

WANGARATTA PRIVATE HOSPITAL



Patient Information 2019

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onto your mobile device



NORTH EAST

Life

moving is living



Clinical Pilates

Physiotherapy

Strength

Recovery

Performance

Health Conditioning

Benalla

39 Nunn Street

T (03) 5762 6866

Wodonga

Wodonga Leisure Centre

T (02) 6059 7668

Wangaratta

10 Chisholm Street

T (03) 5722 1424

Yarrawonga

24 Belmore Street

T (03) 5743 1142



www.nelife.com.au

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Welcome

We welcome you to Wangaratta Private Hospital. 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 on discharge. We try to ensure that you are kept well informed throughout your stay. However, if you have any questions, please do not hesitate to speak to the staff – we are all here to help you.

We wish you a comfortable stay and a speedy recovery.

About the Hospital

Wangaratta Private Hospital is owned and operated by Ramsay Health Care Limited, a publicly listed Australian company whose name is synonymous with quality private health care. Ramsay Health Care was founded by Mr Paul Ramsay in 1964 and has grown to become the largest private hospital operator in Australia. Ramsay Health Care is one of the largest private hospital companies in the world, and currently has 480 hospitals and Day Surgery Facilities across 11 countries employing over 77,000 staff.



The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed
- We take pride in our achievements and actively seek new ways of doing things better
- We value integrity, credibility and respect for the individual
- We build constructive relationships to achieve positive outcomes for all
- We believe that success comes through 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.

The Ramsay Rule

- The Ramsay Rule is a three step process where the patient, their family or carer can escalate their concerns and call for rapid assistance when they believe that something is 'not right' with the clinical condition of the patient
- Initially, concerns are raised with the nursing staff and the nurse in charge. If the patient or family is still concerned about the patient's clinical condition, the final step is to ring a dedicated hospital phone number which alerts a senior clinical staff member. This call initiates a clinical review of the patient. The number is displayed in every patient's room, HDU, Kitchenettes and various places around the hospital
- The aim of this process is to provide the patient with a timely clinical review by an experienced clinician. In addition, the objective of the program is also to acknowledge the patient's and family's concerns and take appropriate action. The Ramsay Rule is about keeping our patients safe
- The Ramsay Rule is based on the REACH program developed by the Clinical Excellence Commission and Ryan's Rule developed by Queensland Health.

The Ramsay Rule number if you wish to call to discuss your concerns with your/or your family members clinical condition is: (03) 57 230 953.

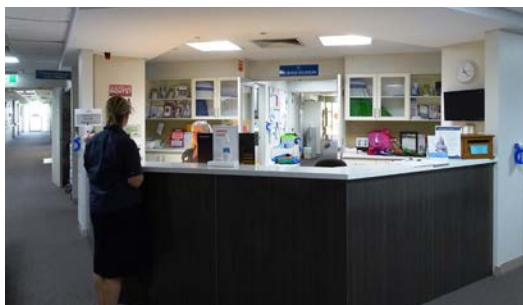


Services Provided at Wangaratta Private Hospital

Wangaratta Private Hospital is considered one of the finest private hospitals in rural Victoria, providing an extensive range of services that are readily accessible for both the local community and as a referral centre. It is regarded as one of the regions premier orthopaedic hospitals specialising in joint replacement surgery. Other services include:

- Anaesthetics
- Bariatric (Obesity Surgery)
- Dentistry
- Ear Nose and Throat Surgery
- Endoscopy
- General Medicine
- General Surgery
- Gynaecology
- Ophthalmology
- Oral Maxillofacial Surgery
- Orthopaedic Surgery
- Rehabilitation Service
- Urology Surgery
- Urogynaecology.

The hospital accommodates both planned and unplanned admissions from doctors and other hospitals.



Wangaratta Private Hospital provides an extensive range of inpatient and day patient services, all located onsite for the convenience of our patients. Equipped with advanced medical, surgical and diagnostic technology, the hospital and our team of highly skilled practitioners are able to provide the very best in medical and surgical care, delivering a distinctive private hospital experience and a quality of care that is recognised by the community and the industry.

Wangaratta Private Hospital is extremely proud of the high quality of our staff, our excellent relationships with doctors, and our commitment to improvement in all areas and vision for the future. In recognition of our commitment to excellence in quality patient care and customer service, Wangaratta Private Hospital is accredited by the Australian Council of Healthcare Standards, and is subject to continuous evaluation and quality improvement.

