

Patient, Family and Carer Guide



The Avenue
Hospital
Part of Ramsay Health Care



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**The Avenue
Hospital**
Part of Ramsay Health Care

The Ramsay Way

People are at the heart of our success. As ‘people caring for people’ there are three key ways we approach our work every day.

We value strong relationships

Healthy working relationships lead to positive outcomes for all. We look out for the people we work with, and we respect and recognise them. Strong healthy relationships are the foundation of our stakeholder loyalty.

We aim to constantly improve

We do things the right way. We enjoy our work and take pride in our achievements. We are not afraid to challenge the status quo to find better ways.

We seek to grow sustainably

Maintaining sustainable levels of profitability are only part of our success. We prioritise long term success over short term financial gains because we care about our people, our community and our planet.



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Part 1 – Welcome

We welcome you, your families and carers to The Avenue Hospital. The Avenue Hospital prides itself on providing safe and quality care. We trust that your stay will be as comfortable as possible.

This guide has been prepared to provide you and family/carer with information about the hospital's services, procedures and external services that you may need to access after you are discharged.

The Avenue Hospital acknowledges the traditional owners and custodians of this land. We pay our respect to all First Nations people and acknowledge Elders past and present.

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 Hospital

The hospital provides an extensive range of services that are readily accessible for both the local community, greater 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 specialties include bariatric surgery, general surgery, general medicine, plastics, urology, pain management, oral/maxillofacial, ophthalmology, endoscopy, gastroenterology, gynaecology/IVF, dermatology, and ear, nose and throat surgery.

Key Contacts

Phone:	Reception (03) 9529 7377
Fax:	Reception (03) 9510 8531
Switchboard Patient Services:	Internally 9
External Line:	Dial 0 then required number
Hospital Coordinator:	(03) 9526 5447
Website:	www.theavenuehospital.com.au

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, another treating hospital, a specialist if a referral has been made, or to Pathology or Radiology if investigative tests are requested by your medical practitioner.

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.

Patient Satisfaction Surveys, Compliments, Complaints and Suggestions for Improvement

The independent consulting group, InMoments, surveys patients on behalf of Ramsay Health Care and provides the hospital with monthly reports including patients' comments. Comments, received from our patients, enables us to recognize individual staff that are providing great service and suggestions to improve our service.

Results from monthly survey reports are displayed on the consumer notice board in the hospital foyer. If you are sent a survey after discharge, we encourage you to participate as it provides an objective assessment of the quality of care that our hospital is providing.

All patient / carer feedback is important to us both positive and negative. It enables us to continually evaluate and improve our service. 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 patient, family member or carer is welcome to provide feedback. The feedback process is confidential and will not be documented in your medical record. Providing feedback 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 nurse 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 with the Director of Clinical Services (DCS).

Feedback can be made in writing via letter or email or verbally in person or by telephone; additionally patients who receive a National Patient Survey are welcome to add their feedback and can request that we contact them to resolve any issues they wish to discuss.

If you choose to write a formal letter of complaint or compliment, then you may address this to the CEO or DCS and your points will be acknowledged and dealt with appropriately.

Lessons learned from feedback are used to enhance The Avenue Hospital's quality of care and improve services.

Health Services Commissioner

The Office of the Health Services Commissioner is independent, and facilitates the resolution of consumer complaints about health services. The Office of the Health Services Commissioner may be contacted on 1300 582 113.

Quality Improvement & Risk Management

The hospital places great value on 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 provided to patients.

We place great emphasis on our quality improvement activities that result from review of patient / consumer feedback, incident reviews and analysis of audit results. We welcome comments on any aspect of your care during your stay with us.

The hospital is accredited with Global-Mark, which means that the hospital has achieved compliance with the Australian Commission on Safety and Quality in Health Care's national standards.



National Safety & Quality Health Care Standards

There are eight national standards, which are designed to monitor patient care and safety. These include:



Clinical Governance – that requires executive oversight of the safety and quality systems and that patient outcomes are maintained to a high level.



