

Patient Information Directory

Please leave this for the next patient.

This directory is the property of the hospital.

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





Contents

Our purpose	4	General information	18
Our vision.....	4	Valuables and money	18
Our Safe Values.....	4	Patients' own electrical equipment	18
Our customers	5	Who's who in the hospital.....	18
Our performance	5	Allied Health.....	18
Welcome	6	Emergency procedures.....	18
Background & History.....	6	Same day patients.....	18
Accreditation	6	Children in hospital	18
Australian Charter of Healthcare Rights	7	Visitors and visiting hours.....	18
Confidentiality	7	Day leave	18
Partnering with Consumers.....	8	Transport.....	19
Patient-centred care.....	8	Hydrotherapy Pool.....	19
Our TOP 5 initiative	8	Catering services – Patients.....	19
Advance Care Planning (ACP).....	9	Food restrictions.....	19
Patient satisfaction –		Catering services – Visitors	19
Suggestions, problems and complaints	10	Laundry facilities.....	19
Preventing and controlling		Housekeeping and maintenance	19
healthcare-associated infections	10	Telephones.....	19
Hand Hygiene.....	10	Newspapers	19
Aseptic technique	11	Garden Recreation.....	19
Medication.....	11	Smoking.....	20
Patient identification.....	12	Visitors Unit.....	20
Clinical Handover.....	12	Pharmacy services.....	20
Blood transfusions.....	12	Clergy and Pastoral care	20
Preventing and managing Pressure Injuries	13	Discharging procedures	20
Recognising and responding to clinical		Community services –	
deterioration	14	Available after discharge.....	21
Nurse call bell system	14	Taxis.....	21
R.E.A.C.H out to us.....	14	We welcome your feedback.....	21
Preventing falls and harm from falls	15	Additional information.....	22
What to bring for my hospital stay	16	Set goals for your care	22
What should I bring with me into hospital? ...	16	Top tips for safe health care	24
Information for patients who are		Young people's healthcare rights	25
members of health funds.....	17	My healthcare rights.....	26
Understanding your bill.....	17	The rights of every child in health care.....	27

Our purpose

At Healthscope, our purpose is to work together for better care. 'We work together for better care' means that we embrace the work that our dedicated staff, nurses and doctors do each day. Importantly, our purpose sets out what we aspire to do better tomorrow.

Our vision

Our vision is to be a recognised leader of quality private health care services.

In delivering our vision, we know that when we provide service excellence for medical professionals and their patients. Everything else takes care of itself. Healthscope operates in an environment where safety and quality are paramount, and are comfortably balanced against our responsibility to our stakeholders.

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. Below each value are statements of the behaviours we expect in our hospitals.

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 treat our colleagues, patients, and community members with care and respect, prioritising their and our safety always.

We look after ourselves and each other so that we can deliver the highest standard of healthcare.

We empower patients to be active participants in their care.

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 do what we say we'll do and take pride in maintaining high professional standards.

We speak up when things aren't right, knowing we will be heard.

We own and learn from our mistakes, without blame.

We transparently explain 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 seek and are open to ways to improve our care and how it's delivered safely.

We continually learn and grow, to become the best place for care and the best place to work.

We are flexible and adapt as things change.

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.

We value and appreciate the diverse contributions of all.

We listen to each other to get the best outcomes.

We are approachable and help each other out.

We recognise a job well done and celebrate our wins.

Our customers

Our customers are:

- The patients admitted to our care, who are treated as guests.
- 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 evaluate our performance on a continuous basis through a well-structured quality improvement program, including surveys of our customers. Our quality improvement program ensures that an optimal level of health care is provided to each patient by continuously improving the delivery of care and services. There is an ongoing review of standards and practices, and thus, these are monitored on a regular basis. Quality is not something separate from the care we give; it is an integral part of it.

The Hunter Valley Private Hospital embraces the concept of continuous quality improvement and values every person's contribution to doing things better every day.

We ensure quality in a range of ways, including:

- Customer satisfaction questionnaires for doctors, patients and staff.
- Collaboration with and within all departments.
- Review of all incidents to minimise risks.
- Benchmarking with similar organisations.
- Reviewing data and trends.
- Community/consumer involvement. (If you would like to be a part of our consumer group please speak to your nurse.)



Welcome

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

We plan to make your stay with us a positive one. 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, and 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 recovery.

