

# Patient Information



## Welcome

We acknowledge the Traditional Owners of the land on which the hospital is built, the Wurundjeri people of the Kulin nation, and pay our respects to Elders past, present and emerging.

Northern Private welcomes and celebrates diversity and inclusivity. Everyone is welcome here, this is a safe space.

We welcome you, your families and friends to Northern Private Hospital, operated by Ramsay Healthcare. While in our care we will endeavour to make your stay as comfortable and relaxing as possible.

This booklet has been prepared to provide you with information about the Hospital's services, procedures, and external services that you may need on discharge.

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## About the Hospital

Northern Private Hospital forms part of the Ramsay Health Care Australia Group.

Ramsay Health Care is a global health care company with a reputation for operating high-quality services and delivering excellent patient care. Established in Sydney, Australia, in 1964, by Paul Ramsay AO, Ramsay Health Care has more than 60 years of experience in providing acute health care services. Today, the Company delivers a range of acute and primary healthcare services from 480 facilities across 11 countries, making it one of the largest and most diverse private healthcare companies in the world.

Ramsay facilities cater for a broad range of health care needs from primary care to highly complex surgery, as well as mental health care and rehabilitation. The company employs more than 77,000 staff and treats 8.5 million patients in its hospitals and primary care clinics located in Australia, France, the United Kingdom, Sweden, Norway, Denmark, Germany, Italy, Malaysia, Indonesia and Hong Kong.

Ramsay is well-respected throughout the global health care industry for its quality health care operations and excellent record in hospital management and patient care. Focusing on relationships with staff and doctors – and delivering high quality outcomes for patients – has been at the forefront of its success.

Ramsay focuses on maintaining the highest standards of quality and safety, being an employer of choice, and operating its business according to The Ramsay Way philosophy: “People Caring for People”.

## Ramsay Health Care: Our Purpose and Values

People are at the heart of our success.

**Our Purpose.** People caring for people.

**Our Mission.** Changing what is possible for your health.

**Our Vision.** Be a leading healthcare provider of the future.

### What does it mean to be ‘people caring for people’?

We approach our work every day through three key values known as the Ramsay Way.

#### 1. We value strong relationships

Healthy working relationships lead to positive outcomes for all. We look out for the people we work with, and we respect and recognise them. Strong, healthy relationships are the foundation of our stakeholder loyalty.

#### 2. We aim to constantly improve

We do things the right way. We enjoy our work and take pride in our achievements. We are not afraid to challenge the status quo to find better ways.

#### 3. We seek to grow sustainably

Maintaining sustainable levels of profitability are only part of our success. We prioritise long term success over short term financial gains because we care about our people, planet and community.

## Services Provided at Northern Private Hospital

The purpose of Northern Private Hospital is to provide comprehensive care covering many specialties which are listed below. We also provide a High Dependency Unit, Coronary Care Unit and Day Infusion services.

The hospital has a particular focus on acute medical and surgical care and is a new private healthcare provider located in the North of Melbourne. Specialities offered at The Northern Private include:

- Acute Pain Service & Chronic Pain service
- Bariatric Surgery
- Breast
- Cardiology, Coronary & Vascular Angiography
- Colorectal
- Day Oncology & Hematology
- Day Surgery
- Endocrinology
- General Medicine
- Gynecology
- Oncology
- Orthopedics
- Paediatrics
- Plastic Surgery
- Renal Medicine
- Respiratory
- Spinal Surgery
- Stomal Therapy / Wound Management
- Urology

Allied Health and other services available to patients include Ramsay Health Plus:

- Sleep Studies
- Diabetes Education
- Cardiac Care Units
- Physiotherapy
- Speech Therapy
- Wound Management
- Cancer Clinical Trials
- Dietitian
- Occupational Therapy
- Social Worker

## Executive Team

Our executive team are here to support and help

**Chief Executive Officer:** Shaune Gillespie

**Director of Clinical Services:** Marnie Caddy

**Director of Finance:** George Mitanis

## Contact Us

Phone: 03 8437 4800 to follow the options to different departments.

- For Reception, Press 1
- For Admissions, Press 2
- For Consulting Suites, Press 3
- For the Medical ward, Press 4
- For Day Infusion Unit, Press 5
- For the Surgical Ward, Press 6
- To hear these options again please press 9

## Privacy of Patient Information

All hospitals in the Ramsay Health Care Group comply with the Commonwealth Privacy Act and all other state/territory legislative requirements in relation to the management of personal information.

Our patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected, and information is stored securely.

