



MATER HOSPITAL
A FACILITY OF
ST VINCENT'S
HEALTH AUSTRALIA



Patient Information

Preparing for your stay at the
Mater Hospital Sydney

Better and
fairer care.
Always.



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.

The Mater Hospital first opened in 1906 and has been a trusted hospital for patients to come and receive care. Some facts about the hospital:

- 212 beds
- 1,100 staff employed
- Over 37,000 admissions each year



Welcome

Welcome to the Mater Hospital Sydney. As you prepare for your stay with us, we want to personally assure you that you're in capable and caring hands.

Our long-standing values of compassion, integrity, excellence, and justice are not just words; they are at the heart of everything we do.

Our Mission is to provide exceptional care with warmth and understanding, to be honest and transparent in every interaction, to strive for unparalleled excellence in medical treatments, and to ensure fairness and respect for all. Trust that we will do everything in our power to make your stay as comfortable, safe and successful as possible.

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 staff on (02) 9900 7300.

On behalf of the entire team at the Mater we thank you for trusting us with your treatment and care.

The Mater Hospital Executive Team

Table of Contents

2 **Aboriginal & Torres Strait Islander Patients**

3 **Before you come to Hospital**

4 **Preparing for your admission**

6 **Financial Arrangements**

7 **Coming to Hospital**

9 **Your Hospital Stay**
On the ward

16 **Patient Experience**
Feedback and complaints

18 **Partners in Safety**
Your wellness and safety during your stay

24 **Discharge**

25 **Maps & Location**

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Aboriginal and Torres Strait Islander Patients

The Mater Hospital Sydney acknowledges and pays respect to the Cammeraygal people as the traditional owners and continuing custodians of this Land. We pay respect to the Elders both past, present and emerging for they hold the memories, traditions and culture of Aboriginal Australia.

We recognise the unique status Aboriginal and Torres Strait Islander people hold as First Nations people. The Mater 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 a Pastoral and Spiritual Care Team member before, during or after your stay, please contact the team via (02) 9900 7688.



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 the Mater 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 will discuss your procedure and should sign a consent form with you prior to your admission. During this time, it is important to have any questions about your procedure answered by your doctor.

Your doctor will finalise the order of their operating theatre list one business day prior to your admission.

Admission time and fasting instructions

Patients staying overnight and day surgery patients

You will receive an SMS to your mobile number between 3.00pm - 5.00pm the business day prior to your admission to notify you what time to arrive at the hospital and when to start fasting (both food and liquid). Please note the format for your admission and fasting time is in 24-hour format, ie a 1.00pm admission time will show as 1300 hrs. It is important you respond 'YES' to the SMS so that the hospital is aware you have received your admission and fasting details.

If you do not have a mobile phone number, a staff member from Patient Services will call you.

Endoscopy/Colonoscopy patients

All endoscopy/colonoscopy admission and fasting times are allocated by your doctor's room. Please arrive at the Mater at the time your doctor has arranged and follow your doctor's instructions regarding specific preparation and fasting details. The Mater will send you an SMS with the location of your procedure between 3.00 - 5.00pm the business day prior. If you are not sure what your admission and fasting details are, please call your doctor's office to confirm.

Is Fasting Necessary? Yes!

Fasting means no food or drink (including chewing gum or cigarettes, e-cigarettes) before the operation, not even water. Fasting increases the safety of your procedure. Not fasting may mean your procedure is postponed.

Questions to ask your Doctor

- What preparation is required for surgery?
- Do I need to alter my medications? For example, before or on the day of surgery?
- How long will I be in hospital?
- What is the best preparation for discharge to home?
- Will there be any restrictions after surgery e.g. driving?
- Will I need physiotherapy?
- Will I need rehabilitation?



Preparing for your admission

Registering your admission

Online eAdmission

The Mater requires all patients to complete an online eAdmission prior to each admission. You can access the eAdmission forms by following this link: www.svph.org.au/online-admissions

A how-to video for completing the online eAdmission can be found on the above link.

We ask for the online eAdmission to be completed as soon as possible and preferably no later than 5 days prior to your hospital admission.

To ensure that your admission to the Mater is as seamless as possible, please check that the information provided in the eAdmission form is accurate. Reviewing key identifiers such as your name, address, and date of birth prior to submitting the form will help our Admissions team ensure our system is current and up to date with your information.

