Calvary Riverina Hospital

PATIENT INFORMATION DIRECTORY

This directory is the
property of the hospital
PLEASE DO NOT REMOVE

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

Welcome

On Behalf of the Sisters of the Little Company of Mary, Executive Management and staff of Calvary Health Care Riverina, I welcome you to Calvary Riverina 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 of the Little Company of Mary, a worldwide order of religious sisters founded by Mary Potter in 1877, in England. It was in 1926 that the Sisters first came to Wagga Wagga and began a tradition of care and concern for the people of the Riverina that the staff of Calvary continue to provide.

Her 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 in the Riverina. 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 Riverina 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, Respect and Stewardship. Your overall health and wellbeing – physical, social, psychological and spiritual - is our concern.

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 and to do all that we can to meet your needs and make your stay comfortable. Please let us know how we can help you. Thank you for choosing Calvary Health Care Riverina.

Chief Executive Officer

Our Mission, Vision and Values

Our Mission identifies why we exist

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 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 identifies what we are striving to become

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

Our Values are visible in how we act and treat others

As stewards of the rich heritage of care and compassion of the Little Company of Mary, we are guided by our values:

hospitality: demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend this to all who come into contact with our services by promoting connectedness and listening and responding openly.

healing: demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical well being. It is our responsibility to value and consider the whole person and to promote healing through reconnecting, reconciling and building relationships.

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, our environment, and handing on the mission of the Sisters of the Little Company of Mary.

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 believe and challenge behaviour which is contrary to our values.

Our Customers

Our customers are:-

- Our patients who are to be treated as guests admitted to our care
- Our skilled and qualified medical and health providers
- Our referral sources
- Private health insurance funds

- Accident and workers compensation insurers
- The Department of Veterans' Affairs

Our Performance

Our performance is evaluated on a continuous basis through a well-structured quality improvement program, including internal and external surveys of our customers.

Rights and Responsibilities

YOU HAVE THE RIGHT to…

- Be informed about facilities and services
- Quality care
- Receive care in a safe setting
- Have an explanation of the likely cost of your treatment/care and any out of pocket expenses that you may incur
- Know all your treatment/care options and to participate in decisions about your treatment/care (informed consent)
- Be treated with respect and non–discrimination
- Be communicated with effectively, honestly and with courtesy
- Personal and information privacy
- Open disclosure should an adverse event occur
- Receive advice on how to make a complaint

Responsibilities

YOUR RESPONSIBILITIES are to…

- Answer questions about your health honestly and completely
- Comply with prescribed treatments or inform your health professional if you do not intend to do so
- Courteous, considerate, respectful and show dignity towards others
- Respect the privacy of others
- Fulfil your financial obligations
- Raise concerns if you are unhappy with our services

YOU HAVE THE RIGHT TO COMMENT ABOUT YOUR HEALTH CARE WHILST A PATIENT AT CALVARY HEALTH CARE RIVERINA, YOU HAVE THE RIGHT TO RAISE ANY CONCERNS ABOUT YOUR ADMISSION. THIS INCLUDES DAILY CARE OR AN UNEXPECTED EVENT. ALL COMMENTS MADE ARE INVESTIGATED AND YOU WILL BE NOTIFIED DIRECTLY OF THE OUTCOME AND ANY CHANGES MADE TO OUR PROCESSES THAT WILL IMPROVE CARE.

- Talk to the person in charge or any health worker at the time of the problem
- You can write, phone or see the person in charge at any time during your care or afterwards
- If you are not satisfied with the results of your complaint you can contact the Director of Clinical Services or the Patient Advocate (Ext 218)

Comprehensive care. Uncompromising quality.

Conveniently located adjoining Calvary Hospital at 36 Hardy Ave and including the Regional Imaging Cardiovascular Centre (a fully accredited private day surgery, cardiac catheter lab).

Services include:

- Bone Mineral Densitometry (BMD)
- Low Dose Computerised Tomography (CT)
- Digital Subtraction Angiography (DSA)
- General X-ray and Screening
- Magnetic Resonance Imaging (3T MRI)
- Mammography with Tomosynthesis
- Nuclear Medicine
- Orthopantomography (OPG)
- SPECT – CT
- Ultrasound

regionalimaging.com.au

An Ultrasound service is also provided in Tumut.

