



MATER HOSPITAL

A FACILITY OF
ST VINCENT'S
HEALTH AUSTRALIA

leading the way in maternity care



maternity
pre-admission guide

Welcome to Mater Maternity Care

At the forefront of patient care, medical technology and surgical procedures, the Mater today is one of the leading private hospitals in New South Wales. The outstanding medical facilities and uniquely compassionate atmosphere of the Mater are a testament to all those associated with the long-standing traditions of excellence in medical, nursing and patient care.

In keeping with the Mater's philosophy of holistic healthcare, patients are treated with respect and dignity, with every effort made to meet medical, physical, emotional and spiritual needs.

If you are planning a pregnancy or are already pregnant, you will want to give your baby the best possible start to life. The Mater has a long and proud tradition in the development and provision of a family focused approach to maternity care.

Mater Maternity facilities include six personal and comfortable birthing suites, a dedicated obstetric operating theatre and 32 postnatal rooms including five double rooms with double beds. It is supported by a fully equipped Level 4 Special Care Nursery staffed by a full-time neonatologist and neonatal intensive care nurses, to effectively care for sick and premature babies.

Note: Every room includes a special lounge chair that converts into a single fully-flat bed, so all partners can stay overnight.

**Further details on Mater
Maternity Services and
facilities, see our website:
www.matermaternity.com.au**

A close-up, soft-focus photograph of a pregnant woman. She is smiling broadly, looking upwards and to the right. Her hands are gently resting on her bare pregnant belly. The background is a bright, out-of-focus white.

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Mater Maternity Care

The Mater welcomes over 2000 babies into the world each year – our maternity staff know that having a baby is one of the most exciting times of your life and pride themselves on providing supportive, high quality care before, during and after the birth of your baby.

We have a long and proud tradition in maternity services with a focus on complete care.

Mater Maternity Care is an integrated collaborative team of Obstetricians, midwives, maternity social workers and lactation experts to guide you in the planning and development of your pregnancy.

We conduct a number of education courses detailing all aspects of labour, birth including caesarean section, lactation and parenting to ensure you and your partner are well prepared for your journey to parenthood.

We also offer the highly acclaimed Calmbirth® childbirth education program.

Contact Mater Maternity Bookings at anytime for answers to your concerns. Phone (02) 9900 7690 or mater.maternitybookings@svha.org.au



“ Our staff pride themselves on providing supportive, high quality care before, during and after the birth of your baby. ”

Pre-Admission Midwife Appointment

The Mater offers every woman a free pre-admission appointment with a trained midwife in the third trimester. This allows you the opportunity to become familiar with the hospital, and the midwives who will be providing your care during and after the birth of your baby. You can also discuss any expectations you may have for the pregnancy, birth and early parenting. The journey to parenthood is a time of change. This appointment provides an opportunity for you to discuss your thoughts and feelings about that change with a specially trained midwife. It also allows us the opportunity to have an extended chat with you, to gauge your emotional wellbeing and take you through support options, should you need them.

We are proud to be working in partnership with Gidget Foundation Australia, a not-for-profit organisation, supporting the emotional wellbeing of new parents and their families, while providing education for health professionals and the community.

How to book your appointment

Our antenatal midwives have appointments available on weekdays and Saturdays. Please email: mater.maternitybookings@svha.org.au or phone maternity bookings on **9900 7690** to make an appointment.



Gidget Foundation Australia aims to promote awareness of perinatal anxiety and depression amongst women and their families, their healthcare providers and the wider community to ensure that those in need receive timely, appropriate and supportive care.
www.gidgetfoundation.com.au



The Mater Hospital won the prestigious Team Excellence Award in the 11th Annual HESTA Australian Nursing & Midwifery Award for our Pre-Admission Midwife Program.

Antenatal, Childbirth & Parenting Education

The courses aim to assist you and your partner through every stage of your pregnancy. They are specifically designed to prepare you for the birth of your baby and the transition to early parenting, including planning for adjustments to family life.

Antenatal education sessions are conducted by Mater Midwives at the Hospital. We welcome the involvement of your partner in all courses.

A range of options are available to meet your individual needs at this important time, refer to our website for details.

Calmbirth® is a highly acclaimed and trusted childbirth education program which embodies the connection between the mind-body and family. The program is suitable for first time or subsequent births. The session is taught by qualified midwives who are registered Calmbirth Educators.

Postnatal classes are conducted during your stay, including breastfeeding, transition from hospital to home and bathing. Physiotherapy and baby massage classes are also available.