Once you have completed the online eAdmission you will receive a confirmation email with additional information to prepare you for your admission. If you are needing to alter any details once submitted, please contact the hospital on 1300 052 602.

Your information will be saved within the online eAdmission portal for any future visits at all St Vincent's Private Hospitals, including the Mater Hospital Sydney.

Pre-admission Clinic

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 Clinic is to ensure that you are fully prepared for your visit to hospital.

Pre-admission Appointment

Depending on your procedure, your doctor may ask you to attend a virtual Pre-admission appointment prior to your hospital admission. As part of the Pre-admission appointment, a nurse will review:

- Your online admission form
- Any test results (if your doctor requested blood-tests etc.)
- Pre-existing health conditions or allergies
- Your current medications
- Dietary requirements
- Any concerns about your care after leaving hospital

Patients with special needs

The Mater provides facilities and access for patients with disabilities and other special needs. Your care is our priority and we want you to arrive in confidence with 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 (02) 9900 7494.

Paediatric Admissions (Children)

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.

If your child has special needs or you are particularly concerned about how to prepare for the admission, please contact our Pre-admission staff on (02) 9900 7494 to discuss.

Travel Subsidy

If you live more than 100 kms away you may be eligible for a travel and accommodation subsidy from Isolated Patients Travel and Accommodation Assistance Scheme (IPTAAS). For more information, contact IPTASS on 1800 478 227 or online at: www.iptaas.health.nsw.gov.au/For-patients

Accommodation Guide

An accommodation guide is available to assist in sourcing accommodation nearby, you can access it at www.svph.org.au/patient-resources/north-sydney. 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 "the Mater" when enquiring at any of the listed facilities as many offer discounted rates to our patients and their family members.

Interpreter Services

If you require an interpreter during your admission and did not indicate this in the online admission, please contact the Pre-admission Clinic on (02) 9900 7494. We can arrange an interpreter 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 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.

Workcover

If you have a compensation claim (Workcover, 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 Third Party is required prior to admission. Please note that all patients covered by Workcover or Third Party 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.

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 Veteran 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.

Coming to Hospital

For information about our location and how to find your way to the hospital please see our website - www.svph.org.au/mater

What should I bring to hospital?

Checklist



Documents

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



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 & Toothpaste, Shampoo & Conditioner



Bank/Credit Card

To pay for any out-of-pocket expenses



Money

(We recommend \$50 or less)



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 so if you have your own, these will be sent home with a carer or family member).



Hospital Address

The hospital address is 25 Rocklands Road, North Sydney.

If you are using a GPS device, you may need to change the suburb from North Sydney to Wollstonecraft.

Hospital Visiting Hours

Flexible visiting hours are supported at the Mater Hospital Sydney.

- **General Wards:** Before 10.30am patients may be engaged in treatments with the care team
- **Maternity Ward:** Before 3.00pm our maternity patients may be engaged in treatments with the care team
- A rest period is encouraged between 1.00pm – 3.00pm to support wellbeing of our patients
- The hospital entrance is open from 6.00am – 8.00pm - to organise visiting outside of these hours please liaise with the Nurse Unit Manager or Nurse in Charge

If you would like to discuss visiting hours prior to your admission, please contact the Pre-Admission Clinic on (02) 9900 7494.

Car Parking

For parking at the Mater, there is a convenient car park located behind the hospital. Hourly rates apply and the automated ticket machine takes cash or card (Visa or Mastercard). Entrance is from 25 Rocklands Road.

Please note rates are per entry/per day from 6.00 am to 6.00 am the next day. Additional parking is available in the Poche Centre car park, fees apply. The entrance is from 40 Rocklands Road. There is also limited metered parking in surrounding streets.

Our Hospital is Growing!

Onsite works have commenced on a new Palliative & Supportive Care Centre and renovation of our Angiography and Day Surgery Unit.

Building works will continue through 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 above, we suggest you consider the following and plan ahead:

- 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



Your Hospital Stay

Arriving at Hospital

Come to the hospital Reception desk. You will be greeted by our Reception Staff.

You may be admitted either via our Main Admissions Department, Day of Surgery Admission Unit (DOSA) or Mater Clinic Theatres (MCT).

We will label and store your belongings and deliver these to your room after your operation or return to you if you are a day stay patient.

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.

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, anaesthetic and pain relief can cause drowsiness or impaired thinking. Patients MUST NOT DRIVE, go home by Taxi or Uber alone, or catch public transport after an anaesthetic.

