



ST VINCENT'S  
PRIVATE HOSPITAL  
MELBOURNE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA



# PREPARING FOR YOUR HOSPITAL STAY

Patient Information

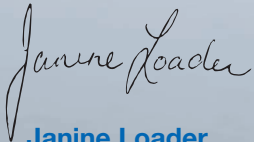
# Welcome

Thank you for choosing St Vincent's Private Hospital Melbourne. Your wellness and safety is our top priority and we want you to experience a comfortable stay while in our care.

This ebook will provide you with important information to ensure your comfort and safety. We encourage you to become an active partner of your healthcare team. If you have questions or concerns prior to admission, please contact our Pre-admission staff on 1300 052 602.

On behalf of the entire team at St Vincent's Private we thank you for trusting us with your treatment and care.

Sincerely,



**Janine Loader**  
Regional CEO  
St Vincent's Private Hospital Melbourne



“WE ARE ONE OF MELBOURNE’S BUSIEST AND BIGGEST ACUTE CARE HOSPITALS.”

1 IN 10 VICTORIAN PRIVATE PATIENTS IS TREATED AT ST VINCENT’S PRIVATE HOSPITAL MELBOURNE.



## OUR MISSION

As a Catholic health care service we bring God's love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.

## OUR VISION

We lead through research driven, excellent and compassionate health and aged care.

## OUR VALUES:

St Vincent's Health Australia's four core values are:

### **Compassion**

Our care is an act of love.

We are present and accompany people when they are most in need.

### **Justice**

To act with courage and speak in pursuit of what is right and just.

### **Integrity**

Ensuring our actions and decisions are transparent.

### **Excellence**

Our care is safe, evidence based and continually seeking to improve.

## OUR CARE

For those entrusted to our care it is:

- Provided in an environment underpinned by our mission and values.
- Holistic and centred on the needs of each patient and resident.
- High quality, safe and continuously improved to ensure best practice.
- Innovative and informed by current research, using contemporary techniques and technology.
- Delivered by a team of dedicated, appropriately qualified people who are supported in the continuing development of their skills and knowledge.
- Committed to a respect for life within the tradition of Mary Aikenhead and the Sisters of Charity.

## OUR HOSPITALS

St Vincent's Health Australia is the nation's largest Catholic not-for-profit health and aged care provider.

St Vincent's Private Hospital Melbourne is represented across four hospital sites located in Fitzroy, East Melbourne, Kew and Werribee.



# Before you come to Hospital

## BEFORE YOU ARRIVE

Planning for your visit is important and will help you understand what to expect during your stay.

At St Vincent's Private Hospital we are committed to providing you with the best patient care before you arrive, during your stay and after you leave our hospital.

## INFORMATION FROM YOUR DOCTOR

Your doctor's office should provide you with information to tell you when you are coming including what time to arrive. Your doctor will discuss your procedure and should sign a consent form with you. During this time it is important to have any questions about your procedure answered by your doctor.

## QUESTIONS TO ASK YOUR DOCTOR

- The admission date and time?
- Which hospital location am I being admitted to: East Melbourne, Fitzroy, Kew or Werribee?
- The preparation required for surgery?
- When I should fast from (no food or fluids, including water)?
- Do I need to alter my medications? *e.g. before or on the day of surgery.*
- The best preparation for discharge to home?
- Will there be any restrictions after surgery *e.g. driving.*

## PREPARING FOR YOUR ADMISSION

### PRE-ADMISSION UNIT

A Pre-admission nurse may contact you closer to your expected date of admission to discuss any health or welfare related issues identified from your online eAdmission. The role of the Pre-admission Unit is to ensure that you are fully prepared for your visit to hospital.

If at any stage you have questions about your admission or discharge, please contact the Pre-admission Unit on 1300 052 602.

## TRAVEL SUBSIDY

**If you live more than 100kms away** you are eligible for a travel and accommodation subsidy from Victorian Patients Transport Assistance Scheme. For more information, contact Victorian VPTAS office on free call: 1300 737 073 or online at <https://content.health.vic.gov.au/sites/default/files/migrated/files/collections/policies-and-guidelines/b/brochure-update---pdf.pdf>

For interstate patients, there are similar patient transport assistance schemes to help with the cost of getting to and from hospital. A quick online search will give you the relevant service in your state or call the Pre-admission Clinic on 1300 052 602.

## ACCOMMODATION GUIDE

An [Accommodation Guide](#) is available to assist in sourcing accommodation nearby to each of our facilities. This may be helpful to regional and interstate patients who wish to organise for family and carers to stay nearby whilst you are in hospital. Please quote “St Vincent’s Private” when enquiring at any of the listed facilities as many offer discounted rates to our patients.

## INTERPRETER SERVICES

If you require an interpreter during your admission and did not indicate this in the online eAdmission, please contact the Pre-admission Clinic on 1300 052 602 so the service can be arranged ready for your admission.

## FINANCIAL ARRANGEMENTS

### OUT OF POCKET EXPENSES

If you have any out of pocket expenses that may relate to your admission our Health Fund Eligibility Team will call and discuss these prior to your admission.

### PRIVATE HEALTH INSURANCE

Please check your health insurance details. We suggest you contact your health fund to confirm that your admission is covered, and if there are any co-payments/excess that will apply to this admission.

