

# Patient Compendium



Adelaide Hospital

Hospitality  
Healing  
Stewardship  
Respect

Continuing the Mission of the Sisters of the Little Company of Mary



## Contents

<a href="#">Little Company of Mary Health Care</a>	<a href="#">1</a>	<a href="#">Prevention of Pressure Injuries</a>	<a href="#">9</a>
<a href="#">Mission and Values</a>	<a href="#">1</a>	<a href="#">Preventing Blood clots</a>	<a href="#">10</a>
<a href="#">Welcome</a>	<a href="#">2</a>	<a href="#">Hairdresser</a>	<a href="#">10</a>
<a href="#">Calvary Health Care South Australia</a>	<a href="#">2</a>	<a href="#">Health Funds</a>	<a href="#">10</a>
<a href="#">About Calvary Adelaide Hospital</a>	<a href="#">2</a>	<a href="#">Jamaica Blue Cafe</a>	<a href="#">10</a>
<a href="#">My Healthcare rights</a>	<a href="#">3</a>	<a href="#">Justice of the Peace</a>	<a href="#">10</a>
<a href="#">Accommodation</a>	<a href="#">4</a>	<a href="#">Laundry</a>	<a href="#">11</a>
<a href="#">Admission Time</a>	<a href="#">4</a>	<a href="#">Leaving your area of treatment</a>	<a href="#">11</a>
<a href="#">Allied Health Services</a>	<a href="#">4</a>	<a href="#">Movies, Television and Radio</a>	<a href="#">11</a>
<a href="#">Identification Details</a>	<a href="#">4</a>	<a href="#">Organ Donation</a>	<a href="#">11</a>
<a href="#">Your Medication</a>	<a href="#">4</a>	<a href="#">Palliative and End of Life Care</a>	<a href="#">11</a>
<a href="#">Case Management Service</a>	<a href="#">4</a>	<a href="#">Pastoral Care</a>	<a href="#">12</a>
<a href="#">Care Concerns</a>	<a href="#">5</a>	<a href="#">Speciality Services</a>	<a href="#">12</a>
<a href="#">Communication Boards</a>	<a href="#">5</a>	<a href="#">Parking</a>	<a href="#">15</a>
<a href="#">Clinical Handover</a>	<a href="#">5</a>	<a href="#">Pathology</a>	<a href="#">15</a>
<a href="#">Accommodation for relatives</a>	<a href="#">5</a>	<a href="#">HPS Pharmacy</a>	<a href="#">15</a>
<a href="#">Discharge</a>	<a href="#">5</a>	<a href="#">Radiology</a>	<a href="#">15</a>
<a href="#">Dietary</a>	<a href="#">6</a>	<a href="#">Smoking</a>	<a href="#">15</a>
<a href="#">Donation or Bequest</a>	<a href="#">6</a>	<a href="#">Taxis and Public Transport</a>	<a href="#">15</a>
<a href="#">Electrical Equipment</a>	<a href="#">6</a>	<a href="#">Telephones</a>	<a href="#">16</a>
<a href="#">Emergency Procedures</a>	<a href="#">7</a>	<a href="#">Valuables and Personal Belongings</a>	<a href="#">16</a>
<a href="#">Feedback</a>	<a href="#">7</a>	<a href="#">Visiting Hours</a>	<a href="#">16</a>
<a href="#">Flowers and Gifts</a>	<a href="#">7</a>	<a href="#">Volunteers</a>	<a href="#">17</a>
<a href="#">Infection Prevention &amp; Control</a>	<a href="#">7</a>	<a href="#">Top Tips for Safe Health Care</a>	<a href="#">18</a>
<a href="#">Prevention of Falls</a>	<a href="#">9</a>	<a href="#">NSQHS Standards</a>	<a href="#">19</a>

We acknowledge that we are on Kurna land

Calvary Adelaide Hospital acknowledges the Traditional Custodians and Owners of the lands of the Kurna Nation on which our service operates. We acknowledge that these Custodians have walked upon and cared for these lands for thousands of years.

We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country and commit ourselves to the ongoing journey of Reconciliation.

### Little Company of Mary Health Care

Calvary has a rich tradition internationally and within Australia. We follow in the footsteps of the Sisters of the Little Company of Mary (LCM) who have empowered us to steward and continue the mission and vision of the Venerable Mary Potter, to serve the sick, dying and those in need with compassion and respect. Like Venerable Mary Potter and the Sisters of the LCM, we too have a unique opportunity to make a difference to the communities we serve.

### Mission and Values

Our mission is not just a statement. It guides or is inherent in every aspect of our organisation. Everything we do is mission. Each of us, no matter our role, is “on mission”.

#### Our Mission identifies why we exist

- We strive to bring the healing ministry of Jesus to those who are sick, dying and in need through ‘being for others.’
- in the Spirit of Mary standing by her Son on Calvary
- through the provision of quality, responsive and compassionate health, community and aged care services based on Gospel values, and in celebration of the rich heritage and story of the Sisters of the Little Company of Mary (from the writings of Venerable Mary Potter)

#### Our Vision identifies who we are and what we are striving to achieve

- As a Catholic health, community and aged care provider, to excel and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve

- Our Values are visible in how we act and treat each other

We are stewards of the rich heritage of care and compassion of the Little Company of Mary.

