Patient Information Directory

For further details see our website:
ringwoodprivatehospital.com.au

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SCAN ME



Ringwood
PRIVATE HOSPITAL
by Healthscope



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Welcome to Ringwood Private Hospital

Thank you for choosing Ringwood Private Hospital for your hospital care. We hope that your stay with us will be as comfortable and pleasant as possible. Our staff are dedicated to providing you with the best possible care and service from preadmission to discharge. We pride ourselves on anticipating and exceeding patients' needs. Our exceptional team will ensure that you receive professional inpatient care and service, followed by continued support, thus ensuring a well-resourced and comfortable recuperation following your hospital stay. Your care and experience are important to us.

This guide has been designed to provide you with helpful information to ensure your admission and stay are comfortable, and discharge from hospital leaves you satisfied and informed. If you have any questions about any information in the guide or any other queries, please ask any staff member.

Ringwood Private Hospital acknowledges the Traditional Owners, the Wurundjeri, as the custodians of this land recognising their connection to land, waters and community. We pay our respects to Australia's First Peoples and their Elders, past, present and future.

Our Purpose and Vision

Ringwood Private Hospital is part of Healthscope's Community of Care, the only national private hospital provider in Australia with 38 hospitals nation-wide. Together, we aim to provide quality clinical outcomes and exceptional patient care. As part of Healthscope we are committed to delivering industry-leading quality of care for patients.

Our Safe Values

Our values tell the story of who we are, how we work together and how we treat each other and our patients. Developed by thousands of people across the Healthscope network, these four values are grounded in our reality, and sum us up beautifully.

We care. That's what in our hearts. We care for ourselves, each other, our patients, and community. We respect and protect the physical and emotional safety and wellbeing of everyone.

We do. We dig in. We're accountable to each other. We do what we say and get it done. We speak up, listen, and own and learn from mistakes. We build trust by explaining the 'Why' behind the 'What'.

We strive. We always look for ways to improve. We have ambition, embrace change, adapt, share, and learn. We are open to new ideas because that's when we grow and shine.

We're a team. We're all in this OneHealthscope club. We welcome everyone, value all contributions, celebrate successes, listen and create the best place for care, and for work. That's how we win. Together.



About us

Ringwood Private Hospital is a fully accredited member of the Australian Council on Healthcare Standards (ACHS). We are fully compliant with the Australian National Safety and Quality Health Service Standards that all health care services in Australia are accredited against. These standards ensure that we provide a safe and quality health care experience for all our patients.

Ringwood Private Hospital is a 75 bed medical, surgical, oncology, haematology and palliative care facility. We specialise in the specific treatment of patients with a cancer diagnosis, providing multiple treatment modalities on-site, including chemotherapy and radiotherapy.

Our operating suites are equipped to perform procedures across a diverse range of specialties. We provide care for day patients in our busy Day Surgery Unit-Erskine, and our Day Oncology Service-Thompson. Both of these services are recognised by health professionals for exceptional quality of care.

We acknowledge the integral role our hospital plays as part of the local community, which is reflected in our focus on excellence, delivered via support programs for patients and their referring doctors.



Our facility and services

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

Oncology services include:

- Day Oncology
- Medical Haematology
- Oncology
- Palliative Care

Multiple treatment modalities available on-site:

- Chemotherapy
- Immunotherapy
- Radiotherapy
- Surgery

Other on-site services:

- General X-Ray
- CT Scan
- Ultrasound
- Mammography
- Pathology

Key hospital contacts for Ringwood Private Hospital

36 Mt Dandenong Road
Ringwood East VIC 3135

Phone: (03) 8804 4000
Fax: (03) 8804 4111
www.ringwoodprivatehospital.com.au

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

Your phone number is displayed on the Care Board in your room should you wish to share with your friends and family.

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

Hospital Reception
(03) 8804 4000

Consulting Suites
(03) 8804 4050

Erskine – Day Surgery Unit
(03) 8804 4230

Executive Suites – General Manager/ Director of Nursing
(03) 8804 4100

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

Hospital Coordinator
(03) 8804 4261

Macalister Ward (Oncology, Haematology and Palliative Care Unit)
(03) 8804 4150

Thompson – Day Oncology Unit
(03) 8804 4043

Visitor information

Car parking & transportation

Free car parking is available in our visitors' car park, which is located at two Mount Dandenong Road entrances to Ringwood Private Hospital. Car parking is also available along Mount Dandenong Road and neighboring streets.