Background & History

The Hunter Valley Private Hospital was originally established in 1965 as a benevolent facility, and was purchased from the Masons in 1985. The hospital management has embarked on a program of quality growth and development, with building additions and refurbishments.

In 2011 we opened a major extension and refurbishment, bringing our beds to a total of 83 and setting a new standard in patient accommodation and amenity. We have five ultra-modern operating theatres.

HVPH was acquired by Healthscope Operations in 2015. Healthscope have a national network of private hospitals.

We continue to support local business and industry. We continue to provide sponsorship to local schools and community groups.

Accreditation

The hospital has been accredited with the Australian Council on Healthcare Standards since 1991.

As an organisation, we are committed to providing high-quality, safe and effective care to our patients and their families. In short, this means that everything we do is always based on current best practice guidelines. New accreditation guidelines for Hospitals are set up so that Hospitals will have assessments with only 1 business day notice. If this occurs during your stay, our Managers will be in touch to let you know what to expect.



Australian Charter of Healthcare Rights

At Hunter Valley Private Hospital we respect your rights as a patient in our care and as a result, we abide by the Australian Charter of Health Care Rights. The Australian Charter of Health Care Rights describes the rights of patients and other people using the Australian Health System. These rights are essential to make sure that, wherever and whenever care is provided, it is of a high quality and it is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving health care rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high-quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes. If you wish for a personal copy, please speak to a member of the nursing staff.

Confidentiality

The staff at Hunter Valley Private Hospital respect and uphold your rights to privacy protection under the Australian Privacy Principles contained in the Privacy Act 1988. The Australian Privacy Principles apply from their introduction on 12 March 2014.

What personal information about me does Hunter Valley Private Hospital hold?

Hunter Valley Private Hospital will record all of your personal and medical details required for your care.

What does Hunter Valley Private Hospital do with my personal information?

We use personal information about you:

- To provide medical treatment and care to you.
- To assist your treating doctors, nursing staff and allied health professionals in providing treatment and care.
- For our internal administrative requirements and the administrative requirements of visiting medical officers or the health fund, DVA, or insurance company that is funding your admission.
- To process private health fund claims.
- To provide to students and other staff for training purposes.
- For benchmarking and clinical indicator reporting in a de-identified form.
- To provide data in both an identified and de-identified form to state and national government agencies.

You may at any time, opt out of receiving communication from us (other than as required for operation of our business, e.g. regarding payment of your account).

Hunter Valley Private Hospital stores personal information both in paper-based and electronic formats. Records are stored in a secure environment and accessed by personnel in the course of their employment.

Openness

Any questions about the use of your personal information or any complaint regarding the treatment of your privacy by Hunter Valley Private Hospital should be made in writing to the address provided in the feedback section of this booklet.

You may also request access to personal information we hold about you by writing to the address provided. You do not have to provide a reason for requesting access.

If you believe that personal information we hold about you is incorrect, incomplete or inaccurate, then you may request to amend it.

Partnering with Consumers



Patient-centred care

How we include you and your family in your care

We aim to provide a health service that is based on our philosophy of patient-centred care. Studies have shown that there are significant benefits to be realised from partnering with patients and their families. Such benefits include improved patient outcomes and decreased rates from health care acquired infections.

Hunter Valley Private Hospital is committed to achieving these outcomes.

Other features of our patient-centred care include:

- Your participation in planning your care.
- Care boards on which you can write messages for us to answer.
- Involvement of your family when and where necessary.
- Continuity of care in the community.
- Comprehensive, coordinated and individualised care.
- Re-establishing your independence where possible, and encouraging self-care.

The nursing staff at Hunter Valley Private Hospital focuses their care on you, the patient. This means that for each shift, a 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.

You will find that we undertake clinical bedside handovers. Please refer to our brochure on those for more information.

We are also interested in how you feel about your experience at Hunter Valley Private Hospital and the patient information publications that you may receive. This is to ensure that they are easy to understand, whilst remaining informative for your needs. We invite you to provide a written comment on your stay.

The information obtained 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.

Our TOP 5 initiative

TOP 5 is for our patients who have difficulty with thinking, reasoning, memory or communication. TOP 5 helps clinical staff to be aware of the patient's individual history, their specific needs, likes and preferences for support. It forms part of our patient-centred care and is developed in partnership with the patient and their carer(s).

Who is a carer?