Partnering with Consumers – which describes the systems and strategies in place to ensure patient-centred care is provided and that patients are involved in decisions around their care.



Preventing and Controlling Health Care Associated Infection – ensures that the hospital has systems in place to reduce the risk of patients acquiring an infection while in hospital.



Medication Safety – ensures that clinicians safely prescribe, dispense and administer medicines and that all medications are stored correctly to reduce the risk of unauthorized access.



Comprehensive Care – ensures that there is an integrated screening, assessment and risk identification processes to minimize the risk of harm to patients.



Communicating for Safety – ensures that there is a system for the effective communication between patients, carers, families, and clinicians.



Blood Management – ensures the safe and appropriate use of blood and blood products with reduced wastage.



Recognising and Responding to Acute Deterioration – ensures that the hospital has appropriate systems and processes in place to respond to patients when their physical, mental or cognitive condition deteriorates.

The Australian Charter of Healthcare Rights

The Avenue Hospital recognises and promotes staff to acknowledge and uphold the “The Australian Charter of Health Care Rights” (*2nd Edition 2019*).

The Charter has been developed to describe what all people in all places can expect when receiving health care. The charter specifies the rights patients can expect. These include access, safety, respect, partnership, information, privacy and feedback.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



Part 2 – General Information

Accommodation

We offer a range of private and shared rooms, all with ensuites, private telephone, radio, television, Foxtel and Wi-Fi. 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 may be able to transfer you.

The Avenue Hospital is happy to advise on accommodation options for patients and families travelling from rural and interstate locations.

Admission

Your admission time will be based on the theatre list provided to the hospital by your treating doctor. Unfortunately, due to unforeseen circumstances there are times when delays occur, this may increase your waiting time. A nurse will admit you once you arrive on the ward. Your submitted documentation and medical history will be reviewed.

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.

Car Parking and Public Transport

Parking

Limited parking is available on the hospital grounds at a cost. A ticket machine is located onsite. Street parking is available nearby, refer to map.

Public Transport

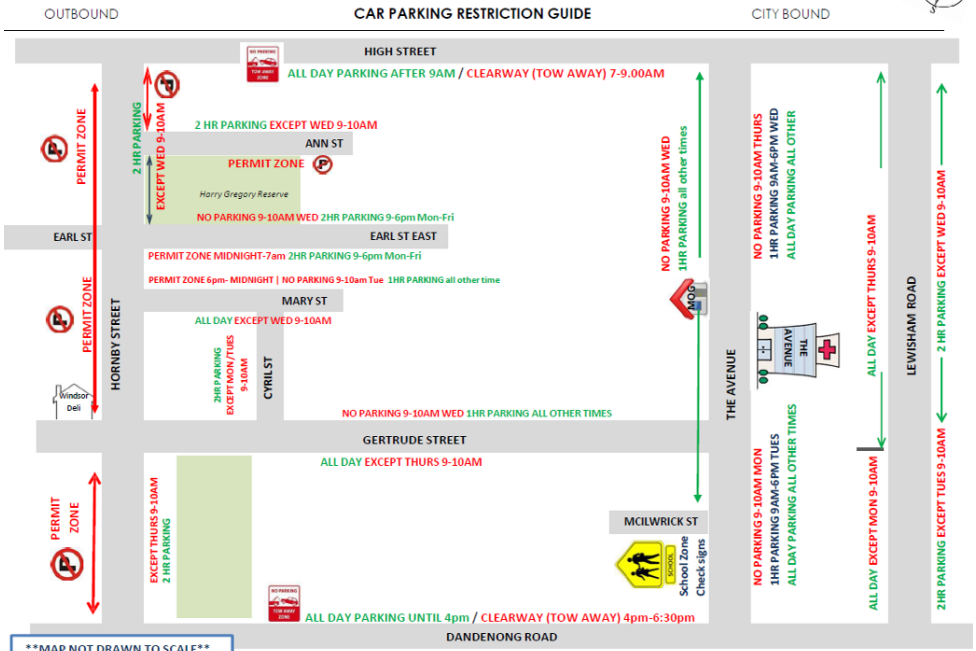
Tram Routes

- Dandenong Road – Numbers 5 and 64.
- High Street – Number 6.