Bus services

Routes 703 and 765 operate along Mount Dandenong Road.

Train station

The nearest train station is Ringwood. Timetables and route details are available at reception.

Taxi

Reception is able to book a taxi if required.

Reception hours

Monday to Friday 6.30am–8.00pm.
Weekends 9.00am–2.00pm.

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

Consulting suites reception hours

Monday to Friday 8.30am–5.00pm.
Closed on weekends and public holidays.

Our amenities

Our facilities include:

- Private and shared rooms with en suites.
- Personal televisions.
- Phones (Direct Dial – local calls only). For STD and mobile phone calls please dial 9 for reception and provide the telephone number.
- Free internet access.
- Free online access to a range of magazines and newspapers
- Fresh food kiosk and coffee machine located on ground floor opposite reception
- Visitors' tea and coffee making facilities.
- Hairdresser (on request).
- Free visitor and disabled parking.
- Interpreters (on request).
- Pastoral and other support services on request.

Students

Student nurses undertake placements at Ringwood Private Hospital. They may assist in delivering care to you during your stay. We support educating future nurses, and reassure you that students will always be under the supervision of experienced Ringwood Private Hospital staff.

Visiting hours

At Ringwood Private Hospital we value the input of our patients in their care and decision making. Visiting hours are not restricted by the hospital. A patient's partners in care are permitted to visit as determined by the patient and carers.

We ask that you respect other patients, keep noise to a minimum and that children are under constant supervision.

Partners in care who are staying after 8.00pm are asked to advise the nursing staff.

At times, restrictions to visiting hours may be imposed in line with the Victorian Department of Health directives. Our website and Facebook page will be updated accordingly. We will communicate any changes to our current patients as any restrictions are announced.

Aboriginal and Torres Strait Islander

Wominjeka, we hope that you feel respected and welcomed.

On admission we will ask you about your Indigenous Status, this information is used to ensure that we best meet your needs throughout your stay and in planning for future projects and services. Like all your details, your Indigenous status in held privately on our patient information system.

Should you need any additional support throughout your stay please feel free to discuss your needs with the Nurse Unit Manager.

We do not have an Aboriginal Liaison Service onsie but counsel can be sought by contacting YARN on 139276 free of charge.

Local Aboriginal Health and wellbeing services can be accessed through:

- **Ngarrang Gulinj-al Boordup-Aboriginal Health and Wellbeing**
  Phone 1300 003 224
  Located in Ringwood East and Ferntree Gully
- **Aboriginal health Promotion and Chronic Care (AHPACC)**
  Phone 9837 3999 or 1300 003 224
  Located in Ringwood East
- **Mullum Mullum Indigenous Gathering Place**
  Phone 9725 2166
- **Aboriginal Health-Eastern Health**
  Phone 5957 1100
  Located in Healesville

Customer service – compliments and feedback

Ringwood Private Hospital is committed to delivering the highest quality of health care in an environment that is constantly striving to meet patient expectations. We value your feedback. We use your feedback as part of our quality improvement program.

There are several ways in which feedback can be provided to the hospital. They include:

- Discussing any issues in person with the Nurse Unit Manager of the ward.
- Completing our patient experience survey.
- Providing your feedback online via our website.
- Contacting us via telephone.
- Providing compliments or complaints in writing to our General Manager/Director of Nursing.

If you have provided an email address a survey will be emailed to you following discharge. Your responses are used by the hospital to make improvements to services and care provided. This information is referred to as 'patient truth' and is reported to our highest level of governance both locally and within Healthscope. If you have not provided us with an email address you may also complete this survey on paper on request.

General information

Alcohol policy

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

Allied health information

The hospital provides a range of allied health services including:

- Diabetic Educator
- Dieticians
- Physiotherapy
- Speech Therapy
- Social Worker
- Podiatry (at additional cost)
- Wound Care Therapist
- Occupational Therapist

These services are provided at no additional costs.