A carer may consist of a family member, friend or neighbour who provides care and assistance to a person who is frail aged, disabled or chronically ill.

It is vital that carers are involved in care planning from admission, throughout the hospital journey, to discharge.

What is TOP 5?

As a carer or family member, you know the patient you care for better than anyone.

You know their history and its meaning to them, their interests, likes and dislikes, fears, worries and concerns. You may hold the key to their communication and behaviour.

TOP 5 is a form where you can provide care and unique information about the person you care for, to assist hospital staff to better understand the patient and their needs.

How does it work?

Talk to a nurse or health professional about TOP 5. Consider the five most important things you think hospital staff need to know to:

- Keep the person you care for reassured and settled.
- Gain co-operation in personal care activities.
- Encourage conversation.
- Support their sense of self.

What should we consider?

You might consider:

- Situations that cause distress.
- Signs that indicate a need.
- Set routines and rituals.
- Names (and photos) of family members, friends and/or pets.
- Interests such as music, reading, gardening, crosswords, travel, sports and hobbies.

Your strategies and suggestions will be written down by a key member of our staff on the TOP 5 form. This form will be placed on the bedside chart where all the clinical staff involved in the patient's care can access it easily. This large TOP 5 symbol is highly visible to alert staff to review your TOP 5 tips on the underside of the form, before attending to the patient.

Advance Care Planning (ACP)

ACP is a process of thinking about what is important to you and your lifestyle, then discussing these things with your family, friends, doctor, spiritual advisor and/or legal representative. ACP should become part of your regular discussions with those closest to you. It may result in a written record of your preferences in either an Advance Care Plan or an Advance Care Directive.

Why is it important?

Most people would like to have control over what health care they receive, but may not always be able to speak for themselves. However, you can take steps to ensure that people close to you know your wishes in advance – just in case.

ACP encourages you to discuss your overall health condition with your doctor, which will lead to a better understanding of your treatment goals. Discussing your preferences and writing down what is and is not acceptable to you, can be seen as a gift to your family. They will not be left second-guessing what you really want.

Your wishes are used to guide care when you are alive, so they will not serve a purpose in your Will, which is read after your death.

Advance Care Plan

An Advance Care Plan can be written by you, for you or with you and it documents your values and preferences for health care and preferred health outcomes.

The plan is prepared from your perspective and used as a guide for future health care decision making, if you are unable to speak for yourself.

Advance Care Directive (ACD)

This is a written directive made by a competent person (i.e. someone with 'capacity') and is recognised by common law.

Who should have an Advance Care Directive?

Everyone should have one, but most especially people who:

- Have chronic or life-limiting health conditions.
- Are entering residential care facilities.
- Believe their family may have different views, beliefs or value systems.
- Have a condition that may lead to a loss of capacity to make decisions (e.g. Alzheimer's Disease).

What is 'Person Responsible'?

In NSW, legislation contained in the *NSW Guardianship Act* determines who can legally consent or decline treatment being offered to you if you are unable to speak for yourself. This is the 'Person Responsible'.

The treating doctor will decide the 'Person Responsible' according to a hierarchy, as follows:

- a. An Enduring Guardian (a person legally appointed by you) or a guardian appointed by the NSW Guardianship Tribunal.
- b. Your spouse, de facto or same-sex partner with whom you have a close, ongoing relationship.
- c. Your carer – a person who provides ongoing, regular care (not a care worker or volunteer).
- d. A close friend or relative with whom you have an ongoing relationship.

If you have any doubts, you should legally appoint the preferred person/s as your Enduring Guardian (the first person in the hierarchy).

Need more information? Talk to your GP

- Advance Care Community Workbook (Contact the Carer Support Unit on: 4320 5556)
- The Office of Public Guardian (for information on Enduring Guardianship on: 4320 4888)
- The Free Capacity Toolkit (Dept. of Justice and Attorney General on: 8688 8460)
- Planning ahead tools website online information <http://www.planningaheadtools.com.au/>

Obtain a free copy of the *Advance Care Planning Community Workbook* to guide and prompt discussion and develop a written plan. Contact Carer Support Unit on 4320 5556 or download the workbook at www.cclhd.health.nsw.gov.au/services/carer-support/

Patient satisfaction – 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 General Manager 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.



Preventing and controlling healthcare-associated infections

We aim to ensure that your risk of acquiring an infection from your hospital stay is dramatically reduced by providing you and the staff caring for you, with education and strategies to prevent the transmission of infections.

