

Hospital Staff Identification

All Bethlehem staff wear a name badge with their name, job title and the Calvary logo on them. Agency nurses must wear an identification badge which includes their name and the agency they work for.

Newspapers and Magazines

Newspapers can be ordered from the Ward Secretary. Patients choosing to use private insurance are entitled to one free newspaper each day and one magazine each week.

Nurse On Call System

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

Prayer and Reflection

The health service has both a chapel and a reflective multi-faith space that each open out to an open space for reflection and prayer. The Jacaranda Garden and St Michael’s Grove also offer quiet relaxing spaces.

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.

Shops and cafes nearby

There is a large choice of shops, cafes and restaurants in the shopping strip either side of Nepean Highway along Gardenvale Road and Martin Street Gardenvale.

Smoking

Bethlehem is a smoke-free Health Service that is committed to promoting a healthy environment for patients, visitors and staff, therefore smoking is not allowed on the Kooyong premises. For those that wish to quit smoking, CHCB offers a range of support including counselling and Nicotine Replacement Therapy.

Telephone calls

You may bring a mobile phone. To use the hospital phone, dial 0 for reception.

Relatives and friends are encouraged not to call during meal times. (See ‘Meal Times’).

Televisions

Wall- mounted televisions are available in each room and are provided free of charge.

Visiting Hours

Family and friends are welcome anytime between 8am – 8pm. If after hours please use the intercom.

Please check with the Ward Secretary about the best time for visitors.

Volunteer Services

Our skilled volunteers support patients and their families by offering social connection, activities and relaxation, as part of a broader team.

Free Interpreter Service

English

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

Mandarin | 普通话

如果看到传译员的标记，您就可用母语请求他们协助沟通。

Russian | Русский

Когда вы видите знак переводчика, вы можете воспользоваться его услугами, чтобы объясниться на

Greek | Ελληνικά

Όταν βλέπετε το σύμβολο του διερμηνέα μπορείτε να ζητήσετε βοήθεια για να επικοινωνήσετε στη γλώσσα σας.

Phone: 131 450

Contact details

P: 03 9834 9000

W: www.bethlehem.org.au



Bethlehem is a not-for-profit health service and part of the national Catholic health organisation, the Little Company of Mary Health Care.



Hospitality | Healing | Stewardship | Respect



Consumer Endorsed
Patient Information Publication

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Patient Information



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



Welcome

Welcome to Bethlehem at Calvary Kooyong. 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 precinct.

Main Entrance - The main entrance to the precinct is on Saturn Street. There is a drop off point for patients at the main entrance. If you need help please ask at reception. There are also wheelchairs available if needed.

Parking

There are 8 accessible car spaces in the basement car-park off Saturn Street and additional visitor parking. The main visitor car-park is located above ground in the Saturn Street car-park directly opposite the precinct. Street parking is also available if required.

What to Bring

Personal Items

- **Toiletries:** soap, shampoo, deodorant, brush, comb and tissues
- **Clothing:** you need enough comfortable clothing for day and night clearly marked with your name. The hospital does not provide laundry facilities so clothes washing needs to be organised by family/friends. If you have problems please discuss with ward staff.
- **Medications:** Please bring your current medications for medical, nursing staff and pharmacist to review, including complementary medications.
- **Money:** for minor expenses such as newspapers or the cafe (\$40-\$50 as a guide. Please do not bring large sums of money into the hospital).
- **Ear phones:** if you are bringing any media devices
- **Continence equipment, wheel chair, walking frame.**

Documentation

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

Food and dietary requirements

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. For health and safety reasons the following requirements apply:

- If you bring food, it must be clearly labelled and dated, and placed in the fridge.
- unlabelled food and food that has been stored beyond 3 days may be thrown away.

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.
- Free tea and coffee is available in the Jacaranda room, on the ward and in clinic
- A fridge, freezer and microwave are also available
- 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 interfere with our programs or other patients.

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.

Banking and on-site purchases

Tap and go is available at most pay points across Calvary Kooyong. The nearest ATMs are at the BP Service Station on the corner of North and Hawthorn roads – which also has a small IGA supermarket - or the BP service station on the corner of North Road and Nepean Highway.

Communicating Medical Information

Information about your treatment and care can be given to nominated contacts – 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, nursing and allied health team.

Day Centre

The Palliative Care Day Centre is a warm, friendly environment offering a range of social activities. Free morning tea and lunch are provided along with activities such as tai chi, gentle massage, art, music, discussion and arm chair travel. The Day Centre is open Wednesday and Friday between 10.00am – 3.00pm. If you are interested in attending please speak with staff.

Day Leave

Day leave may be arranged after a discussion with 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 and tagged. Please ask your nurse to organise this.