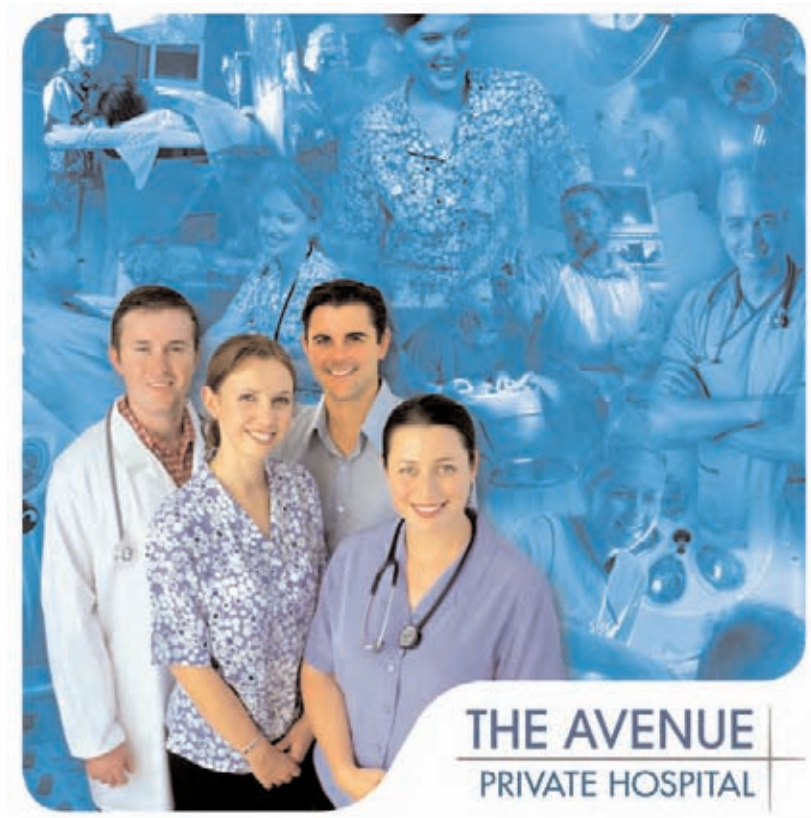




The Avenue Private Hospital

PATIENT INFORMATION GUIDE 2010/2011



This publication is the property of the Hospital
PLEASE DO NOT REMOVE FROM ROOM

The Ramsay Vision

Ramsay Health Care is committed to being a leading provider of health care services by delivering high quality outcomes for patients and ensuring long term profitability.

The Ramsay Way

We are caring, progressive, enjoy our work and use a positive spirit to succeed

We take pride in our achievements and actively seek new ways of doing things better

We value integrity, credibility and respect for the individual

We build constructive relationships to achieve positive outcomes for all

We believe that success comes through recognizing and encouraging the value of people and teams

We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty

CONTENTS: PATIENT INFORMATION BOOKLET

Part 1 - Welcome4

About the Hospital4

Services provided at The Avenue Hospital . . .4

Privacy of Patient Information5

Compliments, Complaints and Suggestions .5

The Australian Charter of Healthcare Rights .5

Part 2 - General Information8

Accommodation8

Admission9

Ambulance Subscription9

Car Parking & Public Transport9

Coffee Shop9

Confidentiality9

Consultants9

Customer Focus Groups and Patient Satisfaction Surveys9

Discharge Information10

Discharge Planning10

Discharge at Own Risk10

Emergency Procedures10

Flowers10

Hairdressers10

Interpreter Service12

Lost Property12

Newspapers12

Postal Facilities13

Smoking13

Staff Identification13

Support Services13

Telephones13

Television/Noise14

Valuables14

Veteran Affairs Liaison Officer14

Violence/Aggression14

Visiting Hours14

Volunteers14

Ward Organisation16

Part 3 - Medical Information16

Blood Clot Prevention in Hospital16

Consent for Treatment17

Falls Prevention17

Identification and Allergy Bands18

Infection Control18

Medication18

Pressure Ulcer Prevention Program19

Surgery19

Part 4 - Financial Information20

Hospital Charges20

Self Insured Patients20

Methods of Payment20

Part 1 - Welcome

We welcome you, your families and friends to The Avenue Private Hospital, operated by Ramsay Health Care - Australia's largest and most reputable private hospital operators. Whilst in our care we will endeavour to make your stay as comfortable and relaxing as possible.

This booklet has been prepared to provide you with information about the hospital's services, procedures, and external services that you may need on discharge.

About the Hospital:

The Avenue Hospital is owned and operated by Ramsay Health Care Limited, a publicly listed Australian company whose name is synonymous with quality in private health care.

Ramsay Health Care was founded by Mr Paul Ramsay in 1964 and has grown to become one of the largest private hospital operators in Australia.

The Avenue Hospital complies with world-class hospital standards and facilities and has developed a framework for continually improving the quality of care and services provided to patients.

Services provided at The Avenue Private Hospital

The hospital provides an extensive range of services that are readily accessible for both the local community and as a referral centre from across Melbourne, Regional Victoria and interstate. The Avenue is regarded as one of Australia's premier orthopaedic hospitals specialising in joint replacement surgery. In addition, we perform spinal surgery and reconstructive surgical management of sporting injuries.

Other specialities include obesity surgery, general surgery, cardiology, state-of-the-art cardiac catheter laboratory and coronary care unit, general medicine, colorectal surgery, plastics, urology, ear nose and throat, pain management, oral/maxillofacial, ophthalmology, endoscopy and gastroenterology.