Breastfeeding is encouraged and all staff are trained to assist you with any difficulties that you may experience. A lactation specialist is available if required during your hospital stay to offer professional assistance on your care and the baby's feeding technique.

Baby CPR & First Aid Course

The perfect course to empower you and your family with the life-saving skills of CPR and First Aid for babies. This 3 hour class is taught by the CPR Kids expert paediatric nurses and midwives who specialise in children's health, with a focus on knowing what to do in emergency situations.

www.cprkids.com.au

For more information about our education programs, please refer to our website,

www.matermaternity.com.au

To book please contact Mater Bookings on **9900 7690** or email mater.maternitybookings@svha.org.au

Join our Facebook page
@MaterMaternity





Coming to Hospital

If at any time during your pregnancy you have any concerns, or if you are concerned about your baby's movement, please ensure you contact the Birthing Suite if your doctor is unavailable. The Mater has 24 hour-a-day contact with your Obstetrician.

When you think you are in labour, if your membranes have ruptured or if you have any bleeding, please telephone the Birthing Suite on **(02) 9900 7681** or **(02) 9900 7682**.

If your doctor tells you to come to the hospital, please remember to telephone the Birthing Suite before leaving home.

After Hours Access

For security reasons, from 10.00pm to 6.00am you will find the main doors locked, so please use the Maternity buzzer at the front entrance and you will be admitted immediately.

Please discuss with your doctor and midwife if you wish to have support people or children in the Birthing Suite. They will need to be informed of your arrangements and be prepared to attend to your needs during delivery.



When you are in labour, remember to telephone the Birthing Suite before leaving home on (02) 9900 7681 or (02) 9900 7682.

Our aim is to offer a supportive and consistent learning environment with comprehensive services and care for the family unit.

What to bring

- ☐ Comfortable bed attire
- ☐ Personal toiletries for bathing showering, including hairdryer
- ☐ Slippers or comfortable footwear
- ☐ All medications and tablets you are taking; if possible bring them in their original containers/packets
- ☐ Nursing bras
- ☐ Nursing pads
- ☐ Clothes for baby to wear home
- ☐ Casual clothes, including front opening shirts
- ☐ Books and magazines
- ☐ Credit Card to settle your account ☐

Your doctor's information and letters ☐

Pharmaceutical entitlement or
concession card

- ☐ Health insurance card and verification
- ☐ Medicare Card / Pension Card
- ☐ Relevant X-rays, MRI or CT scans ☐

Phone charger

What not to bring

We strongly recommend that valuable items; jewellery or large amounts of money should not be brought to the Mater or kept in patients' rooms.

At all times patients are required to be responsible for their own possessions as the Mater takes every care, but regrettably cannot accept liability for any valuables brought into the hospital.



Hospital Accounts & Insurance

Hospital Account

Your hospital account includes accommodation, delivery suite/theatre fee, telephone calls and partner's meals.

The Mater has a policy of payment in full of any insurance gaps on the day of discharge.

Other Accounts

You will receive a separate invoice from your obstetrician, your baby's paediatrician and anaesthetist if applicable. You may also receive invoices from allied health providers such as physiotherapy, pathology and pharmacy.

Should you still be unsure of your financial responsibilities, contact your health fund or phone the Customer Services staff at the hospital for further assistance...

(02) 9900 7386 or (02) 9900 7397.



Double rooms (fees apply) are designed to allow couples to stay together as a family unit enjoying their baby's first few days of life.

Health Insurance

It is essential that you contact your health fund soon after booking, to ensure that you understand your level of cover and that it meets your needs. To assist you in contacting your health fund we have listed some important questions for you to clarify with them.

1. Have I been a member of the health fund long enough to avoid any waiting periods which may cause the health fund not to cover my hospital account?
2. Do I need to change my level of cover to ensure my baby is covered if admitted to the Special Care Nursery?
3. Do I (or my baby) have an excess or co-payment on my level of cover?
4. Are there any other financial gaps that I may expect (eg. pharmacy)?
5. Do I have any exclusions at all (not only maternity related) on my level of cover?

Multiple Pregnancy

Twin II medical bed rate will be charged when Twin II is not in Special Care.

There will be no charge for Twin I. An excess or co-payment may also be applicable depending on your health fund.

This excess also applies to Special Care Nursery for Twin I and Twin II.

Ante Natal Hospital Admissions

If it is clinically necessary for you to be admitted to the hospital prior to your confinement you may incur hospital fees that are not covered by your health fund. Please call our Revenue Team on +612 9900 7397 or by email to mater.revenue@svha.org.au if you have any concerns.

Mater Maternity Facilities

The Mater Maternity Unit has been designed to provide mothers with a sophisticated yet relaxed and calming atmosphere.

