

Telephone Calls

Bedside telephones allow you to receive calls between 8am and 8pm only, so as not to disturb other patients. Should you wish to make a phone call, simply ask nursing staff to organise for you.

Complaints or Compliments

We encourage feedback of any kind. If you have concerns, please talk to the nurse/doctor who is caring for you.

You are also welcome to ask to see the Nurse Unit Manager. There are compliments and complaints brochures available that will outline these processes in more detail.

Security

To ensure the security of our staff and patients, the hospital is locked down after hours from 8pm. All visitors after this time will need to present to the Emergency Department reception desk for entry to the hospital.

Contact Details

P: 4014 3471

This brochure should be read in conjunction with the Patient Information Guide. If there is not one available in the top drawer of your locker, please ask the Patient Services Clerk to provide you with one.

About Calvary

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.



Calvary

Mater Newcastle

Awabakal Country,
Locked Mail Bag 7, HRMC, NSW 2310, Australia
www.calvarymater.org.au

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Coronary Care Unit



Calvary

Mater Newcastle

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

Calvary Mater Newcastle is a public hospital within the Hunter New England Local Health District network.

About Us

The Coronary Care Unit (CCU) is a six-bed acute cardiac unit located within Ward 5A. The CCU also provides remote cardiac monitoring for patients in other wards.

Visiting Hours

Visiting is restricted to only two visitors at a time at the bedside:

11am – 1pm

3pm – 7pm

This provides time for personal care to be attended to in the morning and allows the patients to have a rest period in the afternoon.

We understand that relatives and carers may wish to stay with the patient if they are very ill, so these visiting hours can be renegotiated with the Nurse Unit Manager or person in charge if necessary.

Visiting can be restricted as procedures may be in progress and you may need to wait in the waiting room for a period of time.

Meals

Breakfast: 7am – 7:30am

Morning Tea: 10:30am – 11am

Lunch: 12pm – 12:30pm

Dinner: 5pm – 5:30pm

Supper: 7pm – 8pm

You will be asked to complete a menu selection form each day, for the following day. Assistance will be provided to complete your menu if required.

If you require a meal outside these times, please ask your nurse to arrange this for you.

Our Staff

The unit is staffed by registered nurses. As we are a teaching facility there will also be nursing and medical students in the unit from time to time. If you are not comfortable having students involved in your care, please let your nurse know.

The medical team allocated to the unit consists of a specialist cardiologist, medical registrar and a resident. Your specialist may visit you every day, however, other members of the team will see you Monday to Friday.

Keeping In Touch

We do suggest that the family nominates one person to make enquiries and pass on information to the rest of your family if that is your wish. This prevents nurses' time being taken up by multiple telephone enquiries rather than providing patient care.

If your family/carer wishes to speak to the medical team, please speak to your nurse to arrange a suitable time.

Belongings and Valuables

We ask you or your family/carers to bring in medications, toiletries and clothing including singlets, dressing gowns and slippers for cooler weather. Hearing aids, glasses and walking aids should also be brought in if required.

All items should be clearly labelled. If any item is lost, all attempts will be made to locate it, but the hospital is unable to accept responsibility for any personal items.