We are guided by our values:

- Hospitality
- Healing
- Stewardship
- Respect

Hospitality demonstrates our response to the desire to be welcomed, to feel wanted and to belong.

It is our responsibility to extend hospitality to all who come into contact with our Services by promoting connectedness, listening and responding openly.

Healing demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing.

It is our responsibility to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.

Respect recognises the value and dignity of every person who is associated with our Services. We have a responsibility to care for all with whom we come into contact, with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.

Stewardship recognises that as individuals and as a community, all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively for the future. We are responsible for striving for excellence, developing personal talents, material possessions; for our environment and handing on the tradition of the Sisters of the Little Company of Mary.



Hospitality



Healing



Stewardship



Respect





## Welcome

Welcome to Calvary Adelaide Hospital. The purpose of this compendium is to provide you with generic and local information to assist you and your support network during your stay. We welcome your feedback and if you have questions please feel comfortable to ask one of our staff who will assist you. We are focused on providing excellent care to everyone utilising our services.

Best wishes with your stay and recovery,

**Sharon Kendall | Regional Chief Executive Officer South Australia**

## Calvary Health Care South Australia

Calvary Health Care South Australia comprises three private hospitals: Calvary Adelaide, Calvary North Adelaide, and Calvary Central Districts; Calvary Retirement Communities: Calvary Flora MacDonald and Calvary St Catherine's and Calvary Community Care.

In January 2020 Calvary Wakefield and Calvary Rehabilitation Hospitals relocated to the new Calvary Adelaide Hospital, located in the city on the corner of Angas and Pulteney Streets.

The group is one of the largest private health care providers in South Australia - Calvary Health Care South Australia.



## About Calvary Adelaide Hospital

Calvary Adelaide Hospital provides the highest quality whole of life health care to private and self-insured patients.

Centrally located on the corner of Pulteney and Angas Streets in the heart of Adelaide's Central Business District, its state-of-the-art facilities is supported by Calvary's history of health care excellence in South Australia over almost 120 years.

It is the biggest and most comprehensive private hospital ever to be built in SA and has redefined the quality and excellence of private hospital/healthcare in this state. The new hospital provides an increase in bed capacity and allows us to meet the demands in our key clinical areas of orthopaedic, cardiac, neurosurgical and rehabilitation services

# 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



**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)



## Accommodation

All rooms at Calvary Adelaide Hospital are private with ensuite facilities. The rooms are equipped with phone, television, WiFi, heating and air conditioning.

## Admission Time

Admission times vary so you will be phoned by our admission staff with an admission and fasting time. Please be aware that patients may not be admitted in the order that they arrive at the hospital. We attempt to minimize the amount of time that patients are required to wait and fast for their procedure but waiting times are not always predictable.

## Admission

Your point of admission will be communicated to you prior to arrival. This is most likely to be on either level 3 or 4 depending on your procedure. For patients being admitted for other reasons it will be direct to their ward bed.

## Allied Health Services

Calvary Adelaide Hospital provides a holistic model of care for our patients by utilising a multidisciplinary approach consisting of:

- Dietetics
- Physiotherapy
- Speech Pathology
- Occupational Therapy
- Psychology

If you require input from these health professionals you may be referred by your doctor.

## Identification Details

When you are admitted you will be given a patient identification band which will include three unique identifiers:

- First name
- Surname
- DOB

You will regularly be asked your full name and date of birth to ensure your ongoing safe care.

## Your Medication

In order to ensure that our clinicians safely prescribe, dispense and administer appropriate medications our team will need to know all of the current medications that you are taking.

Our staff will also ask if you have any allergies or have had any adverse drug reactions. These are then documented in your medication chart so you can continue to take the correct medication. If you are taking certain high alert medications, our pharmacist may visit you to ensure that you have all the information you need to assist you in understanding your medication plan.

Please bring in a list of your existing medications so the team are aware of medications you are taking including supplements.

## Case Management Service

Calvary Adelaide Hospital offers a personalised patient case management service. Our friendly staff will provide you with information on all aspects of patient care and health, from pharmacy assistance, discharge planning, after hospital care, to support services. Please ask the staff for more information.

Should you require ongoing care or services at home ask the nursing staff to assist you.

## Care Concerns - Family MET

If you or your family members/carer feel at any time that your clinical condition is deteriorating and you feel that you are not receiving an adequate response from ward staff, you can escalate your concerns by initiating a 'Family MET' by **calling 2222**. Please refer to page 20 for more details.

## Communication Boards

At Calvary Adelaide Hospital we use patient communication boards, situated on the wall, as another way to keep you and your family involved in your care.

The communication boards are updated regularly each shift by the clinical staff with information about your care and are primarily used as a communication tool between you, your family if you wish and your healthcare team.

You are welcome and encouraged to write questions for your care team and similarly the clinical staff may write reminders for you such as "use the call bell to ask for assistance when needing the bathroom"

The goal is to ensure that we are working in partnership with you to achieve your care goals.