For all appointments phone 02 6932 1300 or book online at regionalimaging.com.au

Regional Imaging

Comprehensive care. Uncompromising quality.

A member of **I-MED Radiology Network**

- If you have not been able to resolve the problem, you can write to notify any of the appropriate State, Territory or Federal regulatory agencies governing health care

  Alternatively you have the right to contact the following:

  Health Insurance Complaints
  Private Health Insurance Ombudsman
  Toll free 1800640695
  Health Care Complaints Commission
  Toll free 1800 043 159
  For hearing impaired
  02 9219755
  Be assured that:

- LCM Health Care wants to resolve your concerns to your satisfaction
- You can expect any complaint to be dealt with quickly and fairly
- Your complaint will not adversely affect the service you receive
- Your complaint will be handled with complete confidentiality

YOU HAVE THE 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).

DOUGLASS HANLY MOIR PATHOLOGY
Quality is in our DNA

Leading the way in Pathology Services

Our experienced and caring staff are committed to providing a personal pathology service for Calvary Healthcare Riverina and the wider community

Wagga Wagga Centres

St Gerard's Wing, Calvary Hospital*
Hardy Avenue, Wagga Wagga
Ph: 6932 6700, Fax: 6925 0060
Mon – Fri: 8.00am – 5.30pm
Sat: 8.30am – 12noon

Kooringal Shopping Mall*
Lake Albert Rd, Kooringal
Phone/Fax: 6926 3103
Mon – Fri: 7.00am – 4.30pm

Kooringal Medical Centre*
295 Lake Albert Rd, Wagga Wagga
Phone/Fax: 6922 3288
Mon – Fri: 8.30am – 11.30am

KRS Health*
547 Kooringal Rd
Phone/Fax: 6922 3311
Mon – Fri: 8.00am – 1.00pm

Southcity*
Shop 14, 1 Tanda Place, Glenfield
Phone/Fax: 6971 2516
Mon – Fri: 7.30am – 1pm
1.30pm – 4.30pm

St George Family Medical Centre*
23 Best St, Wagga Wagga
Phone/Fax: 6971 7595
Tues/Thu only: 8.30am – 12 noon

Wagga Wagga Medical Centre*
4 Baylis St, Wagga Wagga
Phone/Fax: 6921 1224
Mon – Fri: 8.00am – 1.00pm

Trail St Medical Centre
69 Trail St
Mon/Wed/Fri only: 8.00am – 11.00am

Trinity Medical Centre*
54 Best St, Wagga Wagga
Phone/Fax: 6925 8707
Mon/Wed/Fri only: 8.30am – 12noon

Regional Centres

Batlow*
Batlow Medical Practice,
32 Tumbarumba Rd, Batlow
Mob: 0417 222 435
Mon – Thur: 8.00am – 11.00am

Gundagai*
Gundagai Medical Centre,
95 – 97 Sheridan Street
Phone/Fax: 6944 2600
Mon – Fri: 8.30am – 1.00pm
1.30pm – 4.00pm

Narrandera
119A East Street, Narrandera
Phone/Fax: 6959 4925
Mon – Fri: 8.30am - 12.30pm
1.00pm – 4.30pm

Temora*
Temora Medical Complex
296-298 Hoskins st, Temora 2666
Phone/Fax: 6978 0580
Mon – Fri: 8.00am – 1.00pm
1.30pm – 4.30pm

Tumbarumba*
Tumbarumba Medical Practice
69 Murray St, Tumbarumba
Phone/Fax: 6948 2060
Mon – Fri: 8.30am – 12noon

Tumut*
Unit 7, Tumut Connection, Russell Street
Phone/Fax: 6947 3171
Mon – Fri: 8.00am – 1.00pm
1.30pm – 3.30pm

West Wyalong*
115A Main Street, West Wyalong
Phone/Fax: 6972 4445
Mon – Fri: 8.00am – 1.00pm
1.30pm – 3.30pm

*denotes wheelchair access

All pathology requests accepted • Bulkbilling available
No appointments necessary on most procedures
All patients welcome • Highly trained and experienced staff

For further information, please phone:
Douglass Hanly Moir Pathology
St Gerard's Wing • Calvary Hospital • Hardy Ave • WAGGA WAGGA 2650
Tel: 02 6932 6700 Fax: 02 6925 0060
www.dhm.com.au

Your privacy

Calvary Riverina Hospital is committed to protecting your personal information and we acknowledge our obligations to you under the Privacy Act 1988 (as amended).

