



Helping you at home



Helping you at home is what we do. It may be coming home from hospital and requiring help for a period of time, or using our services to just generally help out with busy lives.

Our flexible personalised services are available for ½ hour services to 24 hours, 7 days a week. We work with you to provide the help you want.

OUR SERVICES

- Companion care
- Dementia care
- Disability care
- Domestic assistance
- Escorts to appointments/outings
- Personal care
- Respite care
- Shopping
- Babysitting
- Gardening
- Home maintenance
- Pet sitting/Dog walking
- Referrals for psychological and counselling support
- Post hospital care



Angela Feery-Richards
Founder of Simply Helping

Enjoy our services!

Please ring Sabine to discuss your support needs and options.

Greater Eastern 9735 5348
Email
greatereastern@simplyhelping.com.au

simply helping
In-home Care & Support Service
simplyhelping.com.au

Welcome to Ringwood Private Hospital

At Ringwood Private Hospital, our patients always come first. Our hospital has been providing high quality care since opening in 1973.

We recognise the integral and important role we play as part of Melbourne's outer-eastern community. This is reflected in the excellent support programs we offer our patients and referring doctors.

Our operating suites are equipped to perform major and minor procedures, in a diverse range of specialties. The hospital has a purpose-built Day Surgery Unit, which is recognised by health professionals for its quality care.

A 74-bed medical, surgical and oncology facility, Ringwood Private Hospital specialises in the specific treatment of patients with a cancer diagnosis, providing multiple treatment modalities on site, including chemotherapy and radiotherapy. In conjunction with Radiation Oncology Victoria, the hospital provides the only private radiotherapy facilities in the eastern suburbs. Patients visiting Melbourne and requiring short-term treatments are also welcome.

Our staff and management at Ringwood recognise the integral and important role our hospital plays as part of the local community, which is reflected in the focus to provide excellence via support programs for patients and their referring specialists.

Ringwood's Health Care Team is dedicated to anticipating and exceeding patients' needs. We provide an exceptional team to plan your admission to hospital; professional inpatient care and service, followed by

continued support ensuring a well-resourced and comfortable recuperation following your hospital stay. Your care is important to us.

We would be pleased to answer any of your questions or show you our facilities. Please call Ringwood Private Hospital on (03) 8804 4000 to arrange a time to drop in and take a look at our facilities.

Ringwood Private Hospital

36 Mt Dandenong Road

Ringwood East VIC 3135

Phone: 03 8804 4000

Fax: 03 8804 4111

www.ringwoodprivatehospital.com.au

Our Vision

'Together we are committed to providing quality healthcare to our community'

Our Core Values and Behaviours:

- Respect
- Integrity
- Accountability
- Excellence
- Communication

Accredited by the Australian Council of Healthcare Standards

We hope that your stay with us will be as comfortable and pleasant as possible.

Please take the time to read through this directory, as it has been developed to ensure your admission and stay is comfortable and discharge from hospital leaves you satisfied and informed.

Should you have any queries, please ask any staff member.

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About Us

Ringwood Private Hospital is a fully accredited 74-bed acute medical and surgical & oncology facility. State-of-the-art equipment and newly refurbished facilities support our friendly and highly trained staff and specialists. Ringwood Private Hospital is proud to foster a dynamic team that is reflected in the finest clinical care and warm friendly environment.

Ringwood Private Hospital specialises in the care and treatment of patients with cancer related disorders, including chemotherapy, in-patient care, day treatments and cancer support groups, palliative care, as well as expert care in all areas of General Medicine, Acute and Elective Surgery and Day Procedures. Our dedicated nursing staff is highly skilled in all specialties of surgery and general medicine, which enables us to manage admissions 24 hours per day, seven days per week, from local emergency departments, our committed General Practitioners and devoted Ringwood specialists.

This consistency of care to a broad range of specialties enables our staff to manage all patients professionally and confidently at Ringwood Private Hospital. We have dedicated Case Managers to ensure a trouble free admission, hospital stay and comfortable discharge. Their extensive knowledge and resources in our local community ensures Ringwood leads the field in this area of patient care and allows us to maintain excellence in service delivery and patient care.

Our Day Procedure and Day Oncology Unit provides a high standard of quality care and patient service, whilst maintaining a friendly relaxed but professional atmosphere.

At Ringwood Private Hospital our range of specialty services includes:

Our Services

The key specialty facilities and services at Ringwood Private Hospital include:

- 74-bed acute medical, surgical & oncology hospital
- Modern high quality facility
- Modern equipment
- Dedicated specialists
- Experienced and specialist-trained nursing staff

Oncology Services

- 5-bed Palliative Care Wing
- Medical haematology
- Day Oncology

Multiple treatment modalities on-site:

- Cancer Support Services
- Chemotherapy
- Immunotherapy
- Radiotherapy
- Surgery
- Pastoral Care
- Social Work
- Lymphoedema Clinic
- Gymnasium

Other Onsite Services

- General X-Ray
- CT scan
- Ultra sound
- Mammography
- Nuclear medicine
- Radiotherapy

Ringwood Private Hospital is a fully accredited member of the Australian Council on Healthcare Standards (ACHS) who work with us in establishing standards and procedures, which underpin our primary goal to provide the best quality of service and care.

Admission to Ringwood Private Hospital is available 24 hours a day, 7 days a week and can be arranged through your general practitioner or specialist.

X-Rays

If you have any x-rays you will be asked to take them with you as we are unable to store them at the hospital.

What's on each floor?

Second floor:

Macalister ward (overnight chemotherapy ward), Gymnasium

First Floor:

Executive suites, Nuclear Medicine, Consulting Rooms

Ground Floor:

Derwent ward, Thompson Day Oncology, Radiology, Erskine Day Surgery, Theatre

Lower Ground Floor:

Catering, Supply & Environmental Services

Telephone Numbers

To call an external number dial 0 and then the number you want to call.