The strategies we use include regular hand hygiene, making sure your hospital surroundings are clean and that our sterilisation processes meet current Australian Standards. We also pride ourselves in the safe disposal of contaminated waste products and the effective prescribing of antibiotics according to current guidelines.

Hand Hygiene

At Hunter Valley Private Hospital we pride ourselves on our very low infection rates. We are below the national average for hospital-acquired infections. We maintain these low levels by staff performing hand hygiene, using alcohol hand gel or washing hands with soap and water, in accordance with the '5 Moments of Hand Hygiene.'

We achieve above national average for hand hygiene compliance and ask you to also perform hand hygiene regularly, and to encourage your visitors to do so too.

Hand hygiene is the single most important factor in reducing hospital-acquired infections. Our hands may look clean but germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and our environment.

Why perform hand hygiene?

When we are fit and healthy we can usually defend ourselves against many germs. Having healthy, intact skin is one of the main ways we can do this. Often our natural defences are weakened when we are not well, or after an operation. It is very important that each time you visit someone in hospital you clean your hands, even if your hands look clean. Healthcare-associated infections can result in:

- Illness
- A longer stay in hospital
- Slower recovery

Your healthcare worker should always perform hand hygiene in front of you. If you did not see them and are worried please feel free to remind them. We can all play a major role in stopping the spread of infections to our family and friends.

When should you clean your hands?

Hand hygiene is a general term referring to the use of soap and water or a waterless hand rub to cleanse your hands. It is important to perform hand hygiene as you enter and leave our hospital and also:

- After going to the toilet.
- After blowing your nose.
- After handling/patting animals.
- Before, during and after preparing food.

Using Alcohol Hand Rubs

When hands are visibly clean:

- Remove excess jewellery.
- Squirt enough hand rub product to cover both of your hands.
- Roll to distribute over palms, back of hands and between fingers.
- Rub hands together until dry.

Using Soap & Water

When hands are visibly dirty:

- Remove excess jewellery.
- Wet hands with water.
- Apply soap.
- Rub all over.
- Rinse off with water.
- Pat hands dry with paper towel.
- Dispose of paper towel in bin.

For further information on infection control and hand hygiene matters, please contact the Infection Prevention and Control nurse.

Aseptic technique

Aseptic technique is a set of practices that protects patients from healthcare-associated infections and protects healthcare workers from contact with blood, body fluid and body tissue

Aseptic technique should be used when a procedure or medical device enters one or more of the body's normal defences, such as the skin, mucous membranes, or body cavity.

For example:

- Suturing a wound
- Inserting a drain or urinary catheter
- Accessing an indwelling device
- Taking a blood sample
- Preparing and administering medications via an intravenous or central line
- Performing endotracheal suctioning

Medication

At Hunter Valley Private Hospital we aim to ensure all our staff are trained and competent in all aspects of medication safety to ensure that the medicines you receive are appropriate. We acknowledge that, given medicines are one of the most common forms of treatment they are often associated with a higher degree of error when compared to other forms of treatment. With this in mind we employ nursing staff who are trained to administer medications and assessed to be competent. We also ensure that every medication incident is analysed so that we can learn and implement new processes to prevent them occurring again in the future.

We aim to ensure that every medication you normally take is documented in your medication history along with your allergies. This is to ensure your medications and allergies are reconciled with your medication plan while you are in hospital, when your care is transferred to another member of staff, or when you are discharged from the hospital. Hunter Valley Private Hospital utilises systems so our staff correctly match you with your treatment. Our nursing staff will ask you for your name, date of birth and allergy each time they administer medication to you. They will confirm your identity against your medication chart with the information you verbally provide, as well as matching this information against your hospital identification bracelet.

Please be aware that we are required to appropriately store all medications. So on admission please ensure you give your medications to your nurse and let them know about all medicines you take including herbal and over the counter products.

Patient identification

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

As with medication administration, whenever we provide treatment to you, we will ask you to identify yourself against the information printed on your identification band, as well as provide any allergies you may have. If you are having surgery with us, you may feel like you are being asked the same questions repeatedly, but this is important so we can be certain that we are providing the right treatment to the right patient.

Clinical Handover

It is important that all members of the health care team communicate with you about your care and treatment.

