



PATIENT INFORMATION HANDBOOK 2010/11

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Our Mission

Our Service

We aim to provide excellence in the provision of health care that is-

- responsive to the individual needs of our patients
- of the highest quality
- in a well maintained facility with quality equipment
- provided by a highly qualified and dedicated team of staff and health and medical professionals

Our Organisation

As an organisation, we aim to-

- be helpful, friendly and courteous
- display compassion, exercise sensitivity and strive for understanding
- provide a safe and fair patient care environment and workplace
- foster a creative organisation which values teamwork, staff skills development and personal growth
- provide an environment and culture of continuous improvement
- to be cost effective and profitable without compromising the standards of care



Our Philosophy

We believe that-

- all patients should receive the highest quality of physical, emotional, social and spiritual care
- that patients, staff, and the care team should be accorded fairness, dignity, and recognition of their individuality

Our Customers

Our customers are-

- our patients who are to be treated as guests admitted to our care
- our skilled and qualified medical and health providers
- our referral sources
- private health insurance funds
- accident and workers compensation insurers
- the Department of Veterans' Affairs

Our Performance

We will evaluate our performance on a continuous basis through a well-structured quality improvement program, including surveys of our customers.



WELCOME

Thank you for making the Hunter Valley Private Hospital your hospital of choice.

We plan to make your stay with us a positive event. Our experienced and professional staff will discuss your treatment with you and encourage your own involvement with your care.

Please let us know if you have any particular needs or expectations.

Feel free to discuss any anxieties with your nurse. We take pride in delivering personalised care.

This handbook will give you information about the hospital, and answer some of your questions.

We wish you a speedy return home.

BACKGROUND / HISTORY

The Hunter Valley Private Hospital is locally owned and operated. The current owners began their tenure in 1985. Prior to this the hospital which was originally established in 1965, was a benevolent facility. Since 1985 the hospital management has embarked on a program of quality growth and development, with building additions and refurbishments. In November 2005 we officially opened a major refurbishment and extension bringing our beds to a total of 48 and setting a new standard in patient accommodation and amenity.

2010 has seen the beginning of a new building program. At completion in mid 2011 we will have gained 2 additional state of the art operating theatres, an extended and fully refurbished Day Unit and an additional 35 beds for overnight and extended stay patients.

ACCREDITATION

The hospital has been accredited with the Australian Council of Health Care Standards since 1991.

CHARTER OF PATIENTS' RIGHTS & RESPONSIBILITIES

At Hunter Valley Private Hospital we respect your rights as a patient in our care. For detailed information on patient rights please refer to the Australian Charter of Health Care Rights detailed in the HVPH Hospital Brochure.



PATIENT INFORMATION

EMERGENCY PROCEDURES

In the event of an emergency, remain in your bed until a staff member advises you what to do. Any visitors with you at the time should also remain with you by your bed. All staff are fully trained in emergency procedures.

PATIENTS PERSONAL & TOILETRY REQUIREMENTS WHILE IN HOSPITAL

What to bring for your stay in hospital:

- personal toiletry articles, including soap
- sleepwear, dressing gown and slippers. Rehabilitation and medical patients are asked to bring with them comfortable enclosed shoes, clothes suitable to exercise in and if you are attending hydrotherapy you will need a swimming costume.
- any mobility aides that you use.
- sufficient cash for incidental items. Do not bring large sums of money or articles of value, as the hospital does not accept liability for loss of personal articles.
- current X-rays
- current medication in their original labelled bottles as dispensed from your Chemist, including inhalers (puffers) – please do not bring Webster packs (pharmacy or personal pre-packaged medications) because your medications may change on admission.
- patients for medical or rehabilitation treatment please bring your current prescriptions

IF YOU HAVE NOT PRE-BOOKED ALSO BRING

- evidence of current Private Health Insurance
- Pension Card
- Medicare Card
- DVA Card
- Pharmacy Safety Net Card
- full details of WorkerCover and Third Party Insurance if applicable

PATIENT CENTRED CARE

The nursing staff at Hunter Valley Private Hospital focus their care on you, the patient. This means that for each shift, one member of the nursing staff will be responsible for your care however, you may make requests to any one of our nursing staff. Our staffing levels are organised according to patient numbers and their individual needs.