To Contact Us

Ph:	Reception	03 9529 7377
Facsimile:	Reception	03 9510 8531
	Chief Executive Officer	03 9529 5396
	Director of Clinical Services	03 9526 5349
	Switchboard	
	Patient Services	9
	External Line	0
	Financial Queries	393



Privacy of Patient Information

All hospitals in the Ramsay Health Care Group comply with the Commonwealth Privacy Act and all other state/territory legislative requirements in relation to the management of personal information. Our patients can feel safe in the knowledge that we safeguard their personal health information ensuring that confidentiality is respected and information is stored securely. The medical, nursing and allied health staff will only use or disclose your patient information for the purpose that it was collected or in ways that the patient might reasonably expect. Beyond this, we must have your consent to use or disclose the information, unless it is authorised by law. It is routine practice for the hospital to transfer necessary patient information to your nominated local GP, or another treating hospital, or to a specialist for a referral, or for pathology tests and x-rays to assist with your medical treatment. If you have any further enquiries in relation to our Privacy Policy or our health information management practices please refer to our Privacy Policy brochure or ask to speak with our Privacy Officer.

Compliments, Complaints and Suggestions

Your feedback is important to us. It enables us to continually evaluate and improve our service. You will be given a feedback card on admission. Once this card is completed, your comments both positive and negative, will be communicated to key hospital committees and actions taken if they indicate that a current service needs to be improved. You may choose to remain anonymous when completing the card, however we encourage you to indicate the ward in which you were staying so we can bring your compliments or concerns to the attention of the nursing team on that ward.

If you are not satisfied with any aspect of your stay, please let us know. This will help us

understand the needs of our patients, clients and visitors and to improve our service.

Any person attending our hospital may make a complaint. The complaint process is confidential and will not be documented in your medical record. Making a complaint will not influence, in any way, the care or treatment you receive.

Any concerns experienced during your stay with us can be brought to the attention of your nursing team or nursing unit manager, and should be resolved immediately. If you feel that the concerns have not been dealt with to your satisfaction, please ask to speak to the Director of Clinical Services or the Chief Executive Officer. Their contact details are displayed in reception and on page 4 of this booklet.

Complaints can be made in writing via letter, email, feedback cards, by telephone or through our survey system. If you choose to write a formal letter of complaint/compliment then you may address this to the CEO and your points will be acknowledged and dealt with appropriately.

The Australian Charter of Healthcare Rights

The Charter

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Patients, consumers, healthcare providers and health service organizations all have an important

part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system.

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes.

Healthcare providers are aware that in some circumstances, your ability to interact with the healthcare system may be restricted. Where possible they will alert family or support services about your circumstances if they consider that you need assistance.

Access

A right to health care.

You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

Safety

A right to safe and high quality care.

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

Respect

A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances.

Respect also includes being mindful of healthcare staff and other patients.

Communication

A right to be informed about services, treatment, options and costs in a clear and open way.

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

Participation

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.



Leaving Hospital? Need help at home?



Let Prestige Home Healthcare take the worry out of going home alone.

Prestige specialises in caring for people who are elderly, or are recovering from an illness or accident.








PRESTIGE
HOME HEALTHCARE

Ph: 1300 10 30 10
www.prestigehealth.com.au

We can tailor our service to meet your needs.

Here are just some of our many services we are able to offer:

-  Personal care – bathing, dressing, feeding
-  Transport – pick you up from hospital, take you to appointments, take you shopping, etc.
-  All household activities – washing, ironing, cleaning
-  Nursing care – wound care, diabetes care, etc.
-  From 1 hour through to 24 hours per day short and long term support.

Privacy

A right to privacy and confidentiality of provided information.

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed.

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.

The procedures used by the health service organization to comment about your care should be made available to you. You can provide verbal or written comments about the procedures and your experiences.

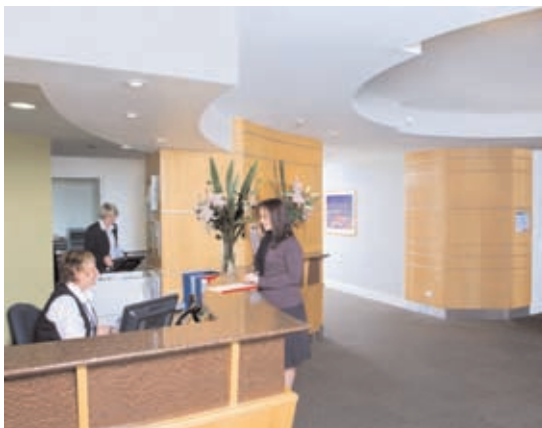
To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care please contact your health service provider's patient liaison representative.

Risk Management and Quality Improvement Program

The hospital is currently accredited with the Australian Council of Health Care Standards. In order to be accredited, the hospital undergoes continual rigorous and comprehensive reviews by the external agency.

The hospital places great value on the issue of quality improvement and risk minimisation. It is reflected in our Quality Improvement and Risk Identification program, which works constantly to identify and address any issues that have the

potential to compromise the level of care to patients. Please feel free to comment on any aspect of your care during your stay with us.



Part 2 - General Information

Accommodation

We offer a range of private and shared rooms, all with ensuites, private telephone and radio/television/video. Every effort will be made to accommodate you in the type of room you prefer. This may not always be possible on admission, however, as soon as a room of your choice becomes available we will transfer you. Your room is cleaned daily, but if there are any particular cleaning needs you have, please talk with the Nursing Unit Manager.

The Avenue Hospital has many rural and interstate patients and families requiring accommodations.

The Armadale Serviced Apartments offers special rates for The Avenue's patients and staff for both 1 and 2 bed apartments.

Armadale Serviced Apartments
6 Williams Road
Pahran Vic 3181
Ph: (03) 9522 5999
Freecall 1800 426 412
www.armadaleapartments.com.au

Admission

You will be admitted based on the order of the theatre list and not the time of your arrival.