Train Routes

- The hospital is a 10 minute walk from Windsor station on the Sandringham line.

TO BE USED AS A GUIDE ONLY (updated November 2021)
PLEASE CHECK SIGNAGE CAREFULLY AS THE AVENUE HOSPITAL CANNOT TAKE RESPONSIBILITY FOR ANY INFRINGEMENTS INCURRED.



Catering

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.

Meals can be prepared for patient's family/carer at minimal cost. You can organize this through the nursing staff. Please allow reasonable notice.

Coffee Shop

Mr Berkshire Café is located on the ground floor of the hospital. A selection of coffee, food and drinks are available.

Opening hours

Monday – Friday: 6am-6pm
Saturday: 7am-2pm

Confidentiality

All 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 website. If you would like a copy, please ask a member of the nursing team.

Daily Routine

		Clinical Care		Catering
5:30am – 7:00am		Wake up, 6am medications, observations		
7:00am – 7:30am		Nursing shift changeover and bedside handover		
8:00am – 1:00pm	8am	Morning medication round		
			8:30am	Breakfast
	09:30	Discharge time		
	09:00 – 13:00	Hygiene needs as required, Physio, x-ray, observations, Doctors rounds	10:30am	Morning tea
			12:30pm	Lunch
	14.30	Nursing shift changeover and bedside handover	14.30pm	Afternoon tea
1:00pm – 5:00pm		Physio, X-rays, observations, medications as needed	17.30pm	Dinner
			19:30pm	Supper
5pm – 10pm		Observations, medications, hygiene needs as required		
10:00pm – 10.30pm		Shift changeover and bedside handover		
10.30pm – 5.30am		Observations and continued Nursing care.		

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 so appropriate arrangements can be made.

Discharge Information

Discharge time is before 9.30am.

Your doctor and treating team will advise/liaise with you about your discharge.

Before you are discharged you must organise for a responsible adult to drive you home and stay with you for the first 24 hours. Surgical patients, following a general or sedation anaesthetic must not drive for 24 hours, engage in sport, lift or work, operate heavy machinery, consume alcohol or provide care to others.

Prior to your discharge, you will be informed about your follow up visit to your surgeon or allied health specialist, discharge medications and any aids / equipment required. Please make sure you take all of your possessions with you, including all x-rays both those brought to the hospital and those taken during your stay. Take home all your medication, aids for daily living and your phone charger. Please go via reception to settle the account for discharge medications.

Discharge at Own Risk

Patients have the right to leave the hospital when they choose. This may be a serious decision if taken against the advice of your doctor and could pose a serious threat to your wellbeing. 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 an evacuation is required, please follow the directions of the staff.

Housekeeping Services

Your room will be cleaned daily. Should you have any concerns regarding the standard of cleanliness of your room, please contact the Nurse Unit Manager or After-Hours Coordinator on extension (447).

Interpreter Service

Please notify the team on your ward if you need the service of an interpreter. The nurses will organise this for you. Interpreters can also be used for hearing and sight impaired patients.

Mail

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

Mobile Phones

Mobile phones are not permitted within the hospital's operating theatre and procedural areas as they can interfere with delicate operating theatre and patient monitoring equipment. Please ensure on discharge you remove your charging cord from the power outlet.

Newspapers

Newspapers from News Corp Australia are available on line for patients, access is free of charge through the Ramsay Wi-Fi. Papers available include: Herald Sun, The Australian, Daily Telegraph, Courier Mail, Advertiser, Geelong Advertiser & the Mercury.

COMPLIMENTARY ACCESS

READ TODAY'S NEWS
IN 2 EASY STEPS

Accessing premium news is simple

1. Connect to the Wi-Fi
2. Scan the QR code to read today's news

THE AUSTRALIAN • Daily Telegraph Herald Sun
Courier Mail The Advertiser NT News MERCURY

Ramsay
Health Care

Nurse Call System

The white hand-control located on your bedside table has multiple functions:

- **Nurse call** – To call for assistance press the GREEN button. Your call bell will be answered at the first available opportunity
- **Light switch** – Your room lights can be turned off and on from your hand control
- **Television** – By using the same hand control, you can turn the television off and on, adjust volume and change channels.
- **Radio channels** are available through your television.

