate, and you should feel free to speak to any of them for information regarding your care and progress.

Medications

Please ensure any medications you normally take at home are brought in to the hospital with you, as you will incur charges from the pharmacy for any medications they are required to supply for your stay.

Medication not presented in the prescribed container with identification (eg. medications packed in dose administration aids, such as Webster-Paks; or medications put in personalised containers, such as pill boxes) will not be administered by the nursing staff.

Only medications prescribed by your doctors at Brunswick Private Hospital will be dispensed and administered by the nursing staff whilst you are an inpatient. Any queries or concerns must be discussed with your doctor.

Patient medications are locked away at all times, which may include inside the locked drawer in your room. No valuables are able to be stored in this drawer. Only registered nurses and enrolled nurses have access to these locked drawers, and they will administer your medications at the time prescribed by your doctor. This is to ensure that medication doses are not inadvertently doubled up by self-administration.

No-Lift Policy, Moving & Handling

Brunswick Private Hospital is a 'no-lift' hospital. This means that nurses will use specific equipment to safely transfer a patient, rather than lifting the patient themselves. The equipment that the nurses may use includes slide sheets, lifting machines and standing machines.

Nurse Call System

The nurse call system will be explained to you on arrival. There is a buzzer located next to your bed, and in the bathroom/shower for your convenience. Please do not hesitate to press your buzzer once, whenever you need assistance, particularly at night. Nursing staff will respond as quickly as possible. Your buzzer should only be pressed repeatedly if you require urgent assistance.

Outpatient Services

Brunswick Private Hospital provides ongoing support to patients, their families and carers. Follow-up appointments with our team are available for discharged patients and are to assist in maintaining wellness.

Patients have access to a range of supportive day programs for rehabilitation and mental health patients. Please speak to your doctor or treating team for further information and details.

Pain Management

How can you assist us to best respond to your needs and ensure your recovery is as pain-free as possible?

By helping us to control your pain as best we can, you are likely to recover faster.

You need to tell us how you feel and particularly how strong your pain is. You will be asked on a regular basis to rate your pain. This is how we know how you are feeling and what is working best for you.

How to Tell Us

When you come into the hospital you may be given a 'pain ruler', which has a sliding pointer that you can position to indicate how much pain you are feeling.

Positioning the pointer at the far left end indicates that you're in no pain and the far right end indicates that you're in the 'worst pain ever'. Slide the pointer to the position in between the faces that best represent how much pain you are currently feeling. You will then be asked to rate your pain in the same way after moving or coughing to see if that makes a difference.

A pain ruler is not suited for everyone. Another common way of letting us know if you have pain is by asking you to rate it on a scale out of ten.

Pain is verbally scored on a scale from zero to ten, with zero being no pain and ten being the worst pain ever.

Tell Us Where Your Pain is and What it's Like

Pain from different parts of the body comes from different causes. Knowing where your pain is coming from and how it feels (aching, burning, stabbing) helps us to give you the best treatment.

What Else can You Do?

Ask for pain relief before you get too uncomfortable. It is harder to ease pain once it has taken hold.

Remember to tell your nurse or doctor about any pain that doesn't get better, even after having pain medicine.

Pain Treatment Options

Your pain may be treated in a number of ways. What works best for you will be decided by you and your doctors and nurses and based on the location and type of pain that you have.

Some options include:

- Tablets that you swallow
- Occasional injections
- Patches that you wear
- Heat packs, self-treatment techniques taught by therapy staff
- Special techniques used when moving and coughing that minimise discomfort.

What if I Already Take Painkillers?

If you are taking painkillers on a regular basis, you must let your doctor know. This will ensure that you get the treatment that is best suited to you.

How Often Will You be Checking on Me?

The nurses will check on you hourly (as a minimum) during your stay. It may be more often depending on your individual needs. You can also press the nurse call button to call for assistance whenever you need it.

Who Will be Checking on Me?

Your nurses will be checking you most often, with your treating doctors usually seeing you daily.

Will this Ensure that All My Pain Will Be Gone?

Although we would like to take away all the pain and discomfort you might experience, in reality it often cannot be removed completely.

However, our aim is to make you as comfortable as possible, especially when moving around and performing activities you need to do to get better.

Pastoral Care & Spiritual Needs

To cater for spiritual needs, pastoral care visitors can be arranged upon your request. Your own clergy person is also very welcome to visit you. Please notify the nursing staff to arrange a visit.