A Registered Nurse will admit you once you arrive on the ward. Your documentation and medical history will be completed. It is important that you advise us at this stage of any medical problems, physical limitations, allergies, special needs and prescribed medications so that your care can be tailored to meet these specific needs.

Ambulance Subscription

Some Health Funds only cover the use of an ambulance for emergency situations.

An ambulance maybe required to transport you to another facility and this may not be covered by your insurer. If you are not covered you will need to subscribe to Ambulance Victoria on 1800 64 8484 at least 60 days prior to transportation.

Car Parking & Public Transport

Parking

Limited 2 hour parking is available on the hospital grounds at cost. A ticket machine is located on site. Street parking is available nearby, though day and time restrictions apply.

Public transport

Tram Routes

Dandenong Rd – Numbers 5 and 64

High St – Number 6

Train Routes

The hospital is within walking distance of Windsor station on the Sandringham line.

Coffee Shop

Hudson's Café is located on the ground floor of the hospital. A delicious selection of food is available, along with magazines and newspapers.

The café is open:

Monday to Friday	6.00am – 8.00pm
Saturday	8.30 – 4pm
Sunday	8.30 – 3pm

Confidentiality

Hospital staff are required to conduct their activities ethically and to maintain patient confidentiality at all times.

Consultants

A list of The Avenue's consultants and visiting specialists is available on the hospital's internet site. If you would like a copy please ask a member of the nursing team.

Customer Focus Groups and Patient Satisfaction Surveys

The independent international consulting group, Press Ganey and Associates, survey patients and recommend key areas in which we can improve. We encourage you to participate in this survey as it provides an objective assessment of the quality of care that our hospital is providing, and enables us to continue to improve our service.

Disability Services

Access to a range of services can be provided for patients with a disability. If you have additional needs, please discuss these with your Doctor and care team prior to admission so appropriate arrangements can be made.

Discharge Information

Discharge time is between 9.00am and 10.00am.

Your doctor will advise you when you are ready to be discharged. Information regarding your next visit to see your Doctor/Surgeon, your medications, recovery and activities will be given to you by a member of your nursing team. Please check with your Doctor if you are able to drive yourself home. Although you may feel fine to drive, the effects of your medication may mean that it would be dangerous for you to drive.

You are not permitted to drive for 12 hours following a general anaesthetic.

Please ensure you take all of your possessions with you, including all x-rays that you brought to the hospital and any x-rays that were taken during your stay.

Remember to take home all of your medications!!

Please notify a member of your nursing team if you do not feel well enough to be discharged so appropriate arrangements can be made.

Discharge Planner

If you feel you need extra assistance after discharge, you should voice your concern to the nurse looking after you. We have access to a discharge resource nurse who is able to assist you with all your discharge needs.



Discharge at Own Risk

With few exceptions (as in the case of infectious diseases), patients have the right to leave the hospital when they choose. This may be a serious decision when taken against the advice of your doctor and could pose a serious threat to your well-being. If you choose to be discharged under these circumstances, you will be asked to sign a "disclaimer" form and the responsibility for this action will rest with you.

If you proceed to discharge against medical advice and your condition does not improve or causes you concern, you should seek immediate medical attention.

Emergency Procedures

The hospital has highly developed safety and emergency procedures. Training drills and alarm testing procedures are carried out on a regular basis.

In the unlikely event of an emergency, remain in your room until a staff member arrives to assist you. If the need arises for evacuation your attending nurse will advise you during the procedure.

Flowers

The hospital will provide vases for your flowers. However, in order to prevent the introduction of possible dangerous infections, we do not allow potted flowers or plants inside the hospital.

Flowers are not permitted for patients in HDU, due to the constant use of electrical and medical equipment in this area.

Hairdressers

A hairdressing service is available to long term patients. Staff on your ward will make an appointment for you at your request.



ORTHOTIC SPECIALIST CENTRE PTY. LTD.
311 High St Prahran 3181 Phone: 9510 2578

Rehabilitation Equipment Hire & Sales

Located on the Intersection of The Avenue & High St Prahran
Crutches, Walking Frames, Wheelchairs, Support Chairs,
Bedroom & Bathroom Aids

We also supply
Spinal Supports & Bracing
Knee Bracing Foot Orthotics CAM Fracture Walkers
Lymphoedema & Compression Garment Specialists
Artificial Limbs (Prosthetics)



THE BIG BUNCH

FLOWERS FRESH FROM THE GROWERS

539 High Street, Prahran, Melbourne
Telephone (03) 9510 7533
Email info@thebigbunch.com.au

www.thebigbunch.com.au

Established in 1993, The Big Bunch has a fresh and inspirational approach to flowers. We source our flowers daily from specialist growers to ensure premium quality and beautiful presentation.

Reknowned for gorgeous chic arrangements, we enhance your setting and create atmosphere.

Call (03) 9510 7533 to order your flowers,
or online from www.thebigbunch.com.au

Contact us to arrange flowers including *free delivery to The Avenue Hospital*. We also have a beautiful range of scented candles, soaps and gift cards.

Open 7 days a week, 8.30am to 7.00pm.
We can send flowers worldwide.

Interpreter Service

Please notify the team on your ward, if you need an Interpreter Service. The nurses will organise this for you. There maybe a cost associated with the service. Interpreters can also be used for hearing and sight impaired patients.

Lost Property

You will be contacted by staff if any of your property is inadvertently left by you in your room after discharge. Staff will endeavour to label any item with your name and you will be contacted to collect the items as soon as possible.

Meals/M meal Times

The Catering Department is committed to providing fresh, nutritious, seasonal produce and promoting today's health-conscious lifestyle. Meals are carefully chosen to focus on quality of the highest standard in both preparation and presentation. A full range of specialist and culturally diverse dietary requirements are catered for. A dietician is available if required.