To call an internal hospital number, dial the last four digits (extension number) of the telephone numbers below.

Hospital Reception
(03) 8804 4000

Facsimile
(03) 8804 4010

Account Enquiries
(03) 8804 4104

Consulting Suites
(03) 8804 4050

Day Surgery Unit
(03) 8804 4230

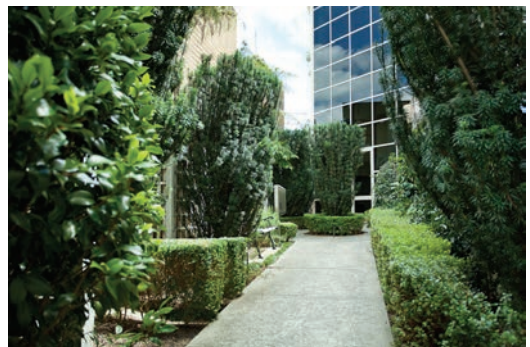
Executive Suites
(03) 8804 4100

Derwent Ward (Medical/Surgical Unit)
(03) 8804 4250

Hospital Coordinator (Direct Admissions)
(03) 8804 4261

Macalister (Oncology) Palliative
(03) 8804 4150

Thompson (Day Oncology)
(03) 8804 4044





Heathmont Flowers

Florist of distinction 🌿 Helen Brown



Free delivery to Ringwood Private Hospital

158 Canterbury Road, Heathmont, Victoria 3135

Phone: 9729 5520

Fax: 9720 9746

Email: sales@heathmontflowers.com.au

Call Helen of Heathmont for that personal touch for all floral designs



**74 Warrandyte Road
Ringwood 3134**

Telephone (03) 98706655
blue.willows@bigpond.com
www.bluewillows.com.au

Excellence in Respite/Convalescence & Permanent Residential Aged Care

John & Amanda Clarke - Proprietors

At Blue Willows we provide residential aged care, whether it's for a week or two of convalescence following a hospital/rehabilitation stay or for respite if family/carer is away. Residents enjoy their time at Blue Willows, many stay longer than planned and return for further stays or decide to become permanent residents.

No formal assessments are necessary and no accommodation bonds apply.

Residents enjoy a relaxed lifestyle within our caring environment. Our home is bright and happy with delicious home cooked meals (we cater for individual needs), caring friendly staff and an overall atmosphere of fun and friendship.

Family and friends are welcome to visit.



Visitor information

Free car parking is available in our visitors' car park, which is situated at the Mount Dandenong Road entrance to Ringwood Private Hospital. We are also close to regular bus services (routes 703 and 765 operate along Mount Dandenong Rd) while the nearest train station is Ringwood. Timetables and route details are available at reception. Reception is also able to book a taxi if required.

Information for Visitors

Reception Hours

Monday to Friday 6.30am - 8.00pm

Weekends 9.00am - 3.00pm

(at times we alter these times)

Reception staff can be reached by dialling 9 during these hours.

Consulting Suites Reception Hours

Monday to Friday 8.30am - 5.00pm

Closed on weekends and public holidays

(at times we alter these times)

Visiting hours

To accommodate family and friends, visiting hours extend from 3.00pm to 5.00pm daily & 7.00pm to 8.30pm. After 8.30pm, visitors should ring our doorbell at the front entrance. Our coordinator will organise appropriate visiting. Visitors are encouraged to ring the hospital on (03) 8804 4000, prior to coming in after normal visiting hours have concluded.

Children under 12 should be accompanied by an adult at all times when visiting the hospital. Please check at the front desk or at the nurses' station prior to visiting to ensure

it is an appropriate time. This is an important aspect in your family/friend's recovery.

Our amenities

Ringwood Private Hospital offers private and shared facilities with an en-suite in each room. All private and shared rooms have personal televisions, telephones and nurse call facilities. Local calls are free of charge while mobile calls/STD calls can be billed to your room and settled on discharge. Our newly refurbished facilities include:

- Single & shared rooms
- TV & Radio
- Phones (Direct Dial – local calls only)
- STD and mobile phone calls – please dial 9 for Reception and provide telephone number. A small charge of \$3 will be incurred for this service
- Catering Department. Visitors' meals are available at a cost – ask our friendly staff for a menu
- Vending machine, for snacks
- Visitors' tea and coffee making facilities
- Hairdresser (on request)
- Free Visitor and Disabled Parking
- Interpreters (on request)
- Pastoral services on request

Car parking

Ringwood Private Hospital has free on-site parking available.

Customer Service - Compliments and Complaints

Ringwood Private Hospital is committed to delivering the highest quality of health care in an environment that is constantly striving to exceed your expectations. Feedback systems are part of our quality improvement program and enhance our service by:

- Identifying areas that need improvement
- Providing opportunity to individually meet our patients needs
- Giving our patients an opportunity to have their legitimate complaints considered within a clearly defined process

Feedback can be made by:

- Discussing issues in person with the Nurse Unit Manager of the ward or the Director of Nursing on (03) 8804 4100
- In writing to: Director of Nursing
Ringwood Private Hospital
36 Mount Dandenong Rd
Ringwood East 3135

Compliments and Complaints continued on Page 18.

General Information

Smoke Free

To protect the health of our patients, we encourage visitors and staff of Ringwood Private Hospital to keep buildings, grounds, walkways, entrances and car parks, smoke free.

If you would like further assistance in how to stop smoking contact your GP, treating specialist or call Quit Line on 13 78 48.

