

People caring for people



# Patient Information



**NORTH WEST**  
PRIVATE HOSPITAL

Approved for issue: January, 2011

# Welcome

Welcome and thank you for choosing North West Private Hospital. We hope that your stay with us will be as comfortable and pleasant as possible.

This booklet assists you in preparing for your admission, hospital stay and discharge. Please read it carefully as it includes essential information, helpful advice and answers to frequently asked questions.

Please contact us with any queries you might have, as every effort will be made to make your stay with us as comfortable as possible.

## Your Admission Process

### Prior to your admission:

Your doctor will notify the hospital of the date of your procedure/operation and inform you of your day of admission. Your doctor will also explain your procedure or operation and complete the consent form with you. **You need to:**

1. Complete the Online Admission Form as soon as possible, by visiting us online at [www.northwestprivatehospital.com.au](http://www.northwestprivatehospital.com.au). Click on the **For Patients** tab, then select the **Online Admission Form** to complete the admission and medical history details.

**OR** complete the Preadmission Form and return it in the Reply Paid envelope supplied by your doctor.

2. If you are required to attend the Pre-Admission Clinic, you will be contacted by the Pre-Admission Nurse to arrange an appointment.
3. If you are not required to attend the Pre-Admission Clinic, you will be advised of admission and fasting times (if required) prior to your day of admission.

If you have any questions about hospital procedures, completion of forms, costs or health insurance status, please phone 3246 3133. Our staff will be happy to assist you.

## Preferred Accommodation

Whilst every effort is made to facilitate your preference for a single or shared room, we cannot always guarantee availability on your day of admission.

## Meals

North West Private Hospital aims to provide a choice of meals and to supply special diets where it is in the interest of your medical care - just let a nurse or catering staff member know your requirements.

## On the day of admission:

Please check in with the front reception in the main foyer at the time indicated by your doctor, and you will be directed to your admission area.

Your doctor will inform you of the scheduled time for your treatment or surgery and 'nil by mouth' time, if required. This means nothing to eat or drink, including water, prior to your operation.

Please bring into hospital anything applicable to your admission, including:

- doctor's admission letter
- health fund number / details (if applicable)
- Medicare card
- regular medications
- pension health benefits card (if applicable)
- pharmaceutical benefits card and / or pharmacy safety net card (if applicable)
- relevant x-rays and / or test results
- for a child - favourite toy, formula, bottle and special dietary needs (if applicable).
- slippers, night attire and toiletries
- personal articles i.e. sanitary pads (if applicable)
- method for settling your account
- this booklet

### **DO NOT:**

*(unless otherwise advised by your doctor or North-West Pre-Admission Nurse)*

- Eat or drink anything, smoke or chew gum after midnight for morning surgery.
- Eat or drink anything, smoke or chew gum after 7am for afternoon surgery – (a light breakfast prior to 7am is acceptable, i.e. tea and toast).
- Bring valuables, i.e. mobile phones and large amounts of cash.
- Wear jewellery (wedding ring and watch are permitted).
- Wear make-up or nail polish.

## Day procedure patients:

- Shower on day of admission and wear clean clothes that are comfortable and easy to remove.
- Do not wear deodorant, perfume or talcum powder.
- Check with your nurse before informing relatives/friends of the time to pick you up.

## Valuables

It is strongly recommended that you do not bring jewellery or large amounts of money to hospital, as provision for safe custody is limited. However, if it is unavoidable, please arrange with our Reception Staff or your nurse to have your items put into safe custody. North West Private Hospital does not accept liability for any items brought into the hospital.

# During your stay

Each member of the team at North West Private Hospital is here to care for you. We all wear a name badge and will introduce ourselves by name. Please let us know how you wish to be addressed. We encourage you to discuss any questions or concerns during your stay with the nurses and doctors who are caring for you.

## Nurse call system

The nurse call system will be explained to you on arrival. There is a “buzzer” located next to your bed for your convenience, and there are two in each bathroom. Please do not hesitate to use them whenever you need assistance.

