



ST VINCENT'S
PRIVATE HOSPITAL
BRISBANE

Patient Information Guide



Welcome

To St Vincent's Private Hospital Brisbane. Thank you for trusting us with your treatment and care.

St Vincent's Private Hospital Brisbane specialises in general medicine, geriatric medicine, pain management, palliative care, and rehabilitation medicine.

We have over 450 experienced and qualified medical, nursing, allied health and support staff working to deliver excellent care to people with chronic, complex and multiple health needs.

Our hospital strives to create a healing and caring environment that is second to none. 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 guide will provide you with important information to ensure your comfort and safety. We encourage you to become an active partner of your healthcare team.

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

Oli Steele

State Queensland CEO | Private Hospitals Division

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

St Vincent's Private Hospital Northside: We have over 1,000 dedicated and skilled staff who treat nearly 35,000 people a year, and deliver safe and high quality care to all our patients.

St Vincent's Private Hospital Brisbane: We have over 450 experienced and qualified medical, nursing, allied health and support staff working to deliver excellent care.



Table of Contents



5 Aboriginal & Torres Strait Islander People

11 Maps & Location

17 Person-Centred Care

20 Preparing for Hospital

Registering your admission & financial arrangements

30 Coming to Hospital

33 Your Hospital Stay

Facilities & services

42 Patient Experience

Feedback and complaints

18 Partners in Safety

Your wellness and safety during your stay

24 Leaving Hospital

Discharge & settling your account

Better and
fairer care.
Always.

res
ple

We recognise the unique and valuable position Aboriginal and Torres Strait Islander peoples hold as First Australians and acknowledge the cultures, histories, spiritualities and customs. We are committed to the creation of a community where Aboriginal and Torres Strait Islander peoples and all Australians work together in a spirit of trust and openness through equity, inclusion and the provision of opportunities for all people.



Delivering Person-Centered Care

At St Vincent's Private Hospital Brisbane, we believe that working together 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
- Keep you and your family informed
- Support you and your family to make informed decisions about your care
- Respect your choices, values, beliefs, and culture

We hope that you will:

- Ask questions about your care and treatment
- Tell us about any concerns you have
- Get involved in your care
- 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



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. Scan the QR code to learn more.



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

Preparing for Hospital



Preparing for Hospital

Before you arrive

Going into hospital can be a stressful time for you and your family. Planning for your visit is important and will help you understand what to expect during your stay and help put you at ease. 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 be advised regarding the date and time of your admission prior to your arrival to hospital. Your doctor will discuss your procedure and should sign a consent form with you.

Endoscopy/Colonoscopy patients

All admission and fasting times are allocated by your treating doctor's rooms, prior to your admission to our hospital. If you are having a colonoscopy, you will need to complete a bowel preparation. Our staff will comply with these preparation orders to ensure that you are ready for your procedure.

Is Fasting Necessary? Yes!

Fasting means going without all food and liquid. This is sometimes called 'Nil by Mouth' in hospitals. Fasting before surgery helps prevent complications and is required to reduce the risk of vomiting and breathing in food or liquid into the lungs. If you do not fast adequately, your procedure may be postponed with a new fasting period.

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?

Registering your admission

Online eAdmission

To ensure we deliver the best possible care, we need some important details about you and your medical history. We therefore ask all patients to please complete the Online Admission registration at least five business days before you come to hospital.

If you are not familiar with computers, please ask a family member or friend to assist you. As not all mobile phones are compatible with the e-admission software, we recommend using a tablet, laptop or desktop computer. If you have any questions or issues, you can call the SVHA Helpline on 1300 052 602, Monday to Friday from 8am to 4pm.

Our online registration site covers ten St Vincent's Health Australia hospitals so when you log-in, please select St Vincent's Private Hospital Brisbane. Depending on your medical history, registration takes approximately 30 minutes.

Please ensure you have the following information with you prior to commencing your application:

Your current Medicare, pension or pharmacy benefit card details
Your private health insurance, DVA or work cover details
Your list of medications, both prescribed and over-the-counter
Your personal, next of kin, and GP details, your medical history and surgical history and enduring medical power of attorney and/or advance health directive information

Once completed, we will review your medical history and a pre-admission nurse may contact you to discuss any health or welfare related issues identified from your online e-admission. The role of the pre-admission nurse is to ensure that you are fully prepared for your visit to hospital. They will also discuss discharge planning so you can prepare for returning home after your hospital stay.

Please scan the QR code or click [here](#) to complete your online admission.



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

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.

Patients with special needs

St Vincent's Private Hospital Brisbane 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 Admission Office on 07 3240 1215.

Aboriginal & Torres Strait Islander Patients

St Vincent's 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 First Nations people. We are committed to providing a welcoming environment and care that is appropriate and accessible. If you require cultural support before, during or after your stay, please contact the Nurse Unit Manager, who will endeavour to contact support people to assist with your needs.

