

Patient Information Guide

Please leave this for the next patient



Calvary

Bruce Private Hospital

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

also available for download at www.calvarybruceprivate/patientguide

Spirit of Calvary

Being for others

Hospitality
Healing
Stewardship
Respect

Everyone is welcome.

You matter. We care about you.

Your family, those who care for you, and the wider community we serve, matter.

Your dignity guides and shapes the care we offer you.

Your physical, emotional, spiritual, psychological and social needs are important to us.

We will listen to you and to those who care for you. We will involve you in your care.

We will deliver care tailored to your needs and goals.

Your wellbeing inspires us to learn and improve.



Our Mission

We 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.

Our Vision

As a Catholic Health, Community and Aged Care provider, to excel, and to be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.

Our Values



Hospitality

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 these values:

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

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.



Stewardship

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 now and for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the tradition of the Sisters of the Little Company of Mary.



Respect

Respect recognises the value and dignity of every person who is associated with our Services. It is our 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.

Translated resources

In addition to Calvary translated health information available at www.calvarycare.org.au/about-you/calvary-translated-resources, other aged care, health and medical translated resources are available for friends and relatives of non-English speaking people. These include:

- 'My Aged Care' provides translated resources to help older people find information about health services and what to do to receive them.

<http://www.myagedcare.gov.au/other-languages>

- The Palliative Care Association Victoria provides translated Palliative care resources. Palliative care supports people with a life limiting illness and their families to live, die and grieve well.

For more information and resources about palliative care, visit <https://www.calvarycare.org.au/public-hospital-bruce/services-and-clinics/clare-holland-house/>

- NPS Medicineswise provides translated resources about safe use of medicines

<http://www.nps.org.au/translated-health-information-about-medicines>



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Welcome

On Behalf of the Sisters of the Little Company of Mary, Executive Management and staff of Calvary Bruce Private Hospital, I welcome you to Calvary Bruce Hospital.

Continuing the Mission of the Sisters of the Little Company of Mary, our service builds on the tradition of care and compassion that has been handed down by the Sisters, a worldwide order founded by Mary Potter in 1877, in England.

Mary Potter's vision of 'being for others' is as relevant today as it was then and is the inspiration for our commitment to excellence and quality in service here at Calvary Bruce Private Hospital.

To ensure the continuation of a health care ministry in keeping with the mission of the Little Company of Mary, LCM Health Care has been established. As a service of LCM Health Care, the care given to you at Calvary Bruce Private Hospital is in keeping with the values with which Mary Potter and her Sisters have ministered in health care for over one hundred years – Hospitality, Healing, Stewardship and Respect. Your overall health and wellbeing – physical, social, psychological and spiritual – is our concern.



Elaine Bell, General Manager



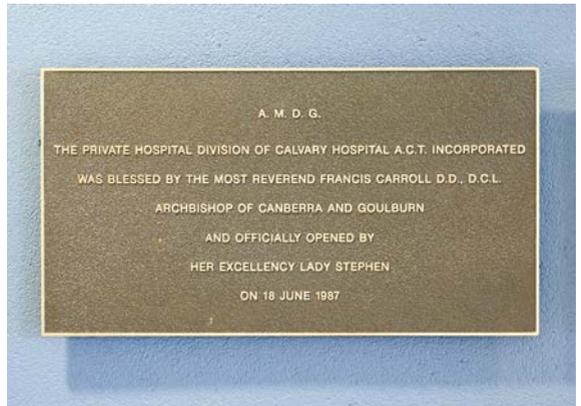
On the 12th of September, Calvary Bruce Private Hospital moved into our new campus. The new Calvary Bruce Private Hospital is a hospital for the future, featuring eight state of the art operating theatres accommodating everything from day surgery procedures to complex surgery in digital operating suites, along with private single rooms with hotel like ensuites and finishes.

The purpose of this handbook is to explain how the hospital works and to answer some of the questions you may have.

At Calvary our special concern is to promote your wellbeing and recovery. Calvary Bruce Private Hospital is committed to doing all that we can to meet your needs and make your stay comfortable.

Please let us know how we can help you and thank you for choosing Calvary Bruce Private Hospital.

Elaine Bell
General Manager



Campus Overview



Visiting hours and times

Calvary Bruce Private Hospital has open visiting times for all patients.

- Admissions – Surgical Admissions Centre located on Level 1
- Chapel – Ground floor next to reception
- Café – Ground Floor
- Calvary Bruce Private Consulting Suites – Ground Floor
- Imaging – Ground floor
- Pathology – Ground floor
- Reception – Ground floor
- Maternity – Level 3
- Pharmacy – Ground floor

General Information



Your rights and responsibilities

Calvary Management and Staff support the appropriate Charters and legislative obligations associated with the delivery of your care, including:

Australian Charter of Health Care Rights

- This Charter 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 high quality and is safe.