#### QUESTIONS TO ASK:

- Does my policy have any restrictions?
- Does my level of cover adequately cover my hospital stay (including theatre fees and prostheses if relevant)?
- If I am likely to need inpatient rehabilitation – does my insurance cover me for this?
- Are there any out of pocket expenses (i.e. excess or co-payments) that are payable on admission?

*Note: if you have been a member of your health fund for less than 12 months you will be responsible for the total fees on, or prior to admission unless we have confirmation from your fund that the claim has been pre-determined and accepted. Based on the cover you have selected, our Health Fund Eligibility Team will call and discuss the details with you.*



## WORKSAFE / TAC

If you have a compensation claim (WorkSafe, TAC, Third Party etc.) please confirm with your case manager or insurance company that they will cover the cost of the admission.

A written approval from the Workcover Insurer or TAC is required prior to admission. Please note that all patients covered by Workcover or TAC are eligible for shared room accommodation only. If a private room is requested and available, a co-payment of \$50 per night will apply.

If a claim has not been lodged or approval has not yet been given for the admission and you wish to claim through your private health insurance, the hospital will require confirmation from your fund that the account will be paid pending the finalisation of the claim. If this cannot be guaranteed, the full costs will be payable by you prior to or on admission.

## SELF-FUNDED ( UNINSURED ) PATIENTS

If you are self-insured (uninsured), please request an Estimate of Expense from your treating surgeon who will then liaise with the hospital. These fees will be payable by you prior to or on admission.

The Estimate of Expenses will be based on the item numbers/type of procedure and any prostheses required for surgery. *Note: If your surgeon requires any additional prostheses or item numbers / type of procedure changes there may be additional fees that are payable prior to discharge or upon request from the Patient Accounts Team. Changes to item numbers/procedures can alter fees significantly.*

The hospital reserves the right to refuse admission if payment is not received.

## OVERSEAS INSURED

Patients who are covered by an international insurance fund with whom the hospital has an agreement will be required to provide an approval prior to admission. All other patients covered by non-contracted international insurance funds will be required to pay in full prior to, or on admission.

## DEPARTMENT OF VETERANS AFFAIRS (DVA) PATIENTS

Prior to admission, eligibility will be confirmed with the Department of Veterans Affairs. If a patient has a White card, pre-approval by your Surgeon will be required. Present your DVA card to Reception on admission. If a private room is requested and available, a co-payment of \$50 per night will apply.

While in hospital, our Discharge Coordinators are the contact people for all DVA-related enquiries, and will visit patients during their stay. They can assist with travel, organising any necessary aids for safe discharge and if required, facilitate referrals to Veterans Home care, community nursing and respite/convalescence.

# Coming to Hospital

FOR INFORMATION ABOUT OUR LOCATION AND HOW TO FIND YOUR WAY TO THE HOSPITAL PLEASE SEE OUR WEBSITE [www.svphm.org.au/patients-visitors/find-your-way](http://www.svphm.org.au/patients-visitors/find-your-way)

## WHAT SHOULD I BRING IN TO HOSPITAL?

### CHECKLIST

DOCUMENTS

Doctor's letters  
Pathology Reports  
Consent Forms (if not sent by doctor)  
X-rays and scans

INSURANCE INFORMATION

Health Care card, Pensioner concession card,  
Pharmaceutical safety net card, Health Fund card,  
DVA card for veterans, Medicare card.

PERSONAL ITEMS

Pyjamas  
Robe  
Slippers (it is important that these are non-slip,  
well-fitting and enclosed)

PERSONAL TOILETRIES, SUCH AS:

Comb  
Toothbrush and toothpaste  
Shampoo and conditioner

BANK/CREDIT CARD

To pay for any out of pocket expenses.

MONEY

(we recommend \$50 or less)

EVIDENCE OF COVID-19 TESTING:



< Scan QR code  
for current testing  
requirements

MEDICATIONS

It is important that you advise us of ALL medications you are currently taking.

We strongly recommend that you call your pharmacist or GP, and ask them to give you a list of all your medications (including medication name, strength, quantity, and frequency) so that we can compare this list to your medications in hospital.

For your safety, please let us know if you have any **allergies or reactions to medications** to avoid prescribing similar medications during your stay.

**Bring in all of your medications**, in their original boxes. We can give you these medications during your admission rather than dispense more as this will be an additional cost. *(Please note: the hospital will supply sedatives and strong pain-relievers if required, so if you have your own, these will be sent home with a carer or family member).*

**We are unable to accept Webster packs or other medication dispensing systems.**

IF APPLICABLE:

Eyeglasses (with case) Hearing aid (with case)  
Walking aids (e.g. frame, walking stick)  
Denture cup (and supplies, including denture case)  
CPAP machine

OTHER

You may also like to bring items to help pass the time (such as books or magazines)



## VALUABLES

We strongly advise that non-essential items (such as laptops, jewellery, items of sentimental value and excessive money) should be left at home.

**Whilst the hospital maintains security, we cannot be held liable or responsible for lost or stolen items.**

Regularly used items such as reading glasses, mobile phones, hearing aids, and dentures should be stored in a safe and designated area, like your bedside table.

Do not leave any personal items on your food tray or in your bed, as these may accidentally be removed with the food tray or disposed with the linen.

Many rooms have a small safe. You are responsible for all belongings kept in your room and the safe.