## Clinical Handover

Clinical handover is an expression you may hear our clinical staff use. This is when, at the time of a shift change, clinical staff will share information with you and the oncoming staff. Our clinical staff will first introduce themselves to you and then begin the exchange of information.

We like patients to be involved with decisions at handover and you are encouraged to ask any questions or speak up if you hear something not quite right.

## Accommodation for relatives

At Calvary Adelaide Hospital we understand the need for your family to be close by should the need arise. To assist you with accommodation options in close proximity to the hospital, a list is available at reception and on our website.

## Boarding

When medically required, in-room boarding facilities are available for the primary carer of a patient and for patients receiving palliative care.

A nightly fee, which is subject to change, will be charged. This cost includes meals, fold up bed, linen and shower facilities.

If in-room boarding is required, please discuss with the nursing staff.

## Discharge

### Preparing for Discharge

It is often necessary to continue some aspects of your care when you return home or even consider alternative accommodation for care on discharge.

If this is necessary our team will work with you and your family to make suitable arrangements.

### Day of Discharge

Discharge time at Calvary Adelaide Hospital is prior to 10.00am and we request that you make arrangements accordingly. Strict adherence to discharge time is appreciated.

If you are unable to leave at this time after your doctor has advised of discharge, then you may be asked to wait in a lounge area located in the hospital.





On discharge you are required to go to the reception area where we ask you to settle any outstanding paperwork. Any difference between the estimated gap paid on admission and the actual gap on discharge is payable at the time of discharge.

Accounts may be paid at the reception desk. Payment can be made by cash, VISA/Mastercard or by EFTPOS.

### Dietary

The hospital offers a nutritionally balanced menu.

If you have any special dietary needs, please ask the nurses to contact the catering team leader to discuss your requirements.

You may be referred to a dietician by your doctors.

Meal service times can vary depending on the area you are located within the hospital:

- Breakfast: 0700 - 0830
- Morning Tea: 1000 - 1100
- Lunch: 1200 - 1330
- Afternoon Tea: 1400 - 1500
- Dinner: 1700 - 1830
- Supper: 1900 - 2000

### Food Safety

For food safety reasons, the hospital does not recommend food being brought in for patient consumption, eg. by relatives or visitors.

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

- High risk foods should not be brought in for patients eg. 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 looking after the patient, prior to bringing in food for patients.



### Donation or Bequest

Your donation or bequest will assist us to maintain the high standard of facilities and equipment needed to provide the best patient care possible. Monies from fundraising are used to enhance patient care outcomes and professional development for staff.

We are grateful for your generosity and will gladly accept a donation or bequest. Calvary Adelaide Hospital is a registered deductible gift recipient with the Australian Taxation Office and gifts of \$2 or more are tax deductible to the donor.

### Electrical Equipment

For safety reasons all electrical appliances must be tested by the maintenance department before use in the hospital. Please ask your nurse to arrange testing for any equipment you have brought into the ward.

### Emergency Procedures

In the event of a hospital emergency such as fire, an alarm will sound over the public address system. All our staff are trained in emergency management.

We request that you and your visitors remain in your room and await instructions from the staff.

In order to maintain hospital safety and to practice the emergency procedures, "mock emergency drills" are also carried out at random and without prior notice.

### Feedback

Feedback and complaints provide an opportunity for consumers to provide feedback on their unique experience and can offer insight into practices that are unsatisfactory, unsafe or require improvement. We welcome all feedback and see this as an opportunity to improve our service. If you would like to provide feedback - positive or negative, you can do this by:

- Telling your nurse who can arrange for you to speak with the Manager
- Sending your feedback to us in writing to the General Manager or Director of Clinical Services: 120 Angas Street, Adelaide 5001 SA
- Logging a complaint via our website: [www.calvaryadelaide.org.au](http://www.calvaryadelaide.org.au)

**If you feel you have been unable to resolve your issue adequately, you can escalate your feedback to the Health and Community Services Complaints Commissioner - Enquiry Service, Monday-Friday 9am-5pm on 8226 8666 or you can access their website to fill out a complaint online [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)**

### Flowers and Gifts

Flowers and/or gifts will be delivered to your room as they are received.

There are some restrictions to flowers in some areas. If your hospital stay includes some time in Intensive Care, please ask your relatives and friends to send flowers once you have been transferred to the ward.

### Infection Prevention and Control

#### Preventing and controlling health care associated infections

At Calvary Adelaide Hospital we have systems in place to prevent patients developing infections. In addition, we have strategies to manage infections effectively if they occur, minimising the potential for spread.

#### Hand hygiene

Cleaning hands is the single most effective way to avoid the spread of infection.

You will notice that there is a hand sanitiser dispenser located in every patient room and in other various places around the hospital.

The Hand Hygiene Australia '5 moments for hand hygiene' principle is used to ensure that our staff and doctors clean their hands with hand sanitiser at the appropriate times during your care.

We encourage you to also use the hand sanitiser before and after leaving your room and please remind your family and visitors to do the same.