Personal information we collect from you will be used primarily to ensure that you receive optimal care, but may be used for other purposes.

The use of your personal information for a limited number of purposes, eg. to provide care to you, does not require your consent. If we want to use the information for other purposes, we will ask for your consent.

Our Privacy Officer (Health Information Services) will be available to answer any questions you may have concerning the policy. Please dial Reception (9) if you wish to speak with our Privacy Officer.

OUR SERVICES

Calvary Riverina Hospital is a private not for profit hospital owned and conducted by Little Company of Mary Health Care. The hospital has been providing quality care and services for the people of Wagga Wagga and surrounding areas since 1926. It comprises:

- St Anne's Wing (45 beds) – a combined acute surgical and medical ward
- St Elizabeth's (20 beds) – ICU/CCU/ High Dependency Unit which acts as a 'step-down' ward for intensive/coronary care patients and those patients requiring a higher degree of care following major surgery
- St Gerard's Wing (28 beds) is a combined maternity/surgical unit which incorporates 4 delivery suites, Special Care Nursery, pre and post-natal care, surgical and medical beds and our Sleep Disorders Unit
- St Joseph's Rehabilitation Unit (14 beds) providing inpatient and day patient rehabilitation services. The unit includes a hydrotherapy pool, gymnasium, assisted daily living areas and a mobility courtyard.
- Mary Potter Palliative Care Unit (8 beds) is a specialist palliative care unit. Rooms have private courtyards, with support areas for families and carers. We provide an environment of physical, psychological, emotional and spiritual support for patients and the family and friends.

- A well equipped operating suite with five theatres, a recovery room and Central Supply and Sterilising Department
- Outpatient CTG (Cardiotocography) monitoring
- Pre-Admission Clinic providing patients with a comprehensive pre-admission service including nursing assessment, organisation of all pathology and x-rays, nursing education, preparation for discharge and after-care arrangements
- Department of Veterans' Affairs Care Co-ordinator who ensures that Veterans' Affairs patients experience the highest level of care from pre-admission to post-discharge. The Co-ordinator liaises directly with DVA patients and their carers to ensure optimum preparation for admission, their hospital stay and when they are discharged
- Three theatres at our Calvary Riverina Surgicentre, a free standing unit in Edward Street.
- Carrigan Cottage 2 x 1 bedroom units providing accommodation for relatives.

OTHER SERVICES MANAGED BY CALVARY RIVERINA HOSPITAL

Calvary Riverina Hospital has a long history of providing treatment services to persons with drug and or alcohol problems. Services are provided through Calvary Riverina Drug and Alcohol Centre, which provides a comprehensive residential and outpatient treatment services for people wanting to overcome their dependence on drugs and or alcohol. These services include:

- 10 bed drug and alcohol withdrawal unit. Designed for people to undertake withdrawal in a safe supportive environment. The unit is staffed by nurses and supported by Doctors from the local community.
- Outpatient withdrawal: for persons who have safe stable accommodation and good support from family and other professionals. Nurses visit you at home or in the community to monitor your progress and liaise with your GP to ensure the withdrawal is safe and as stress free as possible. Telephone support is available to the client and family around the clock seven days a week.

- Inpatient residential Treatment: the service provides 22 beds for people wanting ongoing treatment after completion of withdrawal. The residential treatment can last up to six months dependent on the assessed level of need the person has. The unit is staffed by a multidisciplinary team skilled in the provision of individual and group therapy to assist the person to achieve their treatment goals.
- Outpatient Day Program: for people who feel they need less intensive support the service provides an 8 week outpatient group program. This program also provides individual counselling and case management to the individual. The service also provides some accommodation for people wanting to attend the program from outside the local community.
- In recognition that individuals with drug and or Alcohol problems often have co-existing mental health problems, Calvary Riverina Drug and Alcohol Centre provides access to a credentialled mental health nurse practitioner to assess, treat and manage individual's mental health issues.