The medical, nursing and allied health staff will only use or disclose your patient information for the purpose that it was collected or in ways that the patient might reasonably expect. Beyond this, we must have your consent to use or disclose the information, unless it is authorised by law.

When necessary, it is routine Practice for the Hospital to transfer necessary patient information to your nominated local GP, another treating hospital, to a specialist for a referral or for pathology tests and x-rays to assist with your medical treatment.

If you have any further enquiries in relation to our Privacy Policy or our health information management practices, please refer to our Privacy Policy brochure or ask to speak with our Business Office Manager or Health Information Manager.

## Compliments, Complaints and Suggestions

We offer a number of options to provide feedback regarding your stay, this enables us to continually evaluate and improve our service. Any comments received are reviewed and actions taken to improve the delivery of care and services to you and your family.

If you are not satisfied with any aspect of your stay, please let us know. One way to do this is via our complaints process. The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence the care or treatment you receive. In the first instance, please direct your concerns to the Nurse Unit Manager of your ward.

Complaints may also be made in writing via letter, email, feedback cards, by telephone or through our survey system. If you choose to write a formal letter of complaint/compliment, then you may address this to the Director of Clinical Services.

Email: [Enquiries.NPE@ramsayhealth.com.au](mailto:Enquiries.NPE@ramsayhealth.com.au)

Address to: Northern Private Hospital,  
12 Osburn Place,  
Epping Victoria 3076

## Health Complaints Commissioner

The Health Complaints Commissioner is independent and facilitates the resolution of consumer complaints about health services. If you are not happy with how we have handled your concerns you may contact the Health Complaints Commissioner on 1300 582 113

## The Australian Charter of Healthcare Rights

### The Charter

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Patients, consumers, healthcare providers and health service organizations all have an important part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system.

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

Healthcare providers are aware that in some circumstances, your ability to interact with the healthcare system may be restricted. Where possible, they will alert family or support services about your circumstances if they consider that you need assistance.

### Access

A right to health care.

You have a fundamental right to adequate and timely health care. Sometimes, this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

### Safety

A right to safe and high quality care.

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

### Respect

A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances.

Respect also includes being mindful of healthcare staff and other patients.

### Communication

A right to be informed about services, treatment, options and costs in a clear and open way.



Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

#### **Participation**

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

#### **Privacy**

A right to privacy and confidentiality of provided information.

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

#### **Comment**

A right to comment on care and having concerns addressed.

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved, please let staff know.

The procedures used by the health service organization to comment about your care can be made available to you. You can provide verbal or written comments about the procedures and your experiences.

To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care, please contact your health service provider's (Hospital) or patient liaison representative.

#### **Clinical Safety and Quality**

The Hospital is currently accredited with the Australian Council of Health Care Standards under the National Safety and Quality Health Service Standards.

Ramsay Health Care and Northern Private Hospital are centred on People Caring for People. Our aim is to ensure you receive high quality, safe and effective clinical care whilst in our facility. We are committed to providing excellence in all our services and look for opportunities to improve at each stage of the journey with us. Please feel free to comment on any aspect of your care during your stay with us.

#### **Child Safety**

Ramsay Health Care and the Northern Private Hospital is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children. We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently in line with our policies and procedures.

We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow rigorously. Ramsay is committed to taking all reasonable steps to prevent child abuse and identify risks early and remove and reducing these risks. We are committed to the cultural safety of children from a culturally and/or linguistically diverse background, to the cultural safety of Aboriginal children, and to providing a safe environment for children with a disability.

If you have any concerns about the welfare of a child, please speak to one of our staff, call emergency services on 000, or call the Commission for Children and Young People on 1300 78 29 78.

### **General Information**

#### **Aboriginal and Torres Strait Islanders**

Northern Private Hospital acknowledges the traditional owners of the land on which the hospital is built, the Wurundjeri people of the Kulin Nation, and pays our respects to Elders past present and emerging. If you need any support or additional services during your stay, please let your nurse know or contact our Quality and Risk Manager on 8437 4805.

#### **Accommodation**

We offer only private rooms of the highest standards, all with ensuites, television and wifi.

Extra towels and toiletries if required can be requested from your nurse

It is our priority to make your stay as comfortable and relaxing as possible. Please speak to your nurse or Nurse Unit Manager to support this

Our hospital will be a silent alarm hospital for your comfort. All nurse calls will go straight to the nurse allocated to the patient and prevent you being woke up at night by overhead buzzers.

We will try and prevent noise as much as possible but please be aware of the noise of the equipment there to support your recovery.

## Admission

Your doctor and/or anaesthetist will confirm your admission date, and if necessary fasting times with you.