Community agencies

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

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

Consent

Ringwood Private Hospital upholds your right as a patient to make decisions about your treatment. We encourage patients to be involved in decision making about their care as much as possible or desired.

The administration of anaesthetics, the performance of an operation, blood transfusions, chemotherapy 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/side effects, risks, your expected recovery and follow-up care requirements. You may be asked to sign specific documents to reflect this. These will be retained as part of your medical record.

Consumer Consultants and Volunteers

Ringwood Private Hospital has a small group of volunteers that assist with a variety of activities throughout the hospital. Consumer Consultants have an additional responsibility and are involved providing feedback from patients directly to the Executive team. They are also involved in projects, meetings and patient visitation.

If you have any feedback, would like to speak to a Consumer Consultant please speak to your nurse. If you would like more information about our Consumer Consultant or volunteer programs please contact our Quality Manager on Ext 4130. Consumer Consultant profiles are on display in reception and in the wards.

Dentures

If you wear dentures, please be aware that your dentures are your own responsibility. If you would like to label your dentures in to avoid the risk of losing or damaging them, please ask a member of the nursing staff for a personally labelled container.

Discharge arrangements

Your doctor will determine the day of your discharge. Your discharge will be planned with you and your family by your doctor and the nursing staff. Discharge time from hospital is between 9.30am and 10.00am.

Please arrange for someone to collect you by 9.30am. Alternatively, reception staff can arrange a taxi for you if required. Adherence to discharge times is critical to ensure that unnecessary delays do not occur. If there is likely to be a delay in your collection at the time of discharge you may be asked to wait in the department day/ waiting room until your transport arrives.

Before You Go...

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

- Speak to your nurse so they can make sure you are ready and provide you with information about going home.
- Know what further care you require at home. You will be provided with a discharge summary that will outline the care required.
- Collect a supply (or prescriptions) of your continuing medication and a medication profile.
- Know when and where your follow-up appointments are.
- Collect any x-rays or imaging tests performed.
- Finalise your account.

In the majority of cases the hospital will claim directly to your health fund. At the time of discharge, you will be required to pay any amounts not covered by your health insurance fund and for claims that are rejected by health funds.

DVA patients

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.

If you are a DVA patient and have any enquiries regarding your hospital care, please notify your Nurse Unit Manager or our DVA Liaison on Ext 4112.

Emergency procedures

The hospital has highly developed safety and emergency procedures in which each staff member has a key role. In the unlikely event of an emergency, we need to be able to account for all patients and visitors.

Therefore, we ask that you remain by your bed until a staff member arrives to assist you. It is also very important that you inform nursing staff if you are leaving the ward during your stay.

Falls prevention

Falling over is one of the main causes of injury for patients in hospital. Throughout a hospital admission we consider all patients a high falls risk and in consultation with you a plan for prevention will be developed. You may also be referred to the physiotherapist for assessment and assistance during your admission.

There are many reasons for an increase in risk of falls when you are in hospital, such as:

- Unfamiliar environment
- Changes to your medication
- Inadequate footwear
- Changes in your health
- Surgery

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) and keeping them within reach.
- ALWAYS wearing flat, enclosed non-slip shoes 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 trying to walk if you are feeling dizzy.
- NEVER sitting on the edge of the bed or somewhere you could slide off.

If you do not have adequate footwear we ask that a friend or family member bring something in from home for you.

Special alarming mats may be used to alert nursing staff if you are attempting to move around unassisted.

Falls prevention information is available in the patient information displays throughout the hospital. Please read the information provided.

If you have a fall, please call for help immediately so the nursing staff can assess you and assist you.

Flowers, gifts and mail

Any flowers, gifts or mail delivered to the hospital will be brought to your room as soon as possible. Vases are available on request. Please note that any plants in soil are not permitted.

Food services

Nutritionally balanced, high-quality meals are freshly prepared in the hospital's five-star, council rated 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 dietitian, 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 in for you by visitors should only be consumed in consultation with your nursing staff.

A wide range of specialised diets are available. We try to accommodate all special requests. Please speak to your nurse or dietitian for more information.