Alcohol Policy

Visitors or patients are not permitted to bring alcohol into the hospital. Alcohol can have significant adverse effects when combined with medications.

Security, Safety & Tolerance

Staff at Ringwood Private Hospital, understand the right patients have, to feel safe and secure at all times and we pride ourselves on providing a caring and safe environment.

All staff at Ringwood Private Hospital has the right to feel safe and secure in their work place. Aggression towards staff will not be tolerated.

Pastoral Care

Pastoral care can be accessed at your request. If you wish to see your Minister or visiting clergy, please advise the nursing staff who will contact them for you.

Patient Rooms

Ringwood Private Hospital offers a range of shared and private rooms. Whilst every effort is made to arrange your preferred accommodation on the ward, this may not be available at the time of your admission. Please be assured that we will make every effort to provide you with your room preference as soon as it becomes available.

(The hospital reserves the right to allocate rooms according to clinical needs).

All rooms feature:

- A nurse call handset at each bed
- A television above each bed
- A telephone at each bed (local calls are complimentary)

Nurse Call Button

The Ringwood Private Hospital 'Model of Care' focuses on a multidisciplinary approach to achieving optimal quality patient care, promoting proactive action, communication and frequent patient/staff contact at the bedside.

At each bedside console and in each bathroom there is a call button that registers your need for assistance by the nursing staff. Operation of the nurse call system will be shown to you on admission. This console is also used to operate TV/Radio. Please do not hesitate to ask/call for assistance as required.

Valuables

It is strongly recommended that you **Do Not** bring valuables of any description to the hospital, as there is no guarantee that they will be safe. The Hospital does not accept liability/responsibility for any valuables that you choose to bring to the hospital. A small amount of cash is appropriate for the purchase of a newspaper or items from the vending machine.

Telephones

Bedside

There is a telephone located beside each bed and local calls from your bedside telephone are free of charge.

To make a local call:

1. Dial "0" for an outside line
2. Dial the number you require

STD, international or calls to mobile numbers are not available from the bedside telephones.

If family or friends wish to contact you they can do so by asking for you through the switch board on (03) 8804 4000.

Mobile

We ask that mobile telephones and hand held receivers be turned off in patient care areas. These devices have the potential to interfere with functioning of biomedical equipment used throughout the hospital.

Personal electrical equipment

All electrical equipment that is required must be checked by the Maintenance Department before being used in the hospital. The nursing staff can assist with having such equipment checked for you, Monday to Friday 8:00am - 4:30pm.

Televisions

Televisions are complimentary in all rooms as standard.

In shared accommodation, we ask that television sets be switched off at 10:30pm to allow for the comfort of all patients.

The television control panel is in the nurse call bell handset and contains on/off, volume and channel controls. The nurse looking after you will explain the use of this control.

Cable/Pay television is not available.

The audio for the handset comes through the handset and is adjustable for your comfort.

Flowers and Gifts

If required, flowers and gifts will be delivered to each patient's room. Vases are available on request.

Plants in soil are a health risk and are not permitted within the hospital.

Don't feel like cooking? Try a little TLC...



- Home delivered, **award winning** meals
- **75** nutritionally balanced meal choices, many of which are **Heart Friendly, Diabetes Friendly and Gluten Free**
- **Introductory offer** for new customers – **5 delicious meals for \$55 or 10 meals for \$105**
- **5% to 13% discount** Seniors Card, Diabetes and Coeliac Members
- NDIS and CDC **Home Care Package** approved meal supplier

"Tender Loving Cuisine has worked with Diabetes NSW for 16 years, and all our meals that display the 'd' icon have been evaluated and approved by Diabetes NSW as diabetes friendly"



Tasmanian Salmon with Florentine Sauce

TLC Heart Friendly



CALL 1800 801 200
or order online at www.tlc.org.au

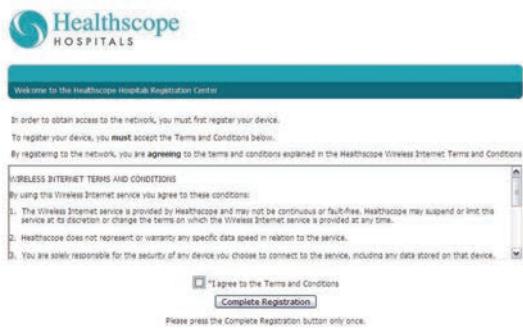
Internet Wi-Fi

A guide for connecting is detailed below:

First enable WIFI on your device then search for a network called “Healthscope – WIFI” and connect to this network. Once connected open up a web browser and try to navigate to a website like www.google.com. This traffic will be intercepted and you will be presented with a screen similar to the one below.



Click on the link to connect to the network. After a brief pause a page will be displayed showing the terms and conditions. Read through and if you accept tick the box and complete registration.



Once registration is complete you will get a notification that you have successfully connected to the network.



You now have internet access available to you for 24 hours. After 24 hours the process needs to be repeated.

Bringing food for patients

Fact sheet for visitors

Healthscope Hospitals are committed to providing a safe environment for patients, visitors and staff.

Patients on texture modified diets or thickened fluids have swallowing difficulties. This may restrict what food and drink can safely be provided from outside the hospital. Please check with nursing staff or your speech pathologist to see if this applies to you.

Information for patients, residents and visitors

This handout has been prepared to explain to patients, residents and visitors what is required to ensure food brought into the facility is safe. It has been written to help prevent food borne illness due to food poisoning.

Healthscope Hospitals do not accept responsibility for food prepared outside of the health facility and provided to patients or residents by visitors. This includes food purchased from on-site cafes and food retailers.

Can I bring food for patients and residents?

Food can be brought into a Healthscope hospital as long as the food is safe.