Features of our Patient Centred Care include:

- your participation in planning your care
- involvement of your family when and where necessary
- continuity of care in the community
- comprehensive, coordinated and individualised care
- where possible our aim is to re-establish your independence and encourage self care

SAME DAY PATIENTS

Our Day Surgery Unit is designed to provide the best possible environment for you to have your surgery without remaining in hospital overnight.

You will require transport home and supervision by an adult overnight.

Should you need overnight hospital care you will be transferred to the Surgical Unit.



Hunter Nursing Pty Ltd

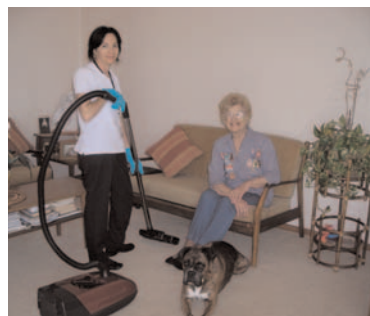
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NURSE CALL SYSTEM

The nurse call bell is located at each bed and in all toilets and showers.

It is only necessary to press the button once. A buzzer sounds and panels light up in corridors and nurse stations to alert nursing staff, as well a light comes on outside your room in the corridor indicating that a nurse is required.

WHO'S WHO IN THE HOSPITAL

All employees wear an identification badge to help you get to know their names, their department and occupation.

ALLIED HEALTH

The Hunter Valley Private Hospital has a comprehensive Allied Health Department. Should you need the support of a Physiotherapist, Occupational Therapist, Speech Therapist, Social Worker, Podiatrist, Psychologist or Dietitian your doctor will advise you, and our staff will see to your needs.

PATIENT IDENTIFICATION BRACELET

All inpatients are required to wear an identification bracelet. Please leave your identification bracelet intact during your hospital stay.

TAXIS

Should you require a taxi for transportation, please contact Reception on 700.

COMMUNITY SERVICES - AVAILABLE AFTER DISCHARGE

If you require community services after you are discharged from hospital these will be arranged by the nursing staff. During your stay, your doctor and the nursing staff will have ongoing discussions with you to help plan your care and discharge.

TRANSPORT

Occasionally patients are required to attend off site facilities to have further investigations.

If you are well enough, where possible you are asked to arrange for a friend or family member to provide transport.

If you are not able to manage or arrange private transport an ambulance will be arranged.





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4953 8444

FAX 4953 8400

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PHARMACY SERVICES

During your stay at the Hunter Valley Private Hospital any medications prescribed by your Doctor are supplied to you by Pharmacy 4 Less Jesmond. The pharmacy is located in Bluegum Road and is open 7 days a week. You will not receive an account for medication specifically relating to your stay in hospital however you will receive an account for your regular medications should they be ordered during your hospital stay. As a courtesy we will arrange medications necessary for you to take home and you will receive an account for these.

Your account will be sent to you within a month of your stay and the chemist expects it to be paid within fourteen days. If you have any problems with your account please contact the Pharmacy directly during normal business hours on 4950 2210.

Credit card phone payments are available during business hours. PRF stickers and receipts may be requested for claimable items. Once you have been issued with your Safety Net number please ensure that this is supplied to the Pharmacy.

CATERING SERVICES - VISITORS

Tea and coffee facilities are available in the two hospital lounge areas. Meals can be provided for visitors at a modest cost. Please see reception staff to organise your meal and please pay at the time of ordering.

CATERING SERVICES - PATIENTS

Our catering staff are proficient in the planning and preparation of attractive and nutritious meals. We are confident that you will enjoy the variety of dishes available on our menu. Menus

are circulated daily. If you have any problems the catering staff will be happy to assist. Vegetarian choices are always available as are any special needs.

LAUNDRY FACILITIES

We regret that we are unable to offer laundry facilities on site for our patients' personal clothing. Please arrange for your family or friends to look after your personal laundry requirements.