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

We recommend that perishable foods not be brought into the hospital for patients as the hospital cannot be held liable if preparation and transport of the food does not comply with food safety standards. Any food brought in from external sources must be labelled with your name, date and placed in the fridge in the department pantry.

All perishable foods (apart from fruit and vegetables) must be consumed within 24 hours. After this time, they will be discarded.

Hand hygiene

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

Our hands may look clean, but 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 throughout the hospital.

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

Please encourage your visitors to use the hand rub when entering and leaving your room.

If you see any of our staff entering your room without using the hand rub, please feel free to ask them to use it before touching you or your environment.

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.

Identifying staff

All staff wear name badges as a means of identification and internal security. The badges show each staff member's name and position.

Infection control precautions

Ringwood recognises that both patients and health care 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:

- Using a single room with an ensuite or dedicated toilet.
- Using dedicated patient equipment.
- Additional use of protective equipment or clothing, such as masks and gowns.
- Restricted movement of patients and staff.
- Keeping your room door closed.

Patients and visitors also play a vital role in reducing infections

To support our staff in providing the safest possible environment for patients, please follow these simple guidelines:

- Personal hygiene is important, so it is very important to wash your hands regularly with soap and running water before handling food and after coughing, sneezing, blowing your nose and after each visit to the toilet.
- Always keep toiletries for your own use, do not share with others.
- Do not share cups, glasses and cutlery when eating or drinking.
- Cover your mouth and nose with a tissue when you cough or sneeze.
- At all times protect others if you have a cough or cold. Cover your mouth and nose with a tissue when you cough or sneeze and put your tissue in the rubbish bin.
- Wash your hands with soap and running water and dry thoroughly with a disposable towel.
- Ask your visitors to refrain from visiting if they have a cough, cold or signs of a respiratory infection, and let your doctor know prior to any admission if you have these symptoms.
- Ask your visitors to avoid sitting on the bed of other patients. Please ask staff for an additional chair if required.
- Do not wear socks to bed if you have walked around on the hospital floor with them on. Remove before going to bed.
- Please feel free to ask our staff if you have any concerns regarding the cleanliness of your room or bathroom.
- Please feel free to tell our staff to wash their hands or use the antimicrobial hand gel before attending your care.
- Certain types of gastroenteritis can be 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 any members of your family are currently suffering any of these symptoms, we request they do not visit the hospital until you have been free from these symptoms for at least 48 hours.
- If you have a transmissible disease anyone entering your room including visitors must follow the signage on the door regarding additional protective equipment.

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

Infection prevention and control related to surgical procedures

The risk of developing an infection related to a surgical procedure cannot be completely removed. The following precautions are recommended to minimise the risk of infection during your stay:

- Admission to hospital is reduced to the shortest time prior to surgical procedure.
- Shower prior to the surgical procedure (you may be given an antibacterial skin solution by the nursing staff).
- Hair removal from operative site (this will be attended by hospital staff –ask the staff if you regularly shave or use hair removal creams on/near the surgical site).
- Ensure skin is intact at or adjacent to the operative site.
- Any infection at the proposed surgical site or any infection that may have an impact on your surgery, for example cold/flu, gastroenteritis must be reported prior to attending hospital.

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

Internet Wi-Fi

A guide for connecting is detailed below:

- Enable Wi-Fi on your device.
- 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
- A new screen will come up and you will then be asked to click on the link to connect to the network.
- Click on the link to connect to the network.
- Agree to the terms and conditions by ticking 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.

Laundry

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

Length of stay

Ringwood Private Hospital is an acute care facility. Your private health fund has indicated to us what they consider an appropriate length of stay. It is the policy of the hospital that an increased length of stay is only approved where it is medically indicated.

Lost property

You will be contacted by staff if any of your property is inadvertently left in your room after discharge, these must be collected promptly. We encourage you to label all items you bring into the hospital, including clothing. Please check your room prior to discharge to ensure you have collected all your belongings. Uncollected items will be disposed of after 30 days.

Manual handling

Ringwood Private Hospital has implemented patient manual handling work practices that minimize the risk associated with lifting a patient's body weight when handling, transferring and mobilizing patients. This has been introduced to promote a safe, healthy working environment for patients and staff. On admission to our hospital, a nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. You will be reassessed on an ongoing basis during your stay.