The Charter of Care Recipients Rights and Responsibilities - Residential Care

- This Charter outlines Residential Aged Care recipient's rights and responsibilities.

The Charter of Care Recipients Rights and Responsibilities for Home Care -

This Charter acknowledges your rights and those of your family and carers, as well as your responsibilities. According to the Charter, services should be delivered in a respectful manner. The Charter also says carers should be recognised as partners in care, and be able to participate in decision making in care situations when the care recipient is unable to do so.

The Charters help everyone to work together towards safe and high quality care. A genuine partnership between residents, clients, patients and providers is important so that everyone achieves the best possible outcomes.

My Rights	What this means
Access	
I have a right to health care.	I have a right to access services to address my health and care needs.
Safety	
I have a right to receive safe and high quality care.	I receive safe and high quality services, provided with professional care and competence by Calvary Staff.
Respect	
I have a right to be shown respect, dignity and consideration.	The care Calvary Staff provide shows respect to me and my culture, beliefs, values and personal characteristics.
Communication	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication by Calvary Staff about my care in a way I can understand.
Participation	
I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about service planning.
Privacy	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and the safe handling of my personal information and health records is assured.
Comment	
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.
My responsibilities	What this means
Honesty and openness	
I have a responsibility to answer questions about my health openly and completely.	I will disclose all information about my health and care needs openly and completely to Calvary Staff.
Compliance	
I have a responsibility to comply with prescribed treatments or to inform my health carers or support workers if I do not intend to do so.	If I do not want the recommended treatment, I will discuss with my Calvary health carers or support workers.
Respect	
I have a responsibility to respect the cultural backgrounds of others.	I will be courteous, considerate and respectful towards others.
Safety	
I have a responsibility to respect the rights of others to feel safe.	I will act in a way that helps both myself and others to be safe.



Your personal information and privacy

Privacy and access

Calvary is committed to safeguarding the privacy of patient information and has implemented measures to comply with its obligations under the Health Records and Information Privacy Act 2002.

Our doctors, nurses and other staff are bound by law, by NSW Privacy Policy, Privacy Act 1988 and by strict code of conduct to maintain confidentiality of patient information.

Accessing your Medical Records

Our Privacy Officer is available to answer any questions you may have concerning the policy and to assist you in accessing your medical records of your health condition and treatment.

Please dial Reception (9) if you wish to speak with our Privacy Officer.

To find out more

To view our Privacy Policy, including what information we collect and how we use it,

visit www.calvarycare.org.au/about-you/privacy/

National Safety and Quality in Healthcare Standards

The Australian Commission for Safety and Quality in Healthcare have developed 10 National Standards which must be complied with by all healthcare facilities in Australia. These standards aim to improve safety and quality in healthcare. Calvary Bruce Private Hospital has a robust quality and risk program and complies with the National Standards. To find out more, visit our website at <https://www.calvarycare.org.au/about/clinical-safety-and-quality/>

Patient identification

When admitted, an identifying band will be placed on your wrist/ankle. This band includes your name, date of birth and a unique hospital identification number.

The staff will check your band on many occasions during your stay, such as when you are checked into theatre or before they administer medication or perform a blood test.

If you indicate you have an allergy or have an increased likelihood of falling etc., a red alert band will be used to alert staff to your individual risk profile.

Your right to an advocate

An advocate is someone who stands beside you and works and speaks solely on your behalf, and at your direction. It is your right to obtain an advocate if you are unable to make decisions or it is in your best interest for someone to act on your behalf or to assist you in making decisions regarding your health care or future well-being.

Advocates:

- Take the side of the person being represented and remain loyal and accountable to them
- Take action to bring about positive changes in the life of a person
- Take action to try and prevent unpleasant things happening to people
- Take action to identify and put a stop to unfair and unjust treatment or situations, to ensure that the person's fundamental needs are met.

Advocacy is not:

- Taking over or imposing the will of the advocate on the person they are assisting
- Reinforcing feelings of helplessness and dependence
- Discouraging people from becoming actively involved in their own decisions

- Controlling people in vulnerable positions
- Interceding on behalf of people who can help themselves
- A parent to child relationship.

An advocate can be a relative, a friend, a neighbour or a person from a specialist advocacy service. Arrangements to meet with the Patient Advocate can be made by contacting Reception (extension 9).