For more information refer to the Hand Hygiene Australia website: [www.hha.org.au](http://www.hha.org.au)

All staff will adhere to standard precautions, which includes performing hand hygiene and sometimes the wearing of protective clothing to prevent the spread of infection.



Some patients may need extra precautions and care if they have certain infections. These 'Additional' (Transmission Based) Precautions are tailored to the particular germ causing an infection and how the germ is spread.

Patients and visitors also play a vital role in reducing infection transmission.

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

- 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 used tissues in the rubbish bin and wash your hands.
- Let your doctor or nurse know if you are unwell in any way eg. cough, cold, flu or gastroenteritis.
- If you or any members of your family are currently suffering any symptoms of illness, we request that you report these symptoms to your doctor or nurse.
- Any visitors with symptoms of infection should not visit the hospital until they have been free from 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 matters.

### Infection Prevention and Control Related to Surgical Procedures

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

- Admission to hospital is reduced to the shortest time prior to and after a surgical procedure.
- Shower prior to your surgical procedure. You may be given an antibacterial skin solution by the nursing staff or pre admission clinic.
- Hair removal from the operative site may be required. DO NOT SHAVE THE SITE. Hair removal will be attended to by the hospital staff if and when necessary.
- Report non intact skin or skin conditions adjacent to the operative site to nursing staff.
- If you think you may have an infection at the proposed surgical site or any infection that may have an impact on your surgery, eg. cold/flu, gastroenteritis or urine, it should be reported prior to attending hospital.

### Antibiotics

Antibiotics are medicines used to treat bacterial infections.

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.

You can help prevent antibiotic 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.

### Prevention of Falls

Patients are at an increased risk of falling whilst in hospital. At Calvary Adelaide Hospital we are dedicated to minimising the risk of patients falling.

#### Do you have an increased risk of falling?

#### Has your nurse performed an assessment on you?

Reasons for increased falls risk include:

- Unfamiliar surroundings
- Medical conditions
- Blocked hearing aids
- Impaired mobility
- Unsteadiness
- Feeling unwell

To help reduce the risk of falls:

- Familiarise yourself with your surroundings
- If you are at risk of falling we will put a 'high falls risk' alert to your name
- Use your nurse call bell for assistance. Do not reach for items or get out of bed yourself if you need assistance to mobilise.
- Use your nurse call bell if you feel unwell, faint or dizzy
- Please bring with you and wear appropriate footwear (non-slip, well-fitting shoes or slippers are the best). We can help you put these on

### CALL, DON'T FALL!

For more information refer to the Australian Commission website:  
[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

### Prevention of Pressure Injuries

Pressure injury is an area of skin which has been damaged due to unrelieved pressure and usually occurs over bony areas, especially heels, buttocks and toes. Anyone who is confined to a bed or chair, is unable to move, has loss of sensation, loss of bowel or bladder control or has poor nutrition is at risk of developing an ulcer.

#### Do you have an increased risk of pressure injuries?

#### Has your nurse performed an assessment on you?

Together we will look out for:

- Red/purple/blue skin colour
- Blistering
- Dryness or dry patches
- Shiny areas

- Cracks or calluses
- Burning sensation on bony areas

The best way to prevent a pressure injury from occurring is:

- Keep moving and change position frequently
- Discuss recommended mobility with a physiotherapist
- Avoid sitting or lying in bed for long periods of time
- Use mild soaps
- Moisturise dry skin
- Alert your nurse or doctor if you have any redness, tenderness, blistering or broken skin over a bony area.





### Preventing Blood Clots

When you arrive at Calvary Adelaide we will assess your risk of forming a blood clot in your legs or lungs. The level of risk is evaluated on factors such as your age, reason for admission and medical history. If you are deemed at risk your healthcare team will discuss with you the treatment options.

If you experience any of the following whilst in hospital, call a nurse immediately:

- Pain or swelling in the legs
- Pain in your lungs or chest
- Difficulty breathing

If you experience any of the above symptoms after leaving hospital please contact your doctor or visit the emergency department.

### Hairdresser

Should you feel the need for a little pampering during your stay we may be able to arrange for a hairdresser to visit the hospital.

Please ask our ward clerk to arrange an appointment on your behalf.

### Health Funds

#### Insured patients

If you are a member of a health fund we can claim from the fund on your behalf and you will only be required to pay those costs not covered by your health fund, before or at the time of admission.

It is advised that you check with your health fund prior to admission to determine your level of cover. You should discuss potential expenses with your doctor prior and during your hospitalisation.

Prior to admission, obtain from your doctor's rooms the item number/s proposed to be used for your procedure, this will assist your health fund in determining your level of cover and will assist Calvary with providing you with an accurate estimate of costs.

#### Uninsured patients

If you are not a member of a health fund then you will have to meet the total estimated cost of your hospitalisation at the time of, or prior to, your admission. Any shortfall will be payable on discharge.

You should discuss potential expenses with your doctor prior and during your hospitalisation. Please remember that Medicare makes no contribution to your stay in a private hospital.

Estimates are available from our accounts department but it is advised that you acquire item numbers from your doctor's rooms first.

#### Workers Compensation/Third Party/ Public Liability Insurance

You should have supplied your insurance claim number prior to admission to hospital, along with written confirmation from the third party, stating acceptance of the claim.