The nurses will encourage you to assist with getting in and out of bed. This will not only improve your mobility but may also speed up your recovery.

If you need assistance, the staff may use equipment or aids 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 questions, please do not hesitate to ask for information from the staff or Unit Manager.

Medical cover

You will be admitted under a 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. The doctors at Ringwood Private Hospital are credentialed to provide services to the hospital, but are not employed by the hospital. Your doctor is not onsite 24 hours a day. We ask for your understanding regarding any delays in being reviewed or contacted by your doctor during your admission. Our staff will assist where possible to liaise between yourself and your doctor regarding any queries or concerns.

Medical imaging

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

Medical records

A record will be kept of your hospital stay. We strive to ensure that the information we hold about you is accurate, relevant and up to date. Details about your care and treatment are kept in the strictest confidence and will remain the property of the hospital.

Access is limited to those professionals involved in your treatment. The content will be released only with your consent or when required by law.

You have a right to access and/or correct the personal information that Healthscope holds about you this can be done by contacting the Health Information Manager.

If you request access to your personal information, we will need to verify your identity and a 'Request for Access' form will need to be completed. We will respond to your request within a reasonable period. Request for access and/or correction may be denied in certain circumstances, when permitted by the *Privacy Act* or other applicable laws. If Healthscope refuses a request for access, we will give written notice of our decision, including our reasons and how to submit a dispute if you are not satisfied with the decision.

We may charge a fee for collating and providing access to personal and health information.

If you have a My Healthcare Record a copy of your discharge summary will be uploaded automatically at the time of your discharge.

Medication and pharmacy services

On admission, nursing and/or pharmacy staff will check all medications you bring.

For security, all medications are stored in a locked cupboard in your room. Unless your doctor permits self-administration, nursing staff will give medications as prescribed.

You may use your own prescribed medications during your stay if they are correctly labelled. Inform staff of any Medicare, Pension, Concession, Repatriation, Safety Net, or other entitlement numbers.

Medications prescribed by your doctor for your current admission are usually covered by your health fund. You will be notified if there are any costs not covered.

You are responsible for the cost of:

- Medications unrelated to your admission
- Medications needed after discharge

Personal medications will be returned at discharge, based on your current medication list. Controlled substances (e.g. strong painkillers) should be sent home with a support person. If not possible, they will be stored securely until discharge.

A clinical pharmacist will visit during your stay to:

- Review medication management
- Answer questions
- Explain any new medications

At discharge, you'll receive a current medication list and information on new medications. This can be shared with your GP.

Nurse call button

The patient-centred approach to care employed at Ringwood Private Hospital ensures that there will be frequent contact between patients and staff. Please feel free to ask staff for assistance at any time. Should you need assistance and no staff member is immediately available, please feel free to press the nurse call bell.

Each bedside console and each bathroom has a call button that registers your need for assistance with the nursing staff. You will be shown how to operate the nurse call system on admission.

This console is also used to operate the TV/Radio. Please do not hesitate to ask/ call for assistance as required.

Partnering in health care

As a partner in your health care, you have a part to play in improving the quality and safety of health care. Being involved in your own health care and taking part in decisions gives you more control over your situation. You can ask staff and doctors questions about your care whilst you are in hospital. Expect them to answer in a way that you can understand, but if you don't, ask them to explain it to you again.

Clinical handover

Clinical handover is the transfer of responsibility of your care from one person to another and is a vital step in ensuring patient safety. Every time your care is transferred from one person to another we will endeavor to involve you.

Nursing staff perform a handover at the time of shift changes, usually three times a day.

It is our expectation that you will be involved in the handover at the bedside. We acknowledge you as an expert on 'you' and value your participation and contribution in this process. This is a time when nursing staff may chat to you about your plan of care and progress with reaching your goals. It is very important that you tell staff about any issues or concerns you may have so they can be addressed as soon as possible. Please feel free to ask questions during this time.

As part of this process, nurses will check your ID band, review your medication charts, risk assessments and care plan. They will also check your IV drip, IV cannula site, and any surgical wounds. The nurse will update the care board in your room with any relevant new information.