## LUGGAGE LIMITATIONS

You may be admitted for surgery through our Surgical Admissions or Day Unit. This is where you will meet your anaesthetist and surgeon and be admitted by a nurse. Following surgery you will be transferred directly to the ward if staying overnight. We have limited space for storage of luggage and ask that on the day of admission you bring a small overnight bag only. If possible, please ask family members or carers to bring additional belongings to the ward after surgery as required.

## STORAGE OF PERSONAL ITEMS

Space is limited for storage of clothing and personal belongings in the ward. Your luggage will be labelled and stored, so it is important to minimise the size of your bag. As a guide, your bag should be no bigger than cabin baggage size.

**We recommend that you label all of your personal items with your full name. As mentioned previously, please leave your valuables at home where they are safest.**





## OUR FITZROY HOSPITAL IS GROWING

Onsite works have commenced on a new 12 storey tower at the Fitzroy campus of St Vincent's Private Hospital.

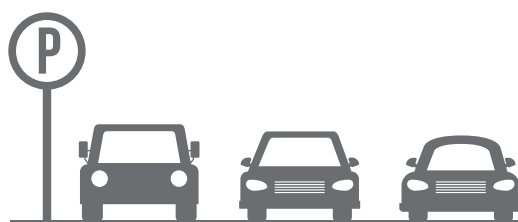
The tower redevelopment is adjacent to the current hospital on the corner of Victoria Parade and Brunswick Street and will feature a range of new state-of-the art facilities and equipment.

Building works will continue though until 2024.

There may be some noise and vibration from time to time and we apologise in advance for any inconvenience this may cause.

**Further to the car parking information provided on page 10, we suggest you consider the following and plan ahead if being admitted to the Fitzroy site:**

- allow additional time for car parking
- utilise other car parking options close to the hospital
- consider being dropped off at the front drop off zone or alternatively the drop off zone for the public hospital next door (in Fitzroy Street).





## CAR PARKING

For parking at **Fitzroy**, there is a convenient multistorey car park located behind the hospital in Fitzroy Street. Hourly rates apply and the automated ticket machine takes cash or card (Visa or Mastercard). There is an ATM machine in the foyer of St Vincent's public hospital next door. As Fitzroy can be a very busy area it is advisable to allow extra time for admission.

See further information above regarding the Fitzroy redevelopment works and planning ahead for your admission.

At **East Melbourne** there is a car park opposite the hospital in Grey Street. Hourly rates apply and the automated ticket machine takes cash or credit card. Car park hours are 6am to 10.30pm.

At **Kew** there is limited parking on the hospital grounds with restricted car parking in the nearby streets. Car park hours are 6am to 10.30pm.

There is on-site car parking at **Werribee** which is accessible all day, every day. Hourly rates apply and an automated ticket machine will take cash or card.

There is discounted parking available for longer-term patients and carers. Please ask the Nurse Unit Manager or the staff at main reception for assistance.

## AMBULANCE TRANSPORT

Following state government changes in 2014 ambulance transport can only be used for patients who have an authorized clinical need to be transported this way. In other words, it must be clinically necessary for a patient to travel by ambulance.

For transport to be clinically necessary, the patient must require active clinical monitoring/care or clinical supervision during transport.

If transport home by non emergency patient transport (ambulance) is not clinically necessary, the transport cost will be passed onto the patient.

Pensioners who used to receive government funded transport to home prior to these changes will no longer do so.

We recommend that all patients check with their health fund to identify if it includes clinically necessary ambulance transport and if not we suggest you purchase Ambulance Victoria membership to cover any clinically necessary transport.



## SPECIAL NEEDS

St Vincent's Private Hospital provides facilities and access for patients with disabilities and other special needs. For example, wheelchair access is available across all four sites and Better Hearing kits can be used in rooms for patients with severe hearing impairment. Your care is our priority and we want you to arrive confident in the knowledge that we can attend to your needs. If you have any concerns prior to your admission or would like to check regarding a specific need, please don't hesitate to contact our Pre-admission staff on 1300 052 602 to discuss.

### PREPARING FOR YOUR HOSPITAL STAY

Click on our YouTube links to view information videos for:

[Preparing for Hospital](#)

[Partnering with Us in Your Care](#)



Our children's unit, St Vincent's Kids, is located at St Vincent's Private East Melbourne. We provide individualised, high quality care and our experienced staff are happy to talk to you about your child's hospital journey. No-one knows your child better than you and we look forward to working together to ensure a positive hospital experience.

We know that a hospital visit can be a stressful time for all families and we encourage you to ask as many questions as you need. We also suggest that you visit our website prior to admission to view the range of resources and information for parents and carers that we have available.

[Paediatric Services at St Vincent's Private Hospitals](#)

In particular, we suggest that you and your child view together the ['My Visit to Hospital'](#) video. We have created this story about what happens in hospital to help make your child both aware and comfortable with the process. The story is also available in a [downloadable PDF format](#)

We also provide a guide for parents and carers explaining the script with additional information to help you plan your child's hospital stay. [Information for parents/carers](#)

If your child has special needs or you are particularly concerned about how to prepare for the admission, please contact the St Vincent's Private East Melbourne Hospital Coordinator via the hospital switchboard (03) 9411 7111 to discuss.

# Your Hospital Stay

## IMPORTANT: COVID UPDATE

Scan this QR code to see: current pre-admission testing requirements, isolating prior to arrival and information for patients, family/support persons and visitors.



## ARRIVING AT HOSPITAL

Come to the hospital front entrance where you will be greeted by our concierge staff for the COVID check in process. After check in you will proceed to the reception counter where Business Office staff will complete your admission.