A clinical handover is a primary method for passing on information about ongoing care from one person to another, or from one team to another.

Our nursing handover from the morning to the afternoon shift occurs at the bedside. This is an interactive process wherein you are invited to participate by: contributing to the conversation, clarifying the information being passed on, asking questions and making requests that address your particular needs. If you ever feel that the information is incorrect or communicated in a way that you don't understand, please feel free to ask the staff to repeat the information or explain in a way that is easier to understand.

If you wish to opt out of handover at night or the early morning, please talk with your nurse.

Blood transfusions

When required, blood and blood products for transfusion are an extremely important aspect of care and can often be a lifesaving treatment option. A blood transfusion is the transfer of blood from one person to another. The donated blood must match your blood type, or complications will occur.

Our staff are trained and competent in the safe administration of blood, and are expected to complete an assessment.

We perform monthly blood audits to ensure our quality improvement process is maintained and that the risks associated with transfusions are reduced. If you require a blood transfusion as part of your care it is important that you understand what it means and the risks associated with such a procedure. Feel free to speak with the nursing staff, who can arrange for you to speak with a doctor and answer any questions you may have regarding your transfusion.



Preventing and managing Pressure Injuries

A pressure ulcer (also known as pressure sores or bed sores) is an area of skin that has been damaged due to unrelieved and prolonged pressure.

Pressure ulcers may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

Where are they found on the body?

Pressure ulcers are usually found on bony parts of the body, but can occur almost anywhere that pressure has been applied for a period of time. They are generally found where bones are close to the skin and where the skin presses against a firm surface, such as a chair or mattress.

The following information outlines where pressure ulcers may occur in various positions or postures.

When sitting:

- Tail bone (Coccyx)
- Buttocks (Ischium)
- Back of heels
- Elbows
- Shoulder blades



When lying on your back:

- The back of your head
- Shoulder blades
- Elbows
- Tail bone (Coccyx)
- Heels
- Toe



When lying on your side:

- Ear
- Side of your shoulder
- Pelvis
- Hip
- Knee
- Ankle bones (Malleolus)



Who gets Pressure Ulcers?

You can be at risk of getting a pressure ulcer if one or more of the following situations relate to you:

- You are confined to bed or a chair and are unable to move yourself independently, or have limited movement.
- You have loss of sensation or poor circulation.
- You have skin that is frequently moist through perspiration or loss of bladder or bowel control.
- You have poor nutrition.
- You are unwell.

How can we help you prevent Pressure Ulcers?

MOVE, MOVE, MOVE...

The best thing you can do to relieve pressure is by keeping active and changing your position frequently, whether you are lying in bed or sitting in a chair.

If you are unable to move yourself, our dedicated staff will help to change your position regularly. Special equipment, such as air mattresses, cushions and booties, may be used to reduce the pressure in particular places.

Look after your skin

It is important to keep your skin and bedding dry, so please let the staff know if your clothes or bedding are damp. Tell the staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Avoid massaging your skin over bony parts of the body and use a mild soap and moisturiser on your skin.

Eat a balanced diet

Eating properly and maintaining a healthy weight is important in preventing pressure ulcers. Good nutrition plays a vital role in wound healing by working from the inside, out.

Recognising and responding to clinical deterioration

At Hunter Valley Private Hospital, we are committed to ensuring that our processes for recognising the signs of clinical deterioration are based on best practice, and that they are well-resourced and understood clearly by staff, patients and carers.

Serious adverse clinical events often follow observable signs of deterioration, which our staff are trained in detecting. We provide our staff with the adequate resources to detect when a patient may be deteriorating. As part of our process we also rely on you or your loved ones to inform us if you are not feeling okay. Please don't ever feel that you cannot report how you are feeling to a member of staff.

Nurse call bell 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. Additionally, a light comes on outside your room in the corridor indicating that a nurse is required.

R.E.A.C.H out to us

Are you concerned about a recent change in your condition or that of a loved one?

R.E.A.C.H is a Hunter Valley Private Hospital initiative aimed at the activation of an escalation of care, based on a concern that you or a loved one has regarding a patient within our care. In this facility if you are concerned about a new or sudden change in you or your loved one's condition we encourage you to speak to your nurse, Nurse Unit Manager or doctor or call 714 if you are still concerned and state REACH call needed.

Will I offend staff if I R.E.A.C.H out?