We use a simple communication process called **ISOBAR**, which stands for:

I – Introduction:

Nursing staff will introduce themselves and you will be introduced to the incoming shift. Your ID band will be checked

S – Situation:

A brief summary of the reason for your admission and what is going on.

O – Observation:

Review of your most recent vital signs, intravenous lines or wounds

B – Background:

A brief summary of your previous medical history. Any alerts related to your admission. Medical and allied health consultations and previous tests and treatments

A – Agreed Plan/Action:

A discussion will be held around the plan for the shift, your goals and any education that is needed.

R – Recommendation/Review:

Recommendations for ongoing care, including discharge planning, pending results from tests and any questions you may have regarding your care.

If at any time you do not wish to participate in clinical handover, please inform nursing staff.

They can complete the handover outside your room but will still need to identify you and perform safety checks inside the room.

Pastoral care

Ringwood Private Hospital does not have a pastoral care worker, however services can be arranged for you with a clergy/minister or spiritual carer of your choice. Please inform the nursing staff so that can be arranged at your request.

Pathology

Dorevitch services are offered onsite at Ringwood Private Hospital. We also have visiting Pathology providers with Melbouurne Pathology and Australian Clinical Labs. Depending on your private health insurance there may be some out-of-pocket expenses for some pathology services. If you are unsure, please contact your health fund.

Patient and hospital fees

Ringwood Private Hospital is recognised by most health funds. Prior approval is sought for compensable patients (e.g. WorkCover, TAC or DVA). Self-insured patients are also welcome to enquire regarding an estimate of costs. Reception staff are available to discuss the hospital fee structure and the patient's account. Reception can be contacted by dialing '9'. Payment is accepted by credit card (a surcharge applies), Eftpos and cash. The hospital does not accept personal cheques.

Patient accounts

The hospital has a computerised patient information system and all accounts are maintained throughout your stay. At the time of discharge, our reception staff will finalise any outstanding charges.

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

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 your stay in hospital. 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.

Patient identification

Ensuring that you are appropriately identified throughout your admission helps us to give you the right care, especially when 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. You must wear this at all times. Parents of children admitted will also have an ID band applied with the child's details listed.

Staff members must check your identification before giving any treatment, medications or other care. You will be asked many times throughout your admission to state your full name and date of birth. Please understand that this is done to ensure your safety.

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.

All rooms feature:

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

Bed moves may be required if you are unable to be admitted directly to the appropriate ward at the time of your admission. When a bed becomes available in the appropriate ward you may be moved.

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 you have private health insurance, it is important to check with your insurer whether:

- Your insurance covers the cost of the procedure/operation and accommodation.
- You need to pay an excess (the health fund may only pay for part of the account).
- You may not be insured for the required treatment if:
  - i) You have been with the health fund for less than a year.
  - ii) Your condition, or any symptoms of the condition, existed before joining the fund.
  - iii) You 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 your health insurance fund rejects the hospital claim, you will be liable for the full cost of hospitalisation.

Rights & Responsibilities

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

Our hospital is committeed to upholding the Australian Charter of Healthcare Rights.

In addition to these rights, Ringwood Private Hospital would like to outline some responsibilities for patients, carers and families throughout your stay with us

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, information published online and/or via any social media platform, etc. Violations will be taken seriously.

- Provide accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Be considerate of the rights of other patients and staff, keeping noise to a minimum and monitor the numbers of visitors.
- Report unexpected changes in your condition to the responsible practitioner.
- Speak up if you do not understand plan of care or what is expected of you.
- Follow the treatment plan recommended by the doctor responsible for your care.
- Follow instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the doctor's orders.
- Keep appointments and, when unable to do so for any reason, notify the responsible practitioner or the health care facility.
- Be respectful of the property of other people and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.

Personal electrical equipment

All electrical equipment that is required must be inspected prior to use to ensure that cords are intact. All appliances brought into hospital are your own responsibility.

You may bring in your own mobile phone charger and small appliances, such as hairdryers. Your electrical equipment may need to be checked by the Maintenance Department. The nursing staff will arrange this if required.

Preventing pressure injuries

When you spend time sitting or lying still, your body can develop a sore spot known as a pressure injury. These injuries usually occur over bony areas as a result of unrelieved pressure or friction.

