Laundry
Please bring enough clothes for your time in hospital. If your family cannot take your clothes home to be cleaned, please discuss this with the ward staff.

Newspapers and Magazines
Newspapers can be ordered from the Ward Secretary. Private patients are entitled to one free newspaper each day and one magazine each week.

Nurse Call System
There is a nurse call button close to your bed. This means you are in close contact with nursing staff at all times.

Patient Bedside Guide
A Patient Handbook is available at every bedside with more information about our services, and other general information.

Prayer and Reflection
There are a number of spaces available for reflection and prayer. The gardens offer a quiet relaxing space and you and your family are welcome to spend time in the chapel which is open 24 hours a day. The chapel is on the ground floor past the main reception desk.

Ministers of religion visit regularly. Pastoral care can arrange visits from a minister of your own faith if you wish.

Private Patients
When you choose to be admitted as a private patient, your health insurance or Veteran’s Affairs Gold Card will pay a fee that helps us provide extra services and equipment. You will not be charged a gap fee. Please feel free to discuss this option with the Ward Secretary.

Smoking
CHCB is a smoke-free Health Service that is committed to promoting a healthy environment for patients, visitors and staff. For those who wish to quit smoking, CHCB offers a range of support including counselling and Nicotine Replacement Therapy.

Telephones
You may bring a mobile phone. To use the hospital phone, dial 9 for reception. Relatives and friends are asked not to call during meal times. (See ‘Meal Times’).

Television
Ceiling-mounted televisions are available in each room and are provided free of charge. Fostel is available on the television in the Jacaranda Room on St Teresa’s ward.

The Hospital Building
To guide you around the hospital building, there are detailed maps in the Patient Handbook at your bedside.

Visiting Hours
Family and friends are welcome anytime between 6am – 8pm. If after hours please ring the night doorbell. Please check with the Ward Secretary about the best time to visit your family member.

Visitors’ Lounge
The Visitors’ Lounge is available for you and your visitors every weekday and by appointment on weekends. The room is on the first floor next to the cafeteria and has a collection of books and printed information in many different languages. It also has a computer, internet, TV, a DVD player, children’s books and a small play area.

Volunteer Services
Our volunteers are trained to help you. They provide relaxation, gentle hand and foot massage, play games and offer social support. The volunteer service also supplies a biography program to help you tell your story.

Free Interpreter Service
English
When you see the interpreter symbol you can ask for help to communicate in your language.

Mandarin | 简体中文
如果看到传译员的标记，您就可向传译员询问他们交流。

Russian | Русский
Когда вы видите знак переводчика, вы можете воспользоваться его услугами, чтобы объясниться на русском языке.

Greek | Ελληνικά
Όταν βλέπετε το σύμβολο του διδακτήρα μπορείτε να ζητήσετε βοήθεια για να επικοινωνήσετε στη γλώσσα σας.

Phone: 131 450

Contact Details
476 Kooyong Road,
Caulfield VIC 3162
P: 03 9596 2853
F: 03 9596 3576
www.bethlehem.org.au
Welcome to Calvary Health Care Bethlehem (CHCB). This information will help you understand what to expect when you get to hospital, the services we offer and what to bring. We hope your stay with us is as comfortable as possible.

When you arrive
Please go to the reception staff at the main information desk at the front of the hospital.

Main Entrance - The main entrance to the hospital is on Saturn Street. The ambulance bay at the front of the hospital is available to drop off patients. If you need help please ask at reception. There is also a wheelchair available if needed.

Parking
There are 2 disabled car spaces opposite the Ambulance Bay. Free parking is available in the hospital car park opposite the main entrance (enter from Saturn Street) until 10pm. Parking restrictions apply in local streets. Check signs for details.

Welcome

What to Bring
Personal Items
- Toiletries: soap, shampoo, deodorant, brush, comb and tissues
- Clothing: comfortable clothing for day and night clearly marked with your name
- Medications: for medical, nursing staff and pharmacist to review
- Money: for minor expenses such as newspapers or vending machines ($20-$30 as a guide. Please do not bring large sums of money into the hospital)
- Ear phones: if you are bringing any audio visual items
- Continence equipment, wheel chair, walking frame.

Documentation
- Medicare card
- Private Health Insurance card
- Documentation (continued)
- Pension details
- DVA (Department of Veterans’ Affairs) card
- Any referral letter from your GP (general practitioner) or specialist
- List of current medications and allergy information
- A list of key contacts (e.g. family members, friends) and their phone numbers

Meal Times
Breakfast: 8.00 - 9.00am
Lunch: 12.00 - 1.00pm
Dinner: 5.00 - 6.00pm
Families can order a meal from the kitchen at a small cost. Please arrange through reception.
We cater for Kosher, Halal and other special dietary needs. If you wish to bring your own food to hospital please discuss this with staff.

If you bring food, it must be clearly labelled and dated, and placed in the fridge.
For health and safety reasons, unlabelled food and food that has been stored beyond 3 days may be thrown away.
You may be permitted to drink a small amount of alcohol at your doctor’s discretion, as long as it does not interfere with your medication or place anyone at risk.

Food
- Hot and cold food and drinks are available for purchase
- Free tea and coffee is available
- A fridge, microwave oven and sandwich machine are also available

Accommodation for Family/Friends
In special circumstances there may be limited accommodation for family or friends at the hospital. Queries should be directed to the Nurse Unit Manager or Ward Secretary.
There are also a number of hotels, self-contained apartments and Bed and Breakfasts nearby. Ask the Ward Secretary for details.
There are also a number of hotels, self-contained apartments and Bed and Breakfasts nearby. Ask the Ward Secretary for details.

Documentation (continued)

Banking
There is no automatic teller machine (ATM) in the hospital. The nearest ATMs are located on Martin Street near the Gardenvale train station and the service station on the corner of Hawthorn and North Roads

Communicating Medical Information
Information about your treatment and care can be given to relatives with your permission - over the phone, at family meetings, or in writing.
If needed, nursing staff or a social worker can arrange a meeting for you and your nominated relatives to discuss your medical condition with the medical and nursing team.

Computers
Computers are available for use in the Visitors’ Lounge.

Day Centre
The Palliative Care Day Centre is a warm, friendly environment offering a range of activities. Free morning tea and lunch are provided along with activities such as tai chi, gentle massage, art, music, cooking, gardening, discussion and arm chair travel. Located in the Acacia Room, the Day Centre is open Wednesday and Friday between 10.00am – 3.00pm.

Day Leave
Day leave can sometimes be arranged if you talk to the nurse or medical staff well in advance. Your belongings can be stored safely on the ward while you are on leave.

Electrical Appliances
For safety reasons all electrical appliances brought into the hospital must be tested by our electricians. Please ask your nurse to organise this.

Gardens
We have a number of open garden spaces for you and your visitors to use. They are “all-ability” accessible from the walkway connecting the main building with the Neurology building, and include a special sensory garden. For security reasons, the gardens are closed after 6pm.

Hairdressing
A hairdresser visits the hospital every Friday. Bookings can be made via the Ward Secretary.

Hospital Staff Identification
Staff member names and job titles are on the badges they wear. All CHCB name badges have the CHCB logo on them. Agency nurses wear an identification badge which shows their name and the agency they work for.