Please be aware that you are personally liable for payment if your account has not been paid within two months. If your health fund or work cover declines your claim you will be responsible for full payment of the hospital account.

### Jamaica Blue Cafe

There is a Jamaica Blue Cafe located in the foyer on the ground floor. Take time out to enjoy the great coffee and delicious, freshly prepared food with a Jamaican twist.

There are also vending machines in the Hospital.

### Justice of the Peace (JP)

Calvary Adelaide Hospital reception staff can provide you with a list of local JPs to witness any legal documentation.

Our employed staff are not able to certify any documentation.

### Laundry

Patients are requested to make their own arrangements for personal laundry.

### Leaving your area of treatment

Patients are requested not to leave the grounds of the hospital without advising the clinical staff.

If you wish to leave the ward for any reason, please let the clinical staff know where you will be located.

### Movies, Television, Radio

Each room is fitted with a television. Please ask our staff for more information.

If using your own radio, it is asked that you supply an earpiece to avoid disturbing other patients.

### Organ Donation

Calvary Adelaide Hospital supports your decision to donate your organs. Please ensure your wishes are clearly voiced and documented to your doctor and family.

### Palliative and End of Life Care

Palliative care recognises the special needs of a person with a life limiting illness. The focus is on helping to manage any pain and symptoms and helping people facing the end of their life to make decisions that will make their last weeks or months easier. Palliative care aims to support the person to feel in control of their symptoms and improve their quality of life. Palliative care is available to all people who are facing a life limiting illness.

Your doctor may refer you to a palliative care service if you would like advice on symptom management and supportive care for you and your family.



#### Things To Remember:

- Palliative care helps people with a life limiting illness. Palliative care can help people with cancer and non-cancer illnesses.
- Palliative care supports the person and their family to help them live life to the full for as long as possible.
- Pain can be managed – there is no need to suffer from pain or other symptoms.
- The clinical team is there to support you – talk with them, ask questions.
- If you think you might benefit from a referral to the palliative care team talk with your doctor/nurse.

#### Advanced Care Planning and Directives

Calvary, along with many others in the Catholic Church, encourages patients and residents in Catholic health and aged care services to reflect on their future health care needs and to appoint a person who will represent them



if they are unable to express their wishes. The 'My Future Care' website ([www.myfuturecare.org.au](http://www.myfuturecare.org.au)) provides information for people considering their future health care needs, and guidance for health care professionals.

A wide variety of approaches already exist in the wider Australian Community to the issue of advance care planning. Calvary Health Care South Australia will always consult with you or your Substitute Decision-Maker about your health care needs in particular circumstances. If you have an Advance Care Directive we will use that as a basis for discussion to ensure that you (or your Substitute Decision-Maker) have all the information you need about your current situation and that any documented wishes are up-to-date.

With regard to formally appointing a legally endorsed Substitute Decision-Maker, free advice is available from the Office of the Public Advocate: 8342 8200.

If you already have these documents and directives in place, to ensure we can enact your wishes, please provide us a copy of your Enduring Power of Attorney and / or Advanced Health Directive documents for our reference.

### Pastoral Care

Our Pastoral Care service provides a ministry of human support, comfort, guidance and/or prayer to all patients regardless of religious belief.

Pastoral Care workers work alongside physicians, nurses, therapists and other staff to provide a holistic approach to healing.

Denominational visitors also visit regularly from Catholic, Anglican, Lutheran and Jehovah's Witness denominations.

Your own Parish Priest, Pastor, Rabbi or Spiritual caregiver can be contacted at your request.

Pastoral Care Staff are available Monday to Friday from 9.00am until 5.00pm. Holy Communion or a pastoral visit can be requested through nursing staff or by leaving a message on extension 6519.

### Chapel

A chapel is located on the first floor at the top of the reception staircase.

This is a place of stillness for reflection, quiet time, privacy or prayer. The notice board outside the chapel will inform you when any services are to be held.

As it is a sacred space, all respect due to such a place is requested. Please do not take food or drinks into the chapel.

### Spiritual and Emotional Care

Grief is how we respond when we experience a significant loss. Grief is different for everybody, but it is part of the process that gradually allows us to adjust to our loss and make new meanings of the world.

Recognising the experiences of grief may not take away the pain, but can help you understand what is happening.

If you need help coping with your feelings of loss or grief, discuss them with your nurse. They will be able to help you choose the type of support that suits you.

### Specialty Services

We pride ourselves in providing excellent clinical care to patients with varying needs. We have accredited specialist doctors in all disciplines who provide outstanding care and ensure that you will receive the best service in your time of need.