Travel Subsidy

If you live in Queensland and have been referred by a clinician to a specialist medical service that is not available at your local public hospital, you may be eligible for subsidy. The Patient Travel Subsidy Scheme (PTSS) provides financial support for travel and accommodation for eligible patients needing to travel to access specialist medical services. Click [here](#) or scan the QR code for more information. PTSS claims are managed by the public health system. Please contact Queensland Health for more information.



Accommodation Guide

If you are a regional or interstate patient who wishes to organise for family and carers to stay nearby whilst you are in hospital please click [here](#) or scan the QR code for accommodation options. Please note that this is a guide. Please contact accommodation properties directly about accommodation enquiries.



Interpreter Services

Patients, their loved ones, and carers who do not speak English as a first language (or who are hearing impaired) can request a professional interpreter at any time throughout their hospital stay. Please request when completing the hospital online admission form or speak with your nurse or care team. Interpreter guides are available upon request. Please ask your nurse when you arrive at hospital.

Financial Arrangements

Hospital Costs

Your hospital costs (inclusive of nursing care, theatre, accommodation, and any other incidentals) are not covered through Medicare, therefore you will not receive a Medicare rebate for any fees paid directly to the hospital. If you have private health insurance, we will submit a claim form to your provider on your behalf. Depending on the level of cover you have with your health insurance provider, you may be required to pay for any excess fees or a co-payment.

Private Health Insurance & Costs from Health Care Providers

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. In addition to the fees charged by the hospital, you may receive separate accounts from the other health care providers involved in your care. These may include your surgeon, anaesthetist, surgical assistant, physician, pathology, medical imaging, allied health professionals, and the hospital pharmacy.

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.

Worksafe / Third Party Claims

If you have a compensation claim, such as WorkSafe or a third-party claim, please confirm with your Case Manager or insurance company that they will cover the cost of your hospital admission. Prior to your admission, please provide a written approval from the WorkCover insurer or third-party insurer.

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.

Self-Funded Patients

If you do not have private health insurance and intend to pay the full cost of your hospital stay, we will provide you with an estimate of your hospital costs. This will include your hospital stay and procedure only (e.g. excludes costs relating to pathology, radiology, and/or medications).

You will need to speak to your doctor and all others involved in your care for a complete overview of their costs. You will need to pay all hospital costs before your hospital admission. We reserve the right to refuse admission if your payment is not received.

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

Coming to Hospital



**ST VINCENT'S
PRIVATE HOSPITAL**
BRISBANE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA



Coming to Hospital

For information about our location and how to find your way to the hospital please visit our website by clicking [here](#) or scanning the QR.



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

Please bring all of the medications that you take with you to hospital including vitamins, herbal medicines such as St John's Wort, and over-the-counter medications such as Omega 3 and multivitamins. Please bring your current prescription medications in their original labelled pharmacy containers. Please also bring an up-to-date list of your current medications from your GP or pharmacist, including the dosage and how often you take each medication.



Valuables

We request that you **don't bring valuables or large amounts of money into the hospital**. The hospital takes every care, but **cannot accept responsibility for the loss of, or damage to, any property you choose to bring with you** (e.g. money, glasses, hearing aids, dentures, jewellery, mobile phones, IT equipment etc.).



Hospital Address

411 Main Street Kangaroo Point QLD 4169.



Hospital Visiting Hours

General visiting hours:

11.00am – 7.00pm each day

A maximum of four visitors may see a patient in hospital at any one time, for any length of time, within visiting hours. In certain circumstances, an exemption for visitors outside of these hours can be approved by the Hospital Nurse Coordinator. Please contact your nurse to arrange this.

We acknowledge that our First Nation patients may be visited by large family groups. If required, please contact the Nurse Unit Manager during business hours or Hospital Nurse Coordinator if after hours.

Children must be accompanied by an adult at all times for their safety.

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.



Car Parking

There is a car park onsite for visitors. Once you enter the hospital grounds, signs will lead you to the parking area. It is important to note that parking fees do apply. The cost will depend on duration of stay.

Street parking is also available however this is metered. Details can be checked with Brisbane City Council.

There is a dedicated drop-off zone. This area is only intended for patient drop-off on admission day and collection on discharge day.

