

PATIENT INFORMATION DIRECTORY

Shellharbour

Private Hospital

People first. People always.

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Welcome

The Management and Staff of Shellharbour Private Hospital warmly welcome you to our hospital and thank you for the opportunity to care for you.

Our hospital provides medical and surgical excellence in a wide range of disciplines, including general and specialist surgery, general medical, day surgery and rehabilitation.

Shellharbour Private Hospital is fully accredited by the Australian Council on Healthcare Standards (ACHS), a national accreditation body which ensures that hospitals provide the highest standards of service.

We are committed to providing you with the highest standard of care and making your stay with us as comfortable as possible. Our experienced and professional staff will discuss all aspects of your treatment with you and encourage your involvement with your care.

Please let us know if you have any particular needs or expectations throughout your stay and we will endeavour to meet your requirements.

The purpose of this directory is to provide you with information about the hospital and answer some of your questions. If there is anything further that you need, please ask.

Your Rights and Responsibilities

Patient Rights	Patient Responsibilities
<p>Access To Care You have a right to access health care</p>	<p>Advance Care Directive / Power of Attorney / Guardianship Please inform your health professional if you have a current Advance Care Directive or Power of Attorney for any health or personal matters, or if you are subject to a guardianship order</p>
<p>Safety You have a right to receive safe and high quality care</p>	<p>Safety Tell us of your safety concerns</p>
<p>Respect You have a right to be shown respect, dignity and consideration</p>	<p>Respect Consider the wellbeing and rights of others</p>
<p>Communication You have a right to be informed about services, treatment, options and costs in a clear and open way</p>	<p>Communication Provide information regarding your medical history and ask questions</p>
<p>Participation You have right to be included in decisions and choices about your care</p>	<p>Participation Follow your treatment, co-operate and participate where able</p>
<p>Privacy You have a right to privacy and confidentiality of your personal information</p>	<p>Pay Fees You should promptly pay the fees of the hospital and your attending doctor</p>
<p>Comment You have a right to comment on your care and to have your concerns addressed</p>	<p>Complaints / Feedback You should direct any complaint to a staff member or the manager so that immediate and appropriate action can be taken to remedy your concern</p>
<p>Parental Rights You can exercise your rights as a parent or guardian of a child</p>	
<p>Shellharbour Private Hospital supports the Australian Charter of Healthcare Rights and welcomes your feedback. For more information, please refer to Your Rights and Responsibilities brochure which is available on our website www.shellharbourprivate.com.au or in the reception of the hospital.</p>	

Patient and Visitor Overview

Visiting Hours

Please see our website or speak to a staff member for our up-to-date visiting hours. Should you have any special requirements, please speak to the Nurse Unit Manager.

Meals

Menus are delivered to your room each day for you to select your meal for the following day. Completed menus are collected by catering staff each night. A member of the catering service team is available to assist you with menu selection if required.

Breakfast	7.15am - 7.45am
Morning Tea	10.30am
Lunch	12.15pm - 1pm
Afternoon Tea	3.30pm
Dinner	5.15pm - 6pm
Supper	7.30pm

Please advise staff if you have any dietary requirements.

Food Safety

Shellharbour Private Hospital has an accredited Food Safety Plan in place and would appreciate your assistance to maintain our high standards of food hygiene and food handling practices.

To do so, we ask that you:

- Eat your meals within the specified meal time period.
- Don't reheat food in the microwave (ask staff to do so).
- Don't bring food into hospital (if relatives insist, staff must be notified and the food must be appropriately stored in a labeled container). Seafood cannot be bought into the hospital.

Many foods can be harmful if not prepared and stored appropriately and the hospital cannot take responsibility for foods not prepared on-site or stored appropriately by qualified food handling staff.

Doctors Visiting Times

Staff can advise you of the times that Doctors normally visit the hospital. If you or your relative wish to speak to your Doctor outside of these times, please notify staff and arrangements can be made to advise your Doctor. It is advisable to have a list of questions to ask your Doctor. It is important to us that you participate fully in your care as this will enhance your recovery and help to alleviate any anxiety you may experience.

Accommodation

Shellharbour Private Hospital has a combination of shared and private rooms. Whilst every effort will be made to meet requests for a private room, on occasions of high occupancy and clinical demand, this may not be possible. We will, however, provide any requested room changes as soon as practical during your stay.

Students in Training

Shellharbour Private Hospital has agreements in place with many organisations for the placement of various student health professionals. These students may be involved in your care, under the direction of our trained staff. However, if you prefer to not participate, your right to refuse is respected.

Newspapers and Magazines

Newspapers are available each day. A variety of magazines and papers are made available in the visitor lounge areas and waiting rooms. Any further requests to Ward Clerk.