Patients from the country or interstate should discuss alternatives with the nursing staff.

If you anticipate an extended hospital stay, please ensure that your clothing has your name attached.

HYDROTHERAPY POOL

The Hunter Valley Private Hospital is equipped with a modern hydrotherapy pool. Your doctor may request that you use the pool to assist in your recovery. Please ask your nurse if you would like to use the pool.

GARDEN RECREATION

Please take time to relax and enjoy the fresh air in the courtyard gardens. The Hunter Valley Private Hospital is a sponsor of the Shortland Wetlands. While in the area please take the time to visit and enjoy this nature reserve.

DAY LEAVE

Under certain circumstances your doctor may allow you day leave. Please return to HVPH by 8pm. Please let nursing staff know that you are leaving.



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At SummitCare we work with you and your family to make sure your new home is welcoming and meets all your personal and care needs. We excel in the personal touch required at such an important time and have made sure comprehensive online information is also available at our website.

The move to residential aged care can be daunting, but with the right people, information and support, the experience can be, not only positive, but one that provides support at the time when it matters most - let us achieve our Vision of 'working together to provide peace of mind'.



To assure you of our commitment to quality, all services owned and managed by SummitCare are fully accredited and we work continually to improve, guaranteeing the most contemporary and helpful approach to care.

If you would like some more information, please call one of our centres or visit our website www.summitcare.com.au.

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RESIDENTIAL AGED CARE CENTRES

Elizabeth Gardens 173 Elizabeth Drive Liverpool 2170
Frenchmans Lodge 15 Frenchmans Rd Randwick 2031
Nyora Gardens 11 Nyora Ave Smithfield 2164
St Marys Gardens 57 Saddington St St Marys 2760

P (02) 9602 9044
P (02) 9398 4511
P (02) 9755 7333
P (02) 9673 6999

Canley Gardens 47 Freeman Ave Canley Vale 2166
Elizabeth House 155 Elizabeth House Liverpool 2170
Jamison Gardens 366 Jamison Rd Penrith 2750
Phillip House 321 Bronte Road Waverley 2024
Sugarloaf Gardens 7 Bent Street Wallsend 2287

P (02) 9728 1200
P (02) 9602 5891
P (02) 4721 2512
P (02) 9387 3872
P (02) 4944 1500

PODIATRIST

Should you require the services of a podiatrist ask the nurse caring for you to arrange an appointment.

HAIRDRESSER

A hairdresser is available upon request. Please ask the nurse caring for you to arrange an appointment.

NEWSPAPERS

Newspapers are delivered daily. Please accept a paper with our compliments. Magazines and periodicals may be purchased from the newsagent.

TELEPHONES

A telephone is available for your use during your stay. There is no charge for local telephone calls. Dial "0" to obtain an external line. For mobile, STD and ISD calls please see reception.

HOUSEKEEPING & MAINTENANCE

Our housekeeping staff pride themselves in keeping the hospital clean and well presented. Should you notice any part of the hospital that does not meet this standard, please let our staff know.

You are encouraged to report any problems to any member of the hospital staff and they will arrange the necessary repairs.

CHILDREN IN HOSPITAL - AS PATIENTS

Children are welcome in our hospital as patients and every effort is made to reduce their fears and make their stay as happy as possible. Children who are admitted to hospital may bring their favourite toys or books. Children are most welcome to visit the hospital with a carer, prior to admission, to meet staff, tour the hospital and allay their anxieties. Parents are welcome to stay with their child. Parents are encouraged to accompany their child to the reception areas of the operating suite and are kept informed of their child's progress as much as we can during this time.

VISITORS UNIT

A modern visitors unit is available for patients who need to travel a long distance on the day prior to admission, or family members wishing to remain nearby a patient. A modest fee applies. Please contact our friendly admission staff on 700.

CLERGY AND PASTORAL CARE

Clergy of all denominations are welcome at the hospital. Should you require a visit, please ask your ward nurse to arrange this for you.

SUGGESTIONS, PROBLEMS AND COMPLAINTS

If you have a concern or problem about any aspect of your hospital stay or treatment, please tell the ward staff directly involved with your care.