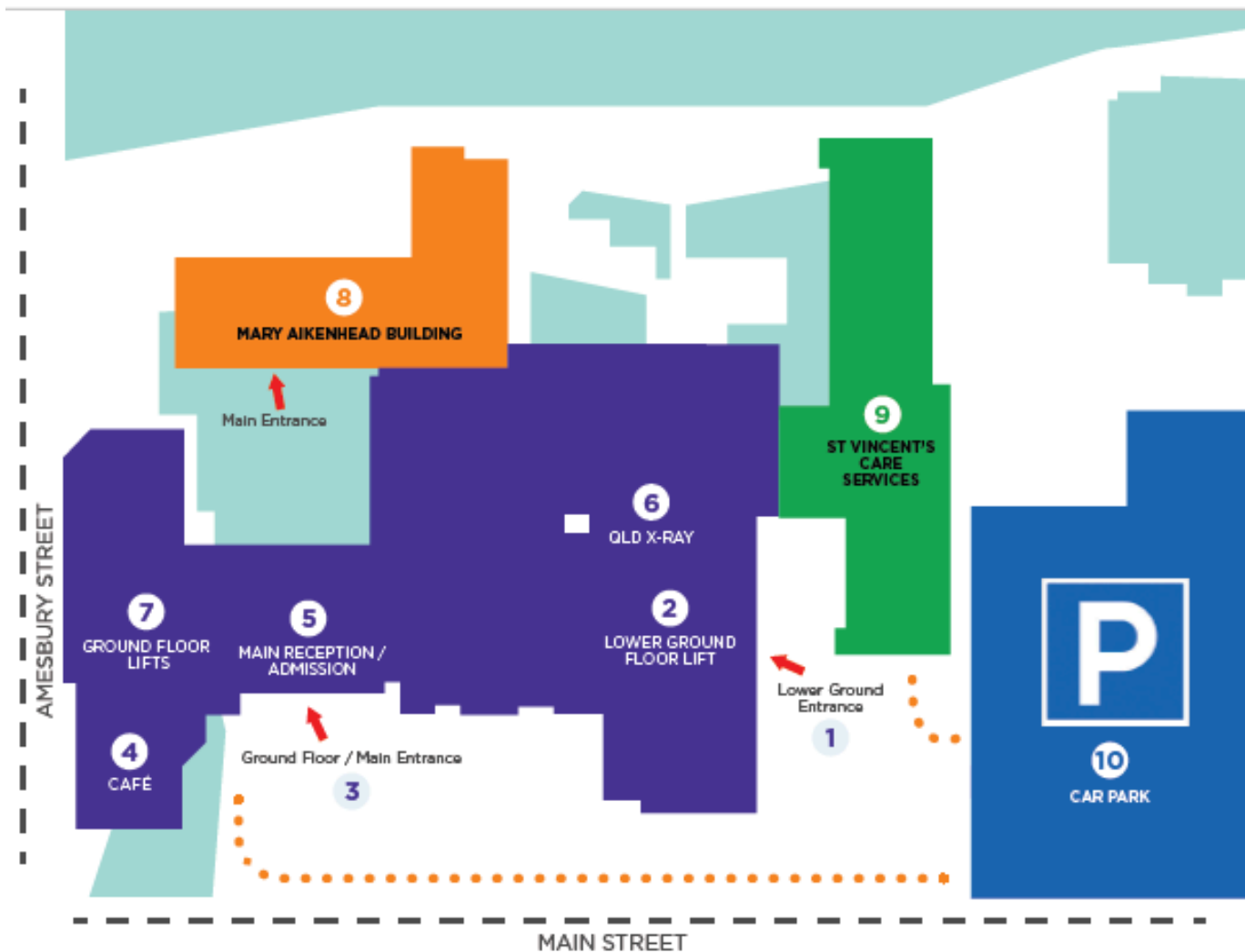
Visitors may travel via public transport to our Hospital. There is a ferry terminal located nearby and there is a bus stop immediately outside the facility grounds on Main Street.

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



Maps & Location



1. LOWER GROUND ENTRANCE

2. LOWER GROUND LIFTS (ACCESS TO LG TO FLOOR 5)

3. GROUND FLOOR ENTRANCE

4. CAFÉ

5. RECEPTION / ADMISSION DESK

6. QUEENSLAND X-RAY

7. GROUND FLOOR LIFTS (ACCESS TO G TO FLOOR 8)

FLOOR 1 Rehabilitation Ward
Occupational Therapy Room
Gymnasium
Chapel
Consulting Suites

FLOOR 2 Medical & Pain Management Ward

FLOOR 3 Palliative Care Ward

FLOOR 4 Public Medical & Rehabilitation Ward

LEVEL 5 Rehabilitation & Pain Day Programs

LEVEL 6 Public Medical & Rehabilitation Ward

LEVEL 8 Theatre
Consulting Rooms

8. MARY AIKENHEAD BUILDING

GROUND Main Entrance
Jim Douglas Boardroom
Executive Suites

LEVEL 1 Executive Suites

9. ST VINCENT'S CARE SERVICES

10. CAR PARK



**ST VINCENT'S
PRIVATE HOSPITAL**
BRISBANE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

Your Hospital Stay



Your Hospital Stay

Arriving at Hospital

On arrival, make your way to Main Reception on the Ground Floor of the hospital. You will be greeted by a member of our administration team who will help you to finalise any payments and admit you to our Day of Surgery Unit or Ward depending on the nature of your admission.