- You may be admitted either via our Surgical Admissions Unit (SAU) or Day Procedure Unit (DPU). For overnight stay, your room may not be available until after your surgery. Your belongings will be clearly marked and delivered to your room
- Your belongings will be clearly labelled with your name and delivered to your room.

## DAY PROCEDURES

Having a day procedure may mean a full day in hospital. It can mean an early start and a wait for surgery, depending on the theatre list. We want your day surgical experience to be pleasant so our staff will keep you informed of any unforeseen delays. We encourage you to speak with your admission nurse regarding any concerns at any time.

## MY SURGICAL JOURNEY

WELCOME TO ST VINCENT'S PRIVATE HOSPITAL. THIS PATHWAY WILL INFORM YOU ABOUT WHAT TO EXPECT ON YOUR SURGICAL JOURNEY TODAY.

- 1. ARRIVAL TIME**  
Your surgeon will arrange your arrival time to Hospital. Waiting times will vary according to your surgeon and their theatre list, each patient may therefore have different waiting times.
  - 2. WELCOME**  
Our Concierge team will welcome you at the entrance of the Hospital, check your COVID-19 screening and temperature for everyone's safety.
  - 3. CLERICAL ADMISSION**  
Our customer service team will check your details are correct and collect any payments required. Please let our receptionist know at this time if you are unable to sit comfortably and they will alert the nursing staff to assist.
  - 4. NURSING ADMISSION**  
Our nursing staff will check your details are correct and that you are wearing identification bands. The nursing admission will include taking all of your vital signs such as blood pressure, heart rate and details of your medical history. We will also confirm your pick-up and cater arrangements if you are a day case.
  - 5. PRE-OP PREPARATION**  
You will be provided with a theatre gown and taken into a waiting bay close to your operating time. We will ensure you are warm, comfortable and given a call bell as you wait for your procedure. We will also safely store your luggage.
  - 6. SURGICAL TEAM REVIEW**  
This is where you will be seen by your surgeon/anaesthetist and surgical nursing team. All your details will be checked again for your safety. If you have any questions, please ask your surgical team.
  - 7. OPERATION / SURGICAL PROCEDURE**  
Being in the operating environment can be an overwhelming experience. Our professional surgical team are there to support you through this time.
  - 8. RECOVERY**  
Our trained recovery team will look after you as you wake from your anaesthetic and endeavour to keep you as comfortable as possible.
  - 9. POST RECOVERY**  
**IF YOU ARE LEAVING TODAY:** You will be provided with some refreshments and change into your own clothing. Your designated pick-up person will be contacted with instructions regarding pick-up time and requirements for collecting any medication from the pharmacy.  
**IF YOU ARE STAYING IN HOSPITAL:** You will be transferred to a ward room and your belongings will be delivered to you. Our nursing team will provide your post-operative care and communicate with you the stages of your ongoing recovery.
- PLEASE ASK OUR CARE TEAM FOR AN UPDATE AT ANY TIME.

## SPECIAL INSTRUCTIONS FOR DAY PATIENTS

**It is essential for your safety to arrange for a family member or friend over the age of 18 to pick you up on discharge and stay with you overnight because sedation, anaesthetics and pain relief can cause drowsiness or impaired thinking.**

**Failure to do so may result in your procedure being postponed or even cancelled until you can find someone to care for you.**

- It is also important that you do not drive for 24 hours following an anaesthetic.
- Please wear loose and comfortable clothing on the day of your procedure.
- Do not wear jewellery, make-up, or nail varnish.
- You will be provided with a personal discharge plan. If you have any concerns, please speak with your nurse.



## YOUR ROOM

All rooms at Fitzroy and Werribee are single rooms. East Melbourne and Kew consist of both single and shared accommodation (with ensuite facilities). Single rooms will be subject to availability. Whilst we will consider your preferences, bed allocations are made on the day of admission and will be prioritized according to clinical need.

## TELEPHONES

Your room contains a telephone for you to use. Local calls are free. Just dial '0' then enter the phone number. For mobile or interstate calls, please contact the hospital switchboard on 9411 7111 to be connected.

## INTERNET ACCESS (WI-FI)

The hospital provides free Wi-Fi for patients and families.

## SMOKE FREE

St Vincent's Private Hospital is a smoke free environment at all sites. Smoking is strictly prohibited within the hospital grounds. If you smoke, you may want to discuss the use of nicotine patches with your doctor.

## PRIVACY

St Vincent's Private Hospital Melbourne is committed to maintaining the privacy of your information and this applies to the collection, use and disclosure of your personal and health information. If you would like more information about our privacy policies or accessing your medical record, please contact the hospital Privacy Assistant on (03) 9411 7695.

## REST AND RECOVERY

To allow sufficient rest, we suggest visiting be kept to a minimum with closest family and friends. If you have visitor restrictions, please speak with the Nurse Unity Manager upon admission. .

## CONSIDERATION OF OTHERS

Please keep noise levels to a minimum so as not to disturb other patients.

## KEEPING OUR HOSPITAL SAFE

Anyone suffering from an illness (such as flu or gastro) should not visit hospital. This may cause health risks for you and other patients. In this situation, we encourage visitors to talk to patients by telephone.