Prior to your admission you will be directed to complete the online admission form. Please go to the website [northernprivate.com.au](http://northernprivate.com.au) – the **Online Admission** link is listed under Quick links on the homepage.

Fill in the online admission form, or complete the admission form you would have received from your doctor, as soon as possible and send it back to the hospital. It is important that the hospital receives this completed form five (5) days prior to your admission.

Please have the following ready when you fill in your admission form:

- Personal/Next of Kin details
- Medicare Card. Please include reference number (the number in front of your name) and expiry date
- Funding details (e.g. Private Health Insurance, Workcover or self-funding)
- Benefit details (e.g. Pharmacy Benefit card or Pension card)
- Item numbers (if these were quoted by doctors' rooms)
- Information your doctor supplied to you regarding implantable medical devices (e.g. prosthetic and disposables) if applicable.

If you have private health cover, please contact your health fund before admission to check for any excess or waiting periods. We know that health and billing charges can be difficult to understand and we are happy to assist in any way we can, however we also advise that you seek clarification from your doctor and health fund.

You will receive a confirmation text regarding your admission around 3pm the day prior to your admission. Please contact the hospital if you do not receive this.

You may also be contacted by one of our hospital staff if you are over the age of 75 or require specific instructions prior to your admission.

Please present to reception at your allocated admission time to complete any remaining paperwork and/or payments. A nurse will admit you once you arrive on the ward or the preadmission area.

### We are here to help

Contact our team for support or read through our Frequently Asked Questions for how-tos and explainers about your admission. Always consult with your specialist if you have specific medical concerns or questions related to your procedure.

For technical support or questions about your admission, please contact Ramsay Health Hub Customer Care on: 1800 716 688

## Car Parking and Public Transport

### Parking

Parking is located at the back of the hospital at a cost displayed on the costing board as you enter the car park via the boom gates. There is 2 or 3 hour street parking around the hospital.

Drop off points are located directly at the front of the hospital for ten minutes only.

### Public Transport

The Hospital is located in Epping with the closest train station being: Epping Railway Station.

Nearest bus stop is Northern Hospital/ Cooper Street with a short distance walk to the Northern Private Hospital.

### Confidentiality

Hospital staff are required to conduct their activities ethically and to maintain patient confidentiality at all times. If you have any concerns, please highlight them to the Nurse Unit Manager.

### Consultants

A list of Northern Private Hospital consultants and visiting specialists is available on the Hospital's internet site. If you would like a copy, please ask a staff member.

### Disability Services

Access to a range of services can be provided for patients with a disability. If you have additional needs, please discuss these with your doctor and care team prior to admission so appropriate arrangements can be made.

If at any point during your stay you require further assistance please reach out to your nurse to try and accommodate if possible.

### Discharge Information

Discharge time is by 9.30am.

Your doctor will advise you when you are ready to be discharged. Information regarding your next visit to see your doctor/ surgeon, your medications, recovery and activities will be given to you by a member of your nursing team.

You are not permitted to drive for 24 hours following a general anaesthetic.

Please ensure you take all of your possessions with you, including all x-rays that you brought to the Hospital and any x-rays that were taken during your stay.

Please remember to take home all of your medications.

Please notify a member of your nursing team if you do not feel well enough to be discharged so appropriate arrangements can be made.

## Discharge at Own Risk

With few exceptions (as in the case of infectious diseases), patients have the right to leave the Hospital when they choose.

This may be a serious decision when taken against the advice of your doctor and could pose a serious threat to your well-being. If you choose to be discharged under these circumstances, you will be asked to sign a “disclaimer” form and the responsibility for this action will rest with you.

If you proceed to discharge against medical advice and your condition does not improve or causes you concern, you should seek immediate medical attention.

## Emergency Procedures

The Hospital has highly developed safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis.

In the unlikely event of an emergency, remain in your room until a staff member arrives to assist you. If the need arises for evacuation, your attending nurse will advise you during the procedure.

## House Keeping Services

Should you have any concerns regarding the standard of cleanliness of your room, please contact the Nurse Unit Manager /After Hours Co-ordinator.

## Interpreter Service

Please notify the team on your ward if you need an Interpreter Service. The nurses will organise this for you. Interpreters can also be used for hearing and sight impaired patients.

## Meals/M meal Times

The Catering Department is committed to providing fresh, nutritious, seasonal produce and promoting today's health-conscious lifestyle. Meals are carefully chosen to focus on quality of the highest standard in both preparation and presentation.

A full range of specialist and culturally diverse dietary requirements are catered for. Please discuss this with the nurse at the time of admission.