Serving times may vary slightly from ward to ward:

Breakfast:	8.00am - 8.30am
Morning Tea:	10.00am - 10.15am
Lunch	12.00 - 12.30pm
Afternoon Tea:	2.30pm - 3.00pm
Dinner:	5.00pm - 5.30pm
Supper:	7.30pm to 8.30pm

Meal Services for partner: Meals can be prepared for your partner at minimal cost. You can organise this through the nursing staff.

Mobile Phones

Mobile phones are not permitted within the hospital as they interfere with delicate operating theatre and patient monitoring equipment.

Newspapers

Newspapers and magazines are available for purchase from Hudson's coffee shop on the ground floor.

Nurse-Call System

A white hand control located on your bedside table, has multiple functions:

- Nurse call – To call for assistance press the GREEN button ONCE.
- Light Switch – Your room lights can be turned off and on from your hand control in most rooms.
- Television – By using the same hand control, you can turn the television off and on, adjust volume and change channels. All free to air stations are available.
- Radio channels are available through your television.

Pathology

A 24 hour in-house facility is available through Dorevitch Pathology Services. This will be billed separately.



Pharmacy

Prescription drugs/medicines can be supplied by the hospital pharmacy situated on the ground floor. If you are a member of a health fund that has an agreement with the hospital, you will not be billed for prescriptions related to your admission. You will be responsible, however, for the cost of any medication you were using prior to your admission and/or any prescriptions filled out on discharge. Non health fund members are responsible for the cost of all prescriptions filled on their behalf. Pharmacy items are invoiced separately and any balance payable on discharge.

Physiotherapy

Your doctor may refer you to a physiotherapist to assist you in recovery. They will organise, fit and teach you to use crutches, braces, splints and other orthopaedic aids.

Postal Facilities

Incoming mail is delivered to the wards daily and outgoing mail may be given to the ward receptionist for posting. Any letters received after your departure will be forwarded to you at home.

Public Toilets

Visitor toilets are available on the ground floor adjacent to the lifts.

Toilets for the disabled are located on the ground floor opposite radiology reception.

Reception

Reception is staffed for your convenience between the following hours:

Monday to Friday: 6am to 8.30pm

Saturday: 6am to 8.30pm

Sunday: 9am to 8.30pm

If you have any queries or requests outside these hours please speak to your attending nurse.

Smoking

Smoking is not permitted in the hospital. Should you wish to smoke please use the external area provided.

Spiritual Needs

Your spiritual needs can be catered for through prior arrangement with the Nursing Unit Manager of your ward. Religious representatives/clergy are welcome to visit you during your stay.

Staff Identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. If you cannot see a staff member's identification badge you may ask them to show you.

Telephones

Each bed has a telephone for patient use. Dial zero (0) for an outside line. International calls can be booked through reception by dialling '9'. Local calls are free.





Television

The hospital provides a television set at your bedside at no additional charge. Your nurse-call handset operates the television. All the free-to-air channels are available. The handset by your bed allows you to easily choose a television program. When either of the channel selector buttons is pushed, the current channel is displayed on the television screen.

Valuables

Patients are strongly advised not to wear jewellery, to leave other valuables at home and not to bring large amounts of money into the hospital. If you have already been admitted and are not aware of the hospital policy, please ask family members or friends in attendance to take care of these items on your behalf. The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room. Should you decide to take responsibility for personal items and you experience loss or damage during your stay, please ensure that it is reported to a staff member immediately.

Veteran Affairs Liaison Officer

The hospital has a DVA liaison officer who is available to assist with any requests that a DVA patient may have. Please ask a member of your nursing team to contact the officer if you have any requests. Department of Veteran Affairs patients may request a visit from their local RSL representative. Please discuss your needs with your attending nurse who can arrange this on your behalf.

Violence/Aggression

The hospital's staff and patients need to work and be cared for in a safe environment; one that is free from violence and aggression. Physical and non physical violence towards staff and/or others in the facility will not be tolerated. Any such acts

may lead to discharge, and may result in the police being notified and legal action being taken.

Visiting Hours

Visitors are welcome between 11.00 am and 8.00pm. Visiting outside these hours is by arrangement with the nursing staff only.

The High Dependency Unit has restricted visiting for immediate family.

Day procedure patients – visiting is limited to one person.

Parents may wish to room in with their children. A bedside cot and meals for parents wishing to stay overnight can be arranged by talking with the attending nurse or Unit Manager.

Volunteers Services

The Avenue Hospital Volunteer Service continues to grow and offers a rewarding, enriching experience for its volunteers. Providing care and companionship for our patients is our priority. We are now seeking caring and committed volunteers, so if you have or know of someone else who has some time to spare during the week, has that caring touch and would like to join a fun and diverse team then we'd love to hear from you or them!

Full training and orientation is provided.

For more information contact:

Sue Kelly - Quality & Risk Manager/Volunteer Manager

Executive | The Avenue Hospital

40 The Avenue, Windsor, Victoria, 3181

t: 03 95265856

e: KellyS@ramsayhealth.com.au



HOTEL COMFORT AND STYLE WITHIN WALKING DISTANCE OF THE AVENUE.

IDEAL FOR VISITORS & POST HOSPITAL RECOVERY.

Perfect for short or long term stays, immediate and flexible.

- Within minutes of The Avenue.
- Kitchenette facilities in every suite.
- Two delicious restaurants, 24 hour room service.
- Secure on site car parking.
- Secure key card access to all rooms and floors.
- Staff available on site 24 hours.
- On site self service laundry and dry cleaning facilities.

Nightly stays from \$179 per night.
Monthly stays from \$595 per week.