Pathology

Pathology provides a comprehensive 24-hour service to hospital inpatients.

Outpatient pathology can be conducted at pathology collection rooms, conveniently located on-site. Services are available Monday to Friday.

Pathology enquiries phone: (03) 9386 5495.

Patient Enquiries

Family and close friends may enquire about your condition by calling the ward between the hours of 10.00am and 8.00pm on:

Davies Ward	(03) 9385 0800
East Ward	(03) 9385 1143
South Ward	(03) 9385 0805
West Ward	(03) 9385 1191

Alternatively, family and close friends may call you directly. Your direct telephone number is located on your telephone, eg. (03) 9385 _ _ _ _

Patient Identification

During your stay with us, you will be regularly asked your name, date of birth, etc. This is not because we don't know who you are, but rather we need to ensure we have the right patient for the right care.

Patient Record

A patient record will be kept of your illness and treatment. This record is confidential, and access is limited only to the health care professionals directly involved in your treatment. Your patient records remain the property of the hospital. The contents of your patient record will be divulged only with your written consent or where required by law. You may request to access your patient record. Please refer to the 'privacy policy' brochure.

Patient enquiries can be made at any time by telephoning our Health Information Services on (03) 9385 1113.

Patient & Visitor Lounge

Patient and visitor lounges are located around the hospital. You are welcome to use the facilities if you're well enough, and they may help you to enjoy the company of friends and relatives. Please ask your nurse for the location of the lounge closest to your room.

A TV is located in each lounge.

Pathology

If you have a pathology service (eg. blood test, swab, urine collection) performed whilst you are in hospital, a separate account may be sent to you, which can be claimed from Medicare and your health fund.

Personal Laundry

Personal laundry services are not available at Brunswick Private Hospital. The closest laundromat is Brunswick Dry Cleaning & Coin Launderette, located at 700 Sydney Road, Brunswick.

Pharmacy

A pharmacy service is provided by HPS Pharmacy. Pharmacists will attend rounds of each ward to review patient medications. A pharmacist will also review any medications that you have brought in on your admission and supply any new medications that are initiated by your doctor. A pharmacy retail service is also offered, where you can obtain over-the-counter medications, vitamins and supplements, and simple toiletries. A pharmacist will help you determine if they are suitable with current medications your doctor has prescribed to you whilst in hospital.

Please note, some medications are in addition to your hospital charges. If applicable, a separate pharmacy account will be invoiced to you.

Podiatry

A podiatrist can be arranged (at your expense) to see you whilst you are an inpatient at Brunswick Private Hospital. If you require further information, our staff are available to answer your questions.

Privacy

Brunswick Private Hospital complies 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.

Our privacy policy and brochure relating to the collection and use of your health information is readily available within the hospital.

If you have any further queries in relation to our privacy policy or our health information management practices, please contact the Director of Clinical Services.

Public Transport

Both tram and bus stops are located within a short walking distance to the hospital entrance.

Quality Improvement

The hospital uses sophisticated levels of quality measures and reviews to ensure a high standard of care and continuous improvement. Brunswick Private Hospital is fully accredited by National Safety and Quality Healthcare Standards. Quality is an important consideration of all processes within our organisation.

Radiology (Medical Imaging)

Medical Imaging services are provided by Brunswick Diagnostic Imaging, located within the hospital premises. Brunswick Diagnostic Imaging provides a highly sophisticated service to inpatients and outpatients at Brunswick Private Hospital. Services include x-ray, CT scans, nuclear medicine and ultrasounds.

Safety

Audible fire and evacuation alarms are tested regularly. The noise is loud, and we hope you understand the need for us to check our equipment.

Staff are regularly updated on how to use equipment and new products, evacuation harnesses and lifting aids.

Security

The following measures are taken at this facility for your security:

- The front door is locked at night, and there is an intercom and remote door-lock console at the front door and Inpatient Unit. This is to ensure that only authorised people enter the facility.
- A hospital watch program has been developed to enhance staff awareness of security issues.
- Random security patrols are conducted both internally and externally to the facility.
- Illicit drugs and illegal activity are not tolerated at Brunswick Private Hospital. Detector canines visit on occasion to ensure the safety of all patients and staff.