Birthing Suites

Our newly renovated private birthing suites offer luxurious, spacious rooms with ensuites including double head showers, and 3 with additional **large immersion baths for help with pain relief during labour**, while our experienced midwives are there to guide and support you through labour and the birth of your baby.

Each room is fully equipped to monitor both mother and baby during labour and delivery and is designed to accommodate individual birthing choices.

Other features include TV, a digital speaker system for iPhone and iPod and large recliner lounge chairs for you and your partner.

Central Fetal Monitoring System

During labour there is a need to monitor the baby's heart beat to ensure timely management of any variances that can occur. Central monitoring provides quick and easy real-time access to the CTG and related maternity information during labour, the system links together delivery rooms and fetal monitoring activity.

Dedicated Obstetric Theatre

Women who are undergoing a caesarean section will have their operation in a private dedicated **operating theatre** in the Maternity Department.



We guarantee private rooms for all mothers – either one of our beautiful postnatal rooms or a double suite.



The theatre also provides two purpose-built private Recovery Bays where siblings and families can visit as soon as mum is out of theatre, and where women can continue skin to skin care in a calm and nurturing environment.

Special Care Nursery

Our Special Care Nursery features private rooms, facilities for parents, all within a state of the art contemporary environment unique to Level 4 Special Care Nurseries in Australia. This modern facility is for babies that require extra care and is supported by the latest technology, specialist paediatricians, a full-time neonatologist and neonatal intensive care trained staff.

Postnatal Room

Our beautiful rooms, for new mothers, are designed to be family friendly and provide a comfortable space where you can all get to know your new baby.

The rooms include:

- Private ensuite
- **Bench** that converts into a fully-flat bed, so partners can stay overnight
- Television with Foxtel and video channels, incl. a 24 hour maternity education channel
- Panoramic views (in majority of rooms)

- Radio and telephone
- Bar fridge
- Cupboard plus lockable bedside drawer/or safe

Luxury Double Suites

The Double Suites are designed to allow couples to stay together as a family unit, sharing the special moments of your baby's first few days (fees apply).

Mater Newborn Photography

The photo shoots take place in the comfort of your private room during your stay at the Mater.

For more details or to book email maternewborns@gmail.com

Patient & Visitors Lounge

The Lounge provides a relaxing area for patients and their visitors, with extensive views from the city to Olympic Stadium and beyond.



Room Service

Transforming the meal time experience

We now offer full room service for all meals. The first Hospital to introduce room-service in NSW, you no longer receive meals at a set time each day, nor do you need to select your meals a day in advance. Instead, meals can be ordered when it suits you (we even have an all-day breakfast menu) and receive fresh, cooked to order meals delivered in under 45 minutes from placing your order. We also offer the option to pre-order a meal and have it delivered at a specified time.

Our kitchen has been fully renovated to meet the needs of the new room service arrangements, orders can be placed from 6.30am to 7.00pm daily.

Many different meal variations are available to suit personal tastes and include a range of delicious vegetarian, yeast-free, pork-free menus.

Additionally, kosher meals and foods to suit intolerances or sensitivities can be arranged. A consultant Dietitian is available to assist you if you have any special dietary requirements,

to answer nutritional questions and assist with planning special diets upon discharge from the Mater.

Partner Meals

Maternity partners may order meals for a small charge which will be added to your account.



High Tea

Every Monday and Friday from 3.00 to 4.00pm the Maternity Unit serves a High Tea in the Patient Lounge. This brings new parents and grandparents together to welcome their new baby into the world.

NOTE: Due to COVID restrictions, High Tea is served in individual patient rooms.

Preparing to go home

Your **Obstetrician** and midwifery staff will confirm when you and your baby are ready to go home. Expected discharge is Day 4 for uncomplicated deliveries and Day 6 for caesarean births. **Discharge time is 9.30 am.** Before leaving the hospital please visit the Customer Service Area on the Ground Floor in order to finalise your account. Your partner **can** do this on your behalf.

Before taking your baby home for the first time, please ensure your car is correctly fitted with a baby capsule.

www.babysafechildrestraints.com.au

Until you get connected with your Early Childhood Centre, if you have any concerns, you can call Mater Maternity on 9900 7671 or 9900 7672.

Useful contacts

Tresillian - (7am – 11pm)

(02) 9787 0855 or 1800 637 357

www.cs.nsw.gov.au/tresillian

Karitane - (24 hour)

(02) 9794 2300 / 9794 2350

1300 227 464 , TTY (02) 9794 2300

www.swsahs.nsw.gov.au/karitane

Australian Breastfeeding Association

1800 mum2mum

(24 hour 1800 686 2686)

www.breastfeeding.asn.au

(info & e-counselling)

Gidget Foundation

1300 851 758

www.gidgetfoundation.com.au

The Gidget Foundation is a not for profit organisation which provides support services for families suffering emotional distress during pregnancy and early parenting.

