

Mulgrave Private Hospital

PATIENT INFORMATION GUIDE



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Welcome

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

This booklet has been written to assist you during your hospital stay. 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 us with any queries you may 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 post discharge.

We understand that the hospital environment may be unfamiliar to you and being admitted to hospital can be an overwhelming experience. Our staff are committed to working with you to make your stay as smooth and comfortable as possible.

We aim to work with you to achieve your best health outcome. Throughout your stay, we will take every opportunity to ensure that you are involved in the planning and delivery of your healthcare. You will be regularly asked about important information, such as your name and date of birth. It is important that our staff regularly ask you to repeat this information to ensure we are treating you safely.

We encourage you to:

- Ask questions to clarify any aspect of your care – speak up!
- Ask your nurse if she has washed her hands.
- Be an active participant in your care.
- Provide feedback on your experience.

Our best wishes for a speedy recovery.

Our Hospital

Mulgrave Private Hospital was established in May 1984 by Dr Dennis Harvie, and included a 24-hour Emergency Department – the first private emergency facility in Australia. We are now a 226 bed hospital – with further development planning underway.

Mulgrave Private Hospital has recently undergone a \$40 million redevelopment and expanded specialties to become the acute, full-service facility of excellence in patient care in the South Eastern region of Melbourne. Our hospital has become one of the most technically advanced private hospitals in the region. This technology will allow for better patient outcomes through advancements in many of the procedures performed by our highly skilled surgeons and clinical team.

We are an acute medical and surgical hospital with 226 beds, conveniently located in the south-eastern suburbs of Melbourne, easily accessible via the Monash Freeway and East Link.

Our services include (a):

- 24-hour Emergency Department
- 10-bed Intensive Care Unit
- 17-bed Coronary Care Unit
- Nine operating theatres, including a hybrid theatre, cardiac catheter laboratory and endoscopy suite
- Short Stay Unit
- Medical and surgical wards
- Consulting suites (onsite and off-site)
- Diagnostic imaging (including EOS)
- Pathology
- Radiation oncology (operated by ICON)

The direct number for our hospital switchboard is: (03) 9790 9333.

A-Z Guide

Accommodation

Mulgrave Private Hospital offers a high standard of accommodation for both private and shared rooms.

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

Advanced Care Directives

Advance care planning is about planning ahead for your future healthcare, in case you are ever too sick to speak for yourself. Planning ahead makes it easier for the people you care about to make decisions and follow your wishes. If you have an Advanced Care Plan, please inform the staff immediately upon admission to hospital. We will need a certified copy of the plan for your medical record.

Allied Health

Allied Health consists of a team of health professionals working closely with our medical specialists and nursing team to provide coordinated, multidisciplinary patient care. This includes stomal therapists, dieticians, diabetic nurse educators, physiotherapists, occupational therapists, discharge planners and wound consultants.

Our Allied Health team contributes to clinical care in the treatment and prevention of disorders and diseases, education and evidence-based practice.

Our commitment to excellent patient care involves communication with families and carers to ensure adequate support is in place when patients leave hospital.

Assisting with Movement

Our hospital has safe work procedures to guide our staff in providing patient care, ensuring safety both for the patient and for the staff. This includes manual handling where staff are required to avoid lifting patients.

We encourage patients to assist in their own movement where possible. This will not only improve your mobility but may also help with your recovery. If you need assistance, staff will use equipment and aids (e.g. lifting hoists) that will facilitate your movement, making it more comfortable and safe for you during the transfer.

Blood Clot Prevention

A stay in hospital may increase your risk of developing a blood clot in your legs or lungs. Some people have a predisposition to developing blood clots, but one of the biggest risks for developing a clot is being immobile.

Whilst in hospital, the medical and nursing staff will assess your risk and introduce prevention strategies as required.

You can minimise your risk by:

- Taking medication/injections as ordered by your doctor;
- If you have been fitted with a compression stocking, keep it on and follow your doctors' instruction for the length of time to be worn following discharge (usually about 2–4 weeks);



- Ensuring that you wear your compression leg or foot pumps when in bed (if applicable);
- Avoiding sitting or lying in bed for long periods of time;
- Taking walks around the ward when you're able to;
- Drinking plenty of fluids; and
- Avoiding car travel for greater than an hour at a time in the immediate period post discharge.

Watch for:

- Sudden or increased pain or swelling in your legs;
- Pain in your lungs or chest; and
- Difficulty breathing or shortness of breath.

Tell your nurse if you experience any of these symptoms during your hospital stay. If you notice any symptoms following discharge, notify your GP or surgeon.

Call Button

Should you require anything at any time, please do not hesitate to call the nursing staff via the nurse call button located in the bedside handset. Our staff will endeavour to answer the call as quickly as possible.

Cardiology Services

Cardiac services at Mulgrave Private Hospital are located onsite and in the adjacent consulting suites. The collaboration of some of Melbourne's most experienced and respected Cardiologists, combined with the latest technology, culminates in a range of services that provide a complete and comprehensive program of cardiac care.