Our services include:

- 16 operating theatres
- Level 3 Intensive Care Unit, (ICU)
- 24/7 Emergency Department
- 4 Day procedure suites
- Day of Surgery Admissions Unit (for people staying in the hospital)
- Calvary Surgicentre (located at 316 Wakefield Street)
- Angiography suite
- Hybrid theatre
- Bariatric services



- Colorectal surgery
- Cardiac surgery
- Cardiology/cardiac care unit
- Endoscopy and colonoscopy
- General medical services
- General surgical services
- Neurology
- Neurosurgical and spinal surgery
- Orthopaedic services
- Ophthalmology
- Plastic surgery
- Respiratory services
- Upper gastrointestinal surgery
- Sports and exercise medicine
- Pathology - Clinpath
- Radiology - Dr Jones and Partners
- Pharmacy - HPS Pharmacies
- Consulting specialist doctors

### Cardiac Care Services

Cardiac services are provided 24 hours a day, 365 days a year. The hospital prides itself on providing a Cardiac Centre of Excellence unparalleled in the South Australian private sector. This service is available 24 hours a day.

The cardiac unit has 37 beds with telemetry capability and 9 acute Coronary care beds with central monitoring to the nurses station.

Our unit cares for patients who have had cardiac surgery, angiography and chest pain. In addition we offer a direct admission service for patients who require immediate access to one of our beds under the care of their own cardiologist or the on-call cardiologist. We have a dedicated group of nurses who have specialty cardiac training.

In the event of an emergency such as chest pain, patients can access the Emergency Department, who will arrange for specialist treatment and admission as required.

### Cardiovascular Angiography Unit

The Angiography suite at Calvary Adelaide Hospital provides Angiography services to patients, utilising state of the art equipment and highly skilled staff. We provide emergency services 7 days a week, 24 hours a day to patients who require urgent procedures, both through our Emergency Department via the STEMI protocol and for patients within the hospital.

Our specialties include Angiography and Angioplasty, Electrophysiology and Neuroradiology.





### Intensive Care Unit

The fully equipped 20 bed, level 3 Intensive Care Unit provides support to all areas of the hospital for any patient, should they require monitoring for medical or surgical conditions. The ICU is headed up by specialist Intensivists with extensive experience. The doctors provide a service 24 hours a day and support emergency care as required.

### 24/7 Emergency Department

In the event of an emergency, accident, injury or illness, the Emergency Department can provide immediate care and treatment.

It is the only private emergency department in Adelaide that is open 24 hours a day and is staffed with specialist doctors and nurses with access to the latest in medical equipment.

Any patient attending the Emergency Department has full access and referral to a team of medical and surgical specialists, plus the full range of specialised services offered by Calvary Adelaide Hospital.

Please note: The 24/7 Emergency Department is independently operated and patients will incur a fee for more information visit [care24-7.net.au](http://care24-7.net.au)

### Calvary Adelaide Hospital Day of Surgery Admissions Unit

The day of surgery admissions unit is located on level 4 of the hospital, adjacent to the operating theatres and procedure rooms.

### Calvary Surgicentre

#### 316 - 320 WAKEFIELD ST

Calvary Surgicentre was specifically designed as a purpose built stand-alone day surgery facility and is located close by at 316 Wakefield Street.

It specialises in plastic, cosmetic and reconstructive surgery and dental surgery for both adults and children.

This unit has access to the specialised services provided at Calvary Adelaide Hospital if needed.

### Lynch Ward - Orthopaedic

Located on level 10, is a 33 bed unit comprised entirely of private rooms with ensuite facilities, specialising in all aspects of orthopaedic surgery. Our orthopaedic trained nursing staff will support you to achieve a speedy recovery and timely return home. Along with our highly experienced surgeons and our physiotherapy team we are committed to providing the highest level of orthopaedic treatment and care to all patients.

### Connery Ward - Neurosurgical

Located on level 10, is a 31 bed unit comprised entirely of private rooms with ensuite facilities. We are one of South Australia's largest providers of neurosurgical and spinal surgery, specialising in all aspects of general neurosurgery and diseases of the central nervous system.

Our dedicated surgeons, specialised nursing staff and expert allied health team are here to support all aspects of your clinical care.

Areas of expertise include but are not limited to:

- Surgical and non surgical management of spinal degeneration, tumour, deformity
- Complex spinal surgery and spinal trauma
- Minimally invasive spinal surgery
- Vascular neurosurgery
- Brain tumours
- Deep brain stimulation.

### Milne Ward - General Medical

Located on level 9, is a 33 bed unit comprised entirely of private rooms with ensuite facilities. Our nurses are dedicated, caring and focused on delivering excellent nursing care to our patients. We strive to identify patients' individual health care needs and discharge goals and, together with physicians and the allied health care team, work in reaching these goals. Specialty areas include but are not limited to:

- Pneumonia and other lung conditions
- Cellulitis
- Vertigo
- Congestive cardiac failure
- Febrile illnesses
- Diabetic patients
- Urinary tract infections
- Patients who have injured themselves following a fall.

### Hynes Ward - General Surgical

Located on level 9, is a 31 bed unit comprised entirely of private rooms with ensuite facilities. It is a general surgical ward providing the highest standard of care with both minor and more complex surgical cases, supported by a large group of highly skilled surgeons and nursing staff. Our core focus includes:

- Colorectal surgery
- Gastroenterology
- Hepatobiliary surgery
- Laparoscopic general surgery
- Obesity/bariatric surgery
- Ophthalmology (eye surgery)
- Oral & maxillofacial surgery
- Otorhinolaryngology - ear, nose and throat surgery
- Plastic and reconstructive surgery
- Upper gastrointestinal surgery.