On admission day, hospital fees can be settled with our administration team using:

- Major credit cards (except Diners and American Express)
- EFTPOS
- Bank cheques

Day Procedures

Day procedures are generally shorter procedures that are performed under general or local anaesthetic and may not require an overnight stay.

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.

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.

Pastoral & Spiritual Care

Coming to hospital is a different experience for everyone, and it may lead to feelings of isolation, uncertainty and vulnerability. To help with these feelings, you and your loved ones may find it useful to speak with one of our pastoral and spiritual care staff.

Our pastoral and spiritual care team are trained professionals who can provide emotional and spiritual support regardless of faith, beliefs or religion. Chaplaincy service is available upon request or may be referred by clinical staff.

Volunteers

St Vincent's Private Hospital Brisbane is blessed to have a large group of volunteers who help us to provide a caring, safe and person-centred service.

Our volunteers help in many ways, including guiding patients and visitors through the hospital, caring for flowers in patients' rooms, offering companionship to long stay patients, and arranging Delta Therapy Dog visits. The book trolley also circulates weekly, offering a selection of free books for patients to choose from and keep. Our volunteers also provide colouring packs, including a drawing book and pens. These are available on request. Please call 07 3240 1194 or speak to your nurse.

Our volunteers also host fundraising stalls throughout the year, raising funds to support volunteer initiatives such as quilts for palliative care patients, crocheted blankets, and Cancer Care packs for patients. If you are interested in becoming a St Vincent's Volunteer, please click [here](#) or scan the QR.



St Vincent's Foundation Queensland

St Vincent's Foundation Queensland raises funds to support the vital work of all of the St Vincent's Health Australia facilities managed in Queensland, including St Vincent's Private Hospital Brisbane.

The generous support of individuals, community groups, and businesses enables the Foundation to:

- Purchase new medical equipment
- Drive innovation and research
- Improve patient health care
- Educate a new generation of clinicians
- Provide a holistic approach to aged care services that delivers the highest standard of services across community living, independent living and residential living

Support from the community provides excellent, compassionate, research-driven care to our patients and residents, while continuing to strengthen the capacity to care for those who are poor and vulnerable. Click [here](#) or scan the QR to learn more.



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.

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."



My Health Record

St Vincent's 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, click [here](#) or scan the QR.



Teaching & Learning

St Vincent's Private Hospital Brisbane 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 locally and across Australia.

Our nursing students are undertaking diploma, bachelor's degree. 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.



Your Room

A bed will be allocated to you at the time of your admission on the basis of your needs and availability. Our single and double rooms each contain an ensuite bathroom, however, as a sub-acute hospital, you may be assigned to a two or four bed bay during your stay. These bays are designed to offer privacy whilst also giving you the opportunity to socialise and be a part of a community during your stay.

Private rooms can be requested on admission but may not be available immediately. Should this occur, we will endeavour to transfer you to one as soon as possible, if covered by your private health fund.

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

All patient rooms are equipped with bedside telephones. All local call costs are complimentary however STD, international, and mobile numbers are unavailable. To make an external call, dial 0 followed by the number required. For operator assistance, dial 9. The hospital telephone number is 07 3240 1111. Relatives and friends can call this number and they will be connected to your room. Mobile phones may be used in patient rooms. For the comfort and respect of all patients, please lower ringtones and speak quietly while using your device.

Internet Access (Wi-Fi)

Patients and visitors can access our free Wi Fi network. Select 'WiFiHotSpot' from the list of available networks on your device and agree to the terms and conditions at the bottom of the page. If you require assistance, please ask your nurse.

Communication Board

We understand that communication during your stay is very important for you and your loved ones. There is a Patient Communication Board in your room which will be updated at each nurse handover so that you are informed of the team members involved with your care. In addition to speaking with your carers we encourage you to write any questions or concerns on the Patient Communication Board so the doctor and care team can continue to provide you with as much information as possible.

Smoke Free

St Vincent's Private Hospital Brisbane is a smoke-free facility. If you need assistance to cease smoking whilst in hospital, please speak with your nurse or doctor, or call Quitline on 13QUIT. Electronic cigarettes (vapes) are also not permitted.

Bedside Control

The bedside controller and handset contains controls for the TV, audio channels, reading lights and Nurse Buzzer to enable you to contact your nurse at any time of the day or night.

Noise

We do our best to provide a quiet space for recovering patients however hospitals can be a noisy place. Please be respectful of other patients and keep noise to a minimum. Ear plugs are available to assist you. Please ask your nurse if you would like a pair.

TVs

Our hospital has Foxtel including the following channels: Showcase, Discovery, Nickelodeon and Fox. Selected free-to-air channels are also available. A control for the TV is located in the remote handset attached to your bed.