The Northern Private Hospital uses Chefmax – an online food ordering system that will remove any menus that contain an allergy that has been submitted during your preadmission information.

If you suffer from severe food allergies, please ensure this is known at time of admission and to your nurse. A red wrist band should be fitted to identify an allergy including food, drugs or any other allergen.

The catering staff will ensure you receive your desired dietary requirement.

## Ordering meals

A menu monitor will take your order and enter it into our online Chefmax. If this has not been done please speak to your nurse as timely as possible to ensure your order has been taken.

Serving times may vary slightly:

Breakfast: 7:45am - 8:15am

Morning Tea: 10:00am - 10:30am

Lunch: 12:00pm – 12:30pm

Afternoon Tea: 2:15pm – 2:30pm

Dinner: 5:00pm – 5:30pm

Meal Services for partners: Meals can be prepared for your partners/ carers/ parents staying at minimal cost. You can organise this at time of admission.



## Nurse-Call System

A white hand control located on your bedside table has multiple functions:

- Nurse Call – To call for assistance press the GREEN button ONCE. This will send a message to the nurse looking after you. Please note – you will not hear a buzzer but will see flashing green light to say the message has been sent.
- Light Switch – Your room lights can be turned off and on from your hand control in most rooms.

Emergency buttons are located at the bedside and within toilets. Please only use these in an emergency

## Pantry – Patient and Visitor Facilities

Tea and Coffee making facilities, and biscuits are provided in the ward beverage bay.

Our local café is located on the ground floor in the public dining area and sells hot food, snacks and beverages.

The café will operate on normal business hours.

## Pathology

Northern Pathology Victoria is our provider of all phlebotomy services. They have a collection centre located on the second floor and will also service patients requiring pathology while admitted in hospital.

All pathology services require a pathology request form provided by your doctor.

## Radiology

Lumus Imaging supply our radiology services. This includes MRI, mammography, ultrasound, x-ray and CT.

All radiology requests will be required on the request form and requested by an accredited doctor.

Please be aware that extra costs may occur dependent on your health insurance inclusions.



## Pharmacy

Prescription drugs/medicines can be supplied by our internal pharmacy service. You will be responsible, for the cost of any medication you were using prior to your admission and/or any prescriptions filled out on discharge. Non health fund members are responsible for the cost of all prescriptions filled on their behalf.

Pharmacy items are invoiced separately and any balance payable on discharge at the reception desk.

## Physiotherapy

Your doctor may refer you to a physiotherapist to assist your recovery. They will organise, fit and teach you to use crutches, braces, splints and other orthopaedic aids.

Our allied health is provided by Ramsay Health Plus and Ramsay Connect for rehab in home support.

Inpatient rehab required following discharge can be arranged by your nurse or the nurse unit manager. The doctor may request this on your behalf and you will be informed of which rehab will be most appropriate for you.

## Public Toilets

Our environmental staff strive to maintain clean facilities. If you feel that one of the bathrooms requires cleaning, please let one of friendly staff know.

Visitor toilets are available on all floors and located via signage. Please follow the signs or ask at the front reception.

We have accessible toilets located on every floor.

All toilets have baby changing facilities.

## RAISE the Ramsay Rule

RAISE the Ramsay Rule is a process for escalation of care for Patient Safety. It is a three step process for the patient, their family, or carers to escalate any concerns and call for rapid assistance when they believe something is 'not right' with the clinical condition of the patient.

When the patient or carer/family member are concerned about a change or the patient is looking unwell, please follow the steps below to raise your concerns:

1. Speak to your nurse about your concerns.
2. If you are not happy with their response, you can ask to speak with the nurse in charge.
3. If you remain concerned you can  
**RAISE the Ramsay Rule** by calling 8437 4888

The Ramsay Rule is one of the ways Ramsay is working hard to protect our patients' safety.

The Coordinator or nurse in charge will follow up your concerns immediately.

## Reception

Reception is staffed for your convenience between the following hours:

Monday to Friday: 6.00am to 8.00pm

Saturday and Sunday: 8.00am to 8.00pm

If you have any queries or requests outside these hours, please speak to your attending nurse or our hospital coordinator.

## Smoking

The Northern Private Hospital has a complete smoking ban policy.

Smoking is not permitted anywhere in the Hospital or within 10m of the facility.

This includes Vapes or E cigarettes.

If you would like assistance to stop smoking please reach out to your doctor or nurse.

## Spiritual Needs

Your spiritual needs can be catered for through prior arrangement with the Nurse Unit Manager of your ward.

Religious representatives/clergy are welcome to visit you during your stay.

## Staff Identification

All staff wear name badges as a means of identification and internal security.