For booking or enquiries please call reservations on 1800 278 468 or go to thecullen.com.au/theavenue.



ENDEAVOUR INDUSTRIES®

The Home Healthcare Specialists



Quality Endorsed Company
ISO 9001
Licence QEC 10823
Standards Australia

Endeavour Industries is a leading provider of home health care equipment. We specialise in the manufacture of a complete range of bathroom and toilet equipment, as well as electric scooters, lift chairs, home modifications, mobility equipment and more for elderly and disabled people. Our showroom is conveniently based in Hallam and has our complete range on display.

Please come in and talk to one of our experienced and friendly staff to see what we have to offer.

Endeavour Industries "The Home Healthcare Specialist"

Address: 2/37-41 Hallam South Rd. Hallam

Phone: 9703 2900

Web: www.endeavourindustries.com.au

Hours: 9.00 - 5.00 Mon - Fri, 9.00 - 1.00 Sat

Ward Organisation

The ward areas are under the supervision of the Nursing Unit Manager during weekdays and a Hospital Co-ordinator (senior registered nurse manager) on evening, night and weekend shifts. Any problems that may occur during your stay, should be raised with the Nursing Unit Manager.

Direct extension numbers to Nursing Unit Managers:

Day Procedure Unit ext – 567

Gilmore Ward ext – 429

Lawson Ward ext – 834

Paterson Ward ext – 428

Mackellar Ward ext – 827

Part 3 – Medical Information

Blood Clot Prevention in Hospital

A stay in hospital may increase your risk of developing a blood clot in your legs or lungs.

Blood clotting is the body's natural way of stopping us from bleeding. Clotting only becomes a problem when a clot is the wrong type, or is in the wrong place and blocks blood flow. Some people have a predisposition to developing blood clots, but one of the biggest risks for developing a clot is being immobile.

While in hospital, the medical staff will assess your risk of developing a clot. They may ask you to wear elastic stockings, compression stocking and/or provide additional blood thinning medication.

If you have any of the following risks, you should bring them to the attention of your Doctor or nurse.

- Cancer
- Over 60

- Overweight
- Lung disease
- Major surgery
- Inherited blood clotting abnormalities
- Previous DVT
- Smoking
- Heart Failure
- Previous stroke
- Joint replacement surgery
- Immobility

Ask

Ask your doctor or nurse about your risk and what treatments they recommend for you.

Act

Minimise your risk by:

- Get any tablets or injections your doctor has prescribed to minimise your risk.
- If in use, keep your compression stockings on and be aware of how long you will need to wear them after discharge (normally 2 – 4 weeks).
- Avoid sitting or lying in bed for long periods.
- Walk as often as your doctor advises.
- Drink plenty of fluid.
- Avoid car travel for greater than an hour at a time.

Watch for

Call your nurse if you experience any of these symptoms/or after discharge, notify your GP:

- Sudden or increased pain or swelling in your legs.
- Pain in your lungs or chest.
- Difficulty breathing or short of breath.

Consent for Treatment

As part of your Admission to the hospital, you need to complete a "Consent for Treatment" form. This verifies that you have had the nature and risks of the treatment/procedures/operations to be undertaken during your admission explained and that you have consented to the treatment/procedures. A separate consent form may be used to verify that you have had an explanation of the anaesthetic type, associated risks and alternatives and that you have consented to this.

You have the right to ask questions if you have any concerns in regard to the procedure, understanding the risks and alternatives. Ask to speak with the nursing staff or your treating Doctor in order to express and have your concerns addressed.

Correct patient, correct procedure, correct site and correct side

The hospital has a policy to ensure that the correct patient, undergoes the correct procedure on the correct site and side.

Verification of correct patient, procedure, site and side should occur:

- On admission to the ward
- Prior to transfer to the theatre complex
- On arrival to the theatre complex
- Just prior to an anaesthetic block or agent
- Just before entering the room where the procedure will occur

You have a right to express any concerns at any time. If you feel that there is any misunderstanding in regard to the procedure to be undertaken please ask to speak with your treating Doctor as a matter of urgency.

Falls Prevention

It's surprisingly easy to fall or slip when in an unfamiliar environment like a hospital. Illness, anaesthetic, medication and fatigue may affect your balance.

Because your safety and well being are important to us, this section describes a few ways you can reduce the risk of a fall.

Risk Assessment

During your admission, the nursing staff will complete a falls risk assessment daily to determine if you are at risk of falling and implement measures to reduce your risk of a fall.

Medication

Some medications such as pain relievers and changes in medication can have the side effect of making you feel dizzy. Always take care when bending, showering or getting to your feet.

Unfamiliar surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care when moving around at night and ensure you have the lights on before getting out of bed.

Flooring

Tiled floors, linoleum or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear.

Your condition

Ask the doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist or occupational therapist can also provide advice with balance, mobility or exercise.

Visiting the bathroom

You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses for assistance. If the nurse has assisted you to the bathroom and asked you to buzz when finished, please do so, even if you feel like you don't need assistance.

Clothing

It is easy to become tangled in loose or full-length clothing like pyjamas or dressing gowns. Make sure these are the right length for you.

Footwear

Slippers or other footwear should fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to also wear slippers over the top, so you don't slip.

Always remember that your condition may reduce your ability to stand or move freely. Help us to care for you by taking extra care when walking. If you need help, please call one of our nurses.

Identification and Allergy Bands

When you are admitted an identification band will be attached to your wrist or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately.

If you have any "allergies", you will also receive a red wrist band. If you do not receive a red wrist band please let the nursing staff know as soon as possible. The wristband alerts all staff of your allergy and helps us manage the condition throughout your stay.

It is important that your bands are not removed during your stay. If your band becomes illegible, please ask for a replacement.