Wangaratta Private Hospital achieves and maintains optimal standards of patient care and service delivery through:

- Development of a cohesive approach to performance improvement aligned to the organisations strategic direction, operational imperatives and customer requirements
- Ongoing accreditation to ACSQHC National Standards
- Compliance with established legislation, industry codes and standards
- A focus on the reduction of risk
- The use of data and information to drive performance improvement activities.

To Contact Us

Reception	(03) 5723 0900
Chief Executive Officer	(03) 5723 0900
Director of Clinical Services	(03) 5723 0900
Switchboard	7
External Line	0
Facsimile Reception	(03) 5722 2679

Admission

Your admission time is based on a variety of things and if there is a specific request from your doctor. This allows adequate time for review prior to your procedure. At times, theatre lists may need to be changed, which can lead to delays which are unavoidable. The nursing staff will keep you informed of any list changes that will cause delays. Upon arrival you will be admitted by one of our staff. Your documentation and medical history will be completed. It is important that you advise us of any changes in your health since you spoke to the staff at pre-admission.



Allied Health

Wangaratta Private Hospital is able to provide a range of allied health services including physiotherapy, occupational therapy, speech pathology and dieticians. Your treating doctor or nursing staff will make referrals should they be required.

Antimicrobial Stewardship/ Antimicrobial Resistance

Antimicrobial stewardship involves making sure antibiotics are used wisely. Bacteria can develop resistance to specific antibiotics, meaning that the antibiotic is no longer effective against the same bacteria. To help prevent the development of current and future bacterial resistance, it is important to prescribe antibiotics according to the principles of antimicrobial stewardship, such as prescribing antibiotics only when needed. Antibiotics may be given to you before and after surgery to reduce the risk of an infection.

Please feel free to discuss this with your doctor or our pharmacist if you have any concerns.

ANTT (Aseptic Non Touch Technique)

Aseptic Technique is an important clinical practice that reduces the risk of patients acquiring an infection during invasive clinical procedures. Aseptic technique aims to prevent pathogenic organisms from being introduced to susceptible sites by hands, surface and equipment.

The Infection control measures that are used to perform effective and correct ANTT are:

- Appropriate Hand Hygiene
- Non Touch Technique
- Using Gloves, sterile or non-sterile. Depending on the procedure
- Using other Personal Protective Equipment.

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 devices and/or provide additional blood thinning medication.

Minimise your risk by:

- Take any tablets or injections your doctor has prescribed to minimise your risk
- If in use, keep your compression stockings on and be aware of how long you will need to wear them after discharge (normally 2 – 6 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 where possible.

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

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

Car Parking and Public Transport

Wangaratta's regular public bus service stops regularly in Clarke Street. There is ample free parking at the front of the hospital in Templeton Street.

Compliments, Complaints and Suggestions

The staff at Wangaratta Private Hospital is committed to delivering a health care service of the highest quality. In achieving our aim for best practice, we encourage you to provide us with your impression of our service. Your feedback is important to us, as it enables a continual evaluation and improvement of the service that we provide.

Feedback cards are available in your room and at the ward and front reception desks. Once this card is completed, your comments, positive or negative, will be communicated to key hospital committees and actions taken if they indicate that a current service needs to be improved. You may receive an email/ text message after discharge giving you further opportunity to comment on your stay.

You may choose to remain anonymous when providing feedback; however, we encourage you to be honest with your thoughts.

We accept complaints as a valuable indicator of the service we provide. Complaints can be received in person, by writing a letter, using the telephone or through a survey system. The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence, in any way, the care or treatment you receive.

All patient rooms have a communication board that has your nurses name, activities you are to do and other relevant information in regard to your care.

Any concerns experienced during your stay with us can be brought to the attention of your nursing team or Nursing Unit Manager, and should be resolved immediately. If you feel that the concerns have not been dealt with to your satisfaction, please ask to speak to the Complaints Officer/Director of Clinical Services.

The Private Health Insurance Ombudsman (PHIO) provides an independent service to help consumers with health insurance problems and enquiries. The Ombudsman can deal with complaints from health fund members, health funds, private hospitals or medical practitioners. Complaints must be about a health insurance arrangement. The Ombudsman can be contacted via the web address: <http://www.phio.org.au>

The Office of Health Services Commission can also be contacted to lodge complaints. Visit their website at: www.health.vic.gov.au/hsc/patient/complaint.htm