Not at all. Staff in this facility support patient and carer involvement. You know how you feel or how your loved one usually behaves. We also encourage you to raise your concerns with us during times of handover between staff shifts.

R	Recognise
E	Engage
A	Act
C	Call
H	Help is on its way



Preventing falls and harm from falls

One in three adults over the age of 65 years falls at least once a year.

In hospital, your risk of falling, tripping or slipping is increased and you will be surprised at how easy it can be.

Falling over can affect confidence and increase the fear of further falls, making it harder to stay independent.

There are a number of reasons for why someone might fall. These include:

- Poor mobility and balance.
- Being in an unfamiliar environment.
- Badly fitting footwear and clothing.
- Urgent need to go to the toilet or incontinence.
- Poor eyesight.

Unfamiliar surroundings

Familiarise yourself with your room and bathroom. Make sure you know the layout of your room and know where everything is. Tiled floors, linoleum and other hard surfaces can be slippery, especially if wet or you are wearing certain types of footwear.

Visiting the bathroom

You may need to use the toilet unexpectedly or more frequently while in hospital. If you need help, or think you need to visit the toilet more often, please ask for assistance. The nurses are here to help you feel as comfortable as possible.

Personal hygiene

Sit down to shower and use the rails for support while standing in the shower. If you feel unsafe, remain seated and ask for assistance.

Clothing

Wear comfortable clothing that is not too long. Loose or full length clothing like pants, pyjamas or dressing gowns can cause you to trip and fall. Make sure these are the right length for you.

Footwear

Wear supportive shoes that fit securely. Do not walk in socks or compression stockings. Non slip socks are associated with increased falls. Please do not bring them into hospital or wear them unless requested by your health care team.

Wear your glasses

Only wear your distance glasses for walking. Keep them clean and within reach. Be careful when wearing bifocal or multifocal glasses, as these can affect your ability to judge depth and distance.

At night

Use your light button on your call bell to turn on the light before getting out of bed. Turn the light on in the bathroom.

What to expect from us

On admission the nursing staff will orientate you to your room and the call bell system.

If required, a physiotherapist will assess your mobility and provide you with an appropriate walking aid. They will discuss the outcome of this assessment with you and your family and provide you with a red or green tag.

A **RED** tag means you require assistance or supervision when standing or walking. If you need to go to the bathroom, please use your call bell and wait for assistance.

A **YELLOW** tag means you require assistance or supervision in the bathroom only, otherwise you may be independent walking around the hospital. If you need to go to the bathroom, please use your call bell and wait for assistance.

A **GREEN** tag means you are independent and can walk freely, however if you

feel unsteady or unwell, please call for assistance.

Remember to take your time when getting up. Use your walking aid and keep it within reach. Here at Hunter Valley Private Hospital your safety and well-being are important to us. We aim to work with you to reduce your risk of falling in hospital, at home and in the community.

Do not hesitate to ask questions about your condition and progress so you know if you should be asking for help and be actively involved in your care.

If you do fall, do not try to get up alone. Wait for help to ensure you get back onto your feet safely.

What to bring for my hospital stay

What should I bring with me into hospital?

- Personal toiletry articles, including soap.
- Sleepwear, a dressing gown and slippers. Rehabilitation and medical patients are asked to bring 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 Paks (pharmacy or personal pre-packaged medications) because your medications may change on admission.
- Patients for medical or rehabilitation treatment, please bring your current prescriptions and give them to your nurse so that they can be stored correctly.

Other items to bring with you:

- Evidence of current Private Health Insurance.
- A Pension card.
- A Medicare card.
- A DVA card.
- A pharmacy Safety Net card.
- Full details of WorkCover and third party insurance, if applicable.



Information for patients who are members of health funds

Understanding your bill

How much will you be out of pocket?

To understand this, you need to understand the difference between the Medicare Schedule Fee, the Medicare Benefit, the fee charged by your doctor, your hospital health fund cover and excess/co-payment. These are known as gap payments.

