

# *Western District Health Service*

## **Patient Information Booklet**

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This information booklet has been produced to help you prepare for your stay in hospital. Further information is available when you come into hospital in the "Hospital Patient's Guide" which is beside every bed. Please do not hesitate to ask our Admission Clerk or Nursing Staff any questions which are concerning you.

## **Pre Admission Assessment**

The Perioperative Unit offers a service to patients prior to admission to hospital for surgery. The unit aims to ensure that your hospital admission and surgery run smoothly. Your health status, before and after surgery, is as important to us as it is to you. We can educate you in detail about your surgery, anaesthesia options and hospital routines

A pre-admission assessment can decrease the time you need to spend in hospital

The assessment allows early identification of the need to arrange tests or a referral to your anaesthetist or doctor

You will have the opportunity to discuss your concerns with us in a relaxed, one to one situation

We can discuss and plan for your care after you leave hospital

We can arrange for any support services you may require after you leave hospital

## **Arrival**

On arriving at the hospital, please report to the Admissions Office. There you will be requested to complete Admission forms and sign your inpatient election. We request that you supply details in advance so that forms and records may be prepared in readiness for your arrival.

If you are insured with a private Health Fund, please ensure that you check your coverage and entitlements prior to admission. Also if your doctor has requested that you have certain tests prior to your admission, please ensure that you do so.

After completion of the Admission forms you will be directed to the Perioperative Unit or the appropriate ward. An identification bracelet will be placed on your wrist for the duration of your stay. Please check the details on the bracelet for accuracy and advise the Ward Clerk or Nursing Staff if the details are incorrect. Details of the ward layout and services will be explained. You will be asked to change into theatre or bed attire.

## ***Inpatient Election***

On admission to hospital all patients must make an inpatient election as a public or private patient.

The Medicare Agreement between the Commonwealth and State Governments requires that You (or your agent), elect to be treated as a Public (non-chargeable) or Private (chargeable) patient upon admission to this hospital.

YOU (or your agent) having made an informed election to be treated as a Public or Private patient upon admission to this hospital, cannot change your initial election status except for the following "unforeseen" circumstances:

- A change in medical circumstances (ie. patients who are admitted for a particular procedure but are found to have co-morbidities not evident at admission, or develop complications)
- A change in social circumstances (ie. change in income status resulting in an ability to pay) (ie. loss of job, bankruptcy)

### ***A Public patient***

- Will be treated by doctors nominated by the hospital
- Cannot choose a specific doctor or provide his/her medical treatment
- Will not be charged for medical or hospital services

### **You cannot choose to be a Public Patient if you elect**

- To be treated by a doctor of your own choice
- To occupy a bed in a single room

### ***A Private Patient***

- Will be treated by his/her nominated doctor(s) provided that the doctor(s) has the right to practice at the hospital
- Will be responsible for the payment of the hospital accommodation fees, charges for all medical services and prostheses and dental fees

## **Private Health Insurance**

- Does not stop you from electing to be a public patient
- Will cover full cost of shared ward accommodation but may not fully cover costs (depending on level of cover) if single room accommodation is chosen and you are not in a "front end deductible scheme"
- Medicare will cover 75% of the Commonwealth Medical Benefits Schedule fee for the medical services provided to private patients while in hospital and private health insurance will cover the remaining 25% of the fee
- Where a doctor charges a fee which exceeds the Commonwealth Medicare Benefits Scheme fee, the patient will be responsible for paying the difference between the fee charged by the doctor and the Schedule fee.

## **Compensable Patients**

If you are, or may be, entitled to (or have already received) compensation, damages or other benefits in respect of the injury, illness or diseases for which are receiving hospital care and medical treatment, all fees and charges may be met by your compensation. This includes, for example, compensation under the Accident Compensation Act 1985 (Vic), Transport Accident Act 1986 (Vic), Criminal Injuries Compensation Act 1983 (Vic), Safety Rehabilitation and Compensation Act 1988 (Cth) or a claim for damages at common law.

## **Veterans' Affairs Patients**

Veterans' Affairs patients are those for whom the Department of Veterans' Affairs has agreed to accept responsibility for hospital charges for the condition for which you are being admitted. Accommodation

WDHS offers a range of shared and private rooms for patient comfort. We understand different people have different needs and we will make every effort to provide the style of accommodation you prefer.