## BRINGING IN FOOD FOR PATIENTS

For information about bringing in food for patients, please refer to the hospital website:  
[Can I Bring Food into Hospital for a Patient?](#)



## PASTORAL SERVICES

Coming into hospital is a different experience for everyone, and it may lead to feelings of isolation, uncertainty and vulnerability. To help with these feelings, you may find it helpful to speak with someone from Pastoral Services. Pastoral Practitioners are employed by St Vincent's Private Hospital Melbourne to offer spiritual and emotional support to patients and their families. They are sensitive to all religious, non-religious and cultural traditions.

Communion, the Sacrament of the Sick and the Sacrament of Reconciliation are available at your bedside. If desired, please ask the Pastoral Practitioners on your floor. Please feel free to contact your Pastoral Practitioner if you would like a visit by a chaplain/representative from your own denomination.

The hospital chapels are located to the right of the Ground Floor front entrance at East Melbourne, Fitzroy and Werribee. At Kew we have a quiet reflection room on the ward. All patients and visitors are welcome.

## ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS

St Vincent's Private Hospital recognises the unique status Aboriginal and Torres Strait Islander people hold as First Nations people. This hospital community also acknowledges the cultures, histories, spiritualities and customs of these groups. We are committed to providing a welcoming environment and care that is appropriate and accessible. If you require cultural support or would like to speak with our Aboriginal Hospital Liaison Officer before, during or after your stay, please contact the Pre-admission staff on 1300 052 602 to arrange.

## TEACHING AND LEARNING

St Vincent's Private Hospital Melbourne is committed to training the next generation of doctors, nurses, midwives and other healthcare practitioners. We are proud to have affiliations with a number of universities, the University of Melbourne and the Australian Catholic University.

Our nursing and midwifery students are undertaking diploma, bachelor or post graduate programs and work under the supervision of an experienced nurse or midwife and a clinical teacher.

If you have any concerns regarding the care you are receiving from one of our nursing or midwifery students, please discuss this with the Nurse Unit Manager immediately.

Our medical team also consists of specialist medical trainees. Specialist medical trainees are fully qualified registered doctors, who undertake at least 7 years of training after gaining their medical degree to gain further knowledge and skills in their chosen specialty area. These doctors may work closely with your specialist and under their supervision to assist with your care. They may also provide emergency assistance, if your specialist is not immediately available, to ensure you are safe and medically stable.

If you do not want specialist trainees to be involved in your medical or surgical care, please discuss this with your treating specialist. Your support of our hospital trainees will be greatly appreciated.

## GOALS OF CARE

Medical staff may have a conversation with you about making medical decisions for treatment in the event of an emergency. This is known as 'Goals of Care'. Alternatively, you may have an Advance Care Directive in place where you have already considered future treatment decisions.

## ADVANCE CARE DIRECTIVES

Many patients come to hospital with an existing Advance Care Directive. These are documents developed in consultation with your GP or specialist that outline your health preferences in the event you are unable to make these decisions. These preferences are for any future treatments and are not limited to end-of-life decisions.

Please inform our hospital staff if you have, or wish to have an Advance Care Directive.

If you have one, please bring a copy with you and provide it to your care team on admission. We will retain a copy in your medical records.

If you wish to have an Advance Care Directive, we will facilitate a discussion between you, your family and your treating doctor.

## PERSON CENTRED CARE

At St Vincent's Private Hospital Melbourne, we believe that working with patients and their families is the key to providing exceptional healthcare. This philosophy is called person-centred care.

It means that we involve you in planning and delivering your care, so we can meet your individual needs and preferences.

### In providing person-centred care we:

- Recognise that each patient and family is different.
- Help you and your family to develop healthcare skills and knowledge.
- Support you and your family to make decisions about your care and your specific goals for this admission.
- Respect your choices, values, beliefs and culture.

### We hope you will:

- Ask questions about your care and treatment.
- Tell us about any concerns you have.
- Get involved in your care, as much as you'd like.
- Tell us if you have any special requests for your care and treatment.
- Tell us who you want to visit you and when.
- Take part in nursing handover and medical rounds.
- Tell us what we're doing well and what we could be doing better.

## WHAT MATTERS TO YOU?

A *What matters to you?* postcard will be given to you on admission in your Welcome pack. We ask you to think about your specific needs or wishes, note them on the card and share them with staff when you are settled into the ward.

There is no right or wrong answers, it is all about what matters to you. Sharing this helps staff understand your needs and allows us to provide personalised care.



## CARE BOARDS

Located on the wall in your room will be a Care Board. The Care Board is updated daily and is used to assist with communication between staff, patients and carers. It includes information about the name of the nurse caring for you each shift, how you like to be addressed, what is important to you and your daily plan of care.

If you or your family have questions to ask the doctor, you might like to use the care board to note these down. If English is your second language, your family may like to translate information on the care board into the primary language. Feel free to add information to your Care Board or ask staff to note information for you.