Services include 24-hour diagnostic and interventional cardiology, state-of-the-art catheter labs, coronary care unit with 18 monitored beds, a cardiac step-down ward and specialist consulting suites. The Mulgrave Private Hospital cardiac service is supported by a 24-hour Emergency Department, onsite medical cover, a 10-bed Intensive Care Unit, cardiac diagnostic services and affiliation with tertiary cardiothoracic facilities.

We also offer an outpatient cardiac rehabilitation program to assist patients with dietary advice and lifestyle modifications post-admission for certain cardiac events. This program is held at South Eastern Private Hospital.

Car Parking

The hospital has a large number of car parking spaces available. A fee applies for car parking unless you qualify for an exemption. Please see reception staff if you believe an exemption applies to you.

A ramp is located at the main entry, where patients can be dropped off/collected.

Disabled car parking spaces are available at the Emergency Department entry and along the main road at the entry to main carpark space.

Catering

Our catering department prepares a variety of top-quality, fresh meals. Menus will be provided each morning, from which you may select meals according to your taste and dietary requirements. Consultation with a dietitian can be arranged should you have any special dietary needs or requests.

Partners are welcome to join patients for meals with a variety of options available at \$14.00 per meal. A menu for partners must be completed at reception.

Whilst Mulgrave Private Hospital respects your right to supply your own food from home or another external source, we do not encourage this. When food is brought into the hospital from external sources we are unable to ascertain the conditions under which the food was prepared, stored and transported, which may lead to illness for those who consume it. Should you wish to bring in food from any source outside the hospital, please note the following:

- All perishable food must be in a sealed container or manufacturer's packaging.
- All perishable food must be labelled with the patient's name and placed in the fridge in the ward pantry.
- All perishable foods must be dated at the time of preparation or opening and will be discarded 24 hours after the date indicated.
- Any food with a manufacturer's expiry date and storage instructions will be strictly adhered to.
- Fruit and other non-perishable foods are allowed to be kept in your room.

Café

The Café is located in the main reception area. A range of coffee and other beverages, as well as a selection of hot and cold foods are available. A small range of gift items and magazines are also available for purchase.

The café is open Monday to Sunday.

Children in Hospital

We encourage parents to spend as much time as possible with their child during hospitalisation. We also support family and patient-centred care and encourage parents to assist with the care and entertainment of their child. We encourage you to partner with us in caring for your child.

Churchill Consulting Suites

Churchill Consulting Suites are a convenient and comfortable setting for patients to access a range of specialists.

Located onsite, the Churchill Consulting Suites have a separate, signposted entrance. You can also enter through the main hospital entrance.

Parking is available onsite by Wilson's Parking services. There is a small hourly charge to park onsite. Street parking is available, subject to council regulation. There are dedicated seniors parking bays (marked with bright yellow lines) located near the entrance. These parks provide easier access to Churchill Consulting and the hospital for seniors with lower or impaired mobility.

See our website for driving directions and public transport options.

Consulting Hours

Churchill Consulting Suites are open from 9.00am to 5.00pm, Monday to Friday.

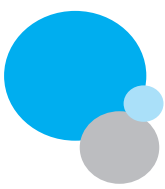
Contact Details

Phone: (03) 9790 9338

Fax: (03) 9790 9339

Appointments

Please come prepared to ensure your appointment runs smoothly.



- Bring the following items with you to your appointment:
 - o Medicare or Department of Veterans' Affairs card
 - o Pension and concession cards
 - o Private health insurance information
 - o Details of workers compensation/ Transport Accident Commission insurance claim (if applicable)
 - o Copies of relevant information from previous appointments (e.g. operation records, medical records, x-rays, MRIs and CT scans)
- Dress appropriately for your appointment so that you can be easily examined and/or x-rayed as part of your consultation (e.g. please wear shorts if your appointment is in relation to a knee problem).
- Arrive 5–10 minutes before your appointment to allow time to complete any necessary paperwork.

Appointment Changes

If you need to reschedule or cancel your appointment, please contact us as soon as possible on (03) 9790 9338.

Our friendly administration staff will either change your appointment or direct you to the specific specialist's main rooms and they will make the change to your appointment time.

Early notification of any changes to your appointment is appreciated, as we'll offer your appointment time to another patient who may be on a waiting list.

Computers

Mulgrave Private Hospital provides free Wi-Fi internet for patients staying overnight. Instructions on how to connect can be found in your room, or you can ask one of our staff for help logging on.

Discharge

Your doctor should already have told you how long you can expect to stay. Your discharge will be planned with you by your doctor and the nursing staff.

Discharge time is 9.00am.

It is recommended that you arrange for a relative or friend to assist you in getting home. Alternatively, our staff can assist you with transport arrangements should you require it.

On discharge, the ward nurse will inform you when to make appointments for follow up, order any medications you are to take home and make any other arrangements necessary for your after care. Please ensure that you have all your belongings, medications, x-rays and instructions prior to your discharge from hospital.

If you have had a general anaesthetic or sedation, 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 an anaesthetic. We recommend that you consider how you will manage at home after discharge. Will you require someone to stay with you after being discharged? How will you prepare food, do the housekeeping and shopping? Will you need any special aids or equipment?