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.

Room Allocation - Overnight Patients

Every effort will be made to provide you with your room preference however, private rooms cannot be guaranteed and are allocated according to availability and clinical/medical needs on the day of admission.

Your Room

In your room you will find a 'Welcome to the Mater Brochure' which will assist in orientation of your room and answer frequently asked questions patients ask when they arrive.

Luggage Limitations & Storage of Personal Items

As a guide, your bag should be no bigger than [cabin baggage size for patients staying overnight](#).

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 safe.

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.

You are responsible for all belongings kept in your room and the safe.

Telephone

Your room contains a telephone for you to use. Local calls are free. Just dial '0' then enter the phone number.

Internet Access (Wi-Fi)

The hospital provides free Wi-Fi for patients and families. To access, refer to the 'Welcome to the Mater Brochure' bedside your bed.

Room Service

Our hospital provides on demand room service. Patients can contact the Room Service Call Centre between 6.30 am and 7.00 pm to order their meal or snacks and receive fresh, cooked to order meals delivered within 45 minutes – refer to the menu card on your bedside table. If you require a large font menu when you arrive please let our nursing team know.

Patients can order anything from a simple cup of tea through to a three course dinner. Meals can also be preordered ahead via calling the Room Service Call Center.

Our Call Centre Assistants can assist with meal selections according to individual preference as well as specific medical and nutrition requirements. They will ask for your name and date of birth each time you place an order to ensure your dietary requests are appropriate to your clinical condition (some patients have specific dietary requirements due to their medical condition).

Visitor Meals

Visitor meals can be ordered through our Room Service. The cost of the visitor meal is \$22.00 per tray/meal and will be added to your hospital account.

Smoke Free

The Mater is a smoke and e-cigarette free environment. Smoking is strictly prohibited within hospital grounds. If you smoke, you may want to discuss the use of nicotine patches with your doctor.

Privacy

The Mater 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 (02) 9900 7486.

Rest & 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 Unit Manager upon admission.

Do not disturb

If you do not wish to be disturbed, we have a privacy light located on your bedside panel. If you do not wish to have any phone calls whilst in our care you can contact our switchboard team and they can activate this for you. To remove please simply call Switchboard by dialling '9'.

Help Us Support Healing (HUSH)

Our HUSH program encourages a safe and calm environment for our patients. You can help us by kindly keeping your mobile phone on silent or a low ring volume and keeping your television volume not too loud.

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.

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 the Mater 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.

Mass is celebrated on a Thursday and Friday at 9.00 am. The Chapel also has a Healing Mass on the first Friday of every month at 9.00 am. All faiths and beliefs welcomed.

Mindfulness & Relaxation Channel

Pastoral Care provides relaxation videos. The relaxation videos are available on a 30-minute loop for all patients to help alleviate anxiety and improve sleep. One video focuses on deep healing relaxation whilst the second video is guided breathing meditation. You can also download the videos free from our website.

Pastoral Care can be contacted by making a request through nursing staff or by calling extension 8385.

Teaching & Learning

The Mater 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 and TAFE NSW.

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 seven (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 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 do have an Advance Care Directive 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 the Mater, 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.

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.



What Matters to You

To help you get the best possible outcome we need to understand the things that are really important to you. This could be something very specific or something more general. There are no wrong answers to this question, it is all about what matters to you. We ask you to think about your specific needs or wishes and share them with staff when you are settled into the ward.

Talking to us about your wishes, needs and experiences can have a big impact on your care. It helps us to align the care you receive with what's really important to you.

Here are some examples of what other patients have said:

John told his doctor: "It's really important that my granddaughter is involved in discussions about my care. She is the main person in my life."

Jenny told her nurse: "I want to get my blood pressure under control before I go overseas in a few weeks."

Amanda told her midwife: "I had trouble breastfeeding my first baby, and I'd like to feel less anxious about breastfeeding this time around."



My Health Record

The Mater 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

Your Rights & 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 **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
- Request access to 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



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

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

10/2022

Patient Experience

At the Mater, it is our Mission to provide exceptional care to all patients and their families.

If you or your family have any concerns during your stay, please speak to your nurse, or 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 email you will receive after discharge (see below).

We Value Your Feedback

Whilst in our care please let our team know if there is anything we can do to support you during your time with us. Each Department has a Nurse Unit Manager and Nurse In Charge who we encourage you to speak to.