Australian Multiple Births Association

AMBA is a not for profit organisation with the aim of providing support, resources and education to multiple birth families.

www.ambansw.org.au

Mothersafe (Advice & counselling)
(02) 9382 6539 (Monday – Friday)
1800 647 848 (Non-Metropolitan Area)
For pregnant and breastfeeding women who have been exposed to chemicals, medications, radiation or infections.

Health Direct Australia

1800 022 222

Telephone health advice line for parents and carers manned by registered nurses.

How to prevent infection

Hepatitis B

You will be offered a hepatitis B immunisation for your baby before you leave hospital according to the National Immunisation Program Schedule. Immunisation is the best protection against hepatitis B infection and is recommended for all infants and young children, adolescents, and high risk groups.

Whooping Cough (pertussis)

The best time to be vaccinated against whooping cough is in the third trimester (preferably at 28 weeks) of every pregnancy. This will provide early protection for you and your baby as the antibodies pass to your baby in the womb. Whooping cough vaccination during pregnancy is safe for both the mother and her unborn baby.

Flu (influenza)

Flu illness in pregnancy can be serious with an increased risk of premature labour and low birth weight. Flu vaccination during pregnancy is safe and effective and is strongly recommended for all pregnant women. Flu vaccine is free for pregnant women and also provides protection for your baby in the womb and for up to six months after birth.

During your stay

Hand hygiene is important.

- ☐ Wash your hands after going to the bathroom and before eating.
- ☐ Don't be afraid to ask for help if you need assistance with hand hygiene or going to the bathroom.
- ☐ Our staff are professional and do not mind being politely questioned or reminded about hand hygiene.
- ☐ If you have an intravenous drip, it will have a clear dressing over the area. Do not touch the area if the dressing becomes loose or the area becomes red or painful – tell your nurse and they will check it for you. On some occasions a drip may need to be removed and replaced.
- ☐ Do not touch your wound or any other devices such as drip, catheters or drains. Tell your nurse promptly if **you have any concerns**.
- ☐ You can expect your hospital environment to be kept clean and tidy. Keeping the tables and locker uncluttered will assist the cleaning staff to access all surfaces.

Footnote: © NSW Health, April 2015, 'Pregnancy: protection and vaccination from preconception to birth'

What visitors can do to help prevent infection?

- ❑ Mater Maternity is a 'no cough zone'. Whooping cough can be life threatening to babies - if visitors have a cough it's best not to visit.
- ❑ Visitors should avoid coming to the hospital if they are feeling unwell.
- ❑ If visitors have suffered from any form of gastro, they should not visit for 48 hours after symptoms have ceased.
- ❑ Children that are unwell or just recovering from an illness should not be brought to the hospital.
- ❑ Visitors are welcome to use the hand washing sink or alcohol gel to clean their hands when entering and leaving the wards.
- ❑ Visitors should not touch the wounds or devices, eg drips.
- ❑ Visitors should not sit on the beds or use patient bathrooms. Public bathrooms are available on each floor.

Any questions?

If you have any concerns you can always talk to your midwife, the Nurse Unit Manager or the Patient Advocate.



Mater Maternity is a 'no cough' zone. If visitors have a cough it's best not to visit.

Your Healthcare Rights

For most people being a patient is unfamiliar and therefore it is important that you understand your rights as a patient.

The Australian Charter of Healthcare Rights applies to all people where health care is provided in Australia.

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

Access

- Healthcare services and treatment that meets my needs

Safety

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

Respect

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

Partnership

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

Information

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

Privacy

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

Give feedback

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

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

Footnote: Australian Charter of Healthcare Rights is provided by the Australian Commission on Safety and Quality in Health Care.

How to make a compliment, suggestion or complaint

You are entitled to comment or complain about the services you received in hospital.

If during your stay you or your family have any concerns, please direct them to the staff caring for you or the Nurse Manager. If you need to take your concern further please contact the switchboard (Dial 9) to speak to the Director of Nursing and Clinical Services or Chief Executive Officer.

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

Health Care Complaints Commission

www.hccc.nsw.gov.au

NSW Health

LMB 961 North Sydney 2059

Privacy NSW

ph 02 8019 1600

www.lawlink.nsw.gov.au

We would also appreciate hearing from you by mail or the feedback form on our website if you have a suggestion for improvement or a compliment.