Chaplaincy

A chaplaincy service is available. Please ask the Ward staff if you wish to contact a chaplain or arrange a visit.

Tests and Treatment

Occasionally, patients are required to attend external facilities for tests that cannot be provided at Shellharbour Private Hospital. If you are well enough to travel via car, transport may be arranged with a family member, or one of our staff in a Taxi. If this is not appropriate for your condition, patient transport or an Ambulance may be required.

If Medical Imaging (X-Rays and Scans) is required, a fee may be charged. With some health fund agreements, the full "gap" may not be covered, resulting in an additional fee being charged by the Radiology provider. Inpatient and outpatient Radiology services are provided on-site by Shellharbour Private Hospital.

On-site Pathology services are provided by Southern IML and are available to meet inpatient requirements 24 hours a day, every day of the year. It is advised that you check with your health fund and with the provider regarding any out of pocket fees.

Internet

How to access patient WiFi

1. Connect to **hca-patient**
2. Password: **Franklin99**

For any support issues relating to this service please get in touch with a Nurse.

Liaison Officer

Shellharbour Private Hospital employs a Veterans' Liaison Officer who acts as a single point of contact for Entitled Persons, their families and carers, Ex-Service Organisations and DVA with particular regard to resolution of concerns and problems.

Patient and Visitor Services

A cafe is located at the front entrance to the hospital and provides takeaway food and drinks.

Opening Hours

Monday to Friday: 8am – 4pm

Saturday and Sunday: Closed

An outdoor deck area is available for patients and visitors to enjoy during daylight hours. It is located on the ground floor, next to the cafe.

In Your Room

Telephones

Telephones are provided at each bedside for free local calls. To make a local call, press "0" and then the required number.

Television

Each bed has a television which is tuned to all local TV stations.

Due to safety regulations, any electrical items brought into the hospital should be brought to the attention of staff before use.

Valuables

We strongly recommend that valuables (your personal property) such as money, jewellery, mobile phones, iPads, laptop computers, other personal electronic devices and the like, not be brought into hospital with you.

The hospital does not accept any responsibility for the loss of or damage to your personal property whilst you are in hospital. The security of any personal items is your responsibility.

Shower / Water Temperature

The hot water temperature is determined in guidelines set by the NSW Department of Health. The water temperature must be no hotter than 42 degrees celsius for adults and 38.5 degrees celsius for children.

Rehabilitation and Allied Health

Inpatient Rehabilitation Program

Inpatients may be required to participate in rehabilitation sessions twice per day, morning and afternoon. This is to ensure that you are able to return to your daily living independently and safely. A member of the Allied Health team will inform you of your rehabilitation times once admitted. They will not interfere with your visiting hours.

A multi-disciplinary case conference will be held weekly to review your progress and plan for your safe discharge.

Day Program

Day Program is the continuation of your care from your inpatient stay. It commences once you have been discharged from the hospital and consists of ongoing therapy for you to reach your full recovery. You will receive 2-3 Allied Health therapies ranging from 1.5 – 3 hours which will vary depending on your needs and your health fund. The program runs twice per week for approximately 6 weeks.

The Day Program consists of a team of Doctors, Physiotherapists, Occupational Therapists and Exercise Physiologists, who will evaluate your needs and abilities in order to develop an individual treatment plan. Your treating team will meet with your Rehabilitation Specialist to discuss your progress during your program. This is to ensure you are on the path to reaching your goals and optimising your rehabilitation plan.

To arrange appointments please speak with your Physiotherapist who will arrange your referral. The Day Program Coordinator will book your appointments before your discharge. Transport can be provided if you are within our catchment area.

Additional Allied Health Services

We provide a number of additional services, which are available to outpatients:

- Hydrotherapy
- Occupational Therapy
- Injury & Fracture Clinic
- Parkinson's Disease Warrior Program
- Complex Rehabilitation
- 1 : 1 Physiotherapy
- 1 : 1 Exercise Physiology
- NDIS Approved Provider

Please speak to the Allied Health team who can provide you with information on how to access these services and any associated costs. Rebates may be available.

Patient Safety

Identification Bands

On admission to the hospital you will be required to wear an identification band on your wrist and your ankle. It is important that these bands are not removed during your stay unless done so by a member of staff in the course of providing treatment.

You should have at least one ID band on at all times.

If you have any allergies, please notify the staff. You will be required to wear a red allergy band to identify this to all staff caring for you.

Manual Handling / Safe Lifting

Shellharbour Private Hospital utilises the "Traffic Light System" for safe manual handling. You will be assessed on a daily, or shift by shift basis to determine your level of mobility. This level will then determine the safest technique for us to assist you to move about and where required, determine what equipment staff should use to safeguard against injury to you or the staff.