Please discuss any concerns with your nurse or the Nurse Unit Manager.

A referral can be made to our discharge planning service, if required.

Should you experience any difficulties after your discharge from hospital, please contact your local doctor or specialist. Alternatively, you can contact the Hospital Coordinator on (03) 9790 9333.

Emergency Department

Mulgrave Private Hospital has an emergency department that acts as an assessment and treatment centre. The Emergency Department is staffed by highly experienced, qualified doctors and nurses to provide prompt and expert emergency medical care to acutely injured and unwell patients.

The Emergency Department is open 24 hours, seven days a week and is supported by experienced surgeons and physicians from a wide variety of specialist areas. There is a fee for services provided, and a comprehensive guide to out-of-pocket expenses can be found in our *Emergency Department Fee Information* brochure, or on our website.

Emergency Procedures

The hospital has highly developed safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis.

In the event of a personal emergency for yourself, or another patient who is nearby, please call for help by pressing the nurse call button.

In the case of an emergency alert, please remain calm and wait in your room for instructions from staff. If the need arises for evacuation, your attending nurse will advise and assist you.

Enduring Power of Attorney and Guardianship

If you have appointed someone as your guardian or enduring power of attorney (medical treatment), please inform the staff immediately upon your admission. You will need to provide a certified copy for your medical record.

Falls

We can all be a little unstable on our feet at times and as we get older we are at greater risk of having a fall. When we are unwell and in unfamiliar surroundings, vision impaired or wearing unsafe footwear, the risk increases. Whilst all efforts are made to ensure your safety, occasionally patients fall. Falls prevention information is available in all departments.

There are a number of ways we can work together to reduce your risk of a fall. They include:

- Helping you to settle in and keeping your room area free of clutter.
- Risk assessments, which take into consideration a number of individual risk factors, are conducted daily by the nursing staff. Your risks will be discussed with you and a plan to manage these will be developed with you.
- Notify staff if you use a walking aid at home or have previously had a fall.



- Referral to a physiotherapist to assist with your mobility, if required.
- Non-slip socks will be provided for those assessed at high risk.
- Always calling for assistance with getting out of bed or moving around. Our motto is 'Please call, don't fall'.
- We may also use bed sensor alarms and beds that lower close to the ground to reduce your risk of a fall and/or injury from a fall.
- Let us know if you see anything that may be a hazard.
- Wear your glasses.
- Wear well-fitting footwear with non-slip soles or the non-slip socks provided.
- Eat and drink well.

What happens if you fall?

If you have a fall in hospital, please inform the nurse immediately, regardless of whether you injured yourself or not.

Your risk assessment and prevention plan will be reviewed and additional monitoring may be required if you have a fall.

Preventing falls is just as important when you go home. We have a brochure available that can help you to identify risks in your own home and provide additional tips for preventing falls at home.

South Eastern Private Hospital runs a falls prevention program, which may be of benefit. Ask one of the staff for more information.

Feedback: Compliments and Complaints

Our goal is to bring you the highest quality care and service. To assist us in our process of continual improvement, we encourage you to provide us with feedback on your experiences. We welcome any feedback you can provide, and compliments are gratefully received.

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 Nurse Unit Manager will be able to answer questions and resolve problems related to your hospital care. If this does not help, please feel free to contact the Director of Clinical Services.

We encourage you to complete the Patient Survey provided online via our website www.mulgraveprivate.com.au

Patients who provide an email address on admission will be contacted via email approximately ten days post-discharge and asked to complete an online survey regarding their hospital stay.

This provides us with ongoing feedback regarding our patient's experiences of their stay. This allows us to make any required improvements, so your future stay(s) and those of others are the best they can be.

You can provide us with your feedback by:

- Discussing any issues with the manager of the area you wish to provide feedback on.
- Completing the Patient Survey online via our website at:
www.mulgraveprivate.com.au

- Completing our patient experience survey when you receive it in approximately ten days post-discharge.
- Writing a letter of compliment or complaint.

All patient feedback is taken seriously, investigated and recorded, allowing us to make any necessary improvements or reward our staff for their excellent service and care. All complaints are treated confidentially and you will experience no repercussions, reprisals or victimisation as a result of making a complaint. Feedback can be made anonymously if you wish.

For further information of how to provide us with your feedback, please refer to the *Patient Feedback* brochure located in each area and at reception, or to the Patient Experience Survey information available in each department and online.

Financial Information

Self-funded patients

Your doctor will advise the hospital of the anticipated treatment required for your hospital stay. You will be required to pay the estimated hospital costs on admission. This is an estimate and sometimes patients require more or less treatment than the doctor had anticipated. If this occurs, you will be required to pay for any additional costs incurred and likewise you will receive a refund if you have paid for more services than were used. You will be billed separately by other providers, such as doctors, diagnostic services, pharmacy etc.

Veterans and war widows

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

The hospital has a DVA Liaison Officer who is able to assist patients admitted under DVA.

WorkCover and third-party patients

Patients should supply insurer details and claim numbers, as we require written approval before admission.