Confidentiality & Privacy

Patients have a right within law to personal information and privacy within the following terms to:

- ☐ Have details of conditions and treatment kept in confidence by medical and other hospital staff, unless the law requires that such information be given to a designated person or authority
- ☐ Be clinically interviewed and examined in surroundings designed to assure reasonable privacy
- ☐ Expect all communications pertaining to the illness and condition be treated as confidential
- ☐ Inform the nursing staff if they do not wish to see a visitor
- ☐ Exercise any of the aforestated rights on behalf of children or wards if you are a parent or guardian of a patient

Patients' Feedback

The Mater is committed to providing the highest level of care and attention. We welcome feedback, and invite you to utilise the feedback form on our website, which assists in the evaluation of the hospital's services.

It is possible that we may not meet your expectations. If this happens and you have been dissatisfied with any aspect of our service, please inform the Nurse Unit Manager of your ward immediately so that we can address the situation.

Should you wish to make a complaint or have an issue investigated further, please ask your Nurse Unit Manager to arrange contact with Director of Nursing or the Chief Executive Officer.

Donations to Care

The Mater Hospital is a not-for-profit organisation and has always relied on the generosity of its supporters.

Receiving no government funding, the outstanding medical facilities and uniquely compassionate atmosphere of the Mater are a testament to all those associated with its long-standing traditions of excellence in medical, nursing and patient care.

Tax-deductible gifts and donations to the Mater enable us to continually improve and provide more facilities for maternity patients and special nursery facilities.

How can you help?

Many people are touched by the work of the dedicated staff at the Mater Hospital. Every dollar donated to the Mater Hospital is used to improve the current and future needs of our patients and the facilities offered by the hospital.

Your financial donations to continue the Mater Hospital's program of care are warmly welcomed. Please talk to any staff member about how you can help.



Providing information and support throughout the entire pregnancy is vital for you and your family and the Mater takes great pride in being there every step of the way.



General Information

Visiting Hours

NOTE COVID RESTRICTIONS ARE IN PLACE, PLEASE CHECK THE WEBSITE FOR LATEST VISITOR RESTRICTIONS & TIMES.

Maternity Wards (non-COVID)

3.00pm to 4.30pm and

6.30pm to 8.00pm.

Maternity Rest Period:

1.00pm to 3.00pm daily.

Partners may visit at any reasonable time. Please ask your friends and relatives only to visit in the above hours and not to telephone during the Rest Period. Only urgent phone calls can be put through during the Rest Period.

Mater Maternity is a 'no cough' zone

Whooping cough can be life threatening to babies – if visitors have a cough please ask them not to visit.

For their own comfort and that of other patients, visitors should refrain from visiting patients in hospital if they are not well. Visiting children should not be brought to the Maternity Floor if they have contagious conditions such as chicken pox.

Visitors are requested to supervise their children for the comfort of other patients.

Pastoral and Spiritual Care

The Mater's professional Pastoral Services Team provides pastoral, spiritual and social assistance. Our concept of total healthcare embraces the physical, emotional and spiritual needs of each person and a member of the team is available at all times to assist patients and their families.

Smoking

Smoking is not permitted in any building, vehicle or area within the Mater campus.

Chapel

The Mater Chapel is located on the ground floor near the main entrance. It is open at all times for prayer to people of all faiths or as a place of peace, solitude and reflection. We welcome all patients and visitors to our Chapel.

Stay in Touch

Join Mater Maternity on Facebook. We provide information and advice relating to pregnancy, birth and parenting. You can also find us on Instagram and share your baby photos with us #MaterMaternity.



Pharmacy

The Pharmacy provides an excellent range of gifts, cards, and other personal items. The pharmacy is located on the ground floor near the front entrance.

Coffee Shop

The Coffee Shop is a great place to meet friends and relatives for a coffee and gourmet treats.

Flowers

Our florist, located outside the main entrance, provides a range of fresh and silk flowers. Orders can be placed by phoning (02) 9955 6119.

Healing Garden

A serene haven for quiet reflection and comfort, the Healing Garden is available to patients, visitors and staff. The Garden is located in the courtyard on the ground floor.

Public Transport

The Mater Hospital is located on Rocklands Road, about 100 metres from the intersection of the Pacific Highway.

It is approximately 5 minutes by car from the North Sydney business district and railway station.

Bus services run frequently on the Pacific Highway and stop only a short walk from the Hospital.

Car Parking

Entrance to the carpark is off Rocklands Road. Fees apply. Please be guided by the car-parking attendants.





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ABN 61 083 645 505

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