

MULGRAVE PRIVATE HOSPITAL GUIDE

Mulgrave
Private Hospital

a member of the healthcare group

Real People. Extraordinary care.

Welcome to Mulgrave Private Hospital.

Useful Phone Numbers

Main Hospital Number: 03 9790 9333.

When making a local call please dial '0' first.

Key Contacts

Switchboard: 9

Executive Office: 378

Reception/Hospital Foyer: 1455

Kiosk: 179

Website: <https://mulgraveprivate.com.au>

We acknowledge the traditional owners of this land, the Bunurong people.

We pay our respects to elders past, present and emerging and acknowledge their living culture and their unique role in the life of the region.

In order to fulfil 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.

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 providing you with the best possible care and service in all areas, from pre-admission to post discharge.

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. You may contact us in writing, or by calling the number above and asking for the Director of Clinical Services or through our website as listed above.

We aim to work with you to achieve your best health outcomes. 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 about any concerns you may have.
- Ask your nurse if they have washed their hands.
- Be an active participant in your care.
- Provide feedback on your experience.

Our best wishes for a speedy recovery.

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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 240 bed hospital – with further development planning underway.

Our services include:

- 24-hour Emergency Department
- 10 bed Intensive Care Unit
- 17 bed Coronary Care Unit
- 9 Operating Theatres including a Hybrid Theatre, Cardiac Catheter Laboratory and Endoscopy Suite
- Day Surgery Centre
- Medical & Surgical Wards
- Consulting Suites (on-site and off-site)
- Diagnostic Imaging (including EOS)
- Pathology
- Pharmacy
- Radiation Oncology (operated by ICON)

Accommodation

Mulgrave Private Hospital offers a high standard of accommodation for both private and shared rooms. Patients are cared for in modern, fully equipped wards with electric beds and ensuite facilities for their comfort and privacy. We endeavour to provide patients with a private room when requested but unfortunately this cannot be assured. If one is not available on admission, we will transfer you to a private room where possible as soon as one becomes vacant.

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 therapy, dietetics, Diabetic education, physiotherapy, discharge planning and wound management.

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.

Bedside Handover

During the change of each nursing shift, a handover will take place at the patient's bedside between the nursing staff and the patient. You are encouraged to participate in this and discuss any aspect of your care with the nursing staff during the handover. Please let staff know if you are not comfortable taking part in the handover process.

Communication Boards

There are communication boards for each bed in all clinical areas.

Nursing staff use these to let you know who is caring for you and write goals for the day etc. Patients and carers are also encouraged to use them to write goals for the day, questions for your doctors, etc.

Car Parking

The hospital has a large number of car parking spaces available. A fee applies for car parking after 30 minutes 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 or collected.

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

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 their hospital stay. We also support family and patient-centred care and encourage parents to assist with the care and entertainment of their child. Welcome packs are available which include colouring pencils and colouring pages, puzzles etc. as well as a feedback form. We encourage children to complete these, with their parents help where needed, to give us their opinion of their stay in hospital. Please ask your nurse or the nurse in charge if you have not received a pack and would like one.

Computers

Mulgrave Private Hospital provides free Wi-Fi internet for patients staying overnight. To log in please select MGV-PATIENT in your wifi options, then put in your patient number which you will find on your identification band, and your date of birth.

Please note that the hospital does not accept responsibility for your personal property when left unattended.

Discharge

Your discharge will be planned in consultation with you by your doctor and the nursing staff.

Discharge time is 9am. For your continued wellbeing, please arrange for someone to accompany you home and be with you for the first 24 hours.

On discharge, the ward nurse will inform you about appointments to 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.

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 or your discharge ward on 03 9790 9333. Alternatively, Mulgrave Private Hospital Emergency Department is open 24 hours a day, 365 days a year, providing prompt and professional emergency care, should you need it after discharge.

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.

Family Escalation of Care

If you or your family are worried about your condition or feel you are becoming more unwell, either physically or mentally, please speak with your nurse or doctor who can help. If you are still worried, you can request to speak to the Nurse Unit Manager or after hours to the nurse in charge of the ward. If you are still concerned, and believe that you or your loved one is requiring emergency care then you can activate the red emergency call button in the patients' room. This will summon the nurse urgently who will then escalate the call to the Medical Emergency Team.

Feedback: Compliments & Complaints

Our goal is to bring you the highest quality care and service. To assist us in our process of continual improvement. We welcome any feedback you can provide, and compliments are gratefully received. 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. Feedback can be made anonymously if you wish.

The Nurse Unit Manager will be able to answer questions and resolve problems related to your hospital care. If the Nurse Unit Manager is unable to address your concerns please feel free to contact the Director of Clinical Services.

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 and that of others, is the best it 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 www.mulgraveprivate.com.au
- Completing our patient experience survey when you receive it in approximately 10 days post discharge.
- Writing a letter of compliment or complaint.