There can be a risk of food poisoning when food is not properly prepared, transported or stored. This can have serious consequences for the patient or resident.

As well as being safe, food must meet the patient or resident's requirements in regards to their cultural/religious preferences and medical/nutritional needs including food allergies. For this reason, it is essential you please speak to the nursing staff, dietitian or treating medical team if you plan to bring food in.

What is food poisoning?

Food poisoning is caused by eating food that contains harmful levels of food poisoning bacteria or toxins. This can occur if food is not handled safely during preparation, cooking, storage, transport or serving.

It can be very serious for the elderly, pregnant women, people recovering from illness or for those with a suppressed immune system. Symptoms may include nausea, vomiting, stomach cramps, diarrhoea, fever, headache and muscle pains.

What food is safe to bring in for patients and residents?

Dry biscuits, sweet biscuits, pretzels, potato chips, muesli bars, washed fresh fruit or dried fruit, baked products e.g. bread, bagels, muffins, plain cakes, scones, lollies and chocolate, soft drinks, cordial, tea bags and Milo.

What food is potentially unsafe to bring in for patient and residents?

Any food that can spoil if not kept refrigerated is potentially unsafe.

This includes: meat and poultry either cooked or raw seafood, prepared rice and pasta dishes, soft cheeses, deli meats, salads and other items containing dairy products or creamy dressings (e.g. coleslaw, potato salad), sweet dishes and cakes which contain custard, cream or are made from uncooked egg, casseroles, soups and sauces, sandwiches with potentially hazardous food fillings (e.g. meat, fish, poultry, cheese).

Safe food preparation and transport guidelines

Always maintain personal hygiene and wash hands prior to handling food. All potentially unsafe food must be transported to the facility in an 'esky' or 'chiller' type container. If the food is being transported hot, you must ensure that it is kept hot until eaten. Transporting hot food long distances is not recommended due to difficulty keeping hot.

Safe food storage and reheating guidelines

Any food which is not going to be consumed immediately must be covered and labelled with the patient's name, date and time the food was brought into the hospital. Food requiring refrigeration must then be refrigerated within 15 minutes of arriving onto the ward.

Labels and the location of the refrigerator are available from nursing staff. All potentially unsafe food that is stored in the fridge and not consumed within 24 hours will be discarded by support services daily. Signage regarding this process is displayed on all fridges.

Preparation and reheating

Always wash hands thoroughly before preparation and prior to handling food.

Food requiring reheating must be reheated thoroughly so that it is **steaming or boiling** (or in strict accordance with the manufacture's heating instructions) to ensure it reaches a minimum temperature of 75°C.

Food that has been reheated once must never be reheated again.

Please do not offer to share food with other patients or residents.

For further information regarding bringing food into a Healthscope hospital, please contact:

- Nursing Staff
- The Food Services Department
- Dietitian.

For general information on food safety

Please contact your State Health Department - Food Safety/ Food Authority.



Other Services

Food Services

Meal Services begin at:

Breakfast:	8.00am - 8.30am
Morning Tea:	10.00am
Lunch:	12.00am - 12.30pm midday
Dinner:	5.00pm - 5.30pm
Supper:	7.00pm

All your meals will be freshly prepared in the hospital's kitchen. Catering staff will visit you daily and issue a menu from which you can select your meals. The meals are prepared in consultation with the hospital dietician who is available to attend to any special dietary requirements.

During your hospital stay your doctor may request that you have a specific diet. This diet is related to your clinical condition and/or your stage of recovery, and is aimed at aiding your path to a full recovery.

For this reason any food brought for you by visitors should only be consumed in consultation with your nursing staff.

The following diet options are available for your selection:

- GF – Gluten Free
- Low-R – Low Residue
- Puree Diet
- Diabetic
- Children's

If you are not in your room when your meal is delivered, your meal will be held and served on request by the nursing staff. This ensures you receive your meal at the correct temperature.

Our kitchen caters for special diets as required. However, if you need advice or education from a dietician this can be arranged through your nurse.

Visitor meals can be arranged, however please note that these meals do attract a charge.

Housekeeping

Your room will be cleaned regularly. Please notify a member of the nursing staff if you have concerns about any aspect of the Housekeeping Service.

Laundry

Please arrange with relatives or friends to attend to your laundry requirements, as personal laundry facilities are not available at the hospital.

Allied Health Information

The hospital provides a range of allied health services including:

- Diabetic Educator
- Dieticians
- Physiotherapy
- Speech Therapy

Some consultations may be covered in the hospital fee.

External consultants are usually on a fee for service basis.

These fees may be rebatable against your private health insurance. If you are unsure about your level of cover, please contact your health fund.

Community Agencies

We are happy to arrange all referrals to community agencies. These include the following:

- District Nursing Service
- Continence Advisory Service
- Cancer Support
- Palliative Care
- Grief Counselling

Medical Imaging

Medical Imaging services are provided by Healthcare Imaging. If medical imaging services are used, you will be billed directly by the radiologist and not the hospital. This account may be able to be claimed against your private health insurance, depending on your level of cover.

Pathology

Dorevitch services are offered onsite at Ringwood Private Hospital.

If you are an inpatient there will be no out of pocket charges for Dorevitch (correct at time of printing).

Medication & Pharmacy Services

Nursing and pharmacy staff will check any medications you have brought with you. All medications will be secured in a cupboard in your room.

The cost of additional medication ordered by your doctor relating to your reason for admission is covered by your health fund for the period you are in hospital. You will be advised if your fund does not cover this expense.

You will be responsible for paying for any personal items such as vitamins obtained from the pharmacy.

You will be billed for medications not related to your admission and any medications you take home. Your own medication will be returned to you on discharge.

Any of your own currently prescribed medication brought in from home or another hospital can be used during your hospital stay if correctly labelled.