Health Services Commissioner
Complaints and Information
Telephone: 1300 582 113

Online form now available at www.hcc.vic.gov.au

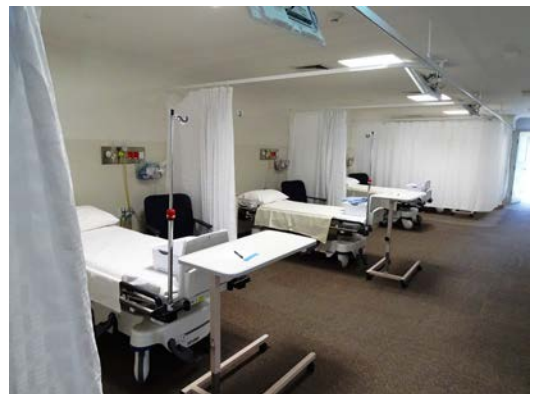
or write to:

Health Services Commissioner
Level 26, 570 Bourke Street
Melbourne VIC 3000
DX Number 210182

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. A separate consent form may be used to verify that you have had an explanation of the anaesthetic type, associated risks and alternatives and that you have consented to this.

You have the right to ask questions if you have any concerns in regard to the procedure, 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.



Correct Patient, Correct Procedure, Correct Site and Correct Side

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 will occur continually during the pre-operative part of your hospital stay.

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

Discharge Information

Your discharge needs will be discussed with you from the pre-admission stage of your stay in hospital. When the time for discharge approaches, nursing staff may recommend that you have services arranged to help you achieve independence and maintain your safety once you are discharged from hospital.

Nursing staff are happy to organise any assistance that you may require.

Discharge time is 10.00am. Please ensure that before you leave, you have all your personal items, all medication, x-rays, and follow up instructions. Should you require a medical certificate, please ask your admitting doctor. Alternatively, you can contact your admitting doctor's surgery to request a certificate.

For patients admitted for surgical procedures, discharge information sheets specific to the type of operation conducted are provided on discharge. Should you have any concerns following discharge, please contact the ward or your doctor on the numbers provided.

If you have had a general anaesthetic or sedation within 24 hours of discharge, you will need to be accompanied home by a responsible adult. 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. If you are a day stay patient, you may receive a phone call the following day to see how you are.

For all patients who stay overnight, an electronic discharge summary will be sent to your GP at time of discharge. This will provide a summary to your GP including the reason for admission and discharge advice.

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 "Discharge at own risk" 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.

A new era of Respect in Wangaratta.

From Monday 14th January 2019, Respect Aged Care has taken over the operation of St John's residential aged care and retirement village in Wangaratta. We would like to welcome residents, families, staff and volunteers of St John's to the family. We look forward to continuing to offer the high level of care that residents have come to expect, and are excited about becoming part of the local community.

Respect is a not-for-profit aged care provider that has been investing in the wellbeing of the elderly community for almost a century. We provide residential aged care in regional Victoria and Tasmania for more than 750 people in our 10 homes.

St John's Village is a wonderful community asset and we understand its significance to the people of Wangaratta. We are looking forward to building on the great work of the current operator and management, to make St John's Village an even better place to live and work.



respect.com.au



Emergency Procedures

The hospital has highly developed safety and emergency procedures in which each staff member has a key role. 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. Any visitors should also remain with you until further instructions are received from staff.

Environmental Services

Wangaratta Private Hospital makes every effort to be environmentally friendly. Minimising the use of washing detergents will place less stress on our water supply as well as less pollution in our water. If you wish to help us in this environmental initiative, re-hang your towels on the towel rail. Should they require laundering, place them on the bathroom floor.

Depending on your length of stay and the reason for admission to hospital, your sheets may not be changed daily. Newspapers, bottles and cans are all recycled. The housekeeping staff will dispose of these items daily.

Should you have any concerns with the cleanliness of your room, please contact the Hotel Services Manager who will discuss this with the housekeeping staff.

Falls Prevention

It's surprisingly easy to fall or slip when in an unfamiliar environment like a hospital. Patients may become more susceptible to falling during their hospital stay for a number of reasons including unfamiliar surroundings, illness, anaesthetic, medication and fatigue.

To ensure that safety is maintained for all patients, falls prevention strategies including a falls risk assessment are conducted on all patients on admission to Wangaratta Private Hospital. If you feel unsafe when you walk, or have been assessed as a falls risk, please ask the nursing staff for assistance by pressing your nurse call bell when transferring from a bed or chair, or when walking.

Ways you can reduce your risk of falls include:

- Make sure you know the layout of your room and where the furniture is. Take care when moving around at night and ensure you have the lights on before getting out of bed
- Some medication can have the side effect of making you feel dizzy. Always take care when bending, showering or getting to your feet
- Tiled floors, linoleum or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear
- 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, ask the nurses for assistance

- 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
- 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.