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 & 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 & 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' page on our website. [Emergency Department – Mulgrave Private Hospital](#)

Private Health Insurance

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 e.g. pharmacy costs. 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. The Reception Team can be contacted on telephone number below.

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

Flowers & Mail

Flowers and mail can be delivered to your room. If you have mail to post, please contact the reception staff and this will be arranged for you. Please let your family and friends know that potted plants are not allowed in any unit due to Infection risks.

Hand Hygiene

Hand hygiene is conducted in accordance with Hand Hygiene Australia's 'five moments', which include: washing hands before touching a patient, before a procedure, after a procedure, after touching a patient and after touching a patient's environment.

Mulgrave Private Hospital participates in the national hand hygiene strategy and audits are conducted three times per year. Visitors to this hospital are encouraged through appropriate signage to use antiseptic hand rub located throughout the hospital.

Housekeeping

Your room will be cleaned each day or more frequently if required. Please notify nursing staff if you have a concern with any aspect of the housekeeping service. While every effort is made to ensure your room is well maintained, please let staff know if you identify any maintenance issues. Wipes are provided in shared patient bathrooms to allow you to clean toilet seats and sinks etc. before or after use if you wish to – please note that this is in addition to regular cleaning by our housekeeping staff and is purely optional.

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 Identification 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 & 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.

Additional precautions may be put in place for specific infections and this will be explained to you where necessary.

Visitors who are unwell are to be 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 co-operation 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

The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room. It is advisable not to bring valuable items such as jewelry, and large amounts of cash to hospital. If you have done so, please make arrangements for your family to take it home for you.

If any of your property is inadvertently left behind the hospital will contact you to collect the items as soon as possible.

Medical Staff

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 on-site at all times. Your doctor may come to visit you anytime throughout the day and evening. Any questions that you have regarding your treatment should be directed to him or her.

We do have on-site 24-hour 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.

If you are on regular medications at home, please bring them to hospital with you. The nursing staff will lock them in the bedside drawer and administer them during your stay.

A pharmacy service is provided by Slade, an on-site, 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. 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 (you may receive a separate account for medications from the pharmacy).

Please remember to collect all medications before you go home, including any that may be stored in the fridge or medication cupboard.

Newspapers & Magazines

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

Nurse 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.

Nutrition

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.

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.

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 – 5pm, 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.

Personal Laundry

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

Privacy

Mulgrave Private Hospital is committed to conducting its services in compliance with all applicable legislative requirements and in accordance with the highest ethical standards.

Mulgrave Private Hospital complies with the *Commonwealth Privacy Act* and all other state/territory legislative requirements in relation to the management of personal information.

Our patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely.

In order to provide you with the health care services that you require, we need to collect and use your personal health information. If you provide incomplete or inaccurate information to us, or withhold personal health information from us, we may not be able to provide you with the services you may need.

Quality Improvement

Mulgrave Private Hospital is accredited with the Australian Council of 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), I-Med provides a highly sophisticated service to inpatients and outpatients. Services include x-ray, CT scan, ultrasound and MRI. As an external provider you may receive a separate account for services provided whilst an inpatient at the hospital.

Rights & 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 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.

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.

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 regard to noise level and light disturbance. We are 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.

Valuables

Please do not bring jewelry 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. A few dollars is recommended for incidental items such as newspapers or items from the café.

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

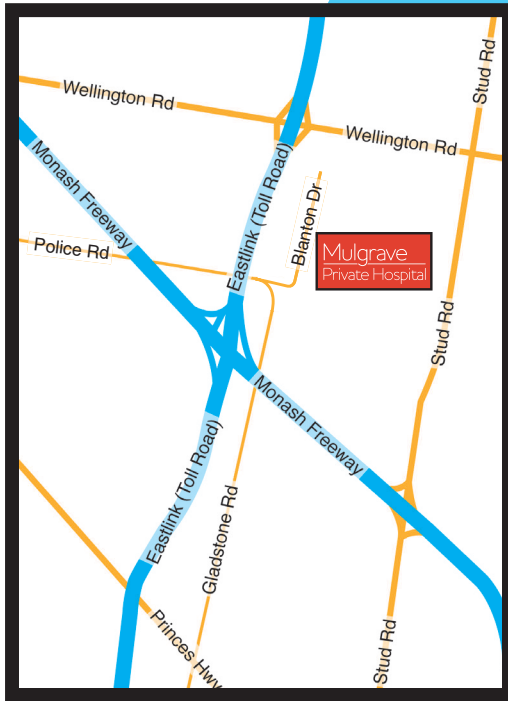
Visiting Hours

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

- Patient Rest Time: 1pm to 3pm (Strictly no visitors).
- Visiting hours: 10am to 1pm and 3pm to 8pm.

Visiting hours may change depending on circumstances. Please refer to 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.



Mulgrave Private Hospital

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Mulgrave Vic 3170

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