Patient Goals

You and your family/carer will be included in all aspects of your care and involved in decision making and planning. Your goals will be discussed daily in consultation with nursing staff, physiotherapist and/or medical team.

Pathology

Pathology services are available through Dorevitch and Melbourne Pathology 24/7. As the pathology service is independent of Ramsay Health Care you will be billed separately to your hospital account for any pathology investigations.

Pharmacy

Ramsay Pharmacy is situated on the ground floor. Medications related to your admission are not charged for however the cost of any medication you were using prior to your admission and/or any prescriptions dispensed for discharge.

Physiotherapy

Your doctor may refer you to a physiotherapist to assist you in recovery. They will organise, fit and teach you to use any required equipment or aids (such as crutches or a brace). Physiotherapy provided during the inpatient stay is covered by your health fund. Your physiotherapist can also discuss options for follow-up physiotherapy after your discharge from hospital, if required.

Public Toilets

Visitor toilets are available on the ground floor, please follow the signs or ask at the front reception. Accessible toilets including a baby change table are located on the ground floor, opposite radiology reception.



Patient Safety / Escalation of Concern

The Ramsay Rule is our commitment to patient safety and partnering with you and your family allows us to provide excellent care.

If you are worried about a patient in hospital, first talk to your nurse or doctor. If you are still worried, ask to speak to the nurse in charge. If you are still worried, call the number below (whether in facility or outside) and ask to speak to a 'Ramsay Rule Clinician'

The Ramsay Rule
FOR PATIENT SAFETY



Ramsay
Health Care

Ph (03) 9526 5447

Radiology

Radiology services are available 24/7 for inpatients

As the Radiology service is independent of Ramsay Health Care you will be billed separately to your hospital account for any radiology services.

Reception

You can reach Reception by dialing 9.

Reception is staffed for your convenience between the following hours:

Monday to Friday: 6.00am and 8.00pm

Weekend: Varied hours.

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

Smoking (No Smoking Policy)

Smoking is not permitted in the hospital. Should you wish to smoke, please speak with the nurse on the ward so you may be directed to the hospital external area provided.

Spiritual Needs

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

Staff Identification

All staff are required to wear hospital identification. If you cannot see a staff member's identification you may ask them to show you.

Taxi Service

A taxi direct line phone is located at reception.

Telephones

For overnight patients, a bedside telephone is available for your use. Dial '0' for an outside line.

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 and a selection of Foxtel channels are available. The handset by your bed allows you to easily choose a television program.

Valuables

Patients are strongly advised not to bring valuables into the hospital including jewellery, large amounts of money or other valuables to the hospital. If you have already been admitted and are not aware of the hospital policy, please ask family members or friends to take your valuables home for you.

The hospital will not accept liability for loss or damage of valuables, personal electronic devices or personal belongings that you choose to keep in your room.

Veteran Affairs (DVA) 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 and 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 verbal aggression towards staff, other patients or visitors in the facility will not be tolerated. Any such acts may lead to discharge, the police being notified and legal action being taken.

Visiting Hours

The facility supports flexible visiting, which may reduce patient anxiety, confusion and agitation. However, visiting hour flexibility will be dependent on the clinical status of patients and hospital circumstances.

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.

Ward Organisation

The ward areas are under the supervision of the Nurse Unit Manager during weekdays and a Hospital Coordinator (senior registered nurse manager) on evenings, nights and weekend shifts. Any problems that occur during your stay should be raised with the Nurse Unit Manager or Hospital Coordinator.