The badge shows the staff member's name and photo. If you cannot see a staff member's identification badge, you may ask them to show you.

## Telephone

Mobile phones are permitted and encouraged in the Northern Private Hospital. Please ensure your mobile is on low volume or silent to prevent disturbing other patients. If you require assistance to make a call, please speak to your nurse who will be able to provide a phone to call out.

## Television

Your room's in-house entertainment contains free to air television. Your bedside handset will provide you access to your TV with the speaker also located within the handset. This will provide access to a range of free services for you to enjoy via the patient entertainment system menu.

The Northern Private Hospital has digital enhancements to provide improved services. This includes Chromecast Televisions. This means, using your mobile device you will be able to stream your own shows from your own phone to the TV. Please speak to your nurse for instructions on how to do this.

## Valuables

Patients are strongly advised not to wear jewellery, to leave other valuables at home and not to bring large amounts of money into the Northern Private Hospital.

If you have already been admitted and are not aware of the Hospital policy, please ask family members or friends in attendance to take care of these items on your behalf.

The Hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room.

Should you decide to take responsibility for personal items and you experience loss or damage during your stay, please ensure that it is reported to a staff member immediately.

There are bedside lockers available in all patient rooms for overnight patients, and for day surgery patients there are lockers available if required.

Please check your room/area on discharge for any personal belongings, X-rays or medications.

## Veteran Affairs (DVA) Patient Information

DVA patients can request a visit from the hospital DVA Liaison Officer if they would like support with:

- Completing paperwork
- Accessing DVA services
- Discharge planning, and referrals to additional services

Department of Veteran Affairs patients may also request a visit from their local RSL representative. Please discuss your needs with the Nurse Unit Manager or call the Quality Manager / DVA Liaison on 03 8437 4805.

## Violence/Aggression

The Hospital's staff and patients need to work and be cared for in a safe environment; one that is free from violence and aggression.

Physical and non physical violence towards staff and/or others in the facility will not be tolerated.

Any such acts may lead to discharge, and may result in the police being notified and legal action being taken.

## Visiting Hours

The Northern Private Hospital encourages visitors to attend site between 2pm and 8pm. However we understand flexible visiting may reduce anxiety, confusion and agitation for some patients and extended visiting hours may be appropriate. Please note visiting hour flexibility will be dependent on the clinical status of patients or treatments occurring to support their recovery.

Parents must room in with their children. A fold out bed and meals for parents staying overnight will be arranged.

## Medical Information

### Blood Clot Prevention in Hospital

A stay in hospital may increase your risk of developing a blood clot in your legs or lungs.

Blood clotting is the body's natural way of stopping us from

bleeding. Clotting only becomes a problem when a clot is the wrong type, or is in the wrong place and blocks blood flow. Some people have a predisposition to developing blood clots, but one of the biggest risks for developing a clot is being immobile.

While in hospital, the medical staff will assess your risk of developing a clot. They may ask you to wear elastic stockings, compression stockings and/or provide additional blood thinning medication.

If you have any of the following risks, you should bring them to the attention of your Doctor or nurse:

- Cancer
- Over 60
- Overweight
- Lung disease
- Major surgery
- Inherited blood clotting abnormalities
- Previous deep vein thrombosis
- Smoking
- Heart Failure
- Previous stroke
- Joint replacement surgery
- Immobility

### Ask

Ask your doctor or nurse about your risk and what treatments they recommend for you.

### Act

Minimise your risk by:

- Take any tablets or injections your doctor has prescribed to minimise your risk
- If in use, keep your compression stockings on and be aware of how long you will need to wear them after discharge (normally 2 – 4 weeks)
- Avoid sitting or lying in bed for long periods
- Walk as often as your doctor advises
- Drink plenty of fluid
- Avoid car travel for greater than an hour at a time.

### Watch For

Call your nurse if you experience any of these symptoms/or after discharge, notify your GP:

- Sudden or increased pain or swelling in your legs
- Pain in your lungs or chest
- Difficulty breathing or shortness of breath.

### Acknowledgment of Consent

If you are having a procedure, certain treatments or investigations including a blood transfusion, you are required to complete a 'Consent for Treatment' form.

Your doctor is responsible for ensuring you are adequately informed of the proposed treatment or procedure before completing the consent form.

A patient flyer outlining the significant risks, benefits and alternatives to blood transfusion is available from the Pre-Admission Service or your ward nurse after admission.

If a staff member is exposed to your blood or other body fluids through a sharps/ needlestick injury or by other means, your permission will be sought to test your blood for infective agents that could have been transmitted.