Calvary Riverina Drug and Alcohol Centre is from a modern purpose built facility located in the Calvary Hospital Precinct. The service operates on funding from State and Commonwealth bodies. The service receives ongoing support from Murrumbidgee Medicare Local. For further information or to arrange an assessment call 02 6932 6800.

PRIVATE PRACTITIONER/ ON-SITE SERVICES

Regional Imaging Riverina provides a comprehensive range of radiology services on-site at Calvary's main campus. The Riverina Cardiovascular & Physiology Centre provides the latest in cardiovascular investigation and treatment and alleviates the need for people to travel to major cities for these procedures.

Douglass Hanly Moir Pathology Laboratory & Collection Centre provides a full range of pathology services.

The Riverina Cancer Care Centre located on the Calvary hospital campus is an example of Calvary Health Care Riverina responding to the needs of the community it services.

The Sisters of the Little Company of Mary have continued to respond to changes occurring in the Australian heath system and have embraced the collaborative model of working with the community and other services in the provision of health care.

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.

EMERGENCY PROCEDURES

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.

DO NOT USE THE LIFTS IN THE EVENT OF AN EMERGENCY.

THE PEOPLE WHO LOOK AFTER YOU

Who's who in the Hospital

All employees wear an identification badge to help you get to know their names, their department and occupation.

Food Services

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 can cater for special needs and allergies; please notify your Nurse, Nutrition Assistant, or Menu Assistant if you have any allergies or need more assistance with the menu.

Approximate meal times are:

Breakfast	7.30am to 8.30am
Morning Tea	10.00am to 10.30am
Lunch	12.00noon to 1.00pm
Afternoon Tea	3.30pm to 4.00pm
Evening Meal	5.30pm to 6.30pm
Supper	8.00pm to 9.00pm

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.

Medical Imaging (X-Ray) Services

X-ray and medical imaging services are provided by a private practitioner. The medical imaging service bills patients independently of the hospital.

Medical Services

Your own private doctor is responsible for your medical care whilst you are a patient. Your hospital account does not cover any medical expenses.

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

Medical Students

Calvary Riverina 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.

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.

Pastoral Care

Our Pastoral Care Staff are committed to supporting our patients and their families. 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. This is done with an awareness of God's presence and love for each one of us. The Pastoral Care Staff respect each person's beliefs and their aim is to provide support, no matter your religion. They will liaise with a minister of your denomination at your request and

ensure that you have the support of the Sacraments, as you wish.

Pathology Services

The pathology service is a private service. The pathology service charges patient/ funds directly and any accounts are a matter between the patient and the service. Inpatients are not charged any gaps by Douglas Hanly Moir.

Pharmacy Services

Prescription pharmacy services are provided by a national company specialising in hospital pharmacy. Scripts are dispensed under the Pharmaceutical Benefits Scheme where possible and PBS scripts are charged at the same rate as in 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 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.

Pharmacy Hours

8.00am - 4.00pm Monday to Friday

8.00am – 12.00pm Saturday

Allied Health Services

Physiotherapy, occupational therapy, dietetics and counselling

Allied health requirements for the hospital are provided by private practitioners. While an inpatient of the hospital, Allied Health Services referred by your medical practitioner which are related to your inpatient stay will not be charged separately if you are covered by a health fund.

WHILE YOU ARE HERE:

Calvary Coffee Shop

The Calvary Coffee Shop is located on the ground floor. Snacks and meals and a variety of goods including newspapers, magazines, confectionery, toiletries, gifts and flowers are sold at the Coffee Shop. Your visitors are welcome to order and purchase meals and refreshments. A trolley with newspapers, magazines and snacks operates to all areas seven days a week.

There is an after hours coffee machine and a cold drinks vending machine located near the coffee shop.