Direct extension numbers to the Nurse Unit Managers and senior nurses:

- **Day Procedure Unit** – Ext. 572
- **Gilmore** – Ext. 429
- **Mackellar** – Ext. 827
- **Paterson** – Ext. 428
- **Ramsay Rule Escalation Procedure for Patient Safety** – Ext.447

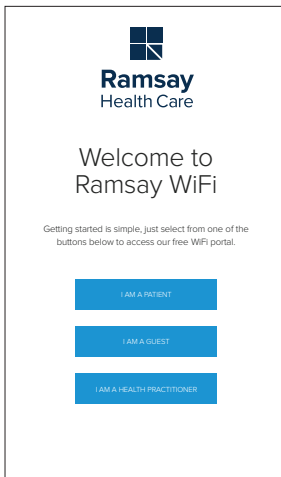
Website – The Avenue Hospital

Additional information including multiple patient information brochures can be found at The Avenue Website @ www.theavenuehospital.com.au

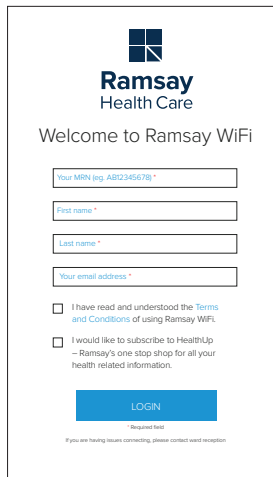


Wi-Fi Access

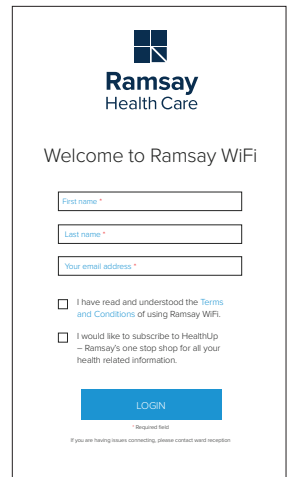
Wireless internet access is available.



Patient login page (Max. 2 devices)



Guest login page (Max. 1 device)



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.

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. You may be advised to wear compression stockings and/or intermittent pneumatic compression devices and/or have blood thinning medication administered.

Ask

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

Act

Minimise your risk by:

- Taking any tablets or injections your doctor has prescribed.
- Keep your compression stockings on and be aware of how long you will need to wear them after discharge.
- Avoiding sitting or lying in bed for long periods.
- Walking as often as your doctor advises.
- Drinking plenty of fluid.
- Avoiding prolonged car travel, taking regular breaks.

Watch For

Please notify your nurse or doctor if you notice

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

Following discharge notify your GP if you identify any of these symptoms



Consent for Treatment

As part of your admission to the hospital, you need to sign a 'Consent for Treatment' form. This verifies that you have had an explanation about the risks and benefits of the proposed treatment, procedure or operation and that you have consented to this.

Surgical patients need to also complete the additional part of the consent form either giving permission or declining the transfusion of blood or blood products. Please discuss what this consent means with your doctor.

You have the right to ask questions if you have any concerns in regards to your procedure or goals, or if you have concerns understanding the risks and alternatives. At any stage you have the right to withdraw your consent. Speak with nursing staff or your treating doctor if you have any concerns.

Falls Prevention

Unfamiliar environments like a hospital can increase the risk of falling due to your illness, the anaesthetic, medications and fatigue.

Because your safety and wellbeing are important to us, this section describes a few strategies to reduce the risk of a fall.

Risk Assessment

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

The risk assessment will be repeated following a change in your medical condition. Additional strategies may be implemented to reduce the likelihood of you experiencing a fall.

Medication

Some medications such as pain relief may make you feel dizzy or light headed. Take care when mobilising.

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 when wet or if you are wearing compression stockings.

Your Condition

Ask the doctor or nursing staff to fully explain your restrictions, this may include supervision or mobility aids. Your physiotherapist can also provide advice with balance, mobility or exercise.

If you have been supplied with a mobility aid make sure that these are within easy reach when you are getting out of bed.

Visiting the Bathroom

You may need to use the toilet frequently while in hospital. If you need help with mobilising to the bathroom, please call 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. Remember the slogan 'Call Don't Fall'.