## Safe Surgery Policy

The Hospital has a policy to ensure that the correct patient undergoes the correct procedure on the correct site and side.

Verification of correct patient, procedure, site and side should occur:

- On admission to the ward
- Prior to transfer to the theatre complex
- On arrival to the theatre complex
- Just prior to an anaesthetic block or agent
- Just before entering the room where the procedure will occur

You have a right to express any concerns at any time. If you feel that there is any misunderstanding in regard to the procedure to be undertaken, please ask to speak with your treating doctor as a matter of urgency.

## Medical Treatment Act

If you have appointed an Enduring Power of Attorney or have an Advanced Care Directive, please ensure you have given a copy to your nurse so it can be filed in your patient history.

During your preadmission process there will be a section to fill out if you have an active Advanced Care Directive

## Falls Prevention

It's surprisingly easy to fall or slip when in an unfamiliar environment like a hospital. Illness, anaesthetic, medication and fatigue may affect your balance.

Because your safety and wellbeing are important to us, this section describes a few ways you can reduce the risk of a fall.

### Risk Assessment

During your admission, the nursing staff will complete a falls risk assessment daily to determine if you are at risk of falling and implement measures to reduce your risk of a fall.

### Medication

Some medications such as pain relievers and changes in medication can have the side effect of making you feel dizzy. Always take care when bending, showering or getting to your feet.

### Unfamiliar Surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care when moving around at night and ensure you have the lights on before getting out of bed.

### Flooring

Tiled floors, linoleum or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear.

### Your Condition

Ask the doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist can also provide advice with balance, mobility or exercise.

## Visiting the Bathroom

You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help or think you may need to visit the toilet more frequently, please ask the nurses for assistance.

If the nurse has assisted you to the bathroom and asked you to buzz when finished, please do so, even if you feel like you don't need assistance.

## Clothing

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

## Footwear

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

Always remember that your condition may reduce your ability to stand or move freely. Help us to care for you by taking extra care when walking. If you need help, please call one of our nurses.

Our brochures are located on our website under our "for patients" page.

## Identification and Allergy Bands

When you are admitted an identification band will be attached to your wrist or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately.

If you have any 'allergies' or are a 'high risk', you will receive a red wrist band. A 'high risk' includes being at risk of a fall, having lymphoedema, or being prone to pressure injuries/ulcers. If you do not receive a red wrist band and require one, please let the nursing staff know as soon as possible.

The wristband alerts all staff of your allergy/ risk and helps us manage the condition throughout your stay.

It is important that your bands are not removed during your stay. If your band becomes illegible, please ask for a replacement.

## Infection Prevention and Control – for Patients/ Carers/Visitors and Families

The Management and Staff are committed to providing all patients with the highest quality of care by promoting Infection Prevention and Control.

This standard care includes hand hygiene, high standards of cleaning/housekeeping, the use of sterile techniques and equipment to ensure your recovery is speedy and to reduce the risk of infection.

## 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. This product contains alcohol and a moisturising solution. It is not harmful to the skin.

We request that on entering and leaving a patient room, you apply Alcohol Hand Rub 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.

When visitors arrive, encourage them to use the hand rub provided too.

## Infection Prevention and Control Precautions

The Hospital recognises 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 prevention and control practices.

- Standard precautions, which include hand hygiene and wearing protective clothing, are good ways to prevent the spread of any infections. Even visitors may be requested to 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:
  - Single room, with ensuite or dedicated toilet
  - Dedicated patient equipment
  - Additional use of protective equipment or clothing such as masks and gowns
  - Restricted movement of patients and staff.

When we are fit and healthy we can usually defend ourselves against many germs and forms of illness. Often after an operation or illness or by taking particular medications, our natural defences are weakened and we are not always in a position to resist other disease processes.

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 or 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
- At All Times Protect Others if you have a cough or a cold
  - Cover 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
  - Visitors should refrain from visiting if they are unwell, eg. have a cough, cold or signs of a respiratory infection
  - Patients should let their doctor know prior to admission if they have any respiratory infection symptoms.
- Please avoid sitting on the beds of other patients. Staff are happy to provide you with a chair if required
- Feel free to tell your nurse if you have any concerns regarding the cleanliness of your room and/or bathroom
- Please feel free to tell any staff member to wash their hands or use antimicrobial hand rub/gel before attending your care
- 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 report these symptoms to your nurse and any visitors with symptoms should not visit the Hospital until they have been free from these symptoms for at least 48 hours.

Please contact your nurse if you would like more information about standard precautions, additional precautions or any other infection prevention and 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 reduced to the shortest time prior to surgical procedure
- Shower prior to surgical procedure (you may be given an antibacterial skin solution by the nursing staff)
- Hair removal from operative site (this will be attended by the 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 should be reported prior to attending hospital.