We want to ensure all our patients feel welcomed, valued and safe. By letting us know what matters to you we can ensure your expectations are met.

When you go home, you will receive an email from our surveying partner Insync. If you do not have an email the survey will be sent via SMS.

It will ask two (2) questions, which formulate a Net Promoter Score (NPS):

1. *Would you recommend this hospital to friends and family? (0-10)*
2. *A free text box where you can comment on the care you received.*

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

A guide to your NPS scoring:



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 or Nurse in Charge who will be happy to assist you.

Step 3: If your concerns are still not resolved, please contact the Quality and Risk Manager or if after hours the Hospital Coordinator via our Switchboard by dialing '9' from your hospital phone.

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 General Manager / Director of Clinical Services:

Mail: Mater Hospital, 25 Rocklands Road
North Sydney NSW 2060

Email: Executive Assistant, Mater.PatientComplaints@svha.org.au

Phone: (02) 9900 7479

Health Care Complaints Commission

You also have the right to request further follow up by an external body including the:

Health Care Complaints Commission
LMB 18, Strawberry Hills NSW 2012
www.hccc.nsw.gov.au



Better and
fairer care.
Always.

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.
- 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 Pastoral and Spiritual Care Team.



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. If it comes off ask the nurse immediately for another one.
- 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.



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. 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. Clinical Handover is an ideal time for you to talk to your nurses about what you feel your most important needs are.



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 our 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.
- If you require further information about antibiotics or medication, please notify our staff.



Changes to Your Condition

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. All patient rooms have a R.E.A.C.H poster and our staff will discuss it as part of your care.



The R.E.A.C.H. model is a way of supporting you (the patient) and your family and carers to seek assistance if you notice a worrying change in your condition.



Medication Safety

Medicines are an important part of your treatment

- The pharmacist will ask you which medicines you take at home (prescribed either by your doctor or from the pharmacy or health store).
- Let us know if you have allergies or reactions to any medicines. You will then be given a red identity band rather than a clear identity band as an alert to staff.
- Before going home, ask the pharmacist for printed information about your medicines and check you understand.

During your admission:

Everytime you are given a medication, your nurse will:

1. Check your identity band.
2. Ask your name and date of birth (to make sure we are giving the correct medications to the correct person).
3. Ask if you have any allergies to any medications, drugs, or substances (e.g. penicillin, shellfish, or tapes).
4. Explain what medication is being given and why.

If you feel this medication is incorrect (for example, wrong amount, wrong time, wrong medication, or you don't need it), or you have any questions or concerns, please speak with your nurse.

On discharge:

- It is very important that you are well informed about all medications that you are going to take at home.
- You may be given a medicines list, printed information or brochures about your medications by the pharmacist or nurse. If you are unsure about any of your medications, it is very important that you ask a nurse, pharmacist or doctor for more information before you leave.



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.



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.



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. It can help you recover from illness quicker and allow you to go home sooner. Let staff know if you:

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

If you are having problems eating, or have concerns about your diet, please speak to your nurse. You may be referred to a dietitian if necessary.



Blood Clots

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 Manage 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? If you will need to continue to wear the compression stockings, will you be able to get these on and off?