Infection Control

The Avenue Hospital has strict precautions in place to help prevent the spread of infections or disease by patients, visitors and staff. Our policies ensure that all our equipment is maintained according to Australian standards and government guidelines.

Hand washing, high standards of housekeeping, the use of sterile techniques and equipment, are just a small part of the efforts our staff make to ensure your speedy recovery and to reduce the risk of infection.

Everyone can help break the chain of infection by taking a few basic precautions.

- Always wash your hands:
 - After using the toilet
 - Before and after eating and smoking
 - Before and after touching your operation wound area or any dressing you may have
 - After using tissues when coughing or sneezing
 - After touching body fluids or waste
 - Before using any drops, lotions or creams
 - When leaving your room

Make sure you mention to nursing staff any concerns you may have regarding the hygiene of the ward or bathrooms.

Medication

Please give your nurse any tablets, medicines (or prescriptions for these), herbal or natural remedies that you have been taking before your admission to hospital. These will be secured in your personal drug cabinet. Any additional medication you require while in hospital will be ordered by your Doctor and supplied by the hospital pharmacy. When you are discharged, medications that you are required to take will be

returned to you. Please ensure you know exactly how and when to take the medication. Please note that medications provided by the hospital that do not relate to the reason for your admission will be charged to you. Similarly discharge medication will be charged to you. Please contact our accounts department or nursing unit manager if you have any queries.

Pressure Ulcer Prevention

Pressure Ulcers are caused by unrelieved pressure, rubbing or friction that damages the skin and underlying tissues. Areas often affected are the buttocks, elbows and heels and bone prominences. Most pressure ulcers can be prevented or if present their progress halted. At The Avenue Private Hospital we will endeavour to prevent pressure ulcers by:

- Caring for your skin by, minimizing exposure to urine, stool, perspiration or wound drainage.
- Limit pressure by changing patients position frequently.
- Use of pillows and wedges to keep knees and ankles off the mattress.
- Utilising pressure relieving Mattresses.
- Raising the foot of the bed to reduce sliding, if the head of the bed is elevated.
- Mobilisation – getting you out of bed and up walking as soon as possible.
- Providing a well balanced diet.

Your role in pressure ulcer prevention is to:

- Be aware of the risk factors.
- Be willing to assist the nurses with skin care and repositioning.
- If able, adjust your position regularly.

- Be aware that mobilisation is one of the most important factors in pressure ulcer prevention.
- If able eat well and drink plenty of water.

Surgery

Fasting time

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. If you have been advised to fast, then you must not consume any food, this includes lollies and gum.

Your fasting time is determined by your Anaesthetist and is related to factors such as your age, and type of operation. It is imperative that fasting times be observed for your safety during anaesthetic.

Operation Time

We try to advise the approximate time that you will be going to theatre but ask that you keep in mind delays can sometimes occur in operations prior to your own which may delay your entry into theatre. We will endeavour to keep you informed should this happen.

Preparation

Prior to having surgery you may, for infection control purposes, have hair removed around the operation site and be asked to shower using 'antiseptic' and dress in a theatre gown provided. This will depend on your surgeon's instructions. All jewellery (excluding wedding ring) should be removed prior to the shower and not be put on again until after the operation. Nail polish, hair pins and make-up must also be removed. You may wear dentures to the operating theatre.

Section 4 – Financial Information

Hospital charges

The Avenue Hospital has agreements with most of the major health funds. It is your responsibility to ensure that you are aware of your level of insurance cover held, and whether or not the hospital has a contract with the health fund concerned and any costs you may incur.

The administrative staff are happy to discuss fee structure at any time. All out-of-pocket expenses are to be paid on admission; that is accommodation and excesses.

In circumstances where your policy does not cover the full hospital charge, then we ask you to pay the difference between the health fund rebate and the hospital fee on admission.

Any further out-of-pocket costs are to be paid on discharge.

Please note that your hospital account may consist of the following items:

- Theatre fees
- Prostheses
- Accommodation
- Pharmacy
- Phone calls – STD and mobiles (not covered by health funds)
- Sundry items

But does not include

- Your doctor's or surgeon's account
- Your anaesthetist's account
- Radiology expenses
- Pathology expenses

Self Insured Patients

Patients without health insurance cover, and paying privately will be required to pay the estimated cost of hospitalisation on admission. It is therefore necessary for you to contact Reception for an estimate prior to your admission. On discharge, you will be directed to the Reception desk to finalise your account. All fees for doctors, diagnostic services, pharmacy and other ancillary services will be billed separately.

Methods of Payment

We accept the following forms of payment:

- Cash
- Personal Cheque (for amounts less than \$500.00)
- Bank Cheque
- Credit Card (Bankcard, Mastercard, Visa)
- EFTPOS

Please telephone our Patient Accounts Department on 393 if you have any account queries.



In need of extra care when you go home?

We provide assistance for

- Elderly people requiring care and assistance in their own home or to access the community
- Those recovering from illness or an operation needing short term support
- New mothers in need of a helping hand
- People living in residential care needing extra support for outings and shopping

Whatever your needs, give us a call

North West: 9374 2100

South East: 9509 2450

Servicing most suburbs

www.carewithquality.com.au

Care With Quality

Extraordinary care for quality living

The Avenue



PHYSIOTHERAPY

Specializing in rehabilitation from orthopaedic surgery and sports injury

Our practice has long-standing affiliations with leading orthopaedic surgeons including the Melbourne Orthopaedic Group

We have therapists who specialize in all major joints of the upper and lower limb