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

### 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. Antibiotic resistant bacteria can also spread from one person to another – so the way you use an antibiotic can also affect how well it works for others.

Antibiotics don't kill viruses. Antibiotics are only useful for treating infections caused by bacteria. They have no effect on infections, like colds and flu, which are caused by viruses. If you are generally healthy and well, a cold usually gets better without treatment, because your body's immune system can overcome the infection. As well as costing you money, using antibiotics when you don't need them may mean they won't work for you in the future.

### Help Prevent Antibiotic Resistance

You can help to prevent resistance by:

- Remembering that most people don't need antibiotics for colds and flus 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.

### Food Safety

The Hospital provides a comprehensive and varied menu for our patients that complies to all food safety regulations.

For Food Safety reasons, the Hospital does not encourage food to be brought in for patient consumption, e.g. by relatives or visitors.

However, if relatives or visitors wish to bring food in for a particular patient, the following should be noted:

- High Risk Foods that should not be brought in for

patients, e.g. eggs, soft cheeses, deli meats, seafood, pre prepared salads, left over meats, soups

- All hot food must be maintained above 60°C during transport and storage
- All cold food must be maintained below 5°C during transport and storage

Please speak to a nurse prior to bringing in food or providing same for patients.

### Medication

Please give your nurse any tablets, medicines (or prescriptions for these), herbal or natural remedies that you have been taking before your admission to hospital. These will be secured in your personal medication drawer and a history taken of the medication you are on.

Any additional medication you require while in hospital will be ordered by your doctor and supplied by the Hospital pharmacy.

When you are discharged, medications that you are required to take will be returned to you.

Please ensure you know exactly how and when to take the medication. Please note that medications provided by the Hospital that do not relate to the reason for your admission will be charged to you. Similarly, discharge medication will be charged to you. Please contact our accounts department or Nurse Unit Manager if you have any queries.

### Pressure Injury/Ulcer Prevention

Pressure Injuries are caused by unrelieved pressure, rubbing or friction that damages the skin and underlying tissues. Areas often affected are the buttocks, elbows and heels and bone prominences. Most pressure injuries can be prevented or if present, their progress altered. At Northern Private Hospital we will endeavour to prevent pressure injuries by:

- Caring for your skin by minimizing exposure to urine, stool, perspiration or wound drainage
- Limit pressure by changing patients position frequently
- Use of pillows and wedges to keep knees and ankles off the mattress
- Utilising pressure relieving Mattresses
- Raising the foot of the bed to reduce sliding, if the head of the bed is elevated
- Mobilisation – getting you out of bed and up walking as soon as possible
- Providing a well balanced diet.

Your role in pressure ulcer prevention is to:

- Be aware of the risk factors
- Be willing to assist the nurses with skin care and repositioning
- If able, adjust your position regularly
- Be aware that mobilisation is one of the most important factors in pressure ulcer prevention
- If able, eat well and drink plenty of water.



## Surgery

### Fasting Time

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. If you have been advised to fast, then you must not consume any food, this includes lollies and gum.

Your fasting time is determined by your Anaesthetist and is related to factors such as your age, and type of operation. It is imperative that fasting times be observed for your safety during anaesthetic.

Patients who are diabetic will require medical advice from your surgeon or anaesthetist and should seek this advice before admission.

### Operation Time

We try to advise the approximate time that you will be going to theatre but ask that you keep in mind delays can sometimes occur in operations prior to your own, which may delay your entry into theatre. We will endeavour to keep you informed should this happen.

### Preparation

Prior to having surgery you may, for infection control purposes, have hair removed around the operation site and the area will then be prepped with an antiseptic solution and dress in a theatre gown provided. This will depend on your surgeon's instructions. All jewellery (including wedding ring if on the operative side for upper limb surgery) should be removed prior to the shower and not be put on again until after the operation. Nail polish, hair pins and make-up must also be removed.

You may wear dentures to the operating theatre.

Your preadmission nurse or doctor should inform you of preadmission details including fasting, operation time and preparation. If you haven't heard anything 48 hours prior please contact the hospital on 8437 4800

### Patient/Carer Involvement

We take a holistic approach to your patient journey from preadmission to discharge. We encourage family/carers involvement in all aspects of your care.

Bedside handover of your care occurs between nurses at the changeover of shift times; we encourage your involvement and that of your partner/family/ carer at these times.

A communication whiteboard will be located in your room, it outlines your care for the day and tells you the name of your nurse each shift. You and your carer are encouraged to be involved in the filling in of your individual communication whiteboard. Please use this to ask any questions to doctors or your nurse.