Emergency department

A comprehensive guide to any out-of-pocket Emergency Department fees can be found in our *Emergency Department Fee Information* brochure or on our website.

Private health insurance

It is advised that you contact your health fund prior to admission to ensure that your policy covers your admission and confirm out-of-pocket expenses such as excesses and copayments.

Payment for out-of-pocket expenses are required at admission. Claims for your hospital stay will be made directly to the fund. You will receive separate accounts from other providers, such as doctors, anaesthetists, pathologists and radiologists. In some cases, you may incur additional costs for ancillary items not covered by your policy. If you have been admitted as an urgent admission or through the Emergency Department, the Business Office staff are available to discuss out-of-pocket expenses with you. The staff will be happy to come to see you in your room or you are welcome to refer a relative to our reception team on your behalf.

Methods of payment

We accept the following forms of payment:

- Cash
- Personal Cheque up to \$500
- Bank Cheque
- Credit Card (Bankcard, Visa and MasterCard). We do not accept Amex or Diners Club

****Note: all credit card transactions incur a 1.5% surcharge.***

- EFTPOS (for payments, not withdrawals)

Please telephone our Business Office on (03) 9790 9333 if you have any account queries.

Flowers and Mail

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

Foxtel

Mulgrave Private Hospital is pleased to provide a selection of Foxtel entertainment channels. We hope to make your stay and recovery a more pleasant experience by providing this service free-of-charge.

Handover – Change of Nursing Staff

As part of our patient-centred approach to care, we encourage patient involvement in the process of shift-to-shift clinical handover. We encourage you to seek clarification on any issues and ask questions during this time. If you do not feel comfortable with being involved in the nurse-to-nurse handover, please inform your nurse.

Identification

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

All patients wear wrist bands. Please notify staff if your ID band becomes damaged, difficult to read or has any incorrect information on it. This ID band will be checked frequently throughout your stay. Our staff will ask you to confirm details at times. This enables us to ensure that the correct treatment and care is provided to the correct patient, at the correct time. We thank you for your understanding.

Infection Prevention and Control

The management and staff of Mulgrave Private Hospital are committed to providing exceptional care through the promotion and implementation of current infection prevention and control standards.

Infection prevention and control is about preventing healthcare-associated infections that might occur as a result of healthcare interventions and are caused by germs (micro-organisms such as bacteria and viruses).

Hand hygiene, wearing protective personal equipment (PPE), a clean environment, following aseptic techniques and clean equipment, are just a small part of the efforts our staff make to reduce the risk of you acquiring an infection during your stay. The risk of getting an infection depends on how healthy you are, how long you are in hospital and certain medications that you take (including some antibiotics).

This means that the risk of developing an infection related to a surgical procedure cannot be completely removed, despite our endeavours to maintain high standards of infection prevention and control standards.

Patients and visitors also have a vital role to play in reducing the risk of infection to themselves and other patients.

During your stay, you and your visitors can help with reducing the risk of healthcare-associated infections by:

- Washing your hands with soap and water, or using the alcohol-based hand rub every time you enter or leave your room.
- Washing your hands after each visit to the toilet, before eating a meal and after blowing your nose.
- Notifying nursing staff of any concerns you may have regarding hygiene of the ward or bathrooms.
- Avoiding sitting on the beds of other patients. Nursing staff are happy to provide you with a chair if required.

Hand Hygiene

Hand hygiene is the single most important factor in reducing the spread of infections. Hand hygiene is a general term referring to the use of soap and water or alcohol-based hand rubs.

Soap and water:

- Available at all sink areas.
- Wet your hands before applying soap.
- Apply soap and lather over your hands.
- Wash all surfaces of your hands and fingers for 10 to 15 seconds.
- Rinse well and completely dry your hands.

Alcohol hand rubs:

- Available throughout Mulgrave Private Hospital.
- Apply foam and rub all over your hands.
- Allow to dry – do not wash off.

Our staff have a responsibility to adhere to the World Health Organisation's guidelines of '5 Moments of Hand Hygiene'. These guidelines define the key moments when hand hygiene should be performed by your healthcare provider. These include:

- Before contact with you;
- Before attending to your care;
- After body fluid exposure risk;
- After your care is finished; and
- After contact with the surroundings but not necessarily you.

It is ok to ask our staff if their hands are clean prior to providing care. If you have not seen our staff wash their hands or use the alcohol-based hand rub, ask them to do so.

Nursing staff will be attending to your wounds, catheters and intravenous lines. Please tell your nurse if you have any concerns or pain in relation to any inserted devices or wounds.

Infection Control Precautions

Standard precautions

These are used at all times with all patients, and include hand hygiene and wearing protective clothing. They are good ways to prevent the spread of infections.

Additional precautions

These precautions are tailored to the particular germ causing the infection and how the germ is spread. Additional precautions may include:



- Placing you in a single room with an ensuite;
- Adhering to special air conditioning requirements;
- Using dedicated patient equipment;
- Using additional protective equipment like masks, gowns and gloves;
- Restricting patient movement; and/or
- Displaying signage outside the room to indicate what precautions are required to protect you and your loved one, in such cases.