Clothing

It is easy to become tangled in loose or full-length clothing like pyjamas, night gowns 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 compression stockings, you will also need to wear slippers or shoes to prevent you from slipping over.

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.



Infection Prevention and Control for Patients, Carers, Visitors and Families

The management and staff are committed to providing all patients with the highest quality of care by promoting infection prevention and control.

Standard care includes hand hygiene, use of sterile techniques and equipment, high standards of cleaning, and to ensure there is a reduced risk of infection.

Hand Hygiene

Hand hygiene is the single most important factor in reducing the risk of cross infection.

Our hands may look clean but germs are invisible to our eyes. We can easily and unknowingly transmit germs from our hands to others and the hospital environment.

To enable you to assist us, the hospital has provided hand sanitiser in wall-mounted brackets throughout the hospital. This product contains alcohol and a moisturising solution. It is not harmful to the skin.

We request that all patients and their visitors apply hand sanitiser to their hands on entering and leaving a patient's room.

To use the hand sanitiser, apply the solution to the palm of one hand, then rub your hands together, covering all surfaces of the hand and, in particular, fingertips and fingernails. It should take 20 seconds for the solution to dry on your hands.

Infection Prevention and Control Precautions

The hospital recognises that both patients and health care workers can be at risk of acquiring infections while they are in hospital, but these infections can be minimised by adopting appropriate infection prevention and control practices.

- **Standard precautions**, which include hand hygiene, the use where possible of single use items and wearing protective clothing, are good ways to prevent the spread of any infections. Visitors may be requested to follow these precautions.
- **Additional precautions** applied in addition to standard precautions are required to prevent the transmission of specific infections. These precautions may include:
 - Isolation in a single room
 - Dedicated patient equipment
 - The use of protective equipment or clothing, such as masks and gowns
 - Restricting movement of patients and staff
 - Restricting visitors

When we are fit and healthy we can usually defend ourselves against many germs that cause illness. After an operation, illness or due to taking some medications, our natural defenses may be weakened resulting in an inability to resist disease processes.

Patients and Visitors also play a vital role in reducing infections

To support our staff in providing the safest possible environment for patients, please follow these simple guidelines:

- Personal Hygiene is important, it is very important to wash your hands regularly with soap and running water or use hand sanitiser. This includes before handling food and after coughing, sneezing, blowing your nose, following visit to the toilet.
- Always keep toiletries for your own use. Do not share them with others.
- Do not share cups, glasses and cutlery when eating or drinking.
- **Visitors should refrain from visiting if unwell in any way.**
(E.g. Gastro, respiratory symptoms) Patients should let their doctor know prior to admission if they have any respiratory infection symptoms.
- Please avoid sitting on other patients' beds. Staff are happy to provide you with a chair if required.
- Please feel free to ask any staff member to wash their hands or use hand sanitiser before attending to your care.

Please contact your nurse if you would like more information about precautions or any other infection prevention and control issue.

Infection Prevention and Control Related to Surgical Procedures

The following precautions are recommended to minimise the risk of infection during your stay:

- Hospital stay reduced to the shortest time.
- Shower prior to your surgical procedure (you may be given an antibacterial skin wash)
- Hair removal from operative site (this will be completed by the hospital staff)
- Ensuring skin is intact, free of cuts, abrasions and rashes.
- Any infection that may have an impact on your surgery, for example cold / flu, gastroenteritis should be reported prior to attending hospital

We thank all patients and visitors for assisting us in protecting the wellbeing of all patients in our care and our hospital environment.

Antibiotics

Antibiotic medication is used to treat bacterial infections. They work by killing bacteria or stopping them from multiplying and causing disease. While the development of antibiotics has been one of the most important advances in medicine, widespread use and misuse has led to some bacteria becoming resistant to commonly used antibiotics.

Help prevent antibiotic-resistance:

- Remembering that you don't need antibiotics for colds and flus because they are caused by viruses;
- Taking the right dose of your antibiotic at the right time, as prescribed by your doctor;
- Taking your antibiotic for as long as your doctor tells you to, even if you feel better;

Food Safety

The Hospital provides a comprehensive and varied menu for our patients that complies with all food safety regulations. Please inform us if you have any food allergies, intolerances or preferences.