**ST VINCENT'S PRIVATE HOSPITAL**  
MEMBERSHIP OF ST VINCENT'S FOUNDATION

**Care BOARD** Room: 117  
Phone: 9928 7678

Day & Date: **Thursday 22 October**

**CARE TEAM**

Nurses: **Jane Madi**

Doctors: **Dr Smith**

Allied Health: **Daniel**

Nurse Manager: **Lucy - 9928 6919**

**MOBILITY / ACTIVITY**

Exercises:  
Use crutches  
Leg lifts  
Walk x 3 day  
Quad exercise as per handout x 3 day

**DISCHARGE PLAN**

Expected date: **Friday 23 October**

Discharge destination: **HOME (regional Victoria), provide notice to daughter regarding pick up.**

Transport: **Deanne picking up**

My needs for Discharge:  
Deanne (daughter) plans to stay 2 weeks  
Deanne bring to day rehab for 2 weeks  
Toilet over chair

**MY PREFERENCES**

I like to be called: **Betty**

What matters to me:  
**Returning home to care for my husband**

My care goals are:  
**Manage my pain to do my exercises  
Get my rehab started so I can go home**

My questions:  
**When can I drive?**

**TODAY'S PLAN**

Shower  
Dressing  
Check xray  
3 walks

## MY HEALTH RECORD

St Vincent's Private is connected to My Health Record which is another important source of health information to support patient care and continuity of care after discharge. It allows us to share information with your GP and specialist in a secure environment. All health care providers in Australia have professional and legal obligations to protect their patients' health information. Please advise hospital staff if you do not wish to have your information uploaded to My Health Record. For further information visit the My Health Record website: [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

## YOUR RIGHTS AND RESPONSIBILITIES

We believe staff, patients, families and carers all have a mutual right to expect, and a responsibility to provide, respect and dignity to each other. The following Australian Charter of Healthcare Rights outlines your healthcare rights and what you can expect when receiving care.



# 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



PUBLISHED JULY 2019

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)

# Patient Experience

At St Vincent's Private Hospital, it is our Mission to provide exceptional care to all patients and their families.

If you are not completely satisfied with your hospital stay, please discuss your concerns with your nurse or ask to speak to the Nurse Unit Manager. We would like the opportunity to resolve your concerns as they arise. If you have a compliment or wish to acknowledge a staff member who has provided exceptional care please let your Nurse Unit Manager know, or alternatively provide this information in the feedback SMS text message you will receive after discharge (see below).

## WE VALUE YOUR FEEDBACK

Your feedback provides us with an opportunity to improve the way we deliver care to all patients and to provide positive feedback to our staff.

When you go home, you will receive an SMS text message from the hospital which will ask you on a scale from 0 to 10 how likely you would be to recommend St Vincent's to your family and friends and the reasons for your score.



We also distribute a more detailed survey to randomly selected patients twice yearly, we appreciate you taking the time to complete this survey if received.

### IF YOU HAVE ANY CONCERNS

If you have any concerns or experience any issues, we would like the opportunity to resolve them. Please notify our staff so we can provide immediate assistance.

**Step 1:** Alert your nurse about any concerns or questions you may have as they arise.

**Step 2:** If you are not satisfied with the response, please ask to speak with the Nurse Unit Manager who will be happy to assist you.

**Step 3:** If your concerns are still not resolved, please contact the Hospital Coordinator or Patient Liaison Officer via our switchboard on (03) 9411 7111.

## COMPLAINTS

If we have been unable to resolve your concerns whilst in hospital, you may like to submit a formal letter of complaint. All feedback provides us with an opportunity to improve and we encourage you to advise of any matters that you feel we need to address.

To submit a formal complaint, please write to the Patient Liaison Officer at the address below outlining: the situation, your concerns and what you would like to see happen.

**Mail** Patient Liaison Officer,  
St Vincent's Private Hospital Melbourne  
59 Victoria Parade Fitzroy VIC 3065

**Email** [Patient.LiaisonManager@svha.org.au](mailto:Patient.LiaisonManager@svha.org.au)

**Phone** (03) 9411 7563

# Partners in Safety

## WHAT YOU NEED TO KNOW WHEN YOU ARE IN HOSPITAL

Your wellness and safety is our top priority and we encourage you to become an active partner of your healthcare team. We will work with you to develop a plan of care. Please tell us about your health, what matters to you and feel free to ask questions. Speak up often so you remain safe in hospital and recover faster.



### Patients come first

- It is important that you feel comfortable during your stay, and have your questions and concerns addressed. Whenever staff members enter your room, they should identify themselves and explain what they are planning to do. If someone does not introduce themselves, please ask them to do so.
- Make sure you understand how to use your call bell to alert your nurse. Your nurse will check on you regularly throughout the day and night.
- Please don't feel embarrassed to ask any questions. If you are still unsure about something, feel free to ask us to explain in another way. We want to work together with you – and your family – to plan your care and assist with your recovery. Effective communication is essential.



### Handing over patient information

Patients in hospital receive care from nursing, medical and allied health staff. They need up to date information about your condition and treatment.

'Clinical handover' involves the sharing of information between staff involved in your care, *e.g. from shift to shift*. You can expect that staff will update you and involve you in handover information on a regular basis so that you know what is going on and your needs are met.



### Identification

#### **We need to know who you are!**

- Your identification helps us give you the right care.
- Always wear an identification band on your wrist or leg.
- Make sure the information on this is correct.
- Staff members will check your identification before giving you medication or before you have any tests or procedures.

#### **You need to know who we are!**

- Ask who your nurse is for each shift.
- All staff should wear an identification badge.
- If you are not sure who someone is, please ask.