Visitors who are unwell are discouraged from visiting patients.

If you have any questions about infection control or would like some fact sheets, the nursing staff will happily assist you. The hospital's Infection Control Coordinator is also available to answer any of your queries.

Your cooperation in helping us to maintain a high standard of infection control is appreciated.

Interpreter

If the service of an interpreter is required, please inform nursing staff so that the necessary arrangements can be made.

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.

We encourage all patients to ensure that all valuables are sent home with family members. The hospital does not take any responsibility for your lost property.

Please ensure that your belongings are labelled and that items such as dentures are placed in denture cups and glasses are placed in your case when not in use.

Medical Officers

The doctor who admits you is responsible for your medical care whilst you are in hospital. The doctors are not employees of the hospital and are not onsite at all times. Your doctor may come to visit you at any time throughout the day and evening.

Any questions that you have regarding your treatment should be directed to them.

We do have 24-hour, onsite medical coverage for emergency situations.

Medications

To ensure that you receive all your medications safely while in hospital, it is very important that we know what medications you are currently taking, or any changes to your medication that have happened recently.

Please ensure that you tell us of any medication prescribed and unprescribed (those bought at supermarkets – over-the-counter ointments, drops, garlic-based products, or any herbal remedies, etc.) that you are taking when you are admitted to hospital. During your admission, all of your medications will be stored securely in a locked draw. Your medications will be prescribed by your doctor and given to you by a nurse, doctor or pharmacist. Only medications prescribed by your doctor can be administered during your stay.

Please try not to interrupt staff giving out medication unless it is urgent, because interruptions may cause an error.

If you need help during the time when your nurse is giving out tablets, please ask another member of the team for assistance. You may be required to stop some medications or change what you take whilst you are in hospital. This will be discussed with you by your doctor. If your regular medications have been stopped during your stay the pharmacy will dispose of them for you. If you want to take any of these medications home, please let your nurse know.

If you are unclear of any changes to your medications, what you are taking and why, or you have any other questions about your medications, ensure that you ask the nurse, doctor or pharmacist to explain.

We can also provide written information for you and a list of your current medication, if requested. At the time of discharge, any changes to your medications will be explained and medication will be provided by the pharmacy (charges for discharge medications will be billed).

For more information, see our *Medication Safety* brochure.

Mulgrave Private Hospital is committed to antimicrobial stewardship, which means that we want to ensure that if you need antibiotic therapy, you get the right antibiotic at the right time, for the right duration. Antimicrobial stewardship decreases the likelihood of bacteria becoming resistant to an over-use of antibiotics.

For additional information on what you can do to help, see our brochure, *Antibiotics and Treating Infections*.

Newspapers and Magazines

Newspapers are available for purchase from the front reception and the café. Magazines are available for purchase at the café.

Pathology

Melbourne Pathology is located onsite and provides a 24-hour service to hospital inpatients. If you have pathology services performed whilst you are in the hospital, a separate account may be sent to you.

Outpatient pathology can be conducted at the Melbourne Pathology rooms in Churchill Consulting Suites (located on the ground floor of the hospital) from 8.30am to 5.00pm, Monday to Friday.

Partnering in Your Healthcare

As a partner in your healthcare, you have a part to play in improving the quality and safety of healthcare. Being involved in your own healthcare and taking part in decisions gives you more control over your situation. You can ask staff and doctors questions about your care whilst you are in hospital, and you can expect them to answer in a way that you can understand.

We encourage you and your family to participate in your care to the degree that you feel comfortable with. We encourage you to participate in bedside handover, ask questions and seek clarification when required. If you feel something is not right with your care, please alert the nurse immediately.



We highly value your opinions and will work with you to ensure you have a great hospital experience.

Patient Medical Record

We strive to ensure that the information we hold about you is accurate, relevant and up-to-date. A comprehensive patient record will be kept of your medical condition and treatment. This record is confidential and access is limited only to the healthcare professionals directly involved in your treatment. Your patient records will remain in 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 (03) 9790 9333.

Personal Laundry

Personal laundry services are not available at Mulgrave Private Hospital. Please send your personal laundry home with family.

Pharmacy

A pharmacy service is provided by Slade, an onsite, independent pharmacy. Pharmacists will attend rounds of each ward. They will dispense medications as requested by your doctor and can explain new medications to you upon request.

Some medications are charged in addition to your hospital costs. If applicable, a separate pharmacy account will need to be settled on discharge. The pharmacy is also able to fill prescriptions for non-patients.

If your medications are new or greatly changed from preadmission, or if you need assistance, a medication management plan will be discussed with you and a medication profile may be provided on discharge.

For out-of-hours pharmacies in the near vicinity, refer to the poster located at the pharmacy or the patient information stand in each department.

Photography

In the interest of patient safety, clinical teamwork and privacy of staff members, including medical personnel, we ask that you gain permission from your doctor and the Nurse Unit Manager prior to taking any photographs.

You must have permission from staff before you include them in a photograph.

You are welcome to record pictures and sound in the privacy of your own room, providing this does not encroach on the privacy of other patients or staff members.