- The Medicare Schedule Fee is the fee set by the government in the Medicare Schedule for a particular medical procedure. The item number on the account from the doctor will match a particular Medicare Schedule Fee at the Medicare Office.
- The Medicare Benefit is the amount that Medicare refunds for the procedure. It is set at 75% of the Medicare Schedule Fee. The remaining 25% of the Schedule Fee is reimbursed by your health fund. Your health fund will process the Medicare component of your hospital medical expenses on your behalf.
- The fee charged will vary depending on the doctor. Many doctors charge the AMA fee (the fee recommended by the Australian Medical Association), which is higher than the Medicare Schedule Fee. This creates a gap you will have to pay.
- If you have an Anaesthetist and/or assisting surgeon, there may be similar gap payments.
- In general, you will only be out of pocket for hospital fees if you are on hospital tables that include excess or co- payments or you have exclusions.
- You may be charged for your regular medications and some discharge medications.
- If you have pathology or radiology services you will generally be billed separately. As with doctors bills, most can be recovered from Medicare and health funds. Again, some providers charge above schedule fees, and for some services, no schedule fee will be payable.

Simplified bills

Private hospitals, health funds, the government and doctors are working together to progressively simplify the billing process and reduce the total number of bills. Please be aware that there may be unavoidable delays in processing accounts and you may receive bills up to 6 months after your discharge

Regularly review your health insurance

Your family's circumstances may change from time to time. Review your health insurance to make sure it still meets your needs and circumstances. Please note, some tables exclude certain conditions or have extended waiting periods. Avoid expensive surprises.



General information

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.

Patients' own electrical equipment

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

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

Who's who in the hospital

All employees that 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 dietician, your doctor will advise you and our staff will see to your needs.

Emergency procedures

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

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.

Children in hospital

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 are most welcome to visit the hospital with a carer, prior to admission, to meet staff, to tour the hospital and to allay their anxieties. Children who are admitted to hospital may bring their favourite toys or books. Parents must stay with children under five years of age and are encouraged to stay with children up to 14 years of age.

Parents are welcome to accompany their child to the reception areas of the operating suite, and are kept informed of their child's progress as much as possible during procedures.

Visitors and visiting hours

Visiting Hours:

10am–8pm

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

Please speak with the department Nursing Unit Manager if you would like to have visitors after 8pm.

It would be appreciated if:

- Children who are visiting were closely supervised and not permitted to wander freely around the hospital.
- Noise was kept to a minimum.
- Visitors and children suffering from colds, flu and other contagious ailments waited until they have recovered before visiting the hospital.

Day leave

Under certain circumstances your doctor may allow you day leave. It is important for you to advise the nursing staff when you are leaving the hospital and again upon your return, ensuring your return is by 8pm.

We will require your doctor to complete a form allowing your leave, and we will provide you with an information brochure.

Transport

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

If you and your family prefer, you may arrange your own transport. Otherwise we will make arrangements for you to be transported by our hospital patient transport or taxi.

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.

Catering services – Patients

Our catering staff are proficient in the planning and preparation of delicious 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 dietary needs.

Food restrictions

The NSW Food Authority advice to hospital patients is that they can decrease their risk of infection from food stuffs by:

- Eating only freshly prepared food.
- Avoiding any ready-to-eat foods that have not been stored in the home refrigerator.
- Avoid eating high risk foods such as:
 - o Raw or cooked meat.
 - Foods containing raw or cooked meat.
 - Smallgoods.
 - Dairy products.
 - Seafood.
 - Processed fruit and vegetables.
 - Cooked pasta and rice.
 - Foods containing eggs, beans, nuts or other protein-rich foods.

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

Catering services – Visitors

Tea and coffee facilities are available in the hospital lounge areas. Join us at the Cafe at the main entrance for a light meal or refreshments. Opening hours are approximately 8am to 2pm workdays, and we are closed on weekends and public holidays.

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.

Housekeeping and maintenance

Our housekeeping staff pride themselves on 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.

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.

Newspapers

Please enjoy free access to the best newspapers and magazines during your stay with us.

Using Press reader is easy

1. Sign into 'healthscope-wifi' on your device
2. Download the PressReader app
3. Start reading!

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.

Smoking

There is a NO SMOKING or VAPING policy in the hospital grounds.

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 near a patient. A modest fee applies. Please contact our friendly admission staff on extension 700.

Pharmacy services

Slade Pharmacy is the pharmacy services provider to Hunter Valley Private Hospital. During your admission, pharmacy items and medications will be provided to you by our on-site pharmacy. Conveniently located on the ground floor, Slade Pharmacy offers full pharmaceutical services to both our patients and the public. Their hours of operation are Monday to Friday from 7.30am to 3pm.