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

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

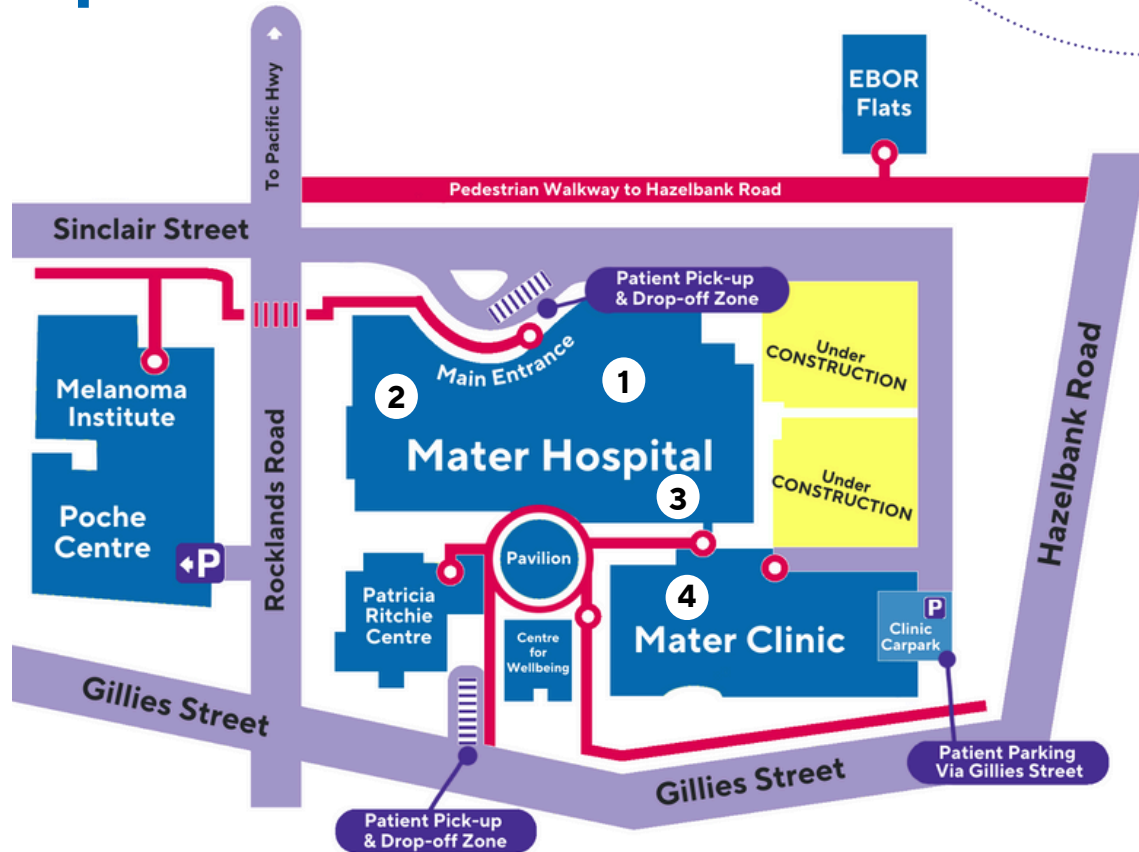
- Make sure you fully understand your discharge instructions. Your nurse will coordinate your discharge, please ask any questions.
- To help you remember, we will provide you with written discharge instructions.
- Make sure that you feel confident knowing how to manage your wound, showering, taking medications, 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.

**We hope you enjoy
your stay at the Mater!**



Maps & Location



1 MAIN BUILDING

- RECEPTION DESK** Ground Floor
- ADMISSION DESK** Ground Floor
- PREADMISSION CLINIC** Ground Floor
- EXECUTIVE** Ground Floor
- PHARMACY** Ground Floor
- CHAPEL** Ground Floor
- COFFEE SHOP** Ground Floor
- HEALING GARDEN** Ground Floor
-  **PUBLIC TOILETS & BABY CHANGE ROOM** Ground Floor

3 OUTPATIENT SERVICES (Access via Lifts)

- MATER IMAGING** Lower Ground Floor
- NUCLEAR MEDICINE/GENESISCARE** Lower Ground Floor
- PATHOLOGY** Lower Ground Floor

4 MATER CLINIC BUILDING

- Access via Main Building Lifts or external access
- **MATER CLINIC THEATRES & ENDOSCOPY** Ground Floor
 - **CONSULTING SUITES** Ground & 1st Floor
 - **OUTPATIENT PHYSIOTHERAPY** Ground Floor
 - **ACCESS TO CARPARK VIA LIFTS** Ground & 1st Floor

2 MAIN BUILDING (Patient Wards/Departments/Units)

LOWER GROUND FLOOR

- Access to Mater Clinic Building
- Access to Outpatient Services

GROUND FLOOR

- McAULEY WARD
- McQUOIN WARD

FIRST FLOOR

- McCRONE WARD
- RYMAN WARD
- JM AGNEW WARD
- DAY SURGERY & DOSA
- INPATIENT PHYSIOTHERAPY GYM

SECOND FLOOR

- HUTCHINSON
- INTENSIVE CARE UNIT (ICU)
- OPERATING THEATRES (Staff Only)

THIRD FLOOR (MATERNITY SERVICES)

- BIRTH SUITE
- SPECIAL CARE NURSERY
- WHELAN

Better and
fairer care.
Always.



MATER HOSPITAL
A FACILITY OF
ST VINCENT'S
HEALTH AUSTRALIA