## ***Consent to Treatment***

By coming to hospital you have given agreement for general treatment which may be required. Further procedures, e.g. operations, anaesthetics and certain diagnostic procedures require your specific consent in writing. Your doctor is required to give an explanation of your proposed operation, treatment or procedure. Before you sign a consent form it is your responsibility to fully understand your proposed operation, treatment or procedure.

You also have the right to refuse or consent to visitors. These questions will be asked on admission.

## **Getting ready for your treatment**

There may be certain preparations that you must make before your treatment such as avoiding food or drink for 4-6 hours before a general anaesthetic.

You will receive a letter shortly before you are admitted outlining specific advice on this matter. If you become ill before you are admitted, please contact us to let us know as it may affect your planned treatment.

## ***What to bring with you***

- Your Medicare, Pension Cards and Health Insurance details (if applicable)
- Contact lenses and/or glasses
- Relevant x-rays or scans
- Relevant notes or instructions from your doctor
- Personal needs - Nightwear, underwear and slippers
- Toiletries
- Tissues
- Sanitary wear
- Casual, loose clothing to wear during the day
- Writing materials, books, magazines, knitting or other such items

Please bring all medications being taken or used. Only medications, tablets etc administered by hospital staff should be taken whilst in hospital. This is essential to avoid any possible adverse reaction or unexpected effects of medications.

We advise against bringing valuables. WDHS will not accept responsibility for money and valuables unless they are placed in the safe custody of the hospital. Please do not keep valuables or money in your locker or on your person unless you are prepared to take full responsibility. Please advise the Admissions Clerk, on admission, if you wish to place valuables in safe custody.

When your discharge is anticipated, please make prior arrangements with Nursing staff for collection of money and valuables.

## ***What not to bring to hospital***

### **Smoking**

In the interest of public health and the comfort of other patients, smoking is not permitted inside WDHS.

### **Electrical Equipment**

Patients and visitors are not permitted to bring privately owned electrical equipment including televisions, radios or hairdryers into the hospital. Battery operated appliances such as laptops and CD players are acceptable but must remain in your care.

### **Mobile Phones**

Mobile telephones and radio frequency transmitters may generate interference while they are turned on or in the standby mode. Patients and visitors should turn off their mobile phones upon entering the hospital.

## **Getting to the Hospital**

### **Parking and Transport**

Car parking is available next to the hospital building in Foster Street and also off Tyers Street. Disabled parking is available at the front entrance of the hospital as well as at the rear of the building.

Taxis of Hamilton Ph: 5551 8200.

Patient Drop off Points

There is a patient drop off point on Foster Street. It is undercover and provides direct access to the Hospital.

## **Who is Who?**

### **Nurses**

**Unit Manager** - is the most senior nurse on each ward, and has overall responsibility for the management of the ward.

**Associate Unit Managers** - are experienced registered nurses that are on each shift and are responsible for the ward during that shift.

**Your Nurse** - a registered nurse on each shift that is allocated to your care. This nurse will also have other patients to care for.

### **Doctors**

**Resident Medical Officers** - are qualified doctors who are gaining more experience.

**Registrars** - are doctors who are enrolled in a specialist training program, working towards becoming a consultant.

**Consultants** - are doctors who have spent many years training in their areas of specialisation.

## **General Information**

### ***Telephone Calls***

It is a policy of the Hamilton Base Hospital that phone cards are now purchased for patient phone calls. This applies to all public patients, and for privately insured patients and Veteran's Affairs patients who wish to make STD calls only.

Local calls for privately insured Veteran's Affairs patients are free, and can be made by dialing 18222 to connect you to the Hospital's switchboard.

Phone cards can be purchased at the Hospital's switchboard located in the front foyer on the ground floor of the Hospital prior to, or on arrival. Phone cards can be purchased in \$5, \$10 or \$20 credit amounts. All phone cards come with detailed instructions.

### ***Hairdresser***

If you wish to have your hairdresser provide a service during your hospital stay, please ask staff to assist you to make appropriate arrangements.

## ***Television Hire***

All public patients (excluding children under the age of 16) wishing to view television are required to pay a hire fee of \$5.50 per day – regardless of the time used. The maximum hire fee charged will be \$55.00 per admission.

A day is defined from the day the television hire request form is signed, plus any subsequent days where the television is available past 10.00am. On day of discharge, to prevent incurring an extra day's hire fee, please ask for the television to be turned off before 10.00am.