They 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 (at least every two hours), 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.

During your stay our nursing staff will assess your skin and discuss any risks with you. You will be involved in a discussion around what can be done to prevent the development of any pressure injuries.

You can help by:

- Adjusting your position regularly.
- Moving and walking as able.
- Eating well.
- Drinking plenty of fluids.
- Being willing to assist the nurses with skin care and repositioning.
- Informing the nursing staff if you notice any tender or broken skin.

Privacy of staff

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

Photographs of any member of staff, including students (whether the staff member is in the forefront or background of a photograph) are not permitted.

Privacy policy

The Australian division of the Healthscope Group (Healthscope) is required to comply with the Privacy Act 1988 and handles the personal information (including health information) that it collects and holds in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act.

Healthscope must also handle health information it collects and holds in compliance with applicable state- and territory-based health records laws.

Healthscope is committed to the protection of personal and health information in accordance with these privacy law. This always applies, including when providing its integrated health services through all services it operates and manages.

For more about our Privacy Policy please obtain a brochure from the brochure display or visit our website **http://healthscopehospitals.com.au/about**

Security, safety and 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.

There are a number of CCTV cameras operating throughout the hospital and within our car parks.

All staff at Ringwood Private Hospital have the right to feel safe and secure in their workplace. Physical and/or verbal aggression towards staff or others within Ringwood Private Hospital will not be tolerated. Any aggression or violence towards any member of staff including students, agency and/or contractors may result in discharge or notification of police.

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.

Smoke-free

By law Ringwood Private Hospital is a smoke-free environment. Visitors and patients are not to smoke inside or outside within the hospital grounds.

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

Telephones

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. Each bed has a designated phone number, which is displayed on your Care Board and can be provided to your family and friends so they can contact you directly throughout your admission. We ask that mobile telephones and hand held receivers are turned off in patient care areas. These devices have the potential to interfere with the functioning of biomedical equipment used throughout the hospital.

At times when restrictions limit visitation an iPad will be available to facilitate contact with family and friends via a variety of online platforms. Please speak to your nurse if you would like to use this option.

Televisions

The use of televisions is complimentary in all rooms.

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

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.

Use of antibiotics

Antibiotics are medicines used to treat bacterial infections. They work by killing bacteria or stopping them from multiplying and causing disease. While the development of antibiotics has been one of the most important advances in medicine, widespread use and misuse has led to some bacteria becoming resistant to commonly used antibiotics.

Antibiotic resistant bacteria are those that are not controlled or killed by an antibiotic. They are able to survive and multiply in the presence of the antibiotic that they are resistant to.

If you have an antibiotic resistant infection, some antibiotics won't work for your infection. This may mean you have the infection for longer, and you could end up seriously ill.

Antibiotics don't kill viruses (like cold and flu) they are only effective in treating infections caused by bacteria.

Using antibiotics when you don't need them may mean they won't work for you in the future.

Helping prevent resistance

You can help prevent resistance by:

- Remembering that most people don't need antibiotics for colds and flu viruses because they are caused by viruses.
- Taking the right dose of your antibiotic at the right time, as prescribed by your doctor.
- Taking your antibiotic for as long as your doctor tells you to, even if you feel better.
- Taking steps to prevent the spread of infection.

Valuables

It is strongly recommended that you DO NOT bring valuables of any description in to the hospital, as we are unable to guarantee that they will be safe. The hospital does not accept liability or responsibility for any valuables that you choose to bring. We advise you to send any jewellery, large sums of money and other valuables home with family members or friends.

A small amount of cash is appropriate for the purchase of items throughout your stay.

What to do if you are concerned about a change in your health

Our staff are trained to take observations and to notice changes in your health that could indicate that something is not quite right. However, you and your family 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).

Information is available in every patient's room that outlines the process for anyone to escalate a concern about a patient's condition and activate a rapid response.

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

What matters to you?

To help you get the best possible outcome, we need to understand the things that are really important to you. We do this by asking you or your carer "What is your goal for this admission?"

The goal is documented on your Care Plan.