How to provide feedback, compliments and complaints

At Calvary Bruce Private Hospital we are committed to ensuring you receive excellent service and care. We welcome feedback that supports us to evaluate and continuously improve the care and service we provide and to meet your expectations. Should you have any questions or concerns regarding any aspect of your care, we encourage you to speak with one of our staff members as soon as possible so we can action your feedback in a timely manner. Any person attending the hospital can make a complaint. The complaints process is confidential and will not adversely impact the care you receive. If you have any compliments, complaints or suggestions, please let us know so we can improve our service. You can do this by:

- Talking to any of our staff
- Providing feedback online at <https://www.calvarycare.org.au/contact/feedback/>
- Completing a feedback form available in all wards and in public areas at Calvary Bruce Private Hospital
- Writing to the Quality, Safety and Risk Manager or the Director of Clinical Services
- Contacting the ACT Human Rights Commission.

Please be reassured all feedback is respected.

Taking care while we take care of you

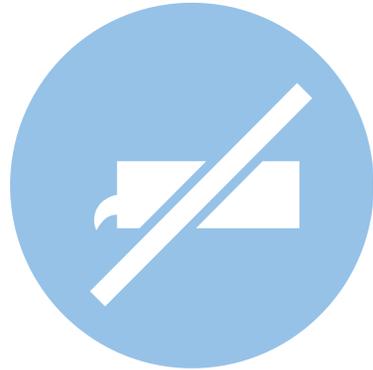
Emergency Procedures

Do not use the lifts in the event of an emergency.

In the unlikely event of an emergency we ask that you follow these few simple steps:

- Remain calm and stay in your room. This includes any visitors with you at the time
- Follow the advice of staff at all times. Staff on each ward and in other areas are trained in the emergency and evacuation procedures. They will direct and accompany you to a safe location.

No smoking policy



Calvary Bruce Private Hospital is a **smoke free zone**. Patients, families and visitors may not smoke within the hospital grounds.

Pressure Injury Prevention

P	Protect skin	<ul style="list-style-type: none"> • ensure your skin is protected from body fluids • avoid harsh rubbing
R	Reposition regularly	<ul style="list-style-type: none"> • change your body position frequently
I	Inspect the skin	<ul style="list-style-type: none"> • check your skin over bony areas at least once a day
M	Move and moisture	<ul style="list-style-type: none"> • be as mobile as you can • apply moisturising cream daily
A	Ask for assistance	<ul style="list-style-type: none"> • specialist health professionals are available to help with mobility, diet and equipment • ask your nurse to check your skin if you can't manage
T	Tell if skin is sore	<ul style="list-style-type: none"> • report sore skin, redness that won't go away, broken or blistered skin, tingling or numbness
E	Equipment	<ul style="list-style-type: none"> • specialised equipment is available to reduce pressure over bony areas – discuss your needs with your nurse, doctor or other health professional



Falls Prevention

Did you know that that falls are the second leading cause of accidental injury and death world-wide?¹

- Falls are a major health issue in the community with around 30% of adults over 65 experiencing at least one fall per year.
- In NSW each year, falls lead to approximately 27,000 hospitalisations and at least 400 deaths in people aged 65 and older. The rate (age-standardised) of hospitalisations for falls is over three times higher among residents of aged care facilities than among the other older people.

- Age-standardised rates of fall-related hospitalisations among older people have been increasing for more than 10 years.
- Even non-injurious falls can have negative impacts, such as loss of confidence and activity restriction.
- Falls are the most commonly reported adverse event among hospital inpatients.²

1 *After cardiovascular diseases: World Health Organisation 'Falls Fact Sheet' no 344, October 2012*

2 *CEC, NSW Falls Prevention Program www.cec.nsw.gov.au*

3. www.anzfallsprevention.org/info

Why do most falls occur?

The number one cause of falls while in care, is getting out of bed instead of waiting for assistance.

What can you and your family do to prevent falls?

- Don't get out of bed to use the buzzer – keep it within safe reaching distance
- Always use the buzzer, don't get out of bed to do it yourself
- If getting out of bed, always sit on the side of the bed first, don't get up too quickly
- Do give a complete history of falls during assessment
- Be sure you know the layout of the room and bathroom
- Take care at night
- Understand the possible effects of medication
- Wear safe shoes or non-slip socks
- Watch the floors
- Ensure adequate food and water is provided and in reach
- Work with the clinical team to fully identify needs and then follow through with recommendations; for example, using a walking frame
- Do not ask your family for help to the toilet while you are staying with us.

What is Calvary doing to prevent falls?

- Ensuring our Falls Prevention Training Packages are completed by all care providers
- Having a system to ensure every patient and resident is assessed for their needs, to prevent falls during their stay
- Providing equipment such as hand rails throughout our facilities, including in bathrooms
- Providing equipment for short term use
- Involving allied health professionals such as physiotherapists to help us prevent falls
- Providing information when medications are changed
- Investigating all falls to identify any opportunities to prevent a similar incident happening in the future
- Recognising our services with STAR Awards for reducing falls!