T: 9510 8999

E: avenuephysio@mog.com.au
Call or email for appointment

"The Stables" at the rear of

31-33 The Avenue, Windsor

Behind Melb Ortho Group



The Avenue

Avenue Hospital



**Switch
off &
watch
every
drop!**

*The Avenue
Private Hospital,
care for the
environment*

*You as a patient can
assist us by:*

- turning off lights & TVs
when not in use*
- having shorter showers
& reusing your bath
towels*



People caring for people
& the environment

THE AVENUE
PRIVATE HOSPITAL

FREE ALL DAY PARKING

DANDENONG ROAD

ALL DAY EXCEPT 9-10AM THURS

2P EXCEPT 9-10AM TUES

ELLESMERE RD

ALL DAY EXCEPT 9-10AM WED

2P EXCEPT 9-10AM TUES

WREXHAM RD

ALL DAY EXCEPT 9-10AM TUES

2P EXCEPT 9-10AM WED

LEWISHAM RD

ALL DAY EXCEPT 9-10AM THURS

1P EXCEPT 9-10AM THURS

THE AVENUE HOSPITAL

ALL DAY EXCEPT 9-10AM MON

1P 9-6PM TUES / ALL DAY EXCEPT 9-10AM MON

THE AVENUE

1P EXCEPT 9-10AM WED

2P EXCEPT 9-10AM WED

MELBOURNE ORTHOPAEDIC GROUP

ALL DAY EXCEPT 9-10AM TUES

ALL DAY EXCEPT 9-10AM TUES (5 MIN 8-9AM & 2:30-4PM)

GERTRUDE ST

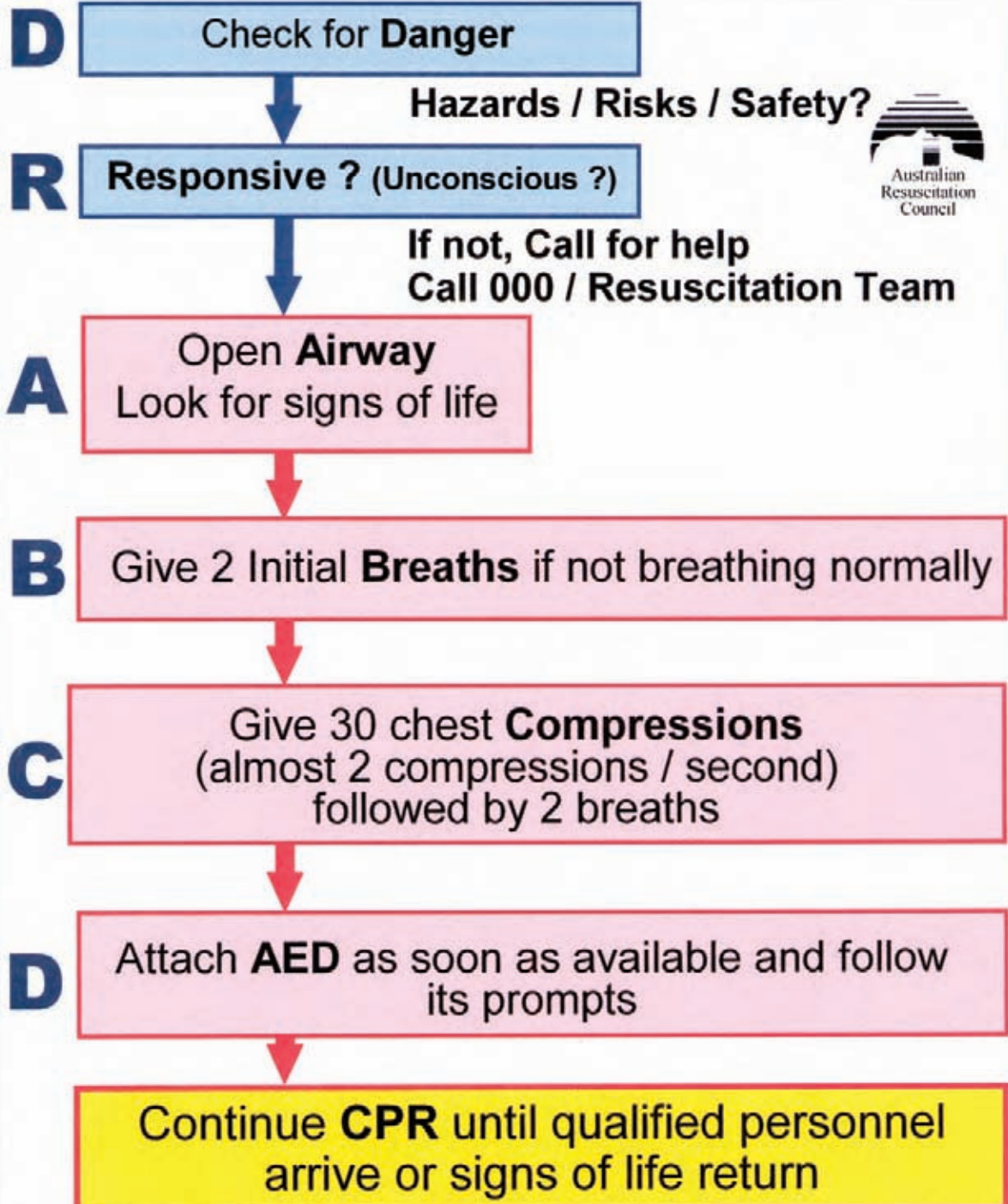
HORNBY ST

PERMIT ZONE

CLEARWAY 3 - 7PM (MON - FRI)

HIGH STREET

Basic Life Support Flow Chart



**NO SIGNS OF LIFE = Unconscious, Unresponsive,
Not Breathing Normally, Not Moving**
AED = Automated External Defibrillator



Quest Prahran Serviced Apartments in the heart of South Yarra offers fully furnished, 4 star - 1, 2 & 3 bedroom apartments (ground floor and upper level).