Smoking

In accordance with the Department of Health's policy, smoking is not permitted in the hospital. Ask your doctor if you would like assistance to quit whilst in hospital, or alternatively, phone Quitline on 13 78 48.

Specialist Consulting Suites

Our specialist consulting rooms accommodate:

- General physicians
- Geriatricians
- Respiratory physicians
- Pain management specialists
- Rehabilitation physicians
- Cardiologists
- Rheumatologists
- Psychiatrist

Consulting Hours

Patients can be seen Monday to Friday between 9.00am and 5.00pm. For appointments, please call: (03) 9385 1222.

Student Nurses & Allied Health Students

Students are accepted for clinical experience at Brunswick Private Hospital as a part of their training experience.

You have a right to refuse being cared for by a student. If this is your wish, please make the nursing staff aware.

All students will be identified by their university/college name badge.

A clinical teacher/supervisor will attend each group or individual student.

The expectation is that the student would be introduced to you by the clinical teacher or your nurse, who will be providing your care.

Taxis

A taxi can be ordered by our reception staff at the main entrance or you may book directly by phoning 13 22 27.

Telephones

Telephones are available beside all beds. Incoming calls will be placed directly through to each room unless otherwise requested. Alternatively, family and close friends may call you directly. Your direct telephone number is located on your telephone (i.e. 9385 plus your extension).

To make a local call dial 0, wait for the dial tone, then dial the number you require. It is not possible to make calls to mobile and STD numbers.

Television

The hospital provides a television set at your bedside at no additional charge.

Valuables

We recommend to all our patients not to bring any valuables to the hospital. The hospital cannot be held responsible for any valuables or money left in your rooms.

Visiting Hours

With respect to our patients, visitors to the hospital are asked to adhere to the daily visiting hours.

Our normal visiting hours are: 10.00am–8.00pm.

There may be occasions where visiting times may vary due to clinical requirements and we inform you of these at the earliest opportunity.

Ward Organisation

The ward areas are under the supervision of the Department Manager during weekdays, and a Registered Nurse in Charge on the evening, night and weekend shifts. Any problems that may occur should be raised with the Department Manager or the registered Nurse in Charge.

What to Bring to Hospital

- Letters from your doctor
- Medicare card
- Health fund membership card
- TAC/WorkCover details (if applicable)
- Drivers license or acceptable identification
- Department of Veterans' Affairs card

- Any pension entitlement card
- Pharmaceutical entitlement card
- Relevant existing x-rays and CT scans
- All medications you are currently taking (including tablets, vitamins, mixtures, creams, inhalers or drops). If possible, please bring a list (from your general practitioner) of your current medications, their strengths and dosages
- Current walking aid (eg. frame or stick)
- Sleepwear, dressing gown and slippers or comfortable shoes
- Day wear – comfortable casual clothing (eg. tracksuit, shorts, t-shirts for the gym)
- Swimwear – for patients accessing the hydrotherapy pool
- Glasses, hearing aids and non-electronic walking aids
- Toiletries, including soap, toothpaste and a toothbrush.

We recommend that you do not bring any large amounts of cash or any jewellery items with you. However, it's suggested that you bring a few dollars for incidental items, such as newspapers.

The hospital cannot accept liability for your valuables.

Please advise nursing staff of any electrical appliances that you bring into hospital. All electrical appliances have to be tested by the Maintenance Department prior to use.

Wi-Fi

Wi-Fi is available throughout the hospital. To access this service, please connect your device to the guest Wi-Fi and follow the instructions.

Your Rights & Responsibilities

Please refer to the Health Care 'Patient Information YOUR RIGHTS & RESPONSIBILITIES' leaflet, located at every nurse's station.

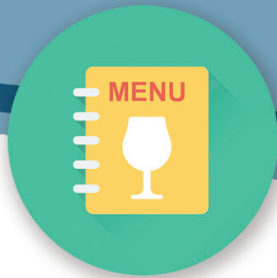
For further information, the Private Patients' Hospital Charter (available from the Australian Government Department of Health and Ageing) provides information about what it means to be a private patient in a public hospital, a private hospital or a day hospital facility.

Copies of this charter are available in all Health Care hospitals and at www.health.gov.au

Thank you for your co-operation.

Please do not hesitate to contact the Department Manager if you need any further assistance.