At times, we may need to take a photo of you. If this is the case, the nurse will ask you to complete a form providing consent to photography. Your privacy is protected at all times. The photos will become part of your medical record and will be deleted from devices after download. Only hospital-owned devices are allowed to be used for patient photography.

Pressure Injury Prevention

What is a pressure injury?

Pressure injuries are defined as localised injuries to the skin, underlying tissue or both – usually over a bony prominence as a result of pressure, shear or friction, or a combination of these factors.

Pressure injuries can develop quickly and can be difficult to treat. Working together, all efforts will be made to avoid the development of pressure injuries. Please let the nursing staff know if you currently have a pressure injury or have had one in the past, if you develop tenderness or redness in any area or notice any blistered or broken areas of skin on your body.

Where do pressure injuries occur?

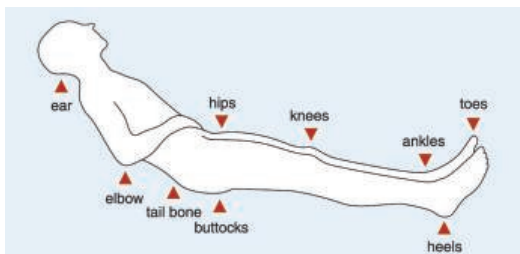
Pressure injuries usually occur over bony areas such as heels, buttocks and toes.

Am I at risk?

Unrelieved pressure is the main cause of pressure injuries. If you are confined to a bed or a chair and are unable to move independently or have limited movement, you are at greater risk of developing a pressure injury.

Risk factors for pressure injury development are:

- Poor circulation or loss of sensation;
- Diabetes – especially if blood sugar levels are poorly controlled;



- Moist skin from perspiration or incontinence (urine or bowel function);
- Poor nutrition; and
- General poor health.

Warning signs

- Tenderness or soreness over a bony area
- Red, purple or blue skin discoloration
- Blistered or broken skin, dry or cracked skin
- Swelling over bony points

Assessment and management of your risk of developing a pressure injury

During your stay, our staff will regularly assess your risk of developing a pressure injury by examining your skin and your risk factors. Together we will establish a plan to prevent or reduce your risk of developing a pressure injury.

Your pressure prevention plan may include:

- Using air mattresses on beds or a foam or air cushion on your chair;
- Regularly turning or repositioning when in bed or sitting on a chair (e.g. hourly);
- Using pillows between the knees when lying on your side;
- Using heel elevators;
- Applying protective dressings or barrier creams to high-risk areas or red skin/broken skin.
- Referral to other health professionals, such as a wound specialist, podiatrist, dietician or physiotherapist; and/or
- Frequent visits by the nurse to facilitate your movement.



What can you do to help prevent a pressure injury?

We need to work together to prevent pressure injuries. When in hospital try to keep moving as much as possible.

Pressure prevention strategies – Resting in bed

- Nurses will assist you to change position frequently.
- Lie tilted to one side (30-degree angle) with a pillow between your knees.
- Only sit fully upright in bed when eating (only for 1/2 hour at a time).
- You should not drag yourself up the bed if you slide down.
- Wear pyjamas and socks (to reduce friction). Avoid lying on creased, damp or soiled bed sheets.

Pressure prevention strategies – Sitting in a chair

- Lift your bottom off the chair every 15 minutes (for at least 15 seconds), or move from side to side (lifting one buttock off the chair at a time). Stand if able.
- Sit well back in the chair (your back should touch the back of the chair) with your knees level with your hips and your feet flat on the floor.

Pressure prevention strategies – Nutrition

- Your diet should be nutritious and well balanced. If you have a pressure injury, an increase in protein is recommended (a dietician referral may be considered).
- Being overweight or underweight can increase your risk of pressure injuries.
- Diabetics will have their sugar levels monitored.
- Stop smoking.

Pressure prevention strategies – Skin care

- Skin should be clean and dry at all times. Dry skin should be moisturised daily.
- Only use a mild soap.
- Inspect skin daily for signs of red areas or breaks in the skin.
- Do not massage areas over bony parts.
- If incontinent, use pads and change these regularly. Barrier creams may be used.
- Feet should be washed and dried well (especially between the toes).
- If you detect a reddened area:
 - o Change the position you are in.
 - o Re-inspect the area in 30 minutes.
 - o If the area is still red, immediately inform the nurse caring for you.
 - o Continue to monitor the area.

Important points to remember

- Change your position.
- Look after your skin.
- Eat a healthy diet

Further information is available in the *Move Move Move* brochure available in the wards.

Privacy

Mulgrave Private Hospital complies with the *Commonwealth Privacy Act* and the *Health Records Act 2001*, 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 Health Information Manager. Ask the nursing staff to arrange this for you.

Quality Improvement

Mulgrave Private Hospital is accredited with the Australian Council on Health Care Standards (ACHS) and is fully compliant with the National Safety and Quality Health Services Standards, which are mandatory across Australia. Incorporating these standards provides a strong quality framework to ensure a high standard of service and care.