Medications

It is important you let us know the medications you take regularly or occasionally. These include Herbal and Natural supplements. Whilst in hospital, ask your doctor, nurse or pharmacist about any new medications, what they are and what they do, when they are given and their potential side effects.

Become familiar with the name of the active ingredient and the doses so you do not double up on taking the same active ingredient with two brand names when you get home.

Infection Prevention and Control

Hand Hygiene is the single most important factor in reducing hospital acquired infections.

Our hands may look clean but many germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and the environment.

When should you clean your hands?

You may use soap and water when hands are visibly dirty or a waterless hand rub.

It is important to clean your hands as you enter and leave Calvary health care facilities and also:

- When you enter and leave the hospital or a patient's room
- After going to the bathroom
- After blowing your nose
- After smoking
- After handling/patting animals
- Before, during and after preparing food
- When your hands are visibly dirty.



Support Services



Hyson Green Mental Health Services

At Hyson Green at Calvary Bruce Private Hospital we offer voluntary mental health services that provide support, education, understanding skill development and self-management.

The aims of the Hyson Green programs are to provide support, promote self-awareness and the development of knowledge and skills to enable patients to function at their highest level of ability in their home, work and community – thus reducing or eliminating the need for, or frequency of, hospital admissions.

Our recently introduced day therapy programs are designed to help participants:

- Manage the effects of depression
- Overcome the effects of anxiety and acute stress responses
- As well as treat clients experiencing a wide range of difficulties which may include mood disorders, stress and workplace issues, interpersonal relationships.

For more information, visit www.calvarybruceprivate.org.au or call (02) 6245 3255.

Pastoral Care

Pastoral care is the provision of emotional and spiritual support to people at significant times in life. We understand that admission to hospital can be a time when you might feel the need to talk to someone whose only concern is to listen to you and to help you work your way through your feelings.

Through reflective listening and empathy, Pastoral Carers journey alongside you to help you connect with your emotional and spiritual resources, including inner strength, wisdom, hopes and needs. In 'being for others' we are witness to the power of the human encounter to transform and heal, give meaning and find hope.

Calvary Bruce Private Hospital has a team of Pastoral Carers who are available to support you and your loved ones. If you would like particular support from a religious or faith community, the Pastoral Care team will make contact with that community on your behalf.

If you would like to speak to a Pastoral Carer, please notify a member of your nursing team.

Our work in Pastoral Care is to respond when you:

- Need to talk
- Feel anxious or fearful
- Just want someone to listen
- Feel grateful or relieved
- Feel joyful or overwhelmed
- Have good or bad news to share
- Feel like giving up
- Are worried about your family
- Feel angry or confused



- Need to unburden past sadness
- Would like peaceful music to calm your spirit
- Have concerns about diagnosis or surgery
- Just want someone to be silent with
- Would like to share your spiritual or faith journey
- Are questioning your beliefs
- Are faced with lifestyles changes
- Are asking "how can I find meaning in this illness?"
- Want someone to pray with you
- Feel life is ebbing away
- Would like us to call a member of your faith community.

Chapel and service times

The Chapel (located on the Ground floor next to the seating area) provides a place of prayer, quiet reflection, relaxation and meditation. Mass is celebrated every Thursday at 11:15am.

Department of Veterans' Affairs Care Coordinator

Our dedicated Department of Veterans' Affairs (DVA) is here to ensure that our DVA patients experience the highest level of care from pre-admission to post-discharge. The coordinator liaises directly with DVA patients and their carers to ensure optimum preparation for admission, their hospital stay and when they are discharged.

Pharmacy

Prescription pharmacy services are provided by HPS Pharmaceuticals hospital pharmacists. Scripts are dispensed under the Pharmaceutical Benefits Scheme (PBS) where possible and PBS scripts are charged at the same rate as in your local community pharmacy.

Most funds pay for only some medications received on discharge and patients will be billed for the remainder.

Regular medications, for example blood pressure medications, are the responsibility of the patient. Details of your cover can be obtained from your health fund. Pharmacy bills are sent out at the end of every month and can be paid by BPay, cheque, by credit card over the phone or in person at the pharmacy.

It is recommended that patients bring their regular medications into hospital with them, even if they are only booked as a day case. This saves money, eliminates delays and reduces confusion, for example if different brands of a drug are used.

Clinical pharmacy services are also provided – a pharmacist regularly reviews inpatient medication charts and gives medication advice to the medical and nursing staff. Education is provided for patients about new medications and MedEx medication profile charts are prepared showing a list of current medications and how to use them optimally. If you would like to talk to a pharmacist about your medications, or if you would like a list prepared, please ask your nurse to arrange this for you.



Physiotherapy, occupational therapy and dietetics

These services are provided by private practitioners. While an inpatient of the hospital, if these services are referred by your medical practitioner for your inpatient stay you will not be charged separately if you are covered by a health fund.