Newspapers

Patients can access all News Limited publications for free by accessing the hospital Wi Fi and then clicking [here](#). Hard copies and magazines are also available from Zouki Café on the Ground Floor. Hard copies of the Courier Mail are free and available at the Ward Reception desk.



Cleaning & Housekeeping

Our housekeeping staff will clean your room and ensuite daily. As a sub-acute hospital, fresh linen is provided twice a week. Housekeeping outside of these times can be made available upon request. Please let the nursing staff know if you have a concern regarding any aspect of the housekeeping service.

Laundry

Personal laundry services are available at St Vincent's Private Hospital Brisbane on a Wednesday with clothes returned the following day. There is a fee for this service, payable to St Vincent's Private Hospital Brisbane. Please contact the Ward Clerk to arrange.

Toiletries

The Essentials Trolley circulates weekly throughout our hospital, selling magazines, stationary items, and basic toiletries. Essential items can also be purchased from Zouki Cafe on the Ground Floor next to Reception.

Pets

Pets are permitted in the hospital in addition to assistance and service animals.

Food Services

Eating well in hospital is an important part of your recovery and can help you to go home sooner.

Our hospital caters for patients with special dietary requirements. Every day during your stay, you will be served three meals and a morning and afternoon snack.

Each day you will select your meals for the following day from our menu. We will collect your meal selection throughout the day. A bistro menu is available if you would like food or refreshments outside of these set times.

Food Services offer visitor meals for \$22 which is charged to the patient's account. Complimentary carer meals can also be made available. Please speak to your nurse to see if you may qualify.

Meal Service Times

Breakfast.....7.30am - 8.30am

Morning Tea.....10.00am - 10.30am

Lunch.....11.15am - 12.15pm

Afternoon Tea.....2.00pm - 2.30pm

Dinner.....4.30pm - 5.30pm



Services & Facilities



Together with our third-party providers, we offer a diverse range of services at St Vincent's Private Hospital Brisbane to ensure your stay and experience is as comfortable as possible.

Allied Health

Our allied health services include dietetics, physiotherapy, psychiatry, occupational therapy, and speech pathology. Please speak to your nurse if you would like to arrange a visit.

Pathology

Pathology services are provided by QML Pathology, Sullivan Nicolaides Pathology and Mater Pathology. Private patients will have any accounts forwarded directly to them from each provider.

Pharmacy

Pharmacy services at St Vincent's Private Hospital Brisbane are proudly provided by Slade Pharmacy. Slade Pharmacy is an Australia-wide company specialising in pharmacy services for private hospitals and oncology centres.

At St Vincent's, Slade Pharmacy supports all inpatients with their medications and relevant drug advice. This may include providing a list of medications you are taking at discharge to assist your ongoing care.

As a hospital inpatient, St Vincent's will share your Medicare and concession card details with Slade to facilitate the dispensing of your medication.

Where possible, current medications should be brought into hospital with you. It is important to note that some medications given during your stay may not be covered by your health fund, which will result in Slade Pharmacy sending you an account at the end of the calendar month. This can be paid via BPAY or credit card. This is separate to any accounts that you settle with the hospital reception on discharge.

Medical Imaging

Queensland X-ray offers a comprehensive radiology service for patients. This service includes inpatient and outpatient x-rays, CT, ultrasound, and interventional radiology.

Radiology services will be billed as a separate invoice during your stay and may be subject to Medicare or private health fund rebates. Please contact your health fund to confirm your radiology coverage as gap fees may apply.

Purpose-built Gymnasium & Occupational Therapy Complex

Located on Floor One, the gymnasium and occupational therapy complex supports the latest rehabilitative techniques and programs.

Cafe

A selection of hot and cold refreshments are available at Zouki Café located on Ground Floor. Magazines, flowers, and chocolates are also available along with a range of gifts. Opening hours are Monday to Friday 6.30am - 5.30pm and Saturday and Sunday 9.00am - 4.00pm.

Chapel

Our Giovanni chapel is a calm and quiet space located off Floor One. We invite you to use the space for prayer and reflection. Catholic Mass is celebrated in the chapel on Monday at 10am, Friday at 10am and Sunday at 10:30am. An Anglican service is available on Thursday at 3pm. All are welcome to attend.

Taxis

You can call a taxi with assistance at Main Reception on the Ground Floor of the hospital or via the dedicated taxi phone on the Lower Ground floor.

Baby Change Facilities

There is a baby change table located in the Ground Floor bathroom.

Lost & Found

Please contact your Nurse Unit Manager if you have misplaced any items during your stay.



Patient Experience



Patient Experience

At St Vincent's, 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 you can send an email to svphb.patientexperience@svha.org.au.

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 who will be happy to assist you.
- Step 3:** If your concerns are still not resolved, please contact the Hospital Coordinator on 3240 1206 or Patient Experience Manager by calling 3240 1129 or by emailing svphb.patientexperience@svha.org.au.

