

# Patient Information



**NORTH WEST**  
PRIVATE HOSPITAL



# 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.
2. If you are required to attend the Pre-Admission Clinic, you will be contacted by the PreAdmission Nurse to arrange an appointment.
3. If you are not required to attend the Pre-Admission Clinic, you will be advised by telephone 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 – please 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. jewellery and large amounts of cash.
- Wear jewellery (wedding ring and watch are permitted).
- Wear make-up or nail polish.

## Overnight Patients - Day of Surgery Admission Lounge (DOSA)

If you are coming into hospital for an overnight stay you may be directed to our DOSA lounge.

Here, your nurse will admit you and escort you to your pre-operative cubicle where you will change into your theatre apparel and proceed to the operating theatre. As there is limited space in our DOSA lounge your support person will not be able to wait with you. At this point, when your support person leaves you, they will be given a phone number and an estimated time to contact the hospital for an update on your progress. Your luggage will be taken to your room on the ward if you are staying overnight after surgery.

**Maternity, Gynaecology and Paediatric patients (and their parents), will not be admitted through DOSA. After clerical admission, these patients will be admitted by their nurse on their allocated ward.**

### Adherence to procedure/theatre times:

Whilst every attempt is made by hospital staff to adhere to your allocated theatre time, extenuating circumstances may impact on your designated time of procedure or operation.

For example; a change to the estimated length of theatre time for patients preceding you or a delay in the time your doctor arrives at the hospital.

Staff will assist you by ensuring your comfort should this occur.

### 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 to your Health Fund. If your discharge medication is not covered by your fund you will be charged directly.

## **Physiotherapy**

Private practitioners provide physiotherapy at North West Private Hospital. The service is available at the request of your doctor.

## **Patient Handling**

North West Private Hospital aims to optimise patient quality care as part of its ongoing quality improvement process. The hospital has implemented patient handling work practices for staff that eliminates the lifting of a patient’s full body weight when handling, transferring and mobilising 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 with 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.

## Meal Service

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

Meals are served at the following times:

Breakfast:	7:00am
Morning Tea:	10:00am
Lunch:	12:00 noon
Afternoon Tea:	3:00pm
Dinner:	5:00pm
Supper:	7:00pm

Due to Health & Safety regulations, meal trays will be collected 30 mins after food is served.

**Meals for visitors:** Meal tokens for visitors are available for purchase from Reception.

## 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. Parents with children are also welcome to stay 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 number. 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 number, please contact the switchboard operator by dialing "9". There is a public telephone located on the upper level near front 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 internet access is available for use on patients' own laptops and tablets.

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

## Television

In-house entertainment includes free-to-air television and FM radio. 10 channels of Foxtel are also available.

## Flowers

We love patients to have flowers in their rooms so please ask a member of staff for a vase when your visitors 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.

# The Privacy Act

Your Privacy is very important to us.

North West Private Hospital complies with the Australian Privacy Act and does not release any of your health information without your permission.

If you have not received a copy of our commitment to this please ask your nurse.

## The Australian Charter of Health Care Rights

This charter describes the rights surrounding your care in the Australian Health Care system.

It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes.

**If you have not read this charter online or been given a copy on admission please ask your nurse.**



## Accreditation

North West Private Hospital is accredited with the International Standards Organisation and the Australian Council on Healthcare's 10 National Standards.

### 10 National Standards:

**These standards assist us in providing safe care to you, our consumers.**

#### **Standard 1. Clinical Governance ensures that:**

- we employ appropriately qualified staff and provide them with the knowledge they require to care for you.
- that we comply with all State and National legislative bodies that govern Private Hospitals.

#### **Standard 2. Consumer Participation requires us:**

- to engage with you and listen to your feedback on how we can improve our service to you.
- we have a Consumer Committee that assists us achieve this.

#### **Standard 3. Preventing Infections**

The World Health Organisation has identified that frequent hand washing is the most effective method of controlling infection in hospital.

You will see containers of hand wash displayed throughout the hospital for staff, patients and visitors to use. We also request that your visitors do not call on you if they have any infectious diseases such as gastroenteritis or flu symptoms.

#### **Standard 4. Medication Safety**

It is very important you bring your medications into hospital with you and discuss these with your doctor.

Your doctor, the nurses and our pharmacists are here to assist you understand the medications you are prescribed and any side effects or interactions.

Please ask your nurse or the pharmacist to explain any concern you have regarding your medication.

#### **Standard 5. Patient Identification and Procedure Matching**

This standard requires us to ask your name and date of birth before we undertake any procedure with you. This is our way of ensuring that you receive the treatment that your doctor has prescribed.

#### **Standard 6. Clinical Handover**

Each time you are cared for by a new shift of staff or you go to another department we will give the receiving staff a comprehensive handover of your history and care requirements.

This will occur at the bedside when you are awake so that you can be involved. If you would like anything conveyed to the oncoming shift (or the department you are transiting to e.g. X-ray) please feel free to contribute to the handover.

The discharge information that the nurse provides when you leave hospital is also very important for your ongoing care. Please ensure that you take this copy with you on the first visit to your doctor after discharge.

## **Standard 7. Blood & Blood Products**

Clotting is the body's natural way of stopping itself from bleeding. Clotting only becomes an issue when it is in the wrong place and blocks blood flow. Being in bed may increase your risk of developing a clot.

We take steps to ensure that you are not at risk of developing blood clots whilst you are in hospital. Your doctor might start you on medication and if you are having surgery you may have some special stockings attached to a pump placed on your legs.