Please inform staff of any Medicare, Pension, Concession, Repatriation, Safety Net or other relevant entitlement numbers.

Prescriptions are supplied from the Knox Private Hospital pharmacy. Please supply any entitlement details on admission. You will receive an itemised account from the Pharmacy for any medications not covered by your health fund or DVA on or after discharge. For any pharmacy account enquiries call (03) 9210 7180.

You should inform nursing staff about any medication you are currently taking and have brought with you. Medicines and drugs should never be taken without the knowledge of the nursing staff. Medications should be stored securely and dispensed by nursing staff as per your medication chart.

The cost of medications relating to a patient's current admission, are usually covered by the health fund for the duration of their stay in hospital.

Patients will be billed for medication not related to their current admission and any medications they are required to take on discharge from hospital. Personal medication will be returned upon discharge-according to your current medication list.

Physiotherapist

Ringwood Private Hospital provides physiotherapy services for inpatients. The cost associated with inpatient treatment is covered in the bed fee at no extra cost to you.

Looking for quality aged care for you or your loved one?



Millward Residential Care Facility

In the heart of Doncaster East, the recently extended Millward Residential Care Facility provides independent living units and residential care to 160 residents. We offer private rooms with ensuites featuring 24 hour registered nursing care, from high care and low care to dementia care, palliative care, and respite care. This includes the option of overnight accommodation for family in times of illness. Activities and leisure are also key to life at Millward Residential Care Facility.

**31 Blackburn Rd, Doncaster East –
Call 9841 1600**



Viewhills Manor Residential Care Facility

Viewhills Manor Residential Care Facility is nestled in leafy Endeavour Hills, near national parks, reserves, lakes and a golf club. With 24 hour registered nursing care, we offer expert, affordable high and low care, respite care, and palliative care. Across our single and companion rooms, Viewhills Manor Residential Care Facility is a cultural hub, catering to different food preferences and offering a vibrant lifestyle program which includes a Weekly High Tea with local entertainers and special guests.

**55 Heatherton Rd, Endeavour Hills –
Call 9706 2188**



Social Worker

Should you require the services of a social worker, please discuss this with the nurse in charge of the ward you are staying in, who will make the appropriate arrangements on your behalf. Please discuss with the nursing unit manager of your ward.

During Patient's Stay

Medical Cover

You will be admitted under your treating specialist who is a visiting doctor at Ringwood Private Hospital. Your admitting doctor is responsible for your medical care whilst at Ringwood Private Hospital.

Consent

Ringwood Private Hospital, upholds your right as a patient, to make decisions about your treatment.

The administration of anaesthetics, the performance of an operation, blood transfusions and certain procedures all require specific consent. Before you give your consent for treatment, you should be confident that your doctor has explained the nature of the procedure, its effects, your expected recovery and follow-up care requirements.

Discharge Arrangements

Discharge time from hospital is between 9.00am and 9.30am.

Please arrange for your carer to collect you by 9.30am. Alternatively, reception staff can arrange a taxi for you if required. As all of our patients are elective patients, it is very likely that your bed has been booked for another

patient. Adherence to discharge times is critical.

Before you go ...

Before you leave hospital, make sure that you or your relatives/friends:

- * Know what further care you require at home
- * Collect a supply (or prescriptions) of your continuing medication
- * Know when and where your follow-up appointments are
- * Collect any x-rays or imaging tests performed
- * Finalise your account

It is important that you report to reception before leaving the hospital to ensure that you are discharged from our system and to finalise your account. In the majority of cases the hospital will claim directly to your health fund. You will be required to pay any amounts not covered by your health insurance fund and for claims that are rejected by health funds, at the time of discharge.

Transport Home

For the first 24 hours after any procedure it is important that you:

- * Do not drive a car
- * Do not drink alcohol
- * Do not remain on your own (unless approved by your specialist)
- * Do not make complex or legal decisions

We advise that you should be in the company of a responsible adult for 24 hours after a procedure and you **MUST** have somebody escort you home from the hospital.

More Comments & Complaints

You may make a complaint either verbally or in writing if you have an issue about your care or the service provided. We encourage you to raise this immediately with a staff member.

If after discussions with this staff member you are dissatisfied, you may ask to speak to the nurse in charge. If still dissatisfied, we ask that you put the issue in writing and address it to our Hospital General Manager.

Our Hospital General Manager will ensure that the issue is dealt with as discreetly as possible and will take reasonable steps to ensure that you are not adversely affected. If you wish to raise an issue anonymously, a report on the outcome may not be possible. All correspondence will be followed up within 7 working days.

Alternatively, some Healthscope hospitals have Consumer Consultants who attend meetings where complaints or issues may be raised.

If you are still dissatisfied, you can contact the Healthscope Corporate Office on 03 9926 7500. Or you can contact either your state health complaints authority

OR

Private Health Insurance Ombudsman (for complaints about private health insurance).

Toll Free: 1800 640 695

Lodge via web: <http://www.phio.org.au/>

Medical Records

A record will be kept of your hospital stay. This will be confidential and access is limited to those professionals involved in your treatment. The content will be released only with your consent or where required by law.

Privacy of Staff

Please respect the privacy of all of our staff at Ringwood Private Hospital.

Photographs of any staff (whether the staff member is in the forefront or background of a photograph) is not permitted without consent.



Patient Care and Safety

Nursing Handover



At least once each day, nursing staff will hand over from one shift to another at your bedside rather than in the nurses' station.

They will check your medication charts, your plan of care and any other information which is relevant, such as management of wounds or pain.

You are an important part of this daily hand over and staff will chat with you about your progress with reaching your goals. It is very important that you tell staff about any issues or concerns you may have so that they can be addressed as soon as possible.