Tests and Diagnostic Services

These services charge patient/funds directly and any accounts are a matter between the patient and the service.

Canberra Imaging Group provides a comprehensive range of x-ray, radiology and medical imaging services.

Capital Pathology Laboratory & Collection Centre provides a full range of pathology services.



Family accommodation - Rotary Cottage

If you're an immediate family member, or a carer of an interstate patient admitted to Calvary Bruce Private Hospital, you may be eligible to stay at Rotary Cottage.

Rotary Cottage offers modestly priced on-campus accommodation and has ensuite rooms with access to a shared lounge and kitchen.

To enquire about staying in Rotary Cottage call the Calvary Hospitality Administration Officer on 02 6201 6111.

If you're looking for accommodation near the hospital, please note that we're located about 10 minutes driving time from the city centre and North Canberra, and five minutes from Belconnen.



About our health care professionals

Staff Identification

All members of staff are required to wear photographic identity badges including name, photograph and job title. Do not hesitate to ask the identity of anyone not wearing a badge.

Nursing Staff

Our experienced nursing staff are committed to providing a high standard of care to all patients 24 hours per day. There are various services available to you within the Nursing Division that you may need during your stay, such as palliative care, diabetes education, stomal therapy management and wound care. Please ask the Nursing Staff about these.

An accredited Lactation Consultant is available for mothers experiencing breastfeeding problems.

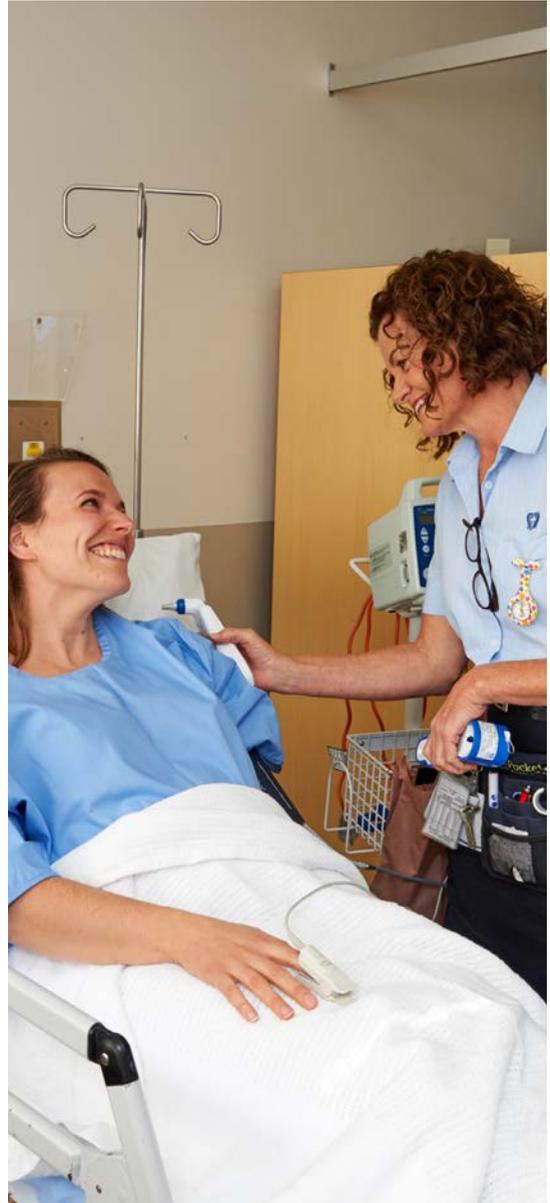
Visiting Medical Officer (VMO)

Your own private doctor is responsible for your medical care whilst you are a patient. No fees are charged by the VMO.

For urgent care needs or if there is a sudden deterioration in your condition, there is a Hospital Medical Officer on-site 24 hours per day.

Medical/Nursing/Allied Health Students

Calvary Bruce Private Hospital recognises the contribution which is made to medical training when health care facilities provide the opportunity for supervised clinical practice to medical students. At the same time, the dignity and rights of all patients are maintained. Patients are advised that during periods of clinical practicum, a medical student may be an observer in the provision of care and patients have the right to refuse such participation. Please advise your medical practitioner or a nursing staff member.





Catering

Hospital menu

Calvary's National Menu has been developed in conjunction with national nutritional standards and a lead Dietician ensuring that all the meals meet requirements for your hospital stay and that there is variation from day to day.

The menu is a result of ongoing planning and all meals have been tested for quality control throughout the different modified menus that some patients experience during their stay.

All meals are cooked fresh by our dedicated team of Chefs and Cooks.