### Parking

Parking is available to patients and their relatives in a number of parking stations available near the hospital, the closest being immediately opposite the hospital on Angas Street.

### Pathology

A full laboratory service is provided on site by Clinpath. Our pathology and blood bank service is open 24 hours.

### HPS Pharmacy

An on site pharmacy is located in the main foyer/entrance to the hospital.

Please ensure that you have available all Pension, Safety Net and Veterans Affairs entitlement cards, as well as records of dispensed medication to ensure correct changes are applied.

As a service to you, a pharmacist review of any medication changes that have occurred whilst an inpatient can be arranged through the unit manager.

Please note: All discharge medication will be billed by the pharmacist directly to you.

### Radiology

X-ray, MRI, CT, Ultrasound and Nuclear Medicine services are available from Dr Jones & Partners Medical Imaging in the Calvary Adelaide Clinic, located on level 2 of the hospital .

Please note: Patients have access to our 24 hour x-ray service.

### Smoking

In the interest of promoting health and safety, Calvary Adelaide Hospital is a non-smoking hospital.

It is recommended that smoking be ceased 48 hours prior to an operation and throughout the hospitalisation period and beyond.

Smoking is NOT permitted within the yellow lines outside the hospital. Fines may apply.

### Taxis and Public Transport

Calvary Adelaide Hospital provides a phone link to two taxi services that provide a priority service. These phones are located at reception.

Calvary Adelaide Hospital is located a short walk from a number of public transport options. The best way to determine the fastest and most efficient way for you, is to use the 'Plan my Journey' option at [adelaidemetro.com.au](http://adelaidemetro.com.au)



### Tram

The Victoria Square stop is the closest stop to the hospital. From here simply cross the square and walk down Angas Street to the hospital. Trams operate at a 5-10 minute frequency Monday to Friday and 10-15 minute frequency on Saturdays and Sundays.



Calvary Adelaide Hospital is located within the Free City tram zone that runs between South Terrace tram stop and the Entertainment Centre. Travel within this zone is free for everyone.

### Bus

In addition to your normal bus route into the city, there are free city buses, the 99A and 99C loops, both go along roads adjacent to the Calvary Adelaide Hospital.



### Train

From the Adelaide Railway Station located on North Terrace, rail passengers can transfer to the free tram service, the tram stop is located directly in front of the Railway Station and take the tram to Victoria Square. Alternatively it is a 20 minute walk along King William Street and left into Angas Street from Victoria Square.



### Bicycle

There are eight bays to park bicycles on the Ground Floor near the Emergency Department entrance.



### Car

If you are driving to the hospital a number of parking stations are available in close proximity. Please see our website for car park locations [www.calvaryadelaide.org.au](http://www.calvaryadelaide.org.au)



### Telephones

Telephones are installed by every bed and have local access only, calls are free.

You are welcome to bring your own mobile phone to make calls. It is forbidden to take photos of staff out of respect for their privacy.

A cordless phone is available for patients in Intensive Care, Angiography Suite, Day Surgery Unit and Recovery.

### Valuables and Personal Belongings

While we make every effort to guard against the loss of property, the hospital does not accept responsibility for stolen or lost items.

Any electronic equipment or valuables brought into the hospital is at your own risk.

Please send valuables home with relatives or small items can be locked away in our safe deposit box. Please ask our nursing staff if you require this service.

### Visiting Hours

We welcome visitors and have flexible visiting hours. The number of visitors and time of visiting may be restricted at the discretion of the nursing staff, depending upon your clinical requirements and consideration of other patients in the area.

In the best interests of your recovery we encourage you to enjoy our hospital quiet time, 1 - 3pm each afternoon. Visitors may be restricted during this period.

### Intensive Care Unit:

Located on level 6, arrangements to visit patients in this area are made in consultation with the nursing staff and are usually restricted to immediate family.

Rest period is between 1 - 3pm.



### Volunteers

Volunteers make a valued contribution to the mission and values of Calvary Adelaide Hospital, by supporting and complementing the efforts of staff.

Our volunteer program offers many opportunities to support our patients and their families.

Volunteers enhance our service in many areas, some of which are:

- Administrative support
- Manager support (computer)
- Courtesy car

- Hospitality
- Reception enquiries
- Patient support
- Garden care
- Materials management
- Maintenance
- Ward support
- Pastoral care

Would you like to know more? Please visit our website [www.calvarysavolunteers.org.au](http://www.calvarysavolunteers.org.au)





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](http://www.safetyandquality.gov.au/toptips)**

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

National Safety and Quality Health Service (NSQHS) standards

The National Safety and Quality Health Service (NSQHS) standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations. The NSQHS Standards were developed by the Commission in collaboration with the Australian Government, states and territories, private sector providers, clinical experts, patients and carers. The primary aims of the NSQHS standards are to protect the public from harm and to improve the quality of health service provision. Calvary Adelaide Hospital is accredited against the NSQHS standards.