Communications

- Postal address: P.O. Box 618 (Hardy Avenue), Wagga Wagga 2650. Telephone: 02 6923 2200 or 02 6923 2200 Facsimile: 02 6925 4885

  e-mail: exec@calvaryriverina.org.au
- 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.
- A public telephone is available in the St. Anne's lift lobby.
- 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.
- Wi Fi is available to patients please contact reception for set up and costs.
- 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).
- Patients can receive messages sent via internet e-mail addressed to: patients@calvaryriverina.org.au

  It is important that e-mail sent to you is clearly identified with your full name.

Garden & Outdoor Areas

All patients and visitors are welcome to take advantage of the hospital's outdoor areas which include the garden, courtyards, the western terrace (off St Anne's West Wing) and St. Gerard's balcony.

Laundry facilities

A patient laundry is located on both St. Elizabeth's and St. Gerard's Wing for the laundering of small personal articles.

Parking

Parking is available adjacent to the main Hospital building as well as in the two car parks near St. Gerard's Wing. Visitors are permitted to park at the main undercover entrances at the General Hospital or St. Gerard's Wing whilst dropping off or picking up patients. Spaces for Disabled Parking are located at both the main and St. Gerard's Wing.

Taxis

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

YOUR ROOM

Bathroom Facilities

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 ensure that your visitors understand that bathroom/toilet facilities are for patient use only. Public facilities are available on the ground floor.

Radio

Your radio is operated by the handheld patient call system. The radio stations (2AAAFM, FM93, 2WG and ABC Radio Riverina) are received through the television set, channels 11 - 14. 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.

SOME POLICIES YOU NEED TO KNOW ABOUT

SMOKING & ALCOHOL

Restrictions on smoking and alcoholic beverages throughout the hospital are based on health, courtesy, legal and safety considerations.

Patients and visitors are not permitted to bring alcohol to hospital except with the permission of the Nurse Unit Manager.

As smoking is detrimental to good health and also a fire hazard, patients and visitors are not permitted to smoke within the Hospital and grounds.

Should you have a question or problem which has not received attention, please request to see the Director of Clinical Services. Quality patient care and satisfaction is of the utmost importance to us.

External Patient Satisfaction Surveys are conducted at various times annually by Press Ganey & Associates and our Health Insurance Providers (HCF, BUPA etc). All survey forms are reviewed by the Hospital to ensure a continuing process of evaluation and quality assurance.

Patient feedback forms are available on your ward at the nurses' station. Completed forms can be left in the box at the nurse's station or in the office of Director of Mission in the foyer.

We encourage and value your feedback.

Confidentiality

Calvary Riverina Hospital is committed to protecting your personal information and we agree to comply with the Commonwealth Privacy Acts. All information is confidential and is safeguarded accordingly.

Discharge

Discharge time for all patients other than "Day Surgery" patients is 9.30am. This time has been established to assist with the accommodation of incoming patients.

We realise hospitalisation and illness can interfere with your lifestyle and aim to assist you 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.

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 after discharge as it is not recommended that any patient drive a vehicle for at least 24 hours after an anaesthetic.

Discharge Planner

Calvary Hospital has a Discharge Co-ordinator who is able to:

- assess patient/family/carer discharge needs
- assist patient/family/carer plan for home management
- make appropriate referrals to community support agencies, e.g. meals on wheels, home help, home modification program, community nursing

- act as a resource person to patients/family/carers, hospital staff and the community.

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.

Pressure Injuries

Pressure injuries are also called bed sores or pressure ulcers. They can happen very quickly if you are unwell or not able to move easily. Any form of pressure or friction (even rubbing) can cause skin damage. Prevention is the key!

If you have any questions please ask your doctor or nurse.

Interpreter service

An Interpreter service is available if required. Fact Sheets also available in other languages.

Mobile Telephones

Patients and visitors are not permitted to use mobile telephones within the hospital. This policy does not apply to doctors.

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.

Visiting Hours

While you are in hospital you require adequate rest for your recovery and wellbeing. To allow for this, there are set rest periods as follows:

from 1.00pm to 3.00pm for all wards.

During this time no phone calls will be put through to your room and no visitors will be allowed.

Visiting hours are as follows:

St Anne's Ward

11.00am to 1.00pm

3.00pm to 8.00pm

St Gerard's

3.00pm to 8.00pm (Maternity)

St Elizabeth's

11.00am to 1.00pm

3.00pm to 8.00pm

If your visitors cannot come outside these hours, please seek the approval of your Nurse Unit Manager.