Medications / Pharmacy

The hospital encourages all patients to bring any medications (in original packaging) with you to hospital. It is hospital policy that staff cannot administer medication from a webster pack or dosette boxes. It is hospital policy that all medication be stored in a locked draw during your stay. The Nursing staff will administer your medication to you as prescribed by your treating doctor. Any unused medication will be returned to you on discharge.

The hospital has Blooms the Chemist, in Kiama, that will dispense admission related and discharge medications to you. You may be billed by the pharmacy for any medications prescribed to you that were not related to your stay and treatment or are not covered by your health fund. This includes discharge medications.

Smoking

Shellharbour Private Hospital is a smoke free environment with smoking prohibited on hospital premises and grounds.

Staff are not permitted to accompany patients who choose to leave the premises to smoke, and as such, patients who do so are placing themselves at increased risk of adverse consequences.

Patients who wish to leave the grounds to smoke must advise staff of their whereabouts and organise for a family member or friend to accompany them for safety reasons.

Preventing Falls

It is surprisingly easy to fall or slip whilst in hospital. It is an unfamiliar environment and medication, fatigue, surgery and other factors may affect your balance or you may not be as steady on your feet as you normally are.

We ask you to take particular care when standing or moving about, to prevent injury to yourself that may prolong your hospitalisation. Your nurse will continually assess your risk of falls and put appropriate prevention strategies in place.

Preventing Pressure Injuries

Pressure injuries are areas of damage to the skin that result from reduced mobility or prolonged bed rest. They can appear on any bony area where blood supply may be impaired due to prolonged pressure to that area that reduces blood supply. Your nurse will continually assess your risk of pressure injuries and put appropriate prevention strategies in place.

Preventing Healthcare Associated Infections

Everyone – hospital staff, patients and visitors, play a role in preventing and controlling healthcare associated infection. Shellharbour Private Hospital is committed to providing a clean hospital environment and ensuring our Doctors, staff and visitors meet Hand Hygiene Australia requirements. Hand gel is located in all patient rooms as well as other locations throughout the hospital.

If you require additional precautions during your stay, staff will provide information to yourself and your visitors regarding the extra precautions required to prevent the spread of healthcare associated infection.

Venous Thrombosis Prophylaxis

After you arrive at hospital, the risk of a blood clot forming in your legs or lungs will be assessed. Your level of risk will depend upon:

- Your age
- The reason you are in hospital
- Any other health problems you have or had in the past.

Ask your Doctor or Nurse about your level of risk of developing a blood clot. If you are at risk, your healthcare team will discuss treatment options with you.

Patient Care and Medical Emergency

Pain Management

During your stay you may experience pain associated with a procedure or ongoing pain. Please ensure that you notify staff of your level of pain, and ask for additional pain relief to ensure you are able to move freely. Ice packs are available, please discuss with your Nurse how to access these.

Emergency Procedures

In the event of an emergency, you will hear an alarm sound. You may hear a voice asking you to "evacuate". If this occurs, please remain in your room until a staff member advises you what to do. Any visitors with you at the time should also remain with you by your bed. Please follow the directions of staff, as all staff are fully trained in emergency procedures. A staff member will accompany you or direct you to a safe location if required.

Escalation of Care

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.

If you have concerns regarding a change or deterioration in your condition, or if a family member/carer is concerned, please notify the Nursing staff immediately so that appropriate measures can be taken. You may use the Nurse Call Bell to attract attention or present directly to the Nurses Station to ask staff for assistance.

Patient Communication

Patient Feedback

We value your feedback in relation to all aspects of our services. You will be provided with an opportunity to provide feedback both during your stay and post discharge. There are digital tablets located in the front foyer and lower ground hallway for you to provide feedback whilst in hospital. Two weeks after your discharge you will receive an email with a link to Cemplicity, this is our Patient Satisfaction Survey. We encourage you to check your email on your admission paperwork so that you are able to contribute to the ongoing development of the hospital through your comments.

We appreciate any suggestions you may have as to how we may improve our service. This also provides you with the opportunity to acknowledge a staff member who may have contributed to a positive experience for you during your stay.

We strive to meet your expectations, however if you have any concerns or you are not satisfied with your treatment, we have procedures in place to assist you in making a complaint. If you have concerns you wish to discuss, please address this in the first instance with the staff member caring for you. If you need further assistance, please ask to speak to the Nurse Unit Manager, or further escalate to the Director of Clinical Services or Chief Executive Officer. All complaints will be dealt with in confidence and with discretion.

Consumer Participation

Shellharbour Private Hospital values the development and communication of a consumer perspective on hospital services and opportunities for improving the quality, safety, accessibility and appropriateness of services.