Ask the doctor or nursing staff to explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist can also provide advice with balance, mobility or exercise. We are here to help you, and prefer that you are safe rather than trying to walk on your own.

Financial Information - Hospital Charges

Wangaratta Private Hospital has agreements with most of the major health funds. The administrative staff is happy to discuss fee structure at any time. 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, we will ask you to pay the difference between the health fund rebate and the hospital fee on admission, or pay the full amount and ask that you claim your rebates back from your health insurance.

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.

But does not include

- Your doctor's or surgeon's account.
- Your anaesthetist's account.

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. 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 (Mastercard, Visa)
- EFTPOS.



Flowers

Vases for cut flowers can be obtained by requesting one from our staff. While beautiful, flowers can be overpowering in the bedrooms. Should this occur, please ask the nursing staff to take them from your room overnight. Alternatively, placing them in the bathroom can also help to reduce the strong scent. For infection control purposes, potted plants are not permitted in the hospital as they harbour microorganisms.

Identification/Alert Bands

When you are admitted to hospital, 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.

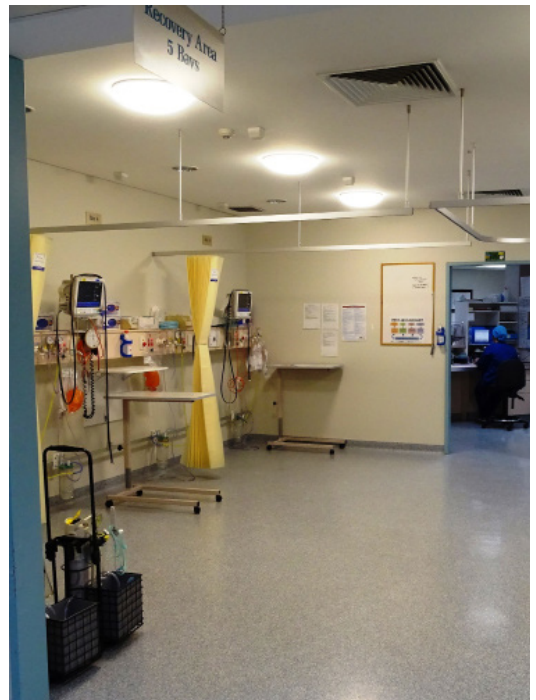
If you have previously had any adverse drug reactions (allergies), you will receive a red wrist band. If you do not receive a red wrist band and you have known allergies, please let the nursing staff know as soon as possible. The wristband alerts all staff that you have had a drug reaction and helps us manage the condition throughout your stay.

It is important that your band is not removed during your stay. If your band becomes illegible or removed, please ask staff to replace it.

Infection Control

Wangaratta 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 Guidelines. Hand washing, high standards of housekeeping, the use of sterile techniques and equipment are part of the efforts our staff makes to ensure your speedy recovery and to reduce the risk of infection. Healthcare workers, whilst caring for patients, may wear gowns, gloves, mask and/or eye protection as part of standard precautionary measures implemented to minimise the risk of cross infection and to protect the well-being of both patients and healthcare workers.

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.

Patients and visitors also have a role to play in reducing the risk of infection to themselves and other patients. Here are a few very simple guidelines:

- Hand hygiene is the most effective way to prevent the spread of infection. Alcohol based hand rubs are a very effective form of hand hygiene and are located in lots of locations throughout the hospital. We encourage all patients and visitors to use these
- We ask that visitors do not visit the hospital if they have gastro-enteritis or other contagious diseases.

Interpreter Service

Please notify the nursing staff if you need an Interpreter Service. The nurses will organise this for you. There may be a cost associated with the service. Interpreters can also be used for hearing and sight impaired patients.

Laundry

Due to health regulations, we are not permitted to launder any items of clothing. Please arrange with your relatives or friends to collect your laundry.

Lost Property

You will be contacted by staff if any of your property is inadvertently left by you in your room after discharge. Staff will endeavour to label any item with your name and you will be contacted to collect the items as soon as possible. Items will only be retained for one month.

Mail

Your mail will be delivered to you each day. Please ask your friends or relatives to include your first name as well as your surname when addressing mail to you. We can also attend to your outgoing mail as required. Please ask the nursing staff to hand your outgoing mail to our ward clerk who can arrange postage for you. Any letters received after your departure will be forwarded to your home address.



Maintenance

Wangaratta Private Hospital has a dedicated maintenance officer who works Monday to Friday. Should you notice any fault in your room, or equipment that requires repair, please notify any staff member who can report the fault.