We will endeavour to always meet your dietary needs while you are with us. Due to our diverse patient population we are aware of, and pleased to accommodate your special or specific needs whether they are based on cultural, religious, personal preference or physical requirements.



Our Catering Staff can assist you with menu choices and any special requests. If you require a modified diet or have special dietary needs or allergies; please notify your Nurse, Nutrition Assistant, or Menu Assistant.

Approximate meal times are:

Breakfast

7.30 am to 8.30 am

Morning tea

10.00 am to 10.30 am

Lunch

12.00 noon to 1.00 pm

Afternoon tea

3.30 pm to 4.00 pm

Evening meal

5.30 pm to 6.30 pm

Supper

8.00 pm to 9.00 pm

Alcohol

Alcohol is provided to patients only with the permission of the treating doctor. Alcohol brought in from outside the hospital is not permitted.

Food safety standards

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

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

- The hospital cannot accept responsibility for preparation and transport that does not comply with the Food Safety Standards
- High Risk Foods that should not be brought in for patients: 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 alert the Nurse looking after you prior to bringing the food in and once it arrives on the premises. All food that is not consumed within 24 hours will be disposed of.

Room Amenities

Private Ensuites

Every room in the Hospital has its own private ensuite facilities. To ensure patient safety, Department of Health Regulations requires that the hot water is maintained at 38 degrees Celsius by the installation of thermostatic mixing valves. This is continually monitored.

If you are accommodated in a shared room, please ask your visitors use the public facilities on the ground floor to allow immediate access should the other patient require it.

Housekeeping

Our Hotel Services Staff strive to keep the hospital clean and well presented at all times. If you notice any part of the hospital that does not meet this standard, please let any member of staff know.

Maintenance

If any item of ward equipment or other hospital facility appears to be defective, we encourage you to report this to any member of the hospital staff who will arrange to have the defect repaired.

Mail

If you wish to receive mail at the hospital, the postal address is: 30 Mary Potter Circuit, Bruce ACT 2617. There is a daily mail delivery service between Monday - Friday. Mail addressed to you will be delivered to your room. If you wish to post other items, please see the Ward Clerk on your Ward or dial 9 for Reception.



Phone Calls

The hospital main telephone line 6245 3100.

- There is a telephone at each bed. Family and friends may call the Hospital number, tell the operator your name and they will be connected to your phone. Alternatively, most beds have direct in-dial facility (the direct number is displayed on the wall near your telephone). If you wish to rest at any time during your hospitalisation, please contact Reception (by dialling 9) - they will hold your calls until you advise differently.
- Local calls can be made from your bedside telephone: dial 0, wait for the tone, then dial your number.



Wifi

- Wifi is available to patients, please contact reception for set up assistance.
- Facsimiles may be forwarded to you and will be delivered to your room as soon as practicable. A complimentary facsimile facility exists for patients who need to send or receive facsimiles. A member of the Patient Services Staff can assist you with this service – for enquiries, please ring Reception (9).

Radio

Your radio is operated by the handheld patient call system. Please refer to your Operational Instructions for use of your Television and Radio, which is located in your locker.

Televisions

A colour television is provided for each patient free of charge. Your television receives all the digital channels.

Valuables

The hospital takes every care but does not accept responsibility for personal items, valuables or money retained by the patient. We recommend that you and your visitors do not leave valuables unattended.

Discharge Services

We realise hospitalisation and illness can interfere with your lifestyle and our aim is to help you get back into your normal routine.

Planning for discharge begins on admission.

The Pre-Admission Co-Ordinator and ward nursing staff will help make any necessary personal arrangements.

Remember to take home all medication, x-rays, scans etc. and to confirm details of your next doctor's appointment if necessary.

The Calvary Bruce Private Hospital Discharge Co-ordinator assists you with planning your return home.

Patients are encouraged to contact the Discharge Co-ordinator to discuss any issues relating to their expected discharge needs. Please discuss with the nursing staff on your ward or contact reception.

The Discharge Coordinator can assist YOU with:

- Assessing patient/family/carer discharge needs
- Assisting patient/family/carer plan for home management
- Making appropriate referrals to community support agencies, e.g. meals on wheels, home help, home modification program, community nursing
- Acting as a resource person to patients/family/carers, hospital staff and the community.

Discharge time

The Discharge time for all patients other than 'Day Surgery' patients is 10.00 am. This time has been established to assist with the accommodation of incoming patients.

On the morning of your departure you will be required to call at Reception where a member of the Patient Services staff will attend to your discharge. Financial clearance is required before departure from the hospital.

'Day Surgery' patients are reminded that you must have someone to drive you home and stay with you after discharge as it is not recommended that any patient drive a vehicle for at least 24 hours after an anaesthetic, or as directed by your treating doctor. If you have had a general anaesthetic, you should also have someone stay with you for 24 hours post procedure.