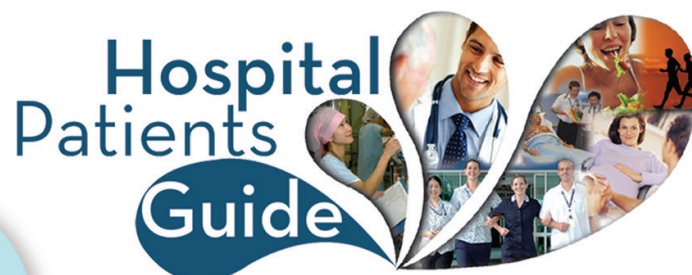
Local Community Services for Your Information



The following pages contain information on a curated range of local community services chosen to help you and your visitors during and after your stay.

Though a service's feature in the publication doesn't imply an endorsement on behalf of the hospital, we want to thank these service providers for their support, without which this publication would not be possible.

Please take the time to look through their services and consider their usefulness to you.



PLEGA HEALTHCARE CENTRE

www.plega.com.au

The PLEGA Healthcare Centre is our National Headquarters and **Showroom**, packed with the latest **Mobility Devices**, **Daily Living Products**, **Electric Adjustable Beds** and **Lift Chairs**.

Opening hours: Monday to Friday
9.00 am - 5.30 pm
Saturday & Sunday
by appointment only

Address: **1 Kerr Court
Rowville, Vic 3178**

Contact details: **Phone: (03) 9763 4844
Fax: (03) 9763 7544
Email: info@plega.com.au**

FREE Call 1800 648 648



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Call now to arrange your no obligation, free, in-home demonstration or showroom appointment

UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL
DEMEMENTIA HELPLINE
1800 100 500**



**OR CALL 131 450
FOR LANGUAGE ASSISTANCE**

FIGHTDEMEMENTIA.ORG.AU

**YOUR
BRAIN
MATTERS**
YOURBRAINMATTERS.ORG.AU

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at yourbrainmatters.org.au



1300 133 414

bluecross.com.au

An elderly couple is shown from the waist up, standing against a background that is white at the top and yellow at the bottom. The man, on the left, has white hair and wears glasses, a brown blazer, a white cable-knit sweater, and a patterned blue and white shirt. He is holding a brown paper bag filled with popcorn. The woman, on the right, has short white hair and is wearing a leopard-print blouse and red trousers. She is holding a chocolate ice cream cone. Both are smiling and looking at each other.

FUN NEVER GETS OLD

BLUECROSS HELPS YOU GET THE MOST FROM LIFE

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.**



Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.

Drink plenty of water.



Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



Vegetables and legumes/beans



Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans



Milk, yoghurt, cheese and/or alternatives, mostly reduced fat



Fruit



Use small amounts



Only sometimes and in small amounts





reimagine what aged care could be like

RETHINK WHAT YOU THINK OF AGED CARE

At Regis, our highly-trained, caring staff use innovative programs and proven systems to support residents so they feel secure and comfortable, can stay connected with loved ones, and be confident about their care, to help them embrace life the way they want.

To know more, please go to regis.com.au or call us on **1300 998 100**





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Our priorities are access to life changing therapies & treatments, improved clinical practice, better patient outcomes and medical research.



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FIBROSIS**
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1800 287 786

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- Clinical care excellence
- Modern Care Homes & superior amenities
- Dietitian-approved seasonal menus & home-cooked meals
- Extensive wellness & lifestyle programs
- Aurrum's own leading Memory Support program (dementia care)

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27 Smith St, Healesville 3777

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Leaders in All-on-4[®] dental implants and cosmetic dentistry. We create beautiful smiles and we love taking care of our patients through their journey to their best smile!

Benefits of All-on-4[®] treatment concept

Reclaim your smile

Regain teeth that look and feel natural. And, depending on your situation, your dentist can connect provisional teeth on the very same day that implants are placed.

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With only four implants needed, and provisional teeth possible on the same day, treatment is faster and more cost-efficient than comparable alternatives.

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Costs might seem high at first glance, but the high maintenance costs of other restorations can make them more expensive in the long run. With good maintenance, your implants can last you a lifetime.

Fix your teeth in one day with the All-on-4[®] treatment concept.



Hours

Mon-Thurs 8am – 6pm

Friday 8am – 5pm

Saturdays 9am – 4pm



Free complimentary consultation available, call to book

6 Bond St,
South Yarra
info@bondst.com.au

1300 266 378
bondstreetdental.com.au