Should repairs be required after hours and this is inconveniencing you, please ask the staff to move you to another room (depending on availability).

The air-conditioning is centrally controlled. If you find that the air-conditioner does not meet your needs, please report to staff that can provide you with a desktop fan to circulate the air, or additional blankets should you require them. Opening the bathroom door can also assist with air circulation within your room.

Meals/M meal Times

The Catering Department takes great pleasure in providing a menu that offers a comprehensive selection of fresh, innovative and nutritious meals. Each menu has, as its foundation, the healthy eating pyramid and also accommodates a variety of special dietary needs including Gluten Free and Vegetarian options. A heart symbol represents suitable food choices for diabetics and those following a sugar free, low fat and salt reduced diet.

Each morning a new menu will be presented to you, from which you may select your meals according to your tastes and requirements for the following day. Please tick the box next to the choice you wish to make.

Should the menu available not meet your requirements, please ask to speak to the catering manager (available during office hours) to discuss.

Approximate meal time for breakfast is 8am; lunch is 12 midday and tea at approximately 6pm weekdays and 5pm on weekends.

At times, depending on planned procedures or operations, your meal may not appear as you may have requested. If your doctor permits and you envisage that you will require a fuller diet, please do not hesitate to ask our staff for a larger meal. Otherwise, nursing staff will notify catering staff when you are able to return to a normal diet.

Tea and coffee are provided at breakfast, morning and afternoon tea times. Tea and coffee making facilities are also available in the pantry 24 hours a day.

Visitors are more than welcome to dine with you. Meals can be ordered and paid for through the front reception. Orders need to be placed by 10.00am for lunch and 3.30pm for dinner.

Please ask any of our staff if you have any special dietary requests or require further assistance in making your selection.

The hospital is unable to provide alcohol. If your doctor permits you to have an alcoholic drink, you will be required to supply your own.



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. This will ensure that the doctors write your medications on the medication chart. Your own medication will be secured in your personal drug cabinet and the nursing staff will administer them as ordered by your doctor. Any additional medication you require while in hospital will be ordered by your doctor and supplied by the hospital pharmacy. Our Pharmacist may create a Medication Management Plan to help you with your medications. If you are commenced on any new medications, our Pharmacists will be happy to explain these to you as well. 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. Any discharge medication provided will be charged to you.

Mobile Phones

When you are admitted, please ask our staff if mobiles can be used in your room. Mobiles may be used in all public areas. Wangaratta Private Hospital does not accept any responsibility for loss or damage to your mobile phone.

Newspapers

A complimentary Herald Sun Newspaper will be supplied to you each day. Please inform the nursing staff if you do not wish to receive one. There are also other reading materials available for your use including magazines and books.

Nurse Call System

A nurse call bell is located on the handset beside your bed, beside the toilet, and on the wall of the shower. To call for nursing staff attention, please press this button. For your safety, we would prefer that you utilise the call bell whenever assistance is required.

The handset beside your bed also allows the following functions:

- **Nurse call** – To call for assistance press the GREEN button
- **Light Switch** – Your over-bed lights can be turned off and on from your hand control
- **Television** – By using the same hand control, you can turn the television off and on, adjust the volume and change channels (not all free to air channels are available)
- **Radio** – Channels are available through your television.

Occupational Health and Safety

The safety of our staff is important to us. We have in place a manual handling system which ensures that our staff health is maintained. Rather than manually handling patients, equipment such as hoists, sliding aides, standing machines, bed sticks, and bed ropes will be used. Patients are encouraged to do as much as possible for themselves which prevents injury to our staff and to you.

Pathology

A 24 hour Pathology Service is available through Dorevitch Pathology Services and Tissue Path.

Patient and Consumer Centred Care

You can play an active part in your care to maximise your hospital experience and health outcomes.

Partnering in healthcare: Being involved in your own health care and taking part in every decision gives you more control over your situation.

Speak up if you have questions: Ask questions and expect answers that you can understand. Information can be provided to you both verbally and in written format in a language you can understand. Use the area on the Patient Communication board in your room, or the pen and paper provided to write down things as you think of them so you can show your doctor/nurse/ physio when they come in.

Knowing your medicines: Our pharmacist will go through your medicines with you within 24 hours of your admission. They will chat to you about any changes or new medicines you may be started on.

Understanding the plan for your care: You can ask your doctor to tell you what to expect and make sure you are able to understand what they explain to you. At Discharge, you will be given written information to take home including follow up appointment information.

Getting Procedure and Test Results: Once Discharged, call your Doctor to get any test results you may be waiting for if you haven't heard anything. Ask what the results mean for you.