Patient Identification



Your identification helps us to give you the right care, especially giving out medications and other treatments.

You will have an identification band placed on your wrist when you are admitted. Please check to make sure that the information on this band is correct.

Staff members should check your identification before giving any treatment, medications or other care.

Infection Prevention



The most common way germs are spread is by touching people and things with our hands.

The best way to stop germs spreading is to keep our hands clean.

To help patients, staff and visitors keep their hands clean and "germ-free" you will

see anti-bacterial hand gel on the walls throughout the Centre. You can also wash your hands with soap and water.

Make sure you clean your hands before eating and after using the toilet.

Ask your visitors to clean their hands when they arrive and when they leave the Centre.

Avoid touching bandages, drips and other patient dressings or equipment.

Ask family and friends not to visit if they have any infectious conditions such as gastroenteritis or influenza.

Please feel free to remind your nurse or doctor to wash their hands or use hand gel before attending to your care.

Medication Safety



It is important that we know what medicines you have been taking, this includes vitamins and other natural supplements. You may have got them from the chemist or from a supermarket or health food store.

You should give ALL your medications to nursing staff when you come in to the hospital so that they can be properly stored. This is very important so that you or someone else doesn't accidentally take the wrong medication.

If you have any allergies to medicines or food please tell us.

If you have any questions about your medicines please ask the nursing staff or the doctor who is looking after you. They will be able to explain what the medicines are and why they have been prescribed for you.



Changes in your health

Our staff are trained to take observations and to notice changes in your health which could indicate that something is not quite right.

However, you know yourself best and you can help staff by letting them know immediately if:

- You don't feel well, however small it may seem
- You think there has been a change in your condition
- You think that part of your care has been missed (e.g. medications missed)

Any patient or carer can activate a rapid response. Please ask nursing staff for further information.

If something is not quite right then the sooner we know about it the quicker we can do something about it.



Helping you to NOT fall over

Falling over is one of the main causes of injury for patients in hospital.

Some of the reasons for this are that you are in an unfamiliar place, you may suffer dizziness from medication, you don't have your normal socks or shoes to walk around in, you can't see properly in the dark.

If you have had an operation or have an injury to your hip, leg or knee you may not be as steady on your feet as you usually are.

Falls can cause serious injuries so please help us to help you to NOT fall over by:

- ALWAYS using the call bell to ring for help when needed BEFORE you move
- ALWAYS turning on the light at night so that you can see clearly and avoid tripping over
- ALWAYS using your normal walking aids (walking frame, walking stick)
- ALWAYS wearing flat, non-slip shoes with proper backs when you are walking around
- ALWAYS wearing your glasses and hearing aids when required
- ALWAYS making sure your bed is at knee height before getting out
- NEVER walking in just your socks
- NEVER climbing over bed rails
- NEVER standing or try to walk if you are feeling dizzy
- NEVER sitting on the edge of the bed or somewhere you could slide off



Preventing Pressure Injuries (sometimes known as Bedsores)

When you spend time sitting or lying still your body can develop a sore spot known as a Pressure Injury. These injuries can become very serious and can affect the muscle and bone if not identified and treated.

Anybody can develop a Pressure Injury - you can decrease the possibility if you:

- Move, move, move!! Change your lying and sitting position as often as possible, even a small change can help. Staff will help you change position if needed.

- Make sure you keep your skin as dry as possible
- Make sure you eat well and drink plenty of fluids
- Keep weight off bony parts of your body e.g. heels, tail bone
- Let staff know immediately if you develop a sore spot where you've been sitting or lying

Financial Information

Patient fees

Ringwood Private Hospital is recognised by most health funds that will reimburse all treatment costs depending on your level of cover. For all elective patients we can provide you with informed financial consent prior to admission, that will cover all surgical and accommodation costs.

Ringwood Private will complete a pre-admission health fund check to ensure eligibility and minimize unexpected costs. Prior approval is sought for compensable patients (i.e. Work cover, TAC or DVA). Self-insured patients are also welcome to enquire regarding an estimate of costs. We realise hospital and related charges can sometimes be difficult to understand, so please ask for assistance, we are most happy to help you.

As a Department of Veterans' Affairs partnering facility, you have immediate access to our care; your admitting specialist will gain approval for your admission. We also provide help and support through our Veteran liaison community contacts.

Patient Accounts

The hospital has a computerised patient information system and your account is maintained as your stay progresses. At the end of your stay, you will need to see one of our reception staff on the Ground Floor to finalise any outstanding charges.

Please note that medical, allied health, radiology, pathology and pharmacy will be billed separately by the relevant provider after your stay.

Hospital Fees

Reception staff is available to discuss the hospital fee structure and the patient's account.

Reception can be contacted by dialling 9.

Monday – Friday
8.00am - 8.00pm

Weekends & Public Holidays
9.00am - 1.00pm

An estimate of a patient's hospital expenses will be provided prior to admission. Please note that it is only possible to provide an estimate of the eventual hospital costs, as the surgical or medical services may change during the patient's stay in hospital following further examination. The extent of these changes depends on the type of procedure, the services provided to the patient during their stay in hospital and the level of insurance cover they have.

Method of payments accepted includes Credit Card (surcharge applies), Eftpos & Cash. The hospital does not accept personal cheques.

Patients with Private Health Insurance

Ringwood Private Hospital is recognised by most health funds.

Please discuss your hospitalisation admission with your health fund if you are in any doubt as to what benefits may apply, or ask to speak to our admissions/discharge clerk.