**Clinical Governance Standard**

**Partnering with Consumers Standard**

**Preventing and Controlling Healthcare-Associated Infection Standard**

**Medication Safety Standard**

**Comprehensive Care Standard**

**Communicating for Safety Standard**

**Blood Management Standard**

**Recognising and Responding to Acute Deterioration Standard**

# You can escalate your own care

Together for better health

If you feel:

- Dizzy
- Chest pain
- Shortness of breath
- Tingly or numbness
- Slurred speech
- Or just don't feel right

Call your nurse or dial **2222** for an emergency response



Calvary

Adelaide Hospital

Hospitality  
Healing  
Stewardship  
Respect

Caring for South Australians since 1900

Continuing the Mission of the Sisters of the Little Company of Mary

Please respect the privacy and safety of those around you.



We ask that you do not photograph, video or voice record people on this site or share on social media. Your co-operation is greatly appreciated.



Calvary

Health Care South Australia

Hospitality  
Healing  
Stewardship  
Respect

Continuing the Mission of the Sisters of the Little Company of Mary



# Expect to check



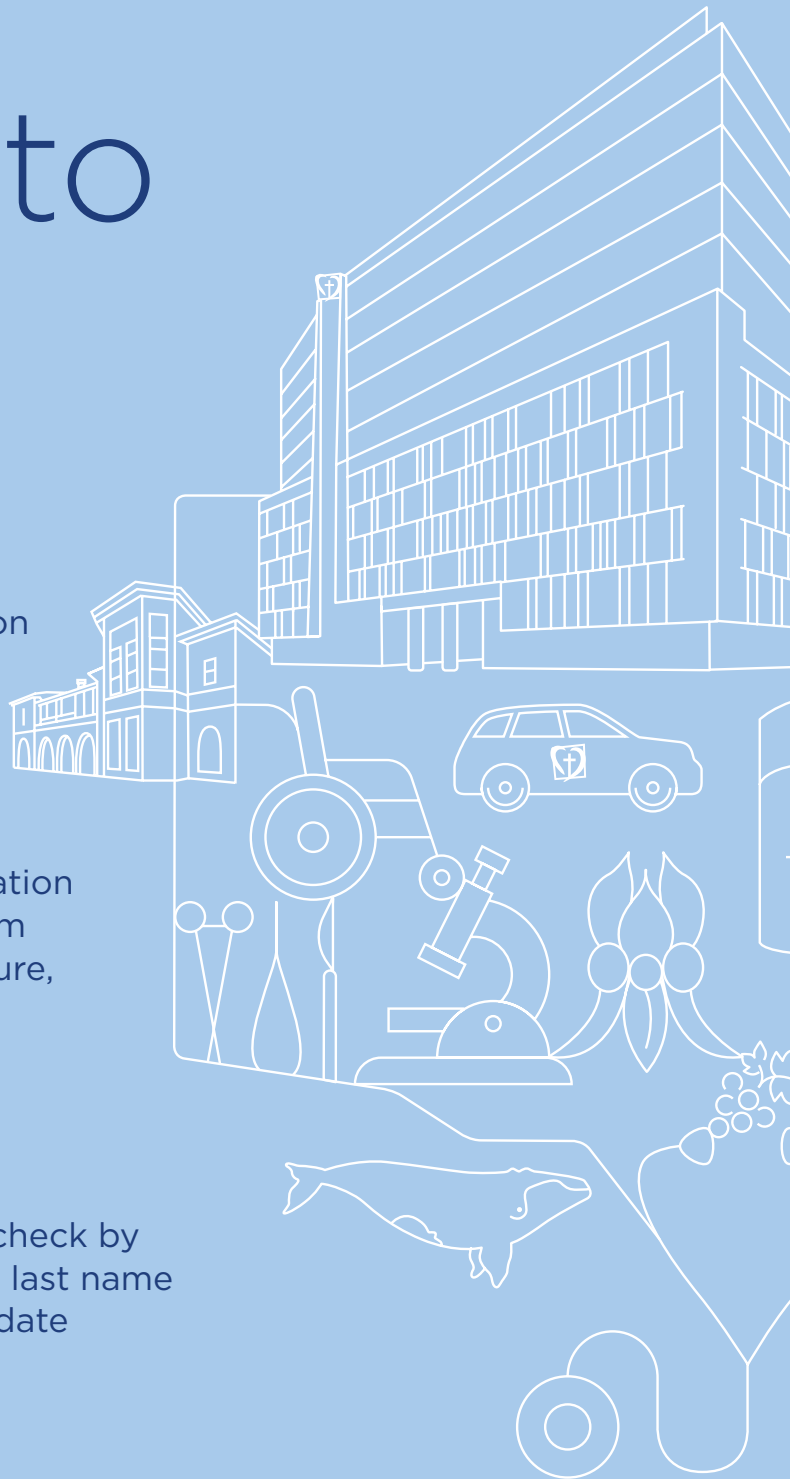
Expect that we will place an identification armband on you



Expect that we will check your identification whenever we perform a treatment, procedure, give medication or collect a specimen



Expect that we will check by asking your first and last name as well as your birthdate



Health Care South Australia

Hospitality  
Healing  
Stewardship  
Respect