## Financial Information

### Accounts/Fees

If you are a member of a health fund it is important prior to your admission to check with them regarding the following:

- a. That your level of Health Fund Cover adequately covers the cost of the procedure and accommodation outlined in the Pre-Admission Form
- b. If an excess co-payment is payable for this admission.
- c. If you have been a member of your Health Fund for less than 12 months, your fund may not accept liability for the costs of this admission, e.g. if your condition or any symptoms of your condition existed prior to your joining. If there is a question regarding pre-existing symptoms, your health fund has the option to obtain details in this regard from your GP or specialist
- d. If the procedure you are having is restricted or excluded from your cover, the Health Fund will not cover your procedure or accommodation
  - Pharmacy and pathology imaging and x-ray may attract an additional charge
  - Sundry item charges are payable on discharge
  - Please note that medical practitioners', allied health practitioners' and anaesthetists' fees are billed separately by the practitioner.

### Informed Financial Consent

All patients who have any out of pocket expenses (such as excess, co-payments etc.) will be contacted via phone, the day prior to admission to be informed of the amount payable prior to admission.

On admission, all patients will receive an 'Informed Financial Consent' form which outlines the costs associated with your admission to Northern Private Hospital. If you haven't signed a form, please inform the Nurse Unit Manager or Theatre Receptionist who will organise with Business Office for you to receive one for completion.

### Payment Procedure

Private Patients – the portion of your estimated hospital account not covered by your health fund, e.g. an excess co-payment, must be paid on admission. Any additional costs incurred during your stay are payable prior to discharge or after discharge, e.g. discharge pharmacy costs and some investigations.

Repatriation (DVA) Patients – the Hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge or upon request, e.g. discharge pharmacy costs and some investigations.

WorkCover Patients – total payment (aside from any ancillary charges) must be made on admission, unless approval for admission has been confirmed by WorkCover.

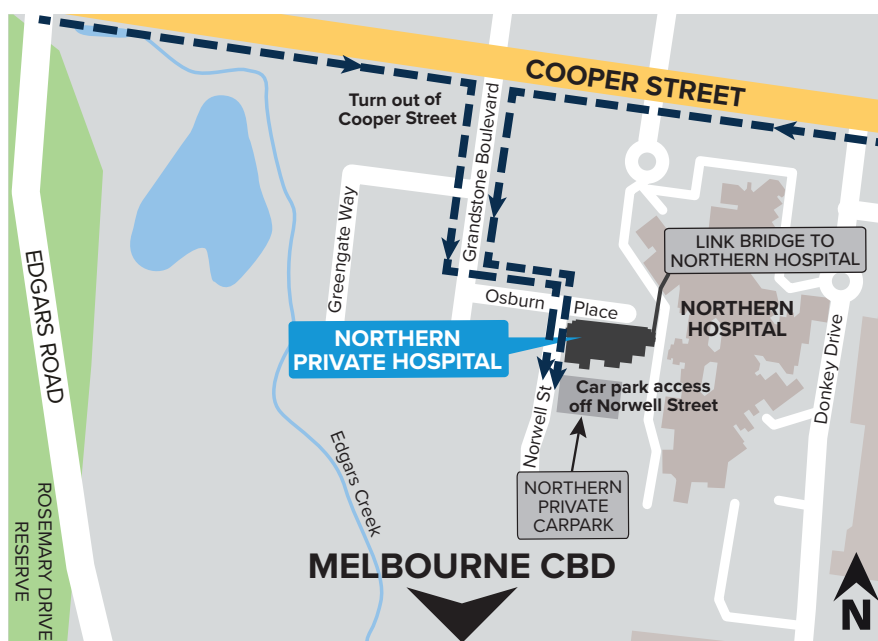
Third Party Patients – total payment (aside from any ancillary charges) must be made on admission, unless approval for admission has been confirmed.

Uninsured Patients – total payment (aside from any ancillary charges) must be made on admission. Other costs which may be incurred during your stay are payable on discharge or after discharge.

Please bring provision for payment of these fees on admission to hospital. Payment may be made by cash, cheque, credit card or Eftpos. Personal cheques over \$500 are not accepted.



We hope you enjoy your stay with us at the Northern Private Hospital.



# Northern Private Hospital

Part of Ramsay Health Care

## Northern Private Hospital

12 Osburn Place

(on the corner of Osburn Pl and Norwell St)

Epping VIC

Ph: 03 8437 4800

[northernprivate.com.au](http://northernprivate.com.au)

People caring for people.