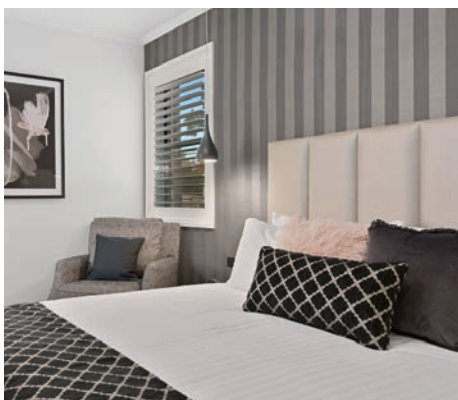
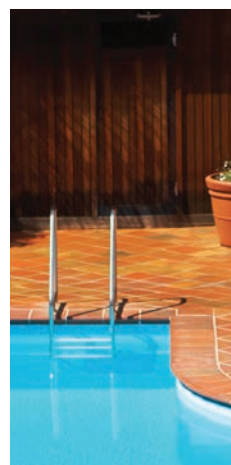
Pharmacy

Ramsay Pharmacy provides the Pharmacy service for Wangaratta Private Hospital. A pharmacist is available Monday to Friday to review your medication chart and provide discharge information when required. Scripts are provided by your doctor for any discharge medication that you require. These can be sent directly to Ramsay Pharmacy for your convenience. Alternatively, you can take the script with you on discharge to be filled at the pharmacy of your choice. All discharge medication incurs the usual charges of the Pharmaceutical Benefits Scheme. It is important to notify the hospital if you have a pension, concession or safety net card, as this will be reported to the pharmacy upon ordering.

Equipment aids required for your discharge can be hired or purchased from the Wangaratta Pharmacy. Your physiotherapist will discuss this with you and arrange for the hire of equipment as required.

Patients from outside the Wangaratta area may need to have equipment hired from Wangaratta, as your local pharmacy may not be able to provide the equipment required. Please discuss this with your physiotherapist.

QUALITY HOTEL GATEWAY WANGARATTA



Our award winning, AAA rated 4.5 star hotel is located in Wangaratta's CBD and offers 77 suites and apartments, heated pool, spa and gymnasium and the renowned restaurant Atrium.

Positioned within walking distance or a short drive of the hospital, we are open 7 days for breakfast and dinner and reception is open 24 hours.

Many of our guests regard us as their 'home away from home' - the 'perfect place to stay, dine and enjoy a little escape away from it all' whilst in Wangaratta.

We look forward to welcoming you.

29-37 Ryley Street Wangaratta
T. 03 5721 8399
E. info@wangarattagateway.com.au

wangarattagateway.com.au

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.

Wangaratta Private Hospital endeavours to prevent pressure ulcers by:

- Minimising exposure to urine, stool, and perspiration or wound drainage
- Limiting pressure by changing patient's position frequently
- Using pillows and wedges to keep heels and ankles off the mattress
- Utilising pressure relieving mattresses and cushions
- Raising the foot of the bed to reduce sliding, when 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
- Advise Nursing Staff if you become aware of any other painful areas not associated with your surgery.

Privacy

Ramsay Health Care is bound by the Australian Privacy Principles under the Privacy Act 1988 and other relevant laws about you – private health service providers handle personal information. We are committed to complying with all applicable privacy laws which govern how Ramsay Health Care collects, uses, discloses and stores your personal information.

The Privacy Statement sets out in brief how Ramsay Health Care will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member or visit our website www.ramsayhealth.com.au

Ramsay Health Care will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay Health Care may collect, use or disclose personal information:

- For use by a multidisciplinary treating team;
- Assessment for provision of health care services;
- To liaise with health professionals, Medicare or your health fund;
- In an emergency where your life is at risk and you cannot consent;
- To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers or the placement of students or trainees at Ramsay facilities;

- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

In respect of other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with Ramsay and for other related purposes.

Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay.

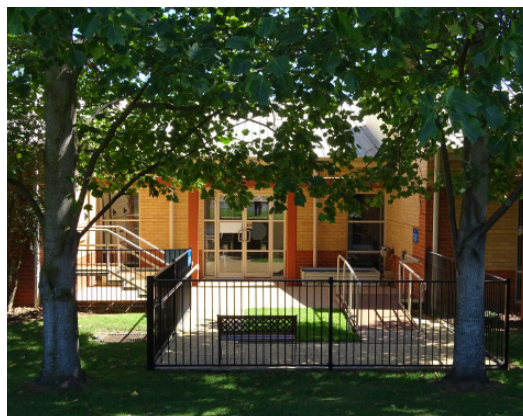
We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services, we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.