## Emergency and safety procedures

The hospital is fitted with a fire detection and alarm system. In the unlikely event of an emergency, DO NOT PANIC. Return to your room and remain in or near your bed until you are instructed to leave by a QFRS Firefighter or member of the hospital staff – all of whom are appropriately trained to handle such emergency situations.

## Medications

While every effort is made to give you your usual medications at your normal time, hospital activity and Doctor requests may result in some changes to your medication administration time. We appreciate your understanding and patience with this matter.

## Pharmacy

North West Private Hospital Dispensary provides a pharmacy service. The cost of your medication will be billed by the hospital.

## Physiotherapy

Private practitioners provide physiotherapy at North West Private Hospital. The service is available at the request of your doctor or yourself. If you wish to see a physiotherapist, please ask a nurse for assistance.

## Patient Handling

North West Private Hospital aims to optimize patient quality care as part of its ongoing quality improvement process. The hospital has implemented a patient handling work practices for staff that eliminates the lifting of a patient’s full body weight when handling, transferring and mobilizing patients. On admission to hospital, the nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurse will then reassess your ability to move yourself on an ongoing basis during your stay. This assessment will be recorded on a form and be part of your clinical notes.

As part of the Hospital Patient Handling Policy, the nurses will encourage you to assist for all on and off bed procedures in order for you to be as independent as possible. This will not only improve your mobility but may also speed your recovery. If you happen to

need assistance to move on or off the bed, the staff may use equipment or aides that will facilitate your movement, making it more comfortable and safe for you, whilst reducing the risk of injury to staff assisting you during the transfer. If you have any concerns, please do not hesitate to ask for information from the staff or Unit Manager. The equipment that may be used to assist you may include: Slide sheet, powered sit to stand lift hoist, powered sling lift, leg lifter, electric bed mechanics.

## Infection control

North West Private has an effective Infection Control Program and every measure is taken to prevent infection. Personal hygiene is very important and the following precautions will assist us in keeping your stay short and pleasant.

Hand washing plays an important role in preventing infection. Soap is readily available so that you can wash your hands after each visit to the toilet and prior to leaving your room. Around the hospital you will notice numerous bottles of alcohol based hand rub – both you and your visitors are encouraged to use this wash. Visitors should use this on entering and leaving the hospital.

- Toiletries are available if you don't have your own. Request these from the cleaning staff and keep them for your own use – do not share with others.
- Please refrain from touching or removing your dressing or bandage. This will lead to contamination of the wound and could result in a longer hospital stay.
- Never share eating utensils, pillows or bed linen with others. If you require an extra blanket or pillow, please ask the nursing staff.
- If you have any questions or concerns relating to hygiene or infection control, please ask your nurse or the Infection Control Coordinator.

## Avoiding falls

It is surprisingly easy to fall or slip while in hospital. It's an unfamiliar environment. Medication or fatigue may affect your balance. You may not be as steady on your feet as usual. We ask you to take care when standing or moving about, and advise you to take the following precautions:

**Medication:** Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

**Unfamiliar surroundings:** Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

**Flooring:** Tiled floors or other hard surfaces can be slippery, particularly if wet or when you wear certain kinds of footwear. Check the floors in your area and avoid using talcum powder.

**Your condition:** Ask your doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist or occupational therapist can also give you advice with balance or mobility.

**Visiting the bathroom:** You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses. They are here to help you feel as comfortable as possible.

**Clothing:** Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip or fall. Make sure these are the right length for you.

**Footwear:** Check that your slippers or other footwear fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to wear slippers over the top so you don't slip.

## Meal service

Menus are distributed with the evening meal, and will be collected the following morning.

### Meals are served at the following times:

Breakfast	7.30 a.m.	–	7.45 a.m.
Morning Tea	10.00 a.m.	–	10.30 a.m.
Lunch	12.00 noon	–	12.15 p.m.
Afternoon Tea	3.00 p.m.	–	3.30 p.m.
Dinner	5.30 p.m.	–	5.45 p.m.
Supper	7.00 p.m.	–	7.30 p.m.

**Meals for friends, visitors and relatives:** Assorted sandwiches can be obtained by purchasing a ticket at reception and presenting it in the staff dining room, where you can make a selection from the sandwiches on offer. Soft drinks and sweets are available from vending machines or the coffee shop.