If a patient has health insurance, it is important for them to check with their Health Insurance Fund whether:

- Their insurance covers the cost of the procedure/operation and accommodation
- They need to pay an excess i.e. the Health Fund may only pay for part of the account
- The patient may not be insured for the required treatment if:
 - (i) They have been with the health fund for less than a year
 - (ii) Their condition, or any symptoms of their condition, existed before joining the fund
 - (iii) They have changed the level of their cover or fund

There may be additional charges for these services:

- Your doctor/specialist fee will be billed separately
- Allied Health practitioners may bill separately

If for any reason the patient's Health Insurance Fund rejects the hospital claim, they will be liable for the full cost of hospitalisation.

WorkCover/TAC

Patients with workers' compensation or motor accident Insurance Cover

It is the patient's responsibility to provide details of their claim/approval to their doctor prior to a booking being made and to ensure that the hospital is supplied with a letter from the respective body accepting liability for the patient's admission. If patients do not supply the hospital with proof that their claim has been accepted by the relevant third party, full payment will be required at the time of admission.

WorkCover and TAC patients are only covered for hospitalisation in shared accommodation.

DVA Patients

If you are a DVA patient and have any enquiries regarding your hospital care, please notify your nursing unit manager. DVA patients are only covered for hospitalisation in shared accommodation. A patient may request a private room at an additional cost.

Self-insured Patients

Full payment of the estimated cost of hospital stay is required on admission and all outstanding balances must be settled prior to discharge.



Infection Prevention and Control

The Management and Staff at Ringwood Private Hospital care about the wellbeing of their patients and the community. We ask that as patients and/or visitors to the hospital, you assist us in providing the safest environment that is possible. We need to work together to achieve this.

When we are fit and healthy, we can usually defend ourselves against many germs and forms of illness.

Often, after an operation, illness or by taking particular medications our natural defences are weakened and we are not always in a position to resist other disease processes.

We have an Infection prevention and control program that is the responsibility of the management and all staff within our hospital to adhere to, which includes the following:

Hand Hygiene

Hand hygiene is the single most important factor in reducing the risk of cross infection.

Our hands may look clean but many germs are invisible to our eyes. We can easily and unknowingly transmit germs from our hands to others and the hospital environment.

To enable you to assist us, the hospital has provided alcohol hand rub in wall-mounted brackets in the front foyer and throughout the hospital.

We request that, on entering and leaving the hospital, you apply solution to your hands.

To use the hand rub, apply the solution to the palm of one hand, then rub your hands together covering all surfaces of the hand,

and in particular, fingertips and fingernails. It should take 20 seconds for the solution to dry on your hands. This indicates that you have used sufficient hand rub to achieve hand hygiene.

Infection Control Precautions

Ringwood recognised that both patients and healthcare workers can be at risk of acquiring infections while they are in hospital but these infections can be minimised by adopting appropriate infection control practices.

- Standard precautions, which include hand hygiene and wearing protective clothing, are good ways to prevent the spread of these and other serious infections. Even visitors should follow these precautions
- Some patients may need extra care if they have certain infections. Additional precautions are tailored to the particular germ causing the infection and how the germ is spread. Additional precautions may include:
 - o Single room, with en-suite or dedicated toilet
 - o Dedicated patient equipment
 - o Special air-conditioning requirements
 - o Additional use of protective equipment or clothing such as masks and gowns
 - o Restricted movement of patients and staff

How you and your visitors can assist

- Refrain from visiting if you have a cough, cold or signs of a respiratory infection and letting your Dr know prior to any admission if you have these symptoms

At All Times Protect Others by:

- Covering your mouth and nose with a tissue when you cough or sneeze
- Put your tissue in the rubbish bin
- Wash your hands with soap and running water and dry thoroughly with a disposable towel

Certain types of gastroenteritis are frequently introduced into the hospital from the community or can be associated with certain antibiotics.

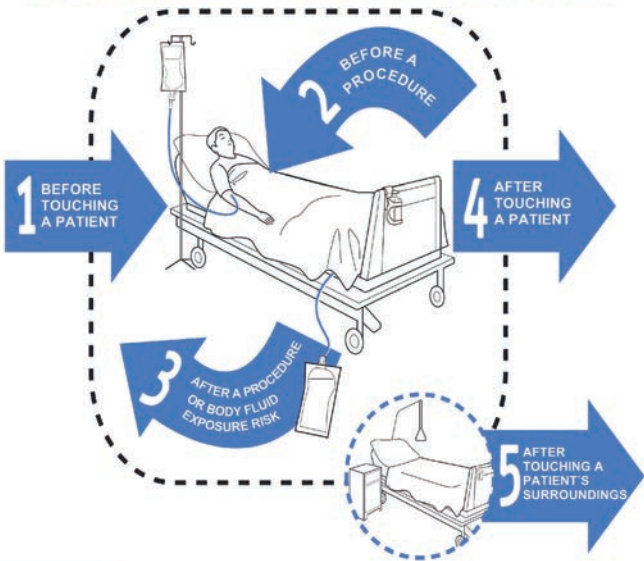
Symptoms include nausea, stomach or bowel cramps, vomiting and diarrhoea.

- If you or any members of your family are currently suffering any of these symptoms, we request that you do not visit the hospital until you have been free from these symptoms for at least 48 hours

Please contact your ward nurse if you would like more information about standard precautions, additional precautions or any other infection control issue.

We thank all patients and visitors for assisting us in protecting the wellbeing of the patients in our care and our hospital environment.