Each apartment features full kitchen and laundry, separate lounge & dining area, broadband internet, Foxtel and air conditioning. Quest Prahran is walking distance to public transport, the Prahran Market, supermarkets and Chapel Street.

**9 Balmoral Street
South Yarra 3141
Ph: 9823 8888**

questprahran@questapartments.com.au
www.questprahran.com.au



Quest Prahran is located a short distance from The Avenue Hospital.

From The Avenue turn LEFT into High St RIGHT into Chapel St LEFT into Commercial/ Malvern Rd RIGHT into Balmoral St.

melbourne • victoria • australia

armadale *serviced* apartments melbourne



*comfort,
convenience
and value!*

*4 minute walk from the Avenue Hospital

*Discounted nightly rates for Avenue Hospital patients and family

6 Williams Road, Prahran, Victoria 3181

Phone (03) 9522 5999 Fax (03) 9522 5990

Offering a choice of 1 or 2 bedroom serviced apartments featuring:

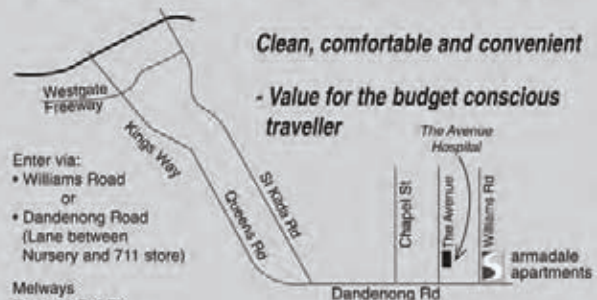
- Fully equipped kitchen
- Separate living area
- Queen size beds and/or twin singles
- Colour TV and DVD player
- Bathroom with full size bath
- Reverse cycle air-conditioning
- Resident Manager
- Guest laundry
- On-site car parking
- Security intercom
- Daily, weekly or monthly rates

Clean, comfortable and convenient

- Value for the budget conscious traveller

Enter via:
• Williams Road or
• Dandenong Road (Lane between Nursery and 711 store)

Melways
Page 58 Ref FB



Become a blood donor



at your nearest
Red Cross Blood Bank

Also enquire about
Albert Road Serviced Apartments
Parade 352 Albert Road,
South Melbourne

**FRECALL
1800 426 412**

Enjoy a variety of foods every day

Vegetables,
legumes

Fruit

Milk,
yogurt,
cheese

Bread,
cereals,
rice, pasta,
noodles

Lean meat, fish,
poultry, eggs, nuts,
legumes

Drink plenty of water

Choose these sometimes or in small amounts





Nelson Bros. We're there when you need us.

In 1858, Robert Simeon Nelson established a general store cabinet works making his own coffins, horse drawn hearses and coaches. By the 1930s, Nelson Bros had funeral homes operating around Melbourne and prepaid funerals were introduced.

Today, five generations on, Nelson Bros and the Nelson family continue the tradition of quality funeral service, providing sound advice, bereavement support and professional care throughout Melbourne. We know that a funeral is one of those things you absolutely have to get right the first time.

Please contact us at any time to assist. We are experts in helping families plan ahead.

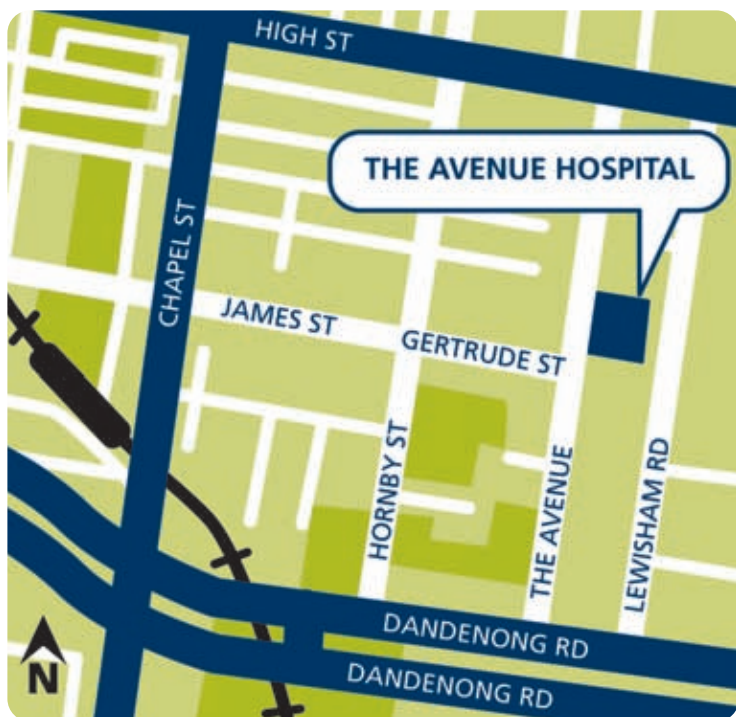
315 Kooyong Road, Elsternwick Telephone: 8398 4344 nelsonbros.com.au



NELSON BROS
FUNERAL SERVICES

Incorporating T. Bathurst & Co

ELSTERNWICK • FOOTSCRAY • HOPPERS CROSSING • SUNSHINE • WILLIAMSTOWN



HOSPITAL PATIENTS GUIDE

PUBLISHED BY:
TESTRO FACTORING PTY. LTD.
(Incorporated in Victoria) A.B.N 40 004 494 688

PO BOX 495, Altona, Victoria 3018
Telephone: (03) 9315 6811 • Fax: (03) 9315 6844
Email: testrohpg@ozemail.com.au

© COPYRIGHT 2010. This document is the subject of
copyright vested in Testro Factoring Pty. Ltd.