## Visiting Information

- General Wards: 10am – 8pm daily
- Maternity Unit: 3pm – 8pm daily
- Maternity Unit rest period: 1pm to 3pm – no visitors

Visits outside these hours are arranged in consultation with the Nurse Unit Manager.

Food or alcoholic drinks should not be brought to you by visitors without the prior permission of your nurse. Children who are visiting must be accompanied by an adult at all times.

Relatives may stay with critically ill patients for extended periods, as may parents with their children (please notify prior to admission).

Should you not wish to have visitors or telephone calls, please inform the Nurse Unit Manager or the nurse looking after you.

If you have indicated that you would like a religious or other support visit, we will make every attempt to facilitate this.

## Telephones

Each room is equipped with direct in-dial access. Enquire at reception for your direct in-dial phone no. Local and STD calls can be made by dialing "0" for an outside line, and

are charged to your account. If you require an ISD no., please contact the switchboard operator by dialing "9". There is a public telephone located on the upper level near reception.

## Mail

If you would like a letter posted, please ask our staff (stamps are available from reception). Any mail received for you will be delivered to your room.

## Electrical Appliances

Any electrical appliances that you wish to bring into the hospital i.e. electric shaver, hairdryer, or computer, needs to be safety tested and tagged prior to your admission by a qualified electrician of your choice.

## Internet Access

Wireless access cards are available for purchase from Reception by patients and the public, for use on patients' own laptops.

Internet access is also available to patients and the public via the Net Kiosk / Internet Business Centre located in the Reception waiting area.

## Television

In-house entertainment includes free-to-air television and FM radio. 10 channels of Foxtel will be available for a small one off cost, from March 2011.

## Flowers

We love patients to have flowers in their rooms so please ask a member of staff for a vase when your friends bring you flowers. We ask that you do not put vases on your bedside table or near electrical or medical equipment.

## Newspapers

Newspapers are available each day with our compliments.

# Discharge Information

Overnight and long-stay medical and surgical patients are discharged at 10am.

Maternity patients are discharged at 9am.

Day procedure patients will be informed on admission, of their approximate discharge time.

- You should arrange for someone to escort you home.
- You must not drive a car for 24 hours following your operation/procedure or anaesthesia (your motor vehicle insurance may not cover you).
- Before you leave the hospital, make sure that you or your relatives/friends know how to care for you at home.
- Check with your nurse/doctor about continuing medication, follow-up appointment, etc.
- Please do not forget to collect any x-rays, medications or valuables brought with you on admission.
- Please contact the nursing staff if you have any concerns, problems or suggestions during your stay.

## Day surgery patients:

Recovery and discharge: Immediately after your procedure, you will go through the 3 stages of recovering. They range from being closely monitored while on a hospital bed to the final stage when you are transferred into a recliner chair where staff will provide you with something to eat and drink. If necessary, your doctor may speak to you about your procedure during this time. Discharge instructions may be provided and explained to you prior to you leaving the unit.

After your procedure: Should you have any unexpected change to your condition or other emergency, telephone your doctor immediately.

Following your procedure, you may feel able to resume normal activity. However, your coordination, reflexes and mental reactions may be impaired. For 24 hours after a general anaesthetic, or until the following day after sedation-only procedures:

- Do not drive a car – arrange for someone responsible to drive you home.
- Do not operate machinery.
- Do not drink alcohol.
- Do not sign any important documents or make important decisions.
- Do not engage in sports, heavy work or heavy lifting.
- Do not be on your own.
- You must arrange for a responsible adult to care for you at home.

# Payment Information

If you are a member of a health fund, it is important, prior to your admission, to confirm:

1. That your level of health fund cover adequately covers the cost of the procedure and accommodation (e.g.: in the case of a post natal patient, whether your new born baby is covered).
2. Whether an excess is payable for this admission. This would need to be paid at reception on your admission, prior to your procedure.
3. That your health fund will accept liability for the costs of the admission, particularly if you have been a member of your health fund for less than 12 months, e.g. if your condition or any symptoms of your condition existed prior to your joining. If there is a question regarding pre-existing symptoms, your health fund has the option to obtain such details from your GP or specialist.