Upon admission to the Hospital you will be asked if you wish to hire a television. If you elect not to have the use of the television on admission, but decide later to have it switched on, please ask the Nurse in charge of your care who will advise the hospital's switchboard to turn it on and have you sign a Television Agreement Form. Alternatively if you wish to stop the television hire during your hospital stay, please telephone the Hospital's switchboard by dialing 99 and ask the switchboard operator to turn it off.

The television may be turned on and off only once during a hospital stay.

Payment is required at the hospital's switchboard upon discharge. If you cannot pay on discharge an account will be forwarded to you with an additional 10% administration charge.

## ***Cafeteria***

The Hospital Cafeteria is located on the ground floor. Visitors are welcome to use the facilities in the cafeteria. Meals are served in the Cafeteria Monday to Friday between 7.00am and 3.00pm.

Snacks, hot and cold beverages and a wide variety of confectionery items are also available over the counter between 7.00am and 3.00pm.

Outside these hours, snacks, beverages and confectionery items are available from vending machines located in the cafeteria.

## ***Laundry***

You are requested to make your own arrangements in regard to personal laundry.

## ***Mail***

Your mail will be delivered to the unit twice a day.  
Our address is:

PO Box 283,  
Hamilton Victoria 3300.

Outgoing mail may be handed to hospital staff for posting.

## ***Newspapers & Magazines***

Newspapers may be ordered and a variety of magazines, toiletry articles & sweets may be purchased from the Comforts Trolley each afternoon.

## ***Chapel & Clergy***

All patients and visitors are invited to enjoy the peace and tranquility of the hospital's Chapel located near the Education Centre. The Chapel is always open.

Members of various religious denominations visit the hospital frequently. If you wish to see your minister, priest or pastoral visitor, arrangements will be made by the staff.

## ***Pharmacy***

The Western District Health Service Pharmacy is open between 9.00am and 5.30pm weekdays.

## ***Visiting Hours***

On admission you will be asked about your wishes in relation to visitors for your stay in hospital. You can accept all visitors, have no visitors at all, or restrict the visitors you wish to see whilst in hospital. Visiting hours have been arranged to allow patients to receive maximum benefits during their stay. Please ask those who may visit to observe them.

All wards accept visitors all day until 8.00pm

## **Patient Feedback**

All patients are given a Satisfaction Survey to complete on their discharge from Hospital. These surveys are returned to the Quality Manager, who follows up any complaints or issues that have arisen and acts to put in place plans to improve any areas of dissatisfaction with the service provided.

## ***Victorian Patient Satisfaction Survey***

Each year the Department of Human Services conducts statewide patient satisfaction surveys to gain feedback on the quality of care in Victorian public hospitals. Results of this survey continue to show a high level of patient satisfaction with the service provided at Western District Health Service.

## **Compliments**

Compliments about the service at WDHS are also often received as a result of the Satisfaction Surveys. Here are some examples of compliments we have received:

“Excellent program. Most helpful and informative!  
Well run by very helpful staff....”  
“First class staff and facilities. Very satisfied”

WDHS is very appreciative of the many compliments it receives across all service areas, as they demonstrate the degree to which we are achieving patient satisfaction.

## Complaints / Suggestions

“..... I think the process has some areas that need to be addressed.....”

Whilst Western District Health Services strives to provide the highest possible standard of care and service, there are occasions when expectations are not met. The staff at WDHS view each complaint or suggestion seriously and consideration is always given to how or what changes should be introduced to deal with any issues that may arise. Changes that have been implemented as a result of complaints or suggestions include improved communication processes, relocation of Chemotherapy services, introduction of new programs and staff education.

## ***What do you do if you have a complaint?***

If you are not happy about the care of service at any WDHS facility, you have several options:

- You may speak directly to the person involved, whereby the matter could be immediately addressed
- You may ask to speak to the person in charge, for example the Unit Manager
- You may complete a feedback form and send it to the Quality Manager
- You may phone and ask to speak to the Quality Manager
- You may write a letter to the Chief Executive Officer:

Chief Executive Officer  
Western District Health Service

PO Box 283  
Hamilton VIC 3300

- You may contact the office of the Health Services Commissioner toll free on 1800 136 066

## ***Advocacy***

In some instances you may need to access someone who can act on your behalf to ensure your rights are protected. This is what we call an advocate. Anyone has the right to use an advocate if they wish. There are also specific contacts for patients with disabilities and clients in residential care services. Anyone wishing to access an advocate may contact the Office of the Public Advocate on Free Call 1800 136 829.