Public Toilets and Baby Change Table

Visitor toilets and a disabled toilet are available in the front reception area. A baby change table is available in the Disabled Toilet.

Reception

Reception is staffed for your convenience between the following hours:

Monday to Friday: 6.30am to 5.00pm. If you have any queries or requests outside these hours, please speak to your attending nurse.

Rehabilitation Services

Rehabilitation is a treatment or group of treatments designed to facilitate the process of recovery from injury, surgery or illness to as normal a condition as possible within a designated timeframe. Using a coordinated multidisciplinary approach to care planning and assessment.

Wangaratta Private Hospital Rehabilitation program provides a range of nursing and intensive therapy services such as physiotherapy, occupational therapy, dietician, speech therapy, podiatry, counselling and social work, as required.

Referrals for the Program (including internal, from other hospitals and the community) are made to our Rehabilitation Specialist. Your doctor will discuss with you the suitability for the rehabilitation program prior to referral.

Medical assessment and ongoing management including ordering of investigations and drug management is undertaken by the Rehabilitation Specialist.

The Rehabilitation Specialist will liaise with your referring doctor and other specialists to ensure continuity of medical care.

Nursing care is provided 24 hours a day. The nurse facilitates continuity of the agreed rehabilitation plan and liaising with therapists.

The rehabilitation programs are structured to reach your specific therapy goals and our multi-disciplinary team continually monitors your progress and makes adjustments as you go.

Referral to other rehabilitation providers is made and discussed with the admitting team. Referrals to Medical Specialists are made as required.



Smoking

In accordance with the Department of Health Policy, smoking is not permitted in any building or outside grounds of Wangaratta Private Hospital.

Spiritual Needs

Clergy of all denominations are welcome to visit the hospital. You may ask the nursing staff to arrange this for you, or a family member or friend may wish to contact the clergy member of your choice directly to inform them of your admission.

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.

Staff also wear a uniform specific to their position/department in which they work within the hospital.

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 (including lollies and chewing gum) or fluid. It is imperative that fasting times be observed for your safety during the anaesthetic. Your fasting times will be given to you by the Pre Admission Nurse. They will ring a few days before your admission and discuss this with you.

Surgery - 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 understand that this is frustrating; however, at times, the delays are beyond our control. Staff will endeavour to keep you informed should this happen.

Telephones

A personal telephone is located on your bedside table for both incoming and outgoing calls. For local calls (Wangaratta), dial "0", wait for the dial tone, then dial the number required.

For patients ringing outside of Wangaratta, please ask the nursing staff if you wish to make a STD phone call.

Your family and friends may telephone you directly by dialing the number on your telephone handset. The telephone can also be turned off should you not wish to receive phone calls. Please ask the nursing staff for assistance.



Television

The hospital provides a television set at your bedside at no additional charge. Your nurse-call handset operates the television. Free to air channels, selected Foxtel and radio stations are available. The handset by your bed allows you to choose a program by using the up and down arrows (the numbers displayed on screen do not correlate with channel numbers).

The handset contains the speaker and an outlet for headphones. For the comfort of all patients, the volume of the television should be kept to a minimum. Staff will ask for this to be turned down if it is heard in the corridors.

Valuables

Patients are strongly advised not to wear jewellery, to leave other valuables at home and not to bring 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.

Veterans' Affairs Liaison Officer

Wangaratta Private Hospital is proud to be a Veteran Partnering Private Hospital. 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. Representatives from the RSL visit the hospital every Friday morning. Should you prefer that you do not receive a visit from these members, please notify the nursing staff who are caring for you.

Violence/Aggression

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



Visiting Hours

The hospital encourages the support of family and friends. Visiting hours are unrestricted, unless otherwise requested by yourself or your doctor. For security purposes, the hospital doors are locked at 8pm. When entry is required after hours, relatives can use the doorbell at the front door to obtain entry. Should you require your visitors to be restricted at any time, please notify the nursing staff.

For the comfort of all patients, we ask that all visitors keep noise to a minimum. Sitting rooms are available for use should you prefer. When visiting with children, please ensure that they remain with you at all times, and are not permitted to run along corridors as this can be dangerous for our patients.

Parents are able to stay overnight with their children – please ask staff to bring a reclining chair to your room.

Ward Organisation

The ward area is under the supervision of the Nursing Unit Manager during weekdays, and an After Hours Co-ordinator (senior registered nurse) on evening, night and weekend shifts. Any problems that may occur during your stay should be raised with the Nurse Unit Manager, the After Hours Co-ordinator, or the Complaints Officer.