Pharmacy billing

While you are in hospital, nursing staff will use your own medication wherever possible. However, there may be occasions when additional medication is supplied to you by Slade Pharmacy. At discharge you will receive an account from us for the following items:

- Medications that are not related to your hospital admission (pre-existing drugs).
- Medications that are supplied to you on discharge.

Entitlement cards

In order to dispense your medication at the right price and in the most cost-effective way, you will be requested to provide the hospital with details of any entitlement cards you hold. If you have one of the cards listed below and believe we may not have your details, please contact the pharmacist as soon as possible.



Paying your pharmacy account

Accounts will be sent via email or SMS. If neither is able to be accommodated, then SLADE will send it via post. The following are payment options

- BPAY
- Internet payments
- Phone 1800 222 687

For all enquiries please email:
patientaccounts@slade.net.au

Clergy and Pastoral care

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

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 any medication and prescriptions brought into the hospital, as well as any new treatment commenced since admission.
- Return all x-rays, scans and ultrasound films.
- Finalise arrangements for any community services or other help you may require.
- Ask you to arrange for pick up before 10am.

Community services – Available after discharge

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

Taxis

Should you require a taxi for transportation, please contact reception on extension 781.

We welcome your feedback

If you would like to provide written feedback on any information you have received or an aspect of your care please feel free to write to:

Director of Nursing
Hunter Valley Private Hospital
20 Mawson Street,
Shortland NSW 2307



Think about what is important to you



Set goals for

It helps your healthcare

Track progress towards your goals



AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE



can
several
als



Share
decisions
about care
and
treatment
choices

or your care are team support you



Keep
a record
of your
goals



Know
your
healthcare
team

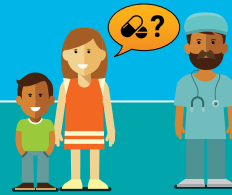
For more information, ask your healthcare provider or visit safetyandquality.gov.au/care-goals

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

YOUNG PEOPLE'S HEALTHCARE RIGHTS ARE:



CHILDREN'S
HEALTHCARE
AUSTRALASIA



Association for the Wellbeing
of Children in Healthcare

To use, and receive
the **BEST** available
health care

What's best for **EACH** of us

To be with and guided by
our **FAMILY**, unless this is
against our best interest

To be treated with
RESPECT in regards to our
values, beliefs and culture

To education, rest,
play, creative activities
and **RECREATION**

To express our views
respectfully, be **HEARD** and
have something done about it

To **PRIVACY**

To planned, **COORDINATED** health care

To be **INVOLVED** in
making decisions that
affect us

To be **FULLY** informed, ask
questions and be given
answers about all matters
concerning us

To be **PROTECTED** from harm



More
Information:



NH700868

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

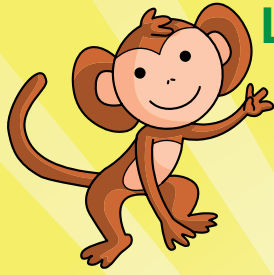
- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



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



Let everyone know these are the rights of every child in health care



- ★ Know that children are special and always do what is best for us.
- ★ Listen to us when we tell you how we are thinking and feeling, when we are upset, when we have problems or worries or when we need to talk to you. We may not be able to use words, so take notice of what we do and how we look because this can tell you what we are thinking and feeling.
- ★ Give us the very best possible care and the comfort we need.
- ★ Let us and our families be who we want to be, whatever our beliefs and customs, so that we feel safe at all times.
- ★ Let our families and others who are important to us be with us, to care for us and love us.
- ★ No matter how big or small we are, tell us what we need to know in a way we can understand.
- ★ Let us have a say in things that are happening to us now and in the future.
- ★ No one has the right to harm us, not doctors or nurses and not even our Mums or Dads. Protect us always from anyone who would harm us or treat us badly.
- ★ Our bodies belong to us. Ask us if you want to share information about us and make sure we stay safe. Give us space and privacy, as well as the chance to be with others.
- ★ Help us grow up to be the best we can. Let us learn, let us play and discover some things for ourselves.
- ★ When you care for us, make sure that everyone is working together to do what is best for us, until we are grown up and can decide things for ourselves.





Hunter
Valley

PRIVATE HOSPITAL
by Healthscope

20 Mawson Street,
Shortland NSW 2307

P 02 4944 3777 | F 02 4944 3788

hvph.com.au

ABN 85 005 405 152



04/2024