## **Medical Information**

### ***Access to Medical Records***

A record will be kept of your medical condition and treatment. This is confidential, with access to it being limited to health care professionals directly involved in your treatment. This medical record remains the property of the hospital. The contents of your medical record can only be divulged with your consent, or as required by law.

Should you at any time require details of the care given to you at the hospital, your request may be directed to your doctor or requested in writing to the Freedom Of Information Officer.

### ***Removal, use and disposal of human tissue***

#### **Why is tissue being removed?**

Tissue is removed during surgery or medical procedures so that doctors are able to diagnose what is wrong with you and can advise of the best way to treat you.

#### **Who will remove the tissue?**

Tissue is only ever removed by a registered medical practitioner. This is usually the doctor treating you.

#### **Do I have to sign a separate consent form to have tissue removed?**

No. Your treating doctor will ask you to sign a consent form for the surgery or medical procedure that he/she will be performing. The form you sign may or may not refer to the removal of your tissue. You can refuse to have tissue removed.

### **What happens to tissue after it has been removed?**

Your tissue will be used for diagnosis and treatment. It may also be used for:

- Approved research
- Training and/or
- Laboratory quality procedures

There are strict guidelines for the removal and use of human tissue in Australia. All human tissue is treated with respect. All of your details remain confidential.

### **Who regulates the use of tissue?**

The National Pathology Accreditation Advisory Council produces guidelines that describe standards for the use of tissue for diagnosis in Australia. The use of tissue for research purposes is regulated by the National Health and Medical Research Council (NHMRC).

### **What about genetic information?**

All tissue contains genetic information. This means that some of your tissue may be of use in genetic research. However, your tissue will never be used for these purposes without your consent.

### **How is tissue disposed of?**

All tissue is disposed of with care and in accordance with the Environmental Protection Authority.

## **Planning your discharge**

The length of your hospital stay will be determined by many factors, and your doctor and nursing staff will keep you informed of your progress at all times. As you move closer to your departure date, your doctor will discuss discharge plans with you and your nursing staff.

As soon as your doctor has approved your hospital discharge, please advise a member of staff regarding your intended time of departure. Our discharge time is 10.00am and your bed will be allocated to a new patient on the day of your discharge.

## Settling your Account

Fees as at 1/7/2006

<b>Procedure</b>	<b>Fee</b>
<b>COLONOSCOPY</b>	<b>\$50.00</b>
<b>GASTROSCOPY</b>	<b>\$50.00</b>
<b>EPIDURAL</b>	<b>\$50.00</b>
<b>DENTAL SURGERY (BAND 3)</b>	<b>\$262.00</b>
<b>EYE SURGERY (BAND 3)</b> (Patients pay for lenses etc to Dr Lee direct)	<b>\$262.00</b>
<b>BREAST SURGERY – FOR 3 DAY STAY: SHARED ROOM</b>	<b>\$975.00</b>
<b>BREAST SURGERY – FOR 3 DAY STAY: SINGLE ROOM</b> (Patients pay for breast implants)	<b>\$1833.00</b>
<b>GASTRIC STAPLING – FOR 3 DAY STAY: SHARED ROOM</b>	<b>\$975.00</b>
<b>GASTRIC STAPLING – FOR 3 DAY STAY: SINGLE ROOM</b> (Hospital pays for the staples)	<b>\$1833.00</b>
<b>OTHER NON-SPECIFIED PROCEDURES (i.e. ENT PATIENTS)</b>	
<b>SAME DAY PROCEDURES</b>	<b>\$262.00</b>
<b>SURGICAL PROCEDURES (PER DAY): SHARED ROOM</b>	<b>\$301.00</b>
<b>SURGICAL PROCEDURES (PER DAY): SINGLE ROOM</b>	<b>\$580.00</b>
<b>ADVANCED SURGICAL PROCEDURES (PER DAY) :SHARED ROOM</b>	<b>\$325.00</b>
<b>ADVANCED SURGICAL PROCEDURES (PER DAY) :SINGLE ROOM</b>	<b>\$611.00</b>

# Hospital Map