Wireless Internet

Wireless internet connection is available for patients. There is a brochure in your room with easy to follow instructions on how to gain access to the Wi-Fi network. Should you have difficulty gaining access, please contact our Ward Clerk during office hours.



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

AUSTRALIAN COMMISSION
ON
SAFETY AND QUALITY IN HEALTHCARE

What can I expect from the Australian health system?

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

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Wangaratta

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Blood tests

Wangaratta

19 Ely St **Mon–Fri** 8.30am–3pm

Ph 5722 3923

Blood tests

Wangaratta

63 Phillipson St

Mon–Fri 8am–11am

Ph 5721 2167

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Wangaratta

47 Joyce Way **Mon–Fri** 8am–1pm

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For more information visit:

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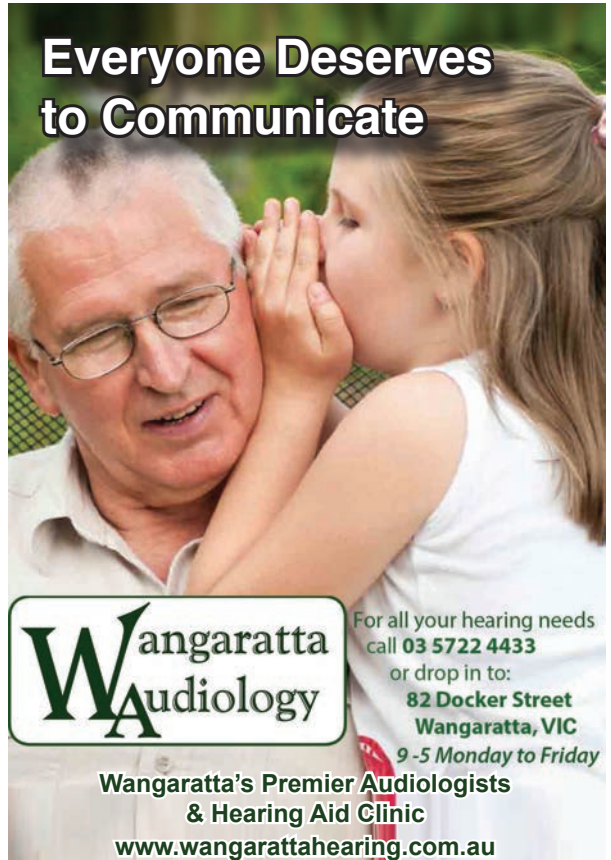
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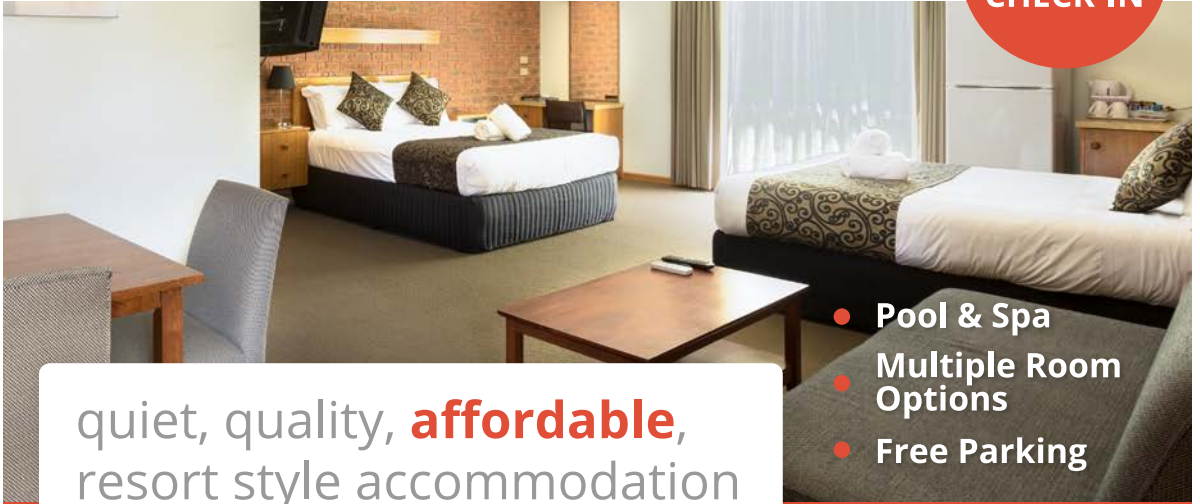
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