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: 411 Main Street
Kangaroo Point QLD 4169
Email: svphb.patientexperience@svha.org.au
Phone: (07) 3240 1111

Office of the Health Ombudsman

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

Office of the Health Ombudsman
400 George St, Brisbane City QLD 4000
www.oho.qld.gov.au/make-a-complaint

Confidentiality & Privacy of Information

St Vincent's Private Hospital Brisbane understands and values the privacy rights of every patient. We treat patient information with integrity and care, and always in compliance with the Privacy Act 1988.

When you become a patient of St Vincent's Private Hospital Brisbane, a record is made about you and your care. Information we collect includes your name, address, date of birth, general practitioner details, emergency contacts, health history, the reason for your visit, and the investigations, treatment and advice you were given.

We have strict security measures to ensure our information is not accessed or shared inappropriately. All of our hospital staff are bound by our code of conduct and legal confidentiality requirements. You also have the right to make a written application for access to your medical records and personal information. Scan the QR code to learn more.



Better and
fairer care.
Always.

Our Consumer Advisory Committee

Our Consumer Advisory Committee (CAC) are members of the community who have an interest in, or personal experience of healthcare or a background in healthcare services.

Members are encouraged to share their experiences and help us continue to improve our services and deliver the best possible care for our patient and their loved ones.

Our members offer an important perspective of someone who uses, or whose family uses, our services. We are always looking for new and innovative ways of doing business.

If you would like to learn more about joining the Consumer Advisory Committee please scan the QR code.



Partners in Safety



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!

- You will be given an identification band when you're admitted to hospital.
- 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.
- Ask your nurse to write their name on your communication board.
- All staff should wear an identification badge.
- If you are not sure who someone is, please ask.



Bedside Handover

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

Bedside Handover happens at your bedside at the change of every shift and if you are being transferred to another ward or department. It 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. Bedside Handover is an ideal time for you, your next of kin or your carer to talk to your nurses about what you feel your most important needs are.

Do not hesitate to ask your team to discuss and involve you in the handover.



Pain Management

Our staff care about your pain. By controlling your pain well during your recovery, you are likely to recover faster and reduce the risk of other complications.

Depending on the nature of your admission, your doctor or anaesthetist may give you options for pain relief. These may include oral tablets and injections or infusions. Nurses will regularly ask you to rate your pain on a scale of one to ten (with ten being most painful) and discuss with you the most appropriate form of pain relief. The most important thing you can do is ask for pain relief before you get too uncomfortable or before tasks such as showering or physiotherapy.

Frequent, low dose pain relief often provides good control, reducing the need for stronger pain relievers that may have increased side effects. Other options include hot and cold packs, a warm shower and changes of position.



Let Us Know

We understand that you know yourself or your loved one best. This is why we want you to let us know if you notice a worrying change. By working together, we can quickly respond to these concerning changes and address them in a timely manner. Please Let Us Know by following these simple steps.

Are You Concerned?

Better and fairer care.
Always.

Do you think a patient in hospital is getting worse, not improving, or not doing as well as expected?

As the patient, family member or carer, you may be the first to detect a change before it becomes obvious, so it is important you "Let Us Know".

STEP 1

Speak to your nurse or doctor

STEP 1

- Speak with your nurse or doctor. They will listen to your concerns and make a plan of care with you.
- If you remain concerned, go to **Step 2**

STEP 2

Speak to the nurse in charge

STEP 2

- Speak with the nurse in charge.
- They will work with you to resolve your concerns.
- If you still have concerns, go to **Step 3**

STEP 3

Call 3240 1206

STEP 3

- Ask for an urgent **clinical review**.
- Have your ward and room number ready.
- You may be asked some questions about your concerns.
- A senior clinician will visit you and make an assessment.

By working with you, we can hear and respond to your concerns in a timely manner.

This escalation tool has been created to align with Ryan's Rule, developed by Queensland Health.



**ST VINCENT'S
PRIVATE HOSPITAL
BRISBANE**
UNDER THE STEWARDSHIP OF MARY Aikenhead MINISTRIES



Developed in consultation with our consumers.



Reducing the Risk of Infection

We are committed to providing high quality care in a safe and clean environment. Our clinical staff will take every measure to minimise the risk of infection, however, the prevention and control of infection is everyone's responsibility including staff, doctors, patients and visitors. Please scan the QR to learn more.



- 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, prior to eating, and if you cough or sneeze into your hand or elbow. 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. If experiencing gastroenteritis symptoms, visitors must refrain from visiting for at least 48 hours after symptoms have ceased.
- 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.
- Please do not touch any dressings over drips, lines, tubes or drains inserted into your body and ensure you tell a nurse if any wounds, drips, lines, tubes or drains become red, swollen or painful, or if the dressing becomes loose or wet.
- Please keep the over-bed table and bedside locker uncluttered to assist cleaning staff to access all surfaces. Visitors should also avoid sitting on patients' beds or using patients' bathrooms. Public toilets are available on each floor.
- 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.