Our systems aim to identify any risks or areas for development with the goal of continual improvement. Quality is an important consideration in all processes within our organisation. Your input is welcome. You can contact our Quality and Risk Department on (03) 9790 9487 with any feedback or suggestions you would like to provide.

Radiology

Located within the hospital (near the Emergency Department), MIA provides a highly sophisticated service to inpatients and outpatients. Services include x-ray, CT scan, ultrasound and MRI.

EOS imaging is a rapid, low radiation 2D and 3D, weight bearing imaging system that is operated by MIA and located on the ground floor of the hospital in Churchill Consulting. It is by appointment only. Speak to your specialist should you be referred to EOS for a scan.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



Rights and Responsibilities

As a patient of Mulgrave Private Hospital, you are entitled to expect and receive high-quality services and care. It is important that you know what to expect from the hospital and what your responsibilities are whilst you are in our care.

The Australian Charter of Health Care Rights describes the rights of patients, consumers and other people using a healthcare service. Mulgrave Private Hospital supports and is committed to these principles.

In addition to these rights we would like to highlight some of your responsibilities whilst you are a patient in the hospital.

You have a responsibility to:

- Treat all staff, volunteers, patients and visitors with respect, courtesy and without discrimination on the basis of age, gender, race, religion, culture, disability or sexual preference;
- Cooperate with staff in the provision and planning of your health status and admission;
- Inform the hospital if you have an advanced care directive or Enduring Power of Attorney for any health and/or personal matters;
- Tell staff and/or your doctor immediately if you have any concerns about your condition, or if there is any aspect of your care that you do not understand;

- Respect hospital property, policies and regulations;
- Finalise all accounts relating to your hospitalisation; and
- Direct any complaint to a staff member so that appropriate steps can be taken to resolve your concerns.

Smoking

Mulgrave Private Hospital is committed to protecting the health and safety of all its employees, contractors, patients and visitors who may be affected by environmental tobacco smoke, by creating a smoke-free environment. Smoking is not permitted within hospital buildings or on hospital grounds by law.

Spiritual Needs

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



Surgery

We advise the following cannot be worn into the operating theatre:

- Nail polish and/or artificial gel or acrylic nails (fingers or toes)
- Makeup
- Hair pins
- Jewellery
- Contact lenses/glasses
- Hearing aids
- Prosthesis (external)

Please declare all prosthesis to all nursing staff and medical officers at each check point. Prosthesis include internal defibrillators, pacemakers, artificial joints, plates and screws.

The following will be removed and safely stored during your operation:

- Glasses
- Hearing aids
- Dentures

Taxis

A taxi can be ordered through the reception desk. Please dial extension 455 and state your request.

Telephones

Telephones are available beside all beds within the general ward areas. The Day Surgery Unit and the Intensive Care Unit have telephones available on request. Incoming calls will be placed directly through to each room unless otherwise requested.

To make a local call, dial 0, wait for the dial tone, then dial the number you require. All STD numbers can be dialled directly but for ISD calls, please contact the switchboard by dialling 9. You will be charged at the end of your stay for any STD, mobile or ISD calls made from your phone during your time with us.

Television

The hospital provides a television set at your bedside at no additional charge. Your nurse call handset operates the television. All free-to-air channels are available as well as 11 Foxtel Channels. The TV indicator will be set to TV. The button can then be pushed until the desired channel is reached. The TV can only be heard through the handset supplied. If you experience any difficulties with the TV, please do not hesitate to ask the nursing staff for assistance.

You are asked to be considerate of others sharing a room with regards to noise levels and light disturbance.

Valuables

Please do not bring jewellery or large amounts of money to hospital. While every care is taken for security, the hospital does not accept responsibility if valuables are lost or stolen.

If you must bring such items, please ask staff to arrange safe custody. The return of these items can only be undertaken in normal office hours.

You will be provided with a security locker for medication and small personal items. It's recommended that you bring a few dollars for incidental items such as newspapers or items from the café.

Violence and Aggression

Mulgrave Private Hospital has zero tolerance for inappropriate behaviour, including:

- Verbal abuse in person or over the telephone;
- Bullying and harassment;
- Threats and intimidation;
- Violence; and
- Vandalism to the property, staff, patients or visitors.

Our staff adhere to a code of conduct that requires us to act in a manner consistent with current community standards and expectations. As a patient or visitor coming in to our facility, we ask that you treat our staff and others with courtesy and respect. To this end, a code of conduct is displayed throughout the hospital that patients and their visitors are asked to observe.

Visiting Hours

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

Patient rest time: 1.00pm–3.00pm (Strictly no visitors).

Visiting hours: 10.00am–1.00pm and 3.00pm–8.00pm.

Visiting hours may change depending on circumstances. Please refer to the hospital's website and notifications within the hospital.

Please note that the front entry is locked at 8.30pm and no access will be able after that time. All visitors exiting after 8.30pm will need to use the rear exit at the Emergency Department.

Ward Organisation

The ward areas are under the supervision of the Nurse Unit Manager during weekdays and an Associate Unit Manager on evening, night and weekend shifts. Any problems that may occur should be raised with the Nurse Unit Manager or the Associate Unit Manager. There is also a Hospital Coordinator who is responsible for the hospital after hours and is available to patients and families upon request.