Taxis

The Reception Staff can phone for a taxi for you if required.

Calvary Community Care 1300 660 022

Calvary Community Care provides assistance to enable people to live independently in the comfort and security of their own homes. Calvary Community Care provides care and support services for older people, people with disabilities, people coping at home after hospital or illness, families with children who have special needs, family carers, people injured in accidents, or anyone who would like help in the home.

Services include respite, personal care, domestic assistance, companionship, overnight care, personal security monitoring, and home maintenance. Services can be tailored to individual requirements.

GREATER DETECTION

IMPROVING OUTCOMES

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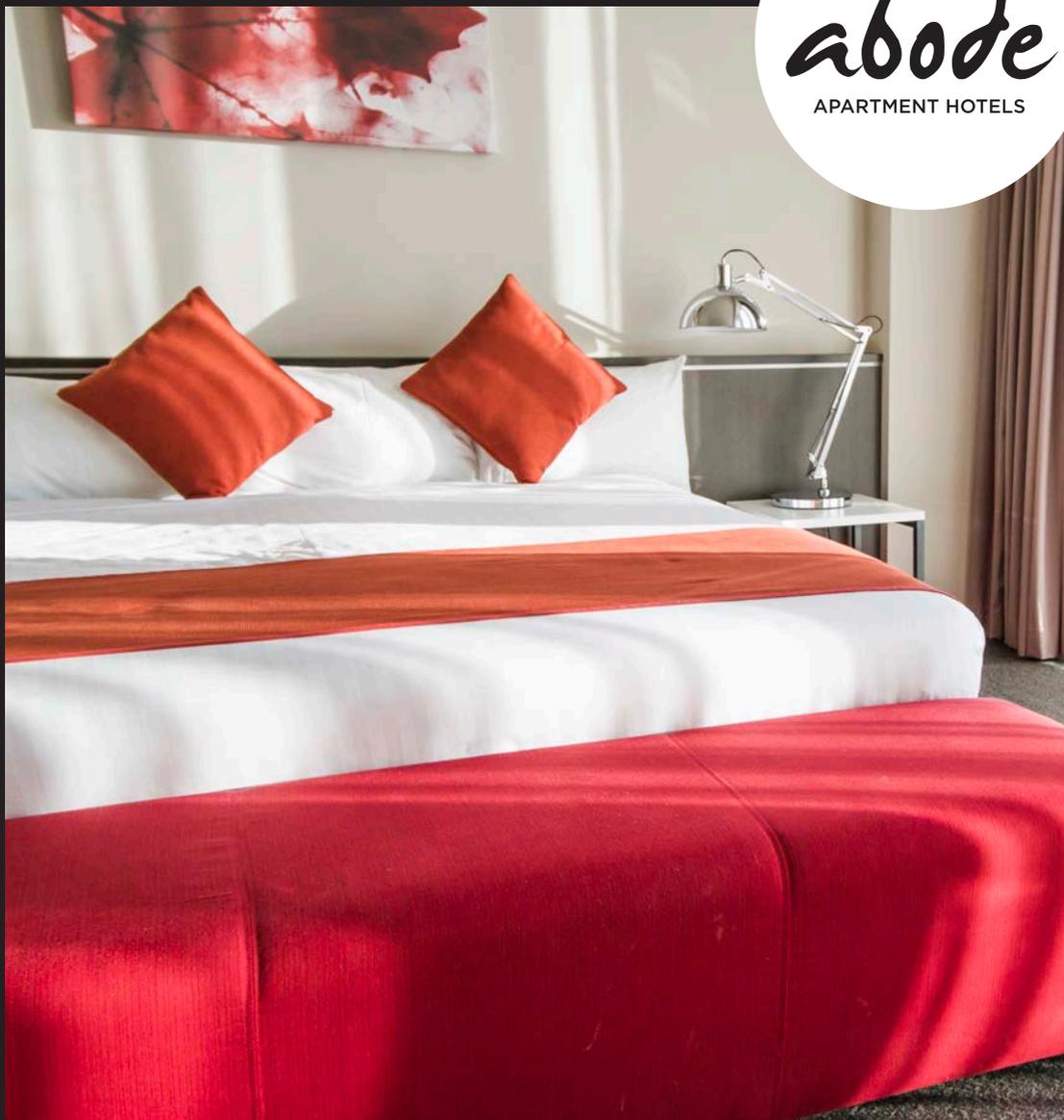
Calvary Retirement Communities enable you to enjoy safe, secure and relaxed community living through our residential aged care, respite accommodation and retirement villages.