At times it may be necessary for visitors to leave your room during patient treatments. We thank you in advance for your co-operation.

CHAPLAINCY SERVICES

Pastoral Care

The Pastoral Care Staff provide spiritual and caring support for patients and visitors of all denominations. Please contact Pastoral Care staff if you wish to see your Minister of Religion during your hospitalisation.

Chapels

Patients and visitors of all denominations are welcome to visit the Mary Potter Chapel situated on the second floor on St. Anne's Wing for meditation or prayer.

The Chapel of the Maternal Heart of Mary is located adjacent to the General Hospital and patients are welcome to come to the celebrations of Mass. Mass times are located at the entrance to the Chapel.

Patients, doctors, staff, families and all benefactors are prayed for each day by the Sisters of the Little Company of Mary.

Holy Communion

Holy Communion for Catholics is distributed daily. Communion is available for those of other denominations. Please ask to see the Pastoral Care staff.

ABOUT YOUR ACCOUNT/ HOSPITAL FEES

Accommodation

The charge for your hospital accommodation is dependent on your room allocation. All rooms, both single and shared, have ensuite facilities.

In the event of acute illness or major operative procedures it may be necessary to accommodate you in the High Dependency Unit or Critical Care Unit. You will be transferred back to room accommodation when your medical condition allows.

WHILE EVERY EFFORT WILL BE MADE TO ENSURE YOUR CHOICE OF ACCOMMODATION IS MET, THIS MAY NOT ALWAYS BE POSSIBLE.

Services provided by the Hospital which are included in the daily accommodation rate are: 24 hour nursing care, your room, bed, diet and nourishments as ordered, housekeeping, maintenance, medical records and most non-prescription medication.

HOSPITAL CHARGES

Services provided in hospital not included in the accommodation rate and are chargeable include:

Operating Theatre/Labour Ward

Prosthesis, TED Stockings, Splints, Slings, Braces and take-home items

Boarder charges (if applicable)

Miscellaneous Expenses

The following cannot be charged to your hospital account and are payable at the time the service is rendered

- Pharmacy (where applicable - charged by our chemist)
- Calvary Coffee Shop and trolley purchases
- Allied health services (eg. podiatry)

Payment Procedures

- It is hospital policy that all known out-of-pocket charges (eg. excesses, co-payments etc) are to be paid on admission.

- The hospital will claim your account from the fund on your behalf. On discharge you will be required to call at the Accounts Office to arrange for this claim to be made. You will also be required to pay any gap payment not covered by your fund for the accommodation, theatre and other expenses.

IMPORTANT

- Medicare does not contribute at all toward private hospital charges for accommodation, theatre fees, prosthesis, allied health treatments and pharmaceutical prescriptions.
- If the hospital Medical Officer is required to undertake treatment the hospital will claim charge for same from Medicare on your behalf. There will be no gap payment for this service.
- If you require an ECG, the hospital will claim charge for same from Medicare on your behalf. There will be no gap payment for this service.
- If you have had a Sleep Study, the hospital will claim the charge for the reading of your study from Medicare on your behalf. There will be no gap payment for this service. (Accommodation charges will be payable by your health insurer or yourself.)
- Medicare pays 75% of the schedule fee for doctors and medical services, including Pathology tests and X-Rays while you are an inpatient. The Medicare "gap" is payable by your Health Fund. Any costs not refunded by Medicare or your health fund for these services are a matter between you and the doctor/provider.
- All Third Party and Public Liability Accounts: 50% of estimate of charge to be paid on admission, balance on discharge.
- For Workers Compensation Claims, Insurance Company authority must be obtained with a letter from the company accepting liability for accounts and forwarded to the hospital prior to admission. If the account is not paid by the Insurance Company within one month of discharge, patients are responsible for their account.

BOARDER RELATIVES

Boarder Husbands / Partners: St Gerard's Maternity Wing: the maternity unit has facilities in place to enable husbands / partners to board in the Unit. This facility may also be used by mothers of babies who may need to stay for an extended period in the Special Care Nursery.