If you have had any of the following this may increase your risk of blood clots: previous strokes, inherited blood clotting abnormalities, lung disease, being overweight, having had major surgery in the past or heart failure, smoking or contraception medications. If you have any of these risk factors please alert your doctor or your nurse.

## **Standard 8. Preventing & Managing Pressure Injuries**

This Standard guides us on how to help prevent Pressure Injuries whilst you are in hospital.

A pressure injury is an area that has been damaged due to unrelieved pressure. Our staff will discuss strategies with you to prevent the occurrence of pressure injuries whilst you are in hospital.

It is important that you relieve pressure by keeping active and changing your position frequently when you are lying in bed or sitting in a chair. If you are unable to move by yourself, the staff will assist you.

Special equipment such as air mattresses and booties may be used to reduce the pressure in particular areas of your body. If you have any discomfort in any area of your body please alert your nurse.

## **Standard 9. Deterioration in your Condition**

At North West we have an Early Warning System in place to flag changes in your condition. If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. We will then assess your condition and, if required, involve our Nurse Manager and on site Doctor until your Doctor arrives.

## **Standard 10. Preventing Falls and Harm from Falls**

The unfamiliar environment of a hospital combined with the fact that you may be on medication or fatigued, can increase your risk of falling whilst you are in hospital. Our staff will assess your risk for this regularly and will discuss with you ways to help prevent this from occurring.

Below are a few ways that you can assist us in helping you reduce the risk of falling whilst in hospital:

- take special care when walking or taking to your feet particularly if you are on pain-relieving drugs or other medications.
- ensure you know the layout of your room and take care when moving around at night. Please use your Nurse Call Bell if you need assistance at any time.
- check the floors in your area to ensure they are not wet before walking.
- avoid using talcum powder which makes floors slippery.
- ask your nurses for assistance if you need to use the toilet and feel unsteady on your feet.
- loose or full-length clothing can cause you to trip. Ensure your clothing is the right length for you.
- check that your slippers or other footwear fit securely. If your doctor has requested you to wear pressure stockings then it is a good idea to also wear slippers over the top to reduce the risk that you may slip. Rubber soled slippers are ideal footwear whilst in hospital.

# 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 practitioner 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 Nurse Unit Manager, even if you think it's trivial. You have a right to courteous, 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.

We encourage you to:

- discuss your concerns with the Nurse Unit Manager or the Director of Clinical Services. After hours, please ask to speak with the After Hours Manager.

Alternatively you may:

- 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 077 308**.

**We hope that your stay with us will be  
as comfortable and pleasant as possible.  
We 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 North West Plaza 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 TELEPHONE EXT: 197

Come and relax in our Court Yard with a piping hot cappuccino/cup of tea or maybe a Herbal Tea to rejuvenate.

## We Serve Light Meals

Quiche/Shepherd's Pie Lasagna/Filo's/Crepes all served with salad if you choose. Our Menu also includes Fresh or Toasted Sandwiches/Bread Rolls/Lavish or Focaccia Bread/ Hot Dogs and Tasty Pies/ Sausage Rolls and Cornish Pasties straight from the Bakery.

Enjoy our large variety of cakes, slices & scones.

Cold Drinks / fruit juices / milkshakes, chips, chocolates, ice creams.

Fresh Flowers – Gifts – Newspapers & Magazines Now Available.

## Trading Hours

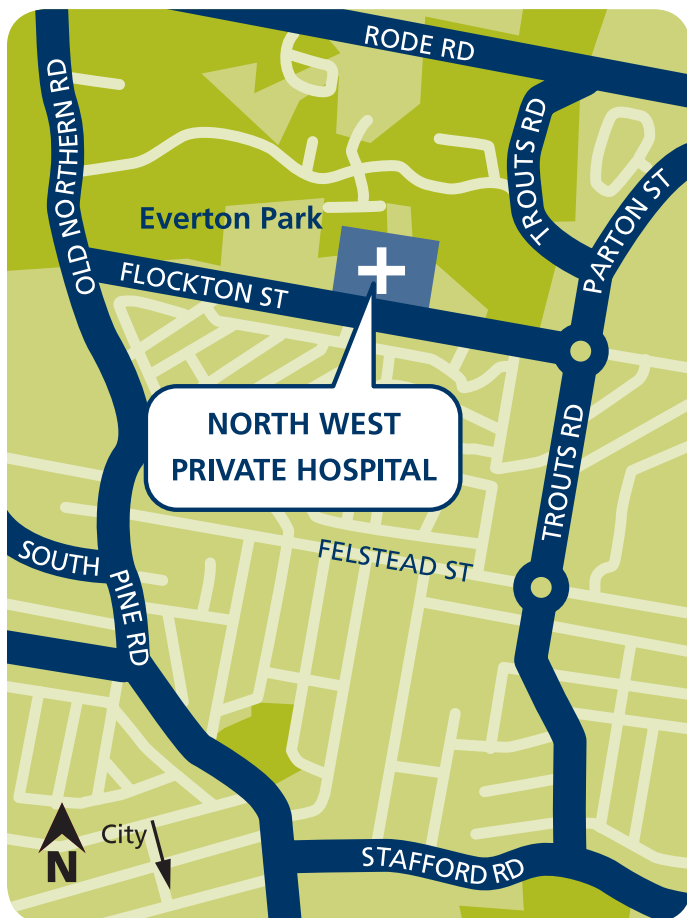
Monday - Thursday: 7.30am - 4.00pm

Friday: 7.30am - 3.00pm

Closed Saturday, Sunday and Public Holidays.



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**North West Private Hospital**

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