Medication Safety

Medicines are an important part of your treatment

Please bring all of the medications that you take with you to hospital including vitamins, herbal medicines such as St Johns Wort, and over-the-counter medications such as Omega 3 and multivitamins.

All medications must be administered to you by a registered/enrolled nurse or doctor. If you are on regular medications, please inform your healthcare team. You may find that some of your normal medicines will not be given during your hospital stay as they may interact with other medications we administer, or procedures and treatments you may be having.

Please also inform us during your admission of any allergies or sensitivities you may have. Please also note that we are unable to administer medications from Webster packs, Dosette boxes or any medications not in their original dispensed packs. If medications are brought to the hospital in this form, new medications will be supplied from the hospital pharmacy. This may result in a cost depending on their health fund coverage.

To ensure you receive the right medication at the right time, we will always ask for your name, date of birth and if you have any allergies, prior to administering all medications. You can help to further reduce the potential for problems with medications by:

- Asking your healthcare team about any new medications including what they are, what they do, when they are to be taken, and any potential side effects. We encourage you to become familiar with their names and dosages.
- Making sure the doctors and nurses check your wrist identification band prior to administering medications.
- Telling your healthcare team if you have any concerns or require clarification regarding your medications and treatments.

We will provide you with information, or one of our pharmacists may visit you to discuss any new medications you need to take after discharge.



Avoiding Falls - Call, Don't Fall!

Falling is the main cause of injury in hospital

This is usually due to the unfamiliar environment and being physically weaker than usual. Medication changes like pain relief drugs and anaesthetics can also affect your balance. It's important that patients, their loved ones, and staff all work together to reduce the risk of falls.

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.

Assisting patients to move:

Our safe handling policy means staff are required to avoid manually lifting patients. We encourage patients to assist in their own movement where possible. If required, our staff will assist you to move and will use handling aids when required for both their and your safety. At times, this may mean there is a delay whilst the required equipment is being obtained. Nursing staff and Allied Health staff will help you move and provide equipment as needed for you.



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.



Preventing Pressure Injuries

A pressure injury, also known as a bedsore or ulcer, can form when you sit or lie in the same position for a long time. Bony parts of the body like the heels, tailbone, toes, ears and back of your head are at most risk of a pressure injury.

Your nurse will perform a risk assessment on admission and review this regularly during your stay. If they feel you are at risk of a pressure injury, they may apply protective dressings to your heels or tailbone or other pressure relieving methods.

Patients can prevent a pressure injury by:

- Advising their nurse if they've had previous pressure injuries or slow healing wounds
- Keeping moving and changing their position as directed by their doctor or nurse
- Looking after their skin and advising their nurse if they think it looks or feels different
- Eating a healthy, balanced diet



Blood Clots

Medication, surgery or being confined to bed can increase your risk of developing a blood clot (Venous Thromboembolism) in your legs or lungs which can be serious.

We will regularly assess your risk level for developing a blood clot and help formulate a clot prevention plan. Methods of prevention include medication, anti-thrombotic stockings (TEDs) and mechanical pump devices for your legs.

Patients can reduce their risk of developing a clot by:

- Taking any tablets or injections as prescribed by their doctor
- Keeping their TED stockings on
- Avoiding sitting or lying in bed for long periods, if possible
- Walking as often as their doctor or nurse recommends
- Asking what they can do at home to avoid the risk of a blood clot



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. At St Vincent's Private Hospital Brisbane, we administer medications or fluids through intravenous (IV) or subcutaneous (S/C) methods.

A 'subcut' injection, short for subcutaneous, means a medication is injected just under the skin into the fatty tissue, while an 'IV' injection, which stands for intravenous, means the medication is injected directly into a vein, delivering it straight into the bloodstream. A peripheral intravenous catheter (PIVC) is a thin, flexible tube that's inserted into a vein to deliver fluids or medicines directly into the bloodstream. It's also known as an IV cannula, or drip. Sometimes there is resistance or failure to flush or flow indicating the PIVC might be blocked. In this case, the device may be reinserted, or when it needs replacing every 72-96hrs or as clinically indicated.

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.



Safe Use of Blood - Blood Transfusions

If you require a blood transfusion during your stay with us, you will need to complete a consent form after discussing and understanding the risks and benefits with your medical officer. Please inform us if you have encountered any past problems with blood products. When the nurses are administering a blood product, they will always ask you to state your name and date of birth. Your observations will be checked frequently to ensure that you do not experience, or we can minimise, an adverse reaction to the product. It could be that you feel unwell, become hot, or itchy, or develop a rash, or shortness of breath. If so, let us know immediately. Your safety is very important to us, and these are the measures we undertake to keep you safe.