Hospital staff are committed to solving problems quickly. Receiving information from patients can alert staff to issues that have not previously been

identified. If you are not satisfied with the response you receive or if you wish to further inform us of your concerns, you can contact the Nursing Unit Manager, Director of Nursing or CEO of the hospital who can:-

- discuss a problem with you confidentially
- help with any concerns you may have about the care you receive and, with your permission, talk with appropriate staff members about your problems and advise you of the outcome
- give you more information about your rights as a patient
- answer questions about the hospital's services, policies and procedures.
- if you feel your concerns have not been adequately addressed you can contact the Health Care Complaints Commission on 1800 043 159.

VALUABLES AND MONEY

Please do not bring any valuables or large sums of money to the hospital.

Whilst every effort is made to guard against the loss of patients' property, the hospital does not accept liability for the loss of, or damage to, any property you choose to keep at your bedside.

VISITORS AND VISITING HOURS

Visiting Hours:

10.00 am - 8.00 pm

In the Rehabilitation Unit visitors may be asked to wait until a therapy session is finished. Visits may be arranged outside visiting hours with the consent of the nursing staff caring for you.

A patient's state of health and that of other patients sharing a room with him/her should be considered. Often, brief visits with fewer people are less stressful for ill patients.

It would be appreciated if:

- Children who are visiting are closely supervised and not permitted to wander freely around the hospital.
- Noise be kept to a minimum.
- Visitors and children suffering from colds, flu and other contagious ailments should wait until recovery before visiting the hospital.

DISCHARGING PROCEDURES

Your discharge plan will be discussed with you during your hospital stay. Should you have any concerns with your discharge planning, please discuss these with your nurse.

At the time of discharge your nurse will:

- Return to you any medication and prescriptions brought into the hospital, as well as any new treatment commenced since admission.
- Return to you all x-rays, scans and ultrasound films.
- Finalise arrangements for any Community services or other help you may require.
- Ask you to please arrange to vacate your room by 10 am on your day of discharge.

PATIENT SATISFACTION

We invite you to provide a written comment on your stay. Forms are available at your bedside and in the lounge or you may ask your nurse.

The information obtained from these surveys is used to identify and address areas for improvement, and to assist staff in formulating policies and procedures as well as plan for future development.

CONFIDENTIALITY

The staff at the Hunter Valley Private Hospital recognise every patient's right to have their privacy maintained and respected at all times.

The hospital has a comprehensive policy statement on confidentiality and requires that all staff actively protect your privacy.

ELECTRICAL EQUIPMENT PATIENTS' OWN

We request you do not bring your own electrical appliances to the hospital.

We suggest disposable shavers are used while you are in hospital. Only portable, battery operated radios are permitted.

As a safety precaution, electric blankets and hot water bottles are not permitted in this hospital.

SMOKING

Restrictions on smoking throughout the hospital are based on health, courtesy and safety considerations.

There is a NO SMOKING policy in the hospital building. An area has been reserved for smokers in the corner of the rear courtyard garden away from patient windows, please only use this area for smoking. For staff and patient security we have a perimeter lockdown from 9.00pm to 5.45am. If you must smoke during this time please ask our staff for assistance.

We are proud to announce that we are working towards the World Health Organisation recommendation (2001) to provide a Smoke Free Workplace.

FOOD RESTRICTIONS

The NSW Health Department advice to hospital patients is that:

Pregnant women, the elderly and people with conditions that suppress immunity can decrease their risk of infection from food stuffs by:

- Eating only freshly prepared food
- Avoiding any ready-to-eat foods which have been stored in the home refrigerator
- Avoid high-risk foods such as:
 - Pre-cooked meats products such as pate, sliced deli meat, and cooked diced chicken
 - Soft cheese such as brie, camembert, ricotta
 - Ready-to-eat seafood such as oysters, smoked fish, smoked mussels
 - Pre-prepared coleslaw, salads and fruit salad
 - Strawberries, rockmelon, kiwi fruit

To comply with this advice we ask that the food listed above is not brought into you by your visitors.



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