## Keeping you germ free

- Hand hygiene is the single most effective measure to prevent the spread of infection. Please wash your hands using either soap and water or alcohol based hand rub after visiting the toilet and prior to eating. Please encourage your visitors to do the same.
- Do not hesitate to ask our staff if they have cleaned their hands before and after being in contact with you.
- Ask any visitors who may be unwell with colds or stomach upsets to refrain from visiting.
- Please do not hesitate to bring any housekeeping issues to the attention of your staff.
- It is unlikely that you will develop an infection after surgery, however, if you are concerned about your wound for any reason please notify a member of our staff.
- If you are prescribed antibiotics, please remember to take the full course, even if you are feeling well.



## Aboriginal and Torres Strait Islander patients

- We recognise the unique status Aboriginal and Torres Strait Islander people hold as First Nations people.
- Ask your nurse if you would like cultural support from our Aboriginal Hospital Liaison Officer.



## Changes to your condition

### **REACH Out for help: If you feel worse, call the midwife or nurse**

At any time you, or your family, can reach out for help with your care. Our staff are trained in noticing changes in your health but you can help us by letting staff know:

- If you do not feel well or are worried
- If you think your condition has changed
- If you think that something has been missed
- If you have any other concerns

Your nurse will contact your doctor if required.



## Making the right choice about medicines

### **Medicines are an important part of your treatment**

- The pharmacist will ask you which medicines you take at home (either prescribed by your doctor or from the pharmacy or health store).
- Let us know if you have allergies or reactions to any medicines.
- Before going home, ask the pharmacist for printed information about your medicines and check you understand.



## Pain management

It is important that you are comfortable during your stay. Our hospital staff will monitor you to make sure the pain relief we are giving you is not making you excessively drowsy, dizzy, or nauseated. Some pain medications can cause constipation so you may be prescribed or offered medication or food to prevent or alleviate this unwanted side effect. If you are experiencing any unwanted side-effects or your pain control seems inadequate, please speak with your nurse, pharmacist and/or doctor about your concerns. Your healthcare team may consider prescribing different medications.

Your nurse will regularly assess your pain level by asking you to rate pain on a score of 0 (no pain) to 10 (worse pain imaginable). It is important that you are moving when you rate your pain. For example, if you have chest or abdominal surgery, you may be asked to take deep breaths or cough. If you have had limb surgery, you may be asked to move the affected limb.

Pain becomes problematic if it stops you from moving; so our goal is to reduce your pain and restore your ability to move, quickly and safely.



## Safe use of blood

- If you require blood while in hospital you will be asked to give your consent to this.
- Please let us know if you have had any problems with blood products in the past.
- When the nurses give you your blood transfusion they will ask you to tell them your name and date of birth.
- Written information on the risks and benefits of blood transfusions is available. Please ask your nurse or doctor for a copy.
- If you are a Jehovah's Witness or have other objections to blood transfusions, it is extremely important that you discuss this with your doctor and that your wishes are recorded in your medical record. Your wish not to have a blood transfusion must be clearly written on the hospital *Informed Consent to Treatment form* before you sign this document.



## Helping you stay on your feet

### Falling is the main cause of injury in hospital

- Falls can cause serious injuries and disability

#### What you can do to help:

- Ask for help if you need it.
- Make sure you can reach your call bell.
- Turn the light on so you can see clearly.
- Always wear supportive, flat, non-slip shoes.
- If you use a frame/walking stick, bring it in.
- Bring in glasses or hearing aid from home.
- If you need to get out of bed, make sure your bed is no higher than knee height.
- Make sure you know where the toilet is.

#### Families can help by:

- Spending time with the patient in hospital.
- Notifying nursing staff when you are leaving, especially if the patient is confused.
- De-clutter prior to leaving the patient's room (chairs especially) for safe movement.
- Ensure the patient can reach the call bell.



## Stop pressure injuries

A pressure injury is often called a 'bedsore'. It is caused by unrelieved pressure (e.g. from lying in bed or sitting in a chair for prolonged periods) and can damage the underlying skin, muscle and bone.

#### What you can do:

- Keep moving! Change your sitting and lying position as much as possible.
- Keep weight off bony parts of your body e.g. heels, tail bone.
- Don't lie on a sore if you already have one.
- Keep skin clean and moisturise skin to prevent flaking. Let staff know if you need help.
- Eat a healthy balanced diet (including fruit and vegetables).
- Talk to a member of your treating team if you notice any areas of your skin showing changes or areas you are concerned about.



## Good Nutrition

Eating well in hospital is important. If you have concerns about your diet, please speak to your nurse. You may be referred to a dietitian.

### Let staff know if you:

- Have special dietary needs.
- Need assistance at mealtimes.
- Are not managing the meals or your appetite is poor.



## Stop the clot

Blood clots can form in large leg veins causing pain and impacting blood flow. A clot may travel through your veins to the lungs preventing oxygen supply to the rest of your body. If untreated, it can cause death.

**To stay safe:** take blood thinning medication if prescribed, keep compression stockings on, avoid sitting or lying in bed for prolonged periods.

**Let staff know immediately if:** you have leg pain or swelling, pain in your lungs or chest, difficulty breathing.



## Understanding IV drips

If you need medicines or fluids delivered directly into your bloodstream, you may require a small flexible tube inserted into a vein. This is called a peripheral intravenous catheter (PIVC) or 'drip' and you will receive information and education about the device.

### What you can do:

- If you have previously had a drip inserted, tell staff about that experience.
- Protect the drip from knocks and being pulled out
- Keep your hands clean and do not touch or move the device
- Tell staff if you have redness or pain at the site, if you feel hot or shivery or if there appears to be leakage e.g. the dressing is wet or bloodstained.