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1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia



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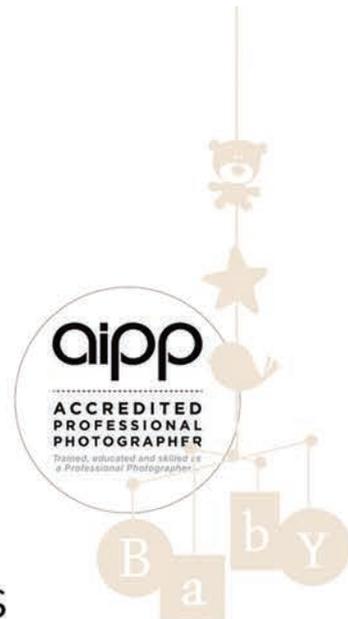


Sessions are held during your stay at Calvary Bruce Private Hospital* and are obligation free. Bookings essential.

For more information, pick up a brochure from Maternity Reception or visit sagephotography.com.au



* See brochure for more information and T&C's



NATIONAL OFFICE**Little Company of Mary Health Care Limited**

Level 12, 135 King Street
Sydney NSW 2000
Ph: 02 9258 1700
www.calvarycare.org.au

CALVARY COMMUNITY CARE

Operates in Victoria, New South Wales,
ACT, South Australia, Tasmania,
Northern Territory and Tiwi Islands
Head Office:

551 Blackburn Road,
Mt Waverley VIC 3149
Ph: 03 9271 7333 / 1300 660 022
www.calvarycommunitycare.org.au

HOSPITALS**AUSTRALIAN CAPITAL TERRITORY****Calvary Public Hospital Bruce**

5 Mary Potter Circuit
Bruce ACT 2617
Ph: 02 6201 6111
www.calvary-act.com.au

Calvary Bruce Private Hospital

30 Mary Potter Circuit
Bruce ACT 2617
Ph: 02 6245 3100
www.calvaryactprivate.org.au

Calvary John James Hospital

173 Strickland Crescent
Deakin ACT 2600
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www.calvaryjohnjames.com.au

SOUTH AUSTRALIA**Calvary North Adelaide Hospital**

89 Strangways Terrace
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Ph: 08 8239 9100
www.calvarynorthadelaide.org.au

Calvary Wakefield Hospital

300 Wakefield Street
Adelaide SA 5000
Ph: 08 8405 3333
www.calvarywakefield.org.au

Calvary Rehabilitation Hospital

18 North East Road
Walkerville SA 5081
Ph: 08 8168 5700
www.calvaryrehabsa.org.au

Calvary Central Districts Hospital

25-37 Jarvis Road
Elizabeth Vale SA 5112
Ph: 08 8250 4111
www.calvarycentraldistricts.org.au

TASMANIA**Calvary Lenah Valley Hospital**

49 Augusta Road
Lenah Valley TAS 7008
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www.calvarylenahvalley.org.au

Calvary St John's Hospital

30 Cascade Road
South Hobart TAS 7004
Ph: 03 6223 7444
www.calvarystjohns.org.au

Calvary St Luke's Hospital

24 Lyttleton Street
Launceston TAS 7250
Ph: 03 6335 3333
www.calvarystlukes.org.au

Calvary St Vincent's Hospital

5 Frederick Street
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www.calvarystvincents.org.au

NEW SOUTH WALES**Calvary Riverina Hospital**

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www.calvary-wagga.com.au

Calvary Mater Newcastle

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Ph: 02 4921 1211
www.calvarymater.org.au

Calvary Health Care Kogarah

91-111 Rocky Point Road
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www.calvary-sydney.org.au

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www.bethlehem.org.au

CALVARY RETIREMENT COMMUNITIES**Calvary Retirement Communities
Shared Services**

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www.calvarycare.org.au/retirement

AUSTRALIAN CAPITAL TERRITORY**Calvary Haydon Retirement Community**

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Bruce ACT 2617
Ph: 02 6264 7400

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Calvary St Catherine's Retirement Community

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Ph: 08 8582 1444

NEW SOUTH WALES**Calvary Ryde Retirement Community**

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Ryde NSW 2112
Ph: 02 8878 1400

HUNTER REGION**Hunter Regional Office**

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Sandgate NSW 2304
Ph: 02 4967 0670

Calvary Cessnock Retirement Community

19 Wine Country Drive
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Ph: 02 4993 9000

Calvary St Joseph's Retirement Community

240 Maitland Road
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Ph: 02 4967 0600

Calvary Cooida Retirement Community

42 Bathurst Street
Singleton NSW 2330
Ph: 02 6572 1537

Calvary Mt Carmel Retirement Community

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Ph: 02 4932 0350

Calvary Muswellbrook Retirement Community

15 Cassidy Avenue
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Ph: 02 6542 4800

Calvary Nazareth Retirement Community

1 Vincent Street
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Calvary St Luke's Retirement Community

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