Adult patients with capacity or their substitute decision-maker can decline a blood or manufactured blood products transfusion. Patients of the Jehovah's Witness faith may carry a card containing information about their views about such health care or have made an Enduring Power of Attorney in which they outline their wishes about receiving blood/blood products in the event they lack capacity to make decisions about their health care. Please ensure that your Refusal of Blood and/or Blood Products is explicitly written on your admission document: Informed Consent to Treatment. Refusal expires 12 months after the date recorded on the form, or sooner if specified on the form.



Delirium

Delirium is a common medical condition that is characterised by fluctuating changes in mental function, occurring more often among older people. It may also be seen in patients following a surgical procedure as well as in those with:

- Illness
- Dementia
- Increasing age (e.g. 70 years or older)
- Depression
- Poor eyesight
- Poor hearing
- Multiple medications (particularly sleeping, pain or psychiatric drugs)

People with delirium show signs of confusion, and may appear either very agitated, quiet or drowsy. The onset of delirium can be sudden. It usually only lasts a few days but may persist for longer periods. Delirium can be a serious condition, but it is usually treatable.

A person with delirium may require special nursing care and closer observation. Family members, loved ones and carers can provide valuable information to the nurses and doctors caring for the person with delirium. It is important to notify nurses of any sudden changes in a person's mental or physical condition.

Our goal is to ensure people experiencing delirium are provided a safe environment to optimise healing. Care for patients experiencing delirium may involve:

- Tests to identify the underlying cause of the delirium
- Decreasing stimuli and providing specialised care
- Activities designed to help the person with delirium settle into the hospital environment, e.g. providing fiddle blankets
- In certain situations, and only after other options have been explored, care may also involve use of medications and/or other aids.

If you have questions about delirium, speak with your doctor or nurse.

Leaving Hospital



Leaving Hospital

HOSPITAL DISCHARGE OCCURS AT 10AM DAILY

Discharge Plan

Preparing to leave hospital – also known as discharge planning – begins when you're admitted to hospital. It helps to ensure that you and your loved ones have all the information you need to leave hospital safely and confidently.

Once your doctor has advised us of your discharge, your nurse will provide you with a discharge plan that includes:

- Your diagnoses and any procedures performed
- Discharge instructions including care of wounds and drains, information regarding medications and managing pain
- A plan for going home or transfer to another health care facility, which may include prescriptions for your medications and a referral letter to your general practitioner
- Our recommendations for any extra support you will need at home
- Referrals for home care and other community health care support you may need
- Arrangements for follow-up appointments and tests (patients will need to arrange appointments with their specialists)

We'll talk to you about your discharge care plan and answer any questions or concerns you and/or your loved ones may have. The pharmacist may also visit to explain any new medications.

We'll also provide you with written discharge instructions. Before you are discharged, please make sure that you feel confident with how to manage your wound, showering, taking medications, and any other home-care instructions.

Discharge Checklist

On discharge day, please remember to take with you the following, where applicable:

- X-rays, scans and ultrasound films
- Details of your next appointment (patient to organise with their specialist)
- Any medication which was brought into hospital, as well as any newly prescribed medications
- A letter for community services
- A nursing discharge summary
- Your personal items from your room

Discharge Time

Discharge time is 10.00am daily. When packing your belongings, remember to take home any medications including new antibiotics or pain relief, and personal belongings including phone chargers.

Please pre-arrange for someone to take you home and care for you on discharge. If you are unable to be collected by 10.00am, you may be asked to move to an alternate location as our nurses and housekeeping staff will need to prepare the room for the next patient and ensure their admission is not delayed.

If you are discharged on a weekend or a public holiday, there may be some delays in sourcing equipment and medications. We will endeavour to have everything organised for you the day prior or as soon as we can.

When departing the ward, please let your nurse or the ward clerk know when you leave the ward and please also visit the admissions/patient services desk located on the ground floor near the front entry to finalise your account. After you are discharged, a nurse may contact you by phone to check up on your progress and answer any questions you may have.

Settling Your Accounts

Before leaving the hospital, we ask that you please visit our patient services team who are located at the Main Reception on the Ground Floor. Our team will answer any questions regarding items which may not be covered by your private health insurer, these items may include:

Accounts from Medical Imaging and Pharmacy

It is possible that during your stay in hospital, some medications and medical imaging may not be covered by your health fund and you will receive an account from Epic Pharmacy and/or Queensland X-ray. These accounts are separate to any accounts that may be settled at the hospital reception. Prior to discharge, our nurses will coordinate with Epic Pharmacy to ensure you receive all required medication to take with you when you leave the hospital. Any associated fees can be settled at the hospital reception.

Accounts from Doctors and Specialist Consultants

Services provided from your treating doctors and anaesthetists will send their accounts separately.

**We hope you enjoy
your stay at St Vincent's!**



Better and
fairer care.
Always.



ST VINCENT'S
Better and fairer care. Always.