Your goal could be something very specific or something more general. Here are some examples:

- "To be able to walk better."
- "It's really important that my granddaughter is involved in discussions about my support. She is the main person in my life."
- "To be able to see my daughter."
- "To be home for my anniversary."
- "Get home as soon as possible, so I can look after my dog."

Please discuss with your nurse the things that matter to you throughout your admission so we can work together to achieve your goals.

WorkCover and TAC

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.

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. Uncollected x-rays and imaging CD's will be securely destroyed after 30 days.

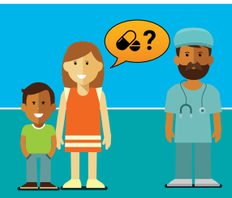


Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions
You have the right to ask questions about your care.



2 Find good information
Not all information is reliable. Ask your doctor for guidance.

3 Understand the risks and benefits
Find out about your tests and treatments before they happen.

4 List all your medicines
Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5 Confirm details of your operation beforehand
Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital
Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights
You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy
Your medical information is confidential. You can ask to see your medical record.

9 Give feedback
Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

Bringing food for patients

Information for patients, residents and visitors



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

This handout has been prepared to explain to patients, residents and visitors what is required to ensure food brought into a Healthscope facility is safe. This is important to prevent illness due to food poisoning, but also for patient safety.

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.

Healthscope facilities do not accept responsibility for food prepared outside the facility's kitchen and provided to patients or residents by visitors. Healthscope also does not accept responsibility for food ordered by patients themselves for delivery into the hospital. This includes food purchased from on-site cafés, take away foods delivered by organisations such as Uber Eats and food retailers.



Can I bring food for patients and residents?

Visitors are asked to observe certain safety guidelines when bringing food into a Healthscope facility. There is a risk of food poisoning when food is not properly prepared, transported or stored. This can have serious consequences for the patient or resident.

Our facilities cater for special dietary needs, e.g. gluten-free or vegetarian food, food allergies and specific religious/cultural requirements.

As well as being safe, food must meet the patient's or resident's medical/nutritional needs. For this reason, we ask that you speak to nursing staff, dietitian or treating medical team if you plan to bring food in for a person you are visiting. Please do not offer food to other patients or residents.

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 pregnant women, the elderly, 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.

continued over page

Bringing food for patients

Information for patients, residents and visitors

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

Washed fresh fruit, dry fruit, muesli bars, baked products (e.g. bread, muffins, plain cakes, scones, bagels, biscuits), lollies and chocolate, potato chips, soft drinks, cordial, tea bags, Milo etc. may be suitable, provided there are no medical reasons why a patient/resident should not have them.

What food is potentially unsafe to bring in for patients 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 or 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 wash hands with soap and water 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 transported hot, you must ensure that it is kept hot until eaten. Transporting hot food long distances is not recommended due to difficulty maintaining a safe temperature.

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 facility. Food requiring refrigeration must then be refrigerated within 15 minutes of arriving.

Nursing staff will be able to direct you to the refrigerator and provide labels. 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 manufacturer's heating instructions) to ensure it reaches a minimum temperature of 77°C for two minutes. This will kill most food-borne bacteria and viruses that can cause illness.

Food that has been reheated once *must not* be reheated again, and hospital staff should not reheat food that has been provided by visitors.

Further Information

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

- Nursing Staff
- Dietitian
- Speech Pathologist
- the Food Services / Catering Department

For general information on food safety, please visit your State Health Department's Food Safety web pages.

www.healthscope.com.au
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My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

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

I have a right to:

Access
- Healthcare services and treatment that meets my needs

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

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

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

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

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

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



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

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

My healthcare rights:
How can I use the Charter?

The **Australian Charter of Healthcare Rights** describes what you can expect when receiving health care in Australia.



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

For more information on the charter and how it can help you ask a member of staff or visit
safetyandquality.gov.au/your-rights

Your feedback is important to us



At Ringwood Private Hospital we pride ourselves on our patient-centred care. We want to ensure that we are meeting your needs and expectations.

When you go home, you will receive an invitation by email to provide feedback on your hospital experience.

We encourage you to provide feedback, both good and bad, so we can improve our service and care.

A paper copy of the survey is also available as an alternative (on request).

Ringwood
PRIVATE HOSPITAL
by Healthscope



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