The Boarder Fee charge is inclusive of meals, regardless of whether or not they are ordered. If partners wish to stay for meals, even though not boarding, this can be arranged. Meals should be ordered on the ward, and are to be paid for on patient's discharge.

Whilst boarding, there are certain expectations that partners should be aware of.

It is important to remember that St Gerard's Wing is a hospital ward and that every endeavour should be made to ensure that routines are not interrupted. This includes co-operating with hospital staff and in particular, Hotel Services staff during the cleaning routine by vacating the room if required.

BOARDER MOTHERS OF BABIES IN SPECIAL CARE NURSERY

Mothers who wish to board at the hospital while their babies are being cared for in Special Care Nursery are usually accommodated within the St Gerard's Unit. However, in times of high hospital activity, mothers may be required to stay in the hospital's relative's accommodation adjacent to the hospital. The Boarder Fee charge is inclusive of meals.

BOARDER PARENTS OF CHILDREN

Parents of children who wish to board at the hospital while their child is hospitalised are usually accommodated in the child's room on a fold-out bed. There are no charges incurred for ONE parent to board/be provided with meals.

Please contact Patient Services Staff (dial 9) or the Nurse Unit Manager on your ward for further information regarding charges/meals etc.

OTHER BOARDERS/CARERS

Please see the Nurse Unit Manager of your ward.

ACCOMMODATION FOR RELATIVES

Carrigan Cottage, located adjacent to the Hospital grounds, offers private, affordable and comfortable self-contained accommodation for relatives of 'out-of-town' patients. Provisions for a continental breakfast are included in the charge for accommodation. Day to day bookings may be made through Patient Services staff.

As a general rule, due to the high demand for accommodation, bookings are only made for a maximum of 4 days duration. Any special requests for bookings in excess of 4 days must be referred to Patient Services Manager for assessment of need, taking into consideration distance, illness, inability to drive etc.

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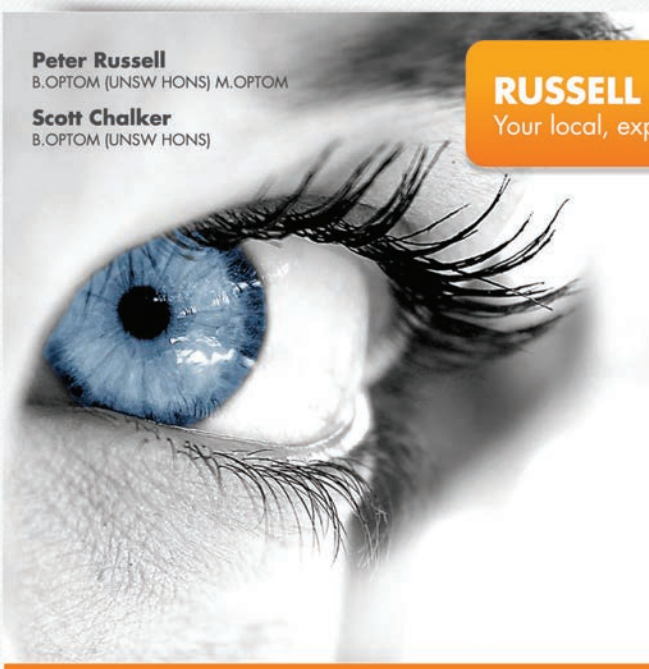

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Eligibility conditions apply. HACC services are available to people aged 65 and over, or 50 and over if Aboriginal or Torres Strait Islander.

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our community, one number
www.cw.org.au 1300 227 393

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Six Ways to Beat Heart Attack

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

Riverina Cardiology

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A/Prof Michael McCready
A/Prof Peter Ruchin
A/Prof Joseph Suttie
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New Zealand Resuscitation Council
Whakahauora, Aotearoa

Basic Life Support

Australian Resuscitation Council

D — **Dangers?**

R — **Responsive?**

S — **Send** for help

A — Open **Airway**

B — Normal **Breathing?**

C — Start **CPR**
30 compressions : 2 breaths
if unwilling / unable to perform rescue breaths continue chest compressions

D — Attach **Defibrillator (AED)**
as soon as available and follow its prompts

Continue CPR until responsiveness or normal breathing return

December 2010

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