What to Do if You Are Worried

As a patient, you may recognise a change in your condition that is causing you concern. Your loved ones and carers know you the best and may be the first to notice subtle changes that may require a medical review. If you are concerned, please alert the staff on the ward or department. We have experienced staff who will complete a review of your situation and contact your doctor if required.

If the situation is urgent and you or your loved one's condition is rapidly deteriorating, you can alert the Medical Emergency Team by pressing the red emergency assist button. It is located at every bedside throughout the hospital. The red emergency assist button should only be pressed when an immediate emergency response is required.

Please see our brochure on *Escalation of Care*.

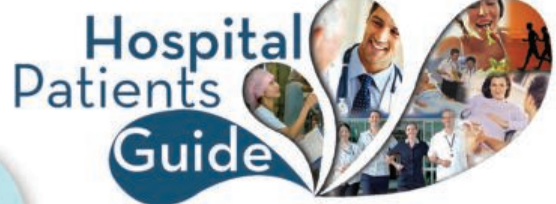
Local Community Services for Your Information



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.



|B|O|N|D|S|T|

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Hours

Mon-Thurs 8am – 6pm

Friday 8am – 5pm

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info@bondst.com.au

1300 266 378
bondstreetdental.com.au



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Please contact our friendly team for more information or speak with your doctor about how to obtain a referral.

Icon Cancer Centre Mulgrave
Mulgrave Private Hospital
Blanton Drive, Mulgrave
P 03 8726 1600 | F 03 8726 1601
admin.mulgrave@icon.team



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Hand Therapists – Diane Hedin, Amelia Clarke and Annemarie Marshall
pictured with Mr Nelson Low, Plastic Surgeon

Refer outpatients or inpatients for Hand Therapy Assessment and Treatment

- Hand injury assessment and rehabilitation
- Wrist and finger fracture management
- Tendon Injuries
- Workplace hand injuries
- Carpal Tunnel Syndrome
- De Quervain's
- Sports injuries
- Orthoses/splints/casts made on the spot – thermoplastic, fibreglass, waterproof.
- Team approach with onsite plastic, orthopaedic and hand surgeons.

Call 8560 0293 to make an appointment

Mulgrave Private Hospital – Day Surgery Centre
(located in building opposite hospital entrance)

Blanton Drive Mulgrave Vic 3170.

Email: therapists@seht.com.au

www.seht.com.au

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Helping you at home is what we do.

It may be coming home from hospital and requiring help for a period of time, or using our services to just generally help out with busy lives.

Our flexible personalised services are available for ½ hour services to 24 hours, 7 days a week. We work with you to provide the support you want.

Please give us a call to discuss your support needs and options.

Please call **9574 0924** or email
gspadmin@simplyhelping.com.au



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simplyhelping.com.au

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

Need information or wish to talk about
your concerns with experienced advisors?

**NATIONAL
DEMENCIA HELPLINE**
1800 100 500



OR CALL
131 450
FOR LANGUAGE ASSISTANCE

FIGHTDEMENCIA.ORG.AU



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

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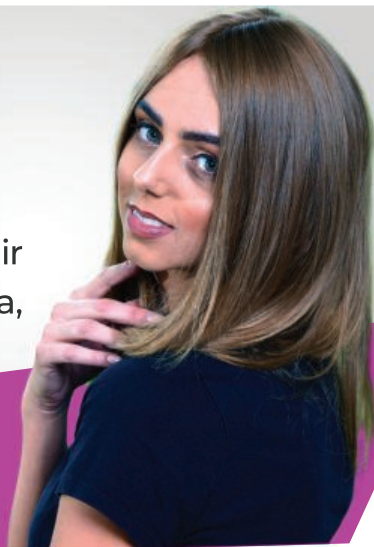
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R&Z Wigs Australia offers quality human hair
medical wigs and we specialise in Alopecia,
hair loss and cancer wigs.



We founded our company in 2013 and our mission statement from the very beginning has been to provide personal attention, sensitivity and excellent customer service to those we have the pleasure of serving. We treat our customers with dignity and respect and believe that we have a great privilege to work with our clients in providing our professional wig services.

Our wig salon is located in the Eastern Suburbs of Melbourne but we do offer a 'wigs on wheels' service throughout the state as well as work with clients across Australia.

Call us on 1300 599 621 | Email: info@rzwigsaustralia.com | Facebook/Instagram: @RZWigsAustralia



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a decade
every decade.

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to life changing therapies
& treatments, improved
clinical practice, better
patient outcomes and
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<https://cysticfibrosis.grassrootz.com/cystic-fibrosis-australia>

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bluecross.com.au

An elderly man with white hair, smiling, wearing a blue tracksuit with white stripes on the sleeves and legs, and white sneakers. He is standing on a pink background, leaning forward with his hands on his hips.

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BlueCross Scotchmans Creek, Mount Waverley**



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Offering a diverse range of options including retirement living, day therapy, home care, respite care and residential aged care, we focus on every resident and client as an individual.

Find your moments of joy at Regis.