Pharmacy and pathology, imaging and x-ray may attract an additional charge. STD telephone calls and sundry item charges are payable on discharge. Please note that medical and allied health practitioners' fees may be billed separately by each practitioner.

## Payment Procedures

### Private patients

The portion of your estimated hospital account not covered by your health fund, e.g. an excess, must be paid on admission. Any additional costs incurred during your stay are payable prior to discharge, e.g. discharge pharmacy costs and some investigations.

### Repatriation (DVA) patients

The hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge, e.g. discharge pharmacy costs and some investigations.

### Work Cover & Third Party patients

Total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed.

### Uninsured patients

Total payment (aside from any ancillary charges) must be made on admission. Your admission may be refused if payment is not complete.

Other costs which may be incurred during your stay are payable on discharge. Please bring provision for payment of these fees on admission to hospital.

*Payment can be made by cash, bank cheque, credit card (except Diners Club and American Express) or EFTPOS (please check your daily withdrawal limit).*

# Patient complaints and feedback

North West Private Hospital is committed to providing a high standard of care and service for all aspects of your hospital stay. If you experience care or service which is less than you expect, we want to know, so please tell a staff member or request to see the Nursing Unit Manager, even if you think it's trivial. You have a right to courteous and professional care and service.

## Patient Comment Cards

A Patient Comment Card is located by your bed. We encourage you to tell us about your experience. Your name is optional and all feedback provided in this way, both positive and negative, is captured and regularly reviewed as we work to improve the quality of our service and care.

## Complaints

If you wish to make a complaint, there are several options. We would prefer to help while you are in hospital, so please let us know. Most concerns can be addressed straight away.

Alternatively, you may:

- Discuss your concerns with the Nursing Unit Manager or the Director of Clinical Services. After hours, please ask to speak with the After Hours Manager.
- Write to the CEO or the Director of Clinical Services, North West Private Hospital, P.O. Box 443, Everton Park, Q. 4053, or email us using the "Contact Us" tab on our website: [www.northwestprivatehospital.com.au](http://www.northwestprivatehospital.com.au)
- Contact Health Quality and Complaints Commission: phone 3120 5999 or 1800 077308.

***We hope that your stay with us will be as comfortable and pleasant as possible, and welcome all feedback as a means of improving our care and service.***

# Useful local information

## Shops and Services

The Hospital is within walking distance to the Flockton Street Shopping Village which includes a supermarket, pharmacy, newsagent and specialty stores.

## Transport

Free parking is available onsite at North West.

Public transport information is available from Translink on 131230, or [www.translink.com.au](http://www.translink.com.au). The closest train stations are Mitchelton (4km) and Enoggera (3.5km), and regular bus services operate nearby.

Taxi services can be accessed on 131008.

## Accommodation

A number of short-term accommodation options are available in Chermside (5km), and motel accommodation units are available at the Everton Park Hotel (300m).

## Mollies Coffee Shop

SITUATED ON THE LOWER LEVEL: PHONE 3246 3197

Come and relax in our courtyard with a piping hot cappuccino, cup of tea, or maybe herbal tea to rejuvenate.

### **We serve light meals:**

Quiche | Shepherd's Pie | Lasagna | Filo | Crepes, all served with salad if you choose. Our menu also includes fresh or toasted sandwiches | bread rolls | lavash or foccacia bread | hot dogs and tasty pies | sausage rolls and Cornish pasties straight from the bakery.

Enjoy our large variety of cakes, slices and scones.

Cold drinks / fruit juices / milk shakes, chips, chocolates, ice creams.

Fresh flowers – gifts – newspapers and Magazines now available

### **Trading Hours:**

Monday to Friday: 8.30 a.m. – 6.00 p.m.

Saturday: 10.00 a.m. – 3.00 p.m.

Closed Sunday and Public Holidays





**We support a smoke free environment so please refrain from smoking on hospital grounds**



## **North West Private Hospital**

137 Flockton Street

Everton Park 4053

Phone: 07 3246 3133 – Fax: 07 3246 3100

[www.northwestprivatehospital.com.au](http://www.northwestprivatehospital.com.au)