The term 'consumer' is defined in the National Safety and Quality Health Service Standards as members of the public who use, or are potential users, of healthcare services.

Consumer participation may occur in many ways both formally and informally. Some examples of consumer participation in the planning, design, delivery and evaluation of the services provided at Shellharbour Private Hospital include:

- Providing feedback about the services provided at the hospital through complaints, compliments or satisfaction survey.
- Patient and/or carer stories and experiences about the care received.
- The Consumer Advisory Group which is tasked with:
 - The review and evaluation of patient and/or carer experience feedback to help identify opportunities for safety and quality improvement;
 - The development and review of patient information publications to ensure we are providing information that is appropriate and meaningful.
- Participating in a hospital committee which is tasked with reviewing clinical care, risk management and quality improvement.
- Participating in quality improvement projects including the design and redesign of hospital services.

Privacy

Shellharbour Private Hospital complies with the Privacy Act 1988 (as amended) including the way we collect, store, use and disclose health information. For more information please review Health Care's Privacy Policy which is available on our website and in the reception of the hospital.

Discharge Procedures

Your discharge will be discussed and planned with you throughout your hospital stay. Our Patient Flow Coordinator and the Allied Health team will provide information to you and your family with discharge resources/referrals as required. If you have any concerns regarding your discharge plan, please discuss these with your Nurse or Allied Health professional.

The discharge time is at 10am daily, please arrange your transport for this time. If your transport is delayed you may be required to sit in the patient lounge at the front of the hospital.

At the time of discharge your Nurse will:

- Return to you any medication and prescriptions brought into the hospital, as well as any new medication to be continued after your discharge.
- Your medication can be arranged through Blooms the Chemist, to be available for your discharge. If you would prefer discharge scripts please ensure you discuss this with your Nurse the day before your discharge.
- Return all X-rays and other scans brought in to hospital.
- Advise you of any appointments and/or services that may be required by you after discharge from the hospital.
- Ask you to sign your discharge papers.
- Check your room to ensure you have not left any belongings.

When possible, we request that you stop at main reception to let our Administration staff know that you are discharging. We can then ensure that you have signed your claim form which allows us to claim benefits from your health fund on your behalf.

If you have any concerns after your discharge regarding your condition or progress, it is advisable to contact your treating Doctor. If your Doctor is unavailable please contact your General Practitioner.

10 Tips For Safer Healthcare

1	<p>Be actively involved in your own healthcare</p> <p>Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.</p>
2	<p>Speak up if you have any questions or concerns</p> <p>Ask questions. Expect answers that you can understand. Ask a family member, carer or interpreter to be there with you, if you want.</p>
3	<p>Learn more about your condition or treatments</p> <p>Collect as much reliable information as you can. Ask your healthcare professional:</p> <ul style="list-style-type: none"> • What should I look out for? • Please tell me more about my condition, tests and treatment. • How will the tests or treatments help me and what is involved? • What are the risks and what is likely to happen if I don't have this treatment?
4	<p>Keep a list of all the medicines you are taking</p> <p>Include:</p> <ul style="list-style-type: none"> • Prescriptions, over-the-counter and complementary medicines (eg vitamins and herbs); and • Information about drug allergies you may have.
5	<p>Make sure you understand the medicines you are taking</p> <p>Read the label, including the warnings. Make sure it is what your doctor ordered for you. Ask about:</p> <ul style="list-style-type: none"> • Directions for use; • Possible side effects or interactions; and • How long you'll need to take it for.
6	<p>Get the results of any test or procedure</p> <p>Call your doctor to find out your results. Ask what they mean for your care.</p>
7	<p>Talk about your options if you need to go into hospital</p> <p>Ask:</p> <ul style="list-style-type: none"> • How quickly does this need to happen? • Is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?
8	<p>Make sure you understand what will happen if you need surgery or a procedure</p> <p>Ask:</p> <ul style="list-style-type: none"> • What will the surgery or procedure involve and are there any risks? • Are there other possible treatments? • How much will it cost? <p>Tell your healthcare professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.</p>
9	<p>Make sure you, your Doctor and your Surgeon all agree on exactly what will be done</p> <p>Confirm which operation will be performed and where, as close as possible to it happening.</p>
10	<p>Before you leave hospital, ask your healthcare professional to explain the treatment plan you will use at home</p> <p>Make sure you understand your continuing treatment, medicines and follow-up care. Visit your GP as soon as possible after you are discharged.</p>

Thank you for choosing
Shellharbour Private Hospital,
a Health Care facility, for your hospital stay.



Consumer Approved

The information in this directory has been approved for use by our relevant consumer representative group. Thank you to our volunteer consumer representatives for your contributions in developing this material.



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