5 Moments for HAND HYGIENE



1 BEFORE TOUCHING A PATIENT	When: Clean your hands before touching a patient and their immediate surroundings. Why: To protect the patient against acquiring harmful germs from the hands of the HCW.
2 BEFORE A PROCEDURE	When: Clean your hands immediately before a procedure. Why: To protect the patient from harmful germs (including their own) from entering their body during a procedure.
3 AFTER A PROCEDURE OR BODY FLUID EXPOSURE RISK	When: Clean your hands immediately after a procedure or body fluid exposure risk. Why: To protect the HCW and the healthcare surroundings from harmful patient germs.
4 AFTER TOUCHING A PATIENT	When: Clean your hands after touching a patient and their immediate surroundings. Why: To protect the HCW and the healthcare surroundings from harmful patient germs.
5 AFTER TOUCHING A PATIENT'S SURROUNDINGS	When: Clean your hands after touching any objects in a patient's surroundings when the patient has not been touched. Why: To protect the HCW and the healthcare surroundings from harmful patient germs.

Protecting YOU every time with...
4 Actions for Safe Aseptic Technique

The ANTT-Approach

Aseptic Technique describes the measures we take to protect you from contamination by microorganisms during invasive clinical procedures such as surgery, insertion of medical devices and the administration of intravenous medications



1

Hand Cleaning

We clean our hands immediately prior to commencing your procedure, and use protective equipment like gloves



2

Using Aseptic Fields

We protect procedure equipment from microorganisms by using a procedure tray and individual equipment covers or, for more complex procedures, use a sterilized drape



3

Using Non-Touch Technique

We avoid touching the 'Key-Parts' of procedure equipment & any open wound or procedure skin site. If we must touch them we wear sterilized gloves.



4

Preventing Cross Infection

We remove our gloves and wash our hands immediately after we have tidied up your procedure

If you have any questions or concerns about aseptic technique please inform the Nurse in Charge

ANNT

Important information about your rights and responsibilities



Patients' rights and responsibilities

Our hospital is committed to providing you with the very best care.

This brochure gives an outline of your rights and responsibilities as a patient in our hospital ensuring that you receive the very best care possible from appropriately qualified and experienced staff.

If during your stay, you or your family have any concerns, please direct them to the Nursing Unit Manager or the Director of Nursing.

Our hospital commits to the rights listed in the Australian Charter of Healthcare Rights. These are; access, safety, respect, communication, participation, privacy and comment.

Your rights

You have the right to:

- Considerate and respectful care, regardless of your beliefs and ethnic, cultural and religious practices.
- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care.
- Seek a second opinion and to refuse the presence of any health care workers who are not directly involved in the provision of your care.
- Receive information from your doctor in non-technical language, regarding your illness, its likely course, the expected treatment, the plans for discharge from the hospital and for follow-up care.
- Receive from your doctor a description of any proposed treatment, the risks, the various acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment, before giving consent to treatment. Also, unless the law prohibits, you may refuse a recommended treatment, test or procedure, and you may leave the hospital against the advice of your doctor at your own risk after completion of hospital discharge forms.
- Participate in decisions affecting your healthcare.
- Be informed of the estimated costs charged by the hospital.
- Refuse participation in any medical study or treatment considered experimental in nature. You will not be involved in such a study without your understanding and permission.
- Refuse participation in student teaching activities.
- Confidentiality and privacy. Details concerning your medical care, including examination, consultations and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with your care.
- Know, before your discharge from the hospital, about the continuing health care you may require, including the time and location for appointments and the name of the doctor who will be providing the follow-up care. You also have the right to assistance with discharge planning by qualified hospital staff to ensure appropriate post-hospital placement.
- Not be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.
- Retain and use your personal clothing and possessions as space permits, unless to do so would infringe on the rights of other patients or unless medically contra-indicated.
- Expect safety where practices and environment are concerned.
- Privacy for visits during established patient visiting hours.
- Make a comment or complaint about the treatment or the quality of the health services or care without fear that you will be discriminated against.
- Have your dietary and other special needs considered.



Important information about your rights and responsibilities ...continued



Your responsibilities

You have the responsibility to:

- Respect the privacy and confidentiality of other patients. It is illegal to disclose any information about another patient's presence in the hospital or their treatment. This includes verbal and digital communication as well as the use of photographs, videos, etc. and information published online and/or via any social media platform. Violations will be taken seriously and may lead to the discharge of the offending patient and their exclusion from Healthscope hospitals in the future. Civil and/or criminal proceedings may also result.
- Provide accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Report unexpected changes in your condition to the responsible practitioner.
- Report if you do not comprehend a contemplated course of action or what is expected of you.
- Follow the treatment plan recommended by the practitioner primarily responsible for your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Keep appointments and, when unable to do so for any reason, to notify the responsible practitioner or the health care facility.
- Provide information concerning your ability to pay for services.
- Accept the consequences of your actions if you refuse treatment or do not follow the practitioner's instructions.
- Be considerate of the rights of other patients and health care facility personnel and for assistance in the control of noise, smoking and numbers of visitors.
- Be respectful of the property of other persons and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.

Comments and complaints

You may make a complaint either verbally or in writing if you have an issue about your care or the service provided. We encourage you to raise this immediately with a staff member.

If after discussions with this staff member you are dissatisfied you may ask to speak to the nurse in charge. If still dissatisfied we ask that you put the issue in writing and address it to our hospital General Manager.

Our hospital General Manager will ensure that the issue is dealt with as discreetly as possible and will take reasonable steps to ensure that you are not adversely affected. If you wish to raise an issue anonymously, a report on the outcome may not be possible. All correspondence will be followed up within seven working days.

Alternatively, all Healthscope hospitals have Consumer Consultants who attend meetings where complaints or issues may be raised.

If you are still dissatisfied, you can contact the Healthscope Corporate Office on 03 9926 7500, or you can contact your state health complaints authority.

Private Health Insurance Ombudsman

(for complaints about private health insurance)

Toll Free: 1800 640 695

Lodge via web:

<http://www.phio.org.au/lodgecomplaint.php>