# Discharge

HOSPITAL DISCHARGE OCCURS AT 9.30AM

## PREPARING TO COPE AT HOME AFTER DISCHARGE

It is very important that you plan for being discharged. You may be tired for several days, even after minor surgery. If you have had an operation where you have an arm in a sling, need to use a walking aid or have restrictions on the way you can move or drive, you need to plan how you will manage getting fresh food, preparing meals and moving things around your home.

### **How will you shower and dress? Will you be able to change dressings? If you need to wear compression stockings, will you be able to get these on and off?**

If you do not have anyone at home who can assist with these things, there are simple tricks and a large variety of aids that can enable you to be independent with all of these tasks. Our Occupational Therapists have prepared information about tips, tricks and aids for discharge. Please have a look before coming to hospital. If you are assessed by our staff as either requiring an occupational therapy visit in hospital or home, this will be discussed with you.

You may also be seen by other allied health staff e.g. a Physiotherapist, Dietician or Social Worker depending on your needs.

The Physiotherapist will ensure you are safely mobile and have a good understanding of any exercises you need to continue and any precautions you may need to take following your procedure. They will also liaise with you, your family representative and the Discharge Coordinator to arrange ongoing physiotherapy if required.

Our Discharge Coordinators/Social Workers assist with arranging the best possible plan for discharge. This can include home nursing, home support services and respite depending on clinical need and health funding.

## PREPARING TO LEAVE HOSPITAL

### TRANSPORT TO HOME

You will need to arrange your transportation home. This needs to be finalised the day before you are discharged. If you have any transportation concerns, please discuss this with ward staff.

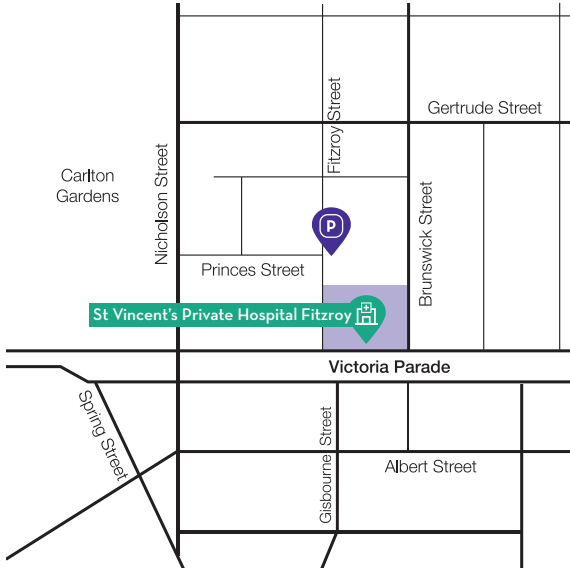
### DISCHARGE INSTRUCTIONS

- Make sure you fully understand your discharge instructions. Your nurse will coordinate your discharge, please ask any questions. To help you remember, we will provide you with written discharge instructions.
- Make sure that you feel confident knowing how to manage your wound, showering, taking medications, and any other home-care instructions.
- Pack your belongings, and check your room carefully to ensure nothing is left behind.
- Collect your x-rays and any aids that you require for home.
- If you have any questions about medications (such as cost, or reason for taking) ask to speak to the pharmacist.

**Follow-up phone call:** after you are discharged, a nurse may contact you by phone to check up on your progress and answer any questions that you may have.

ENJOY YOUR STAY AT ST VINCENT'S PRIVATE HOSPITAL MELBOURNE.

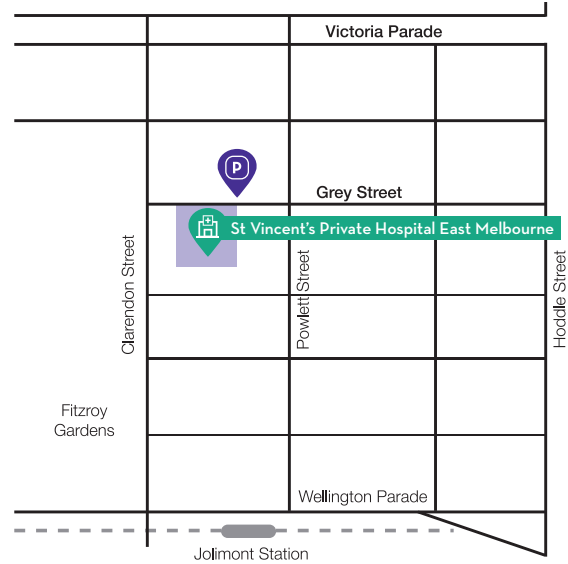
# Our Locations



## ST VINCENT'S PRIVATE HOSPITAL FITZROY

59 Victoria Parade Fitzroy Vic 3065

Phone: (03) 9411 7111 Facsimile: (03) 9419 6582



## ST VINCENT'S PRIVATE HOSPITAL EAST MELBOURNE

159 Grey Street East Melbourne Vic 3002

Phone: (03) 9928 6555 Facsimile: (03) 9928 6444



## ST VINCENT'S PRIVATE HOSPITAL KEW

5 Studley Avenue Kew Vic 3101

Phone: (03) 9851 8888 Facsimile: (03) 9853 1415



## ST VINCENT'S PRIVATE HOSPITAL WERRIBEE

240 Hoppers Lane Werribee Vic 3030

Phone: (03) 9218 8000 Facsimile: (03) 9218 8011