For food safety reasons, the hospital does not encourage food to be brought in for patient consumption (e.g., by relatives or visitors).

Medical Treatment Act

If you have appointed an Enduring Power of Attorney or have an Advanced Care Directive, please ensure you have given a copy to your nurse, so it can be filed in your patient history.

Medication

Please advise your nurse of any tablets, medicines, herbal or natural remedies that you have been taking before your admission to hospital. Any medication brought into hospital will be secured in your personal medication drawer.

Any additional medication you require while in hospital will be ordered by your doctor and supplied by the hospital pharmacy.

When you are discharged, your medications will be returned to you.

Please ensure you know exactly how and when to take the medication, this information will be provided by your nurse/pharmacist.

Open Disclosure /Statutory Duty of Candour

The Hospital has a policy of open disclosure to inform patients and next of kin if the patient experiences an adverse event. The policy states that you will be informed if you or a family member are unintentionally harmed while receiving care and that an investigation into the cause will be undertaken. The patient and/or next of kin will be provided with a Statutory Duty of Candour, detailing the facts regarding incident, an apology, the hospitals response to incident and steps to prevent reoccurrence.

Please ask the Nurse Unit Manager for more information if needed.

Patient, Family/Carer Involvement

We take a holistic approach to patient journey from preadmission to discharge. We encourage family/carer involvement in all aspects of your care. Bedside handover of your care occurs between nurses at the changeover of shift times. We encourage your involvement and that of your family and/or carer at these times. A communication whiteboard is located in your room it outlines your care for the day and tells you the name of your nurse each shift. You and your family/carer are encouraged to be involved in the filling in of your individual communication whiteboard, including setting daily goals.

Patient Identification and Allergy Bands

When you are admitted, two identification bands will be attached to your wrist/ankles. Please ensure the details are correct and if not, please inform us immediately.

If you have any allergies, you will receive a red identification band. If you have a known allergy and have not received a red band, please let the nursing staff know as soon as possible. The identification band alerts all staff of your allergy and ensures that you are not administered any medication/foods that you are allergic to.

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

Pressure Area Prevention

Pressure areas are caused by unrelieved pressure or friction that damages the skin and underlying tissues. Areas often affected are the buttocks, elbows, heels and bony prominences. Most pressure areas can be prevented or, if present, their progress halted.

Strategies to prevent pressure areas include:

- Caring for your skin by minimising its exposure to moisture, urine, perspiration or wound drainage.
- Good personal hygiene
- Limiting pressure by changing position frequently.
- Using pillows and wedges.
- Using pressure relieving mattresses.
- Early and regular mobilisation
- Maintain well-balanced diet and keep hydrated

Recognising and Responding to Patient Deterioration in Hospital

The Avenue Hospital has strict policies and procedures to follow in the event of any patient's or visitor's change in condition. There is a Medical Emergency Team (MET) that will respond quickly once an emergency call is made.

Patient, family and carers are asked to report if something is not right and requires urgent attention this escalation of care is called the Ramsay Rule. A poster of how to activate the Ramsay Rule is displayed on the wall of your room and is included in this guide.

Safe Surgery Policy

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 is checked prior to your surgery:

- On admission to the ward
- Prior to transfer to the theatre
- On arrival to the theatre
- Just prior to your anaesthetic
- 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 regards to the procedure to be undertaken, please ask to speak with your treating doctor as a matter of urgency.

Surgery Patients

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 including lollies, chewing gum or any fluids including water.

Your fasting time is determined by your anaesthetist/surgeons rooms.

Operation Time

The operation time is determined by your surgeon and is a guide only.

Delays may occur with theatre schedules and we will keep you informed should this happen.

Preparation

Preparation requirements will depend on your surgeon's instructions.

Showering at home on the day of your procedure is advised.

If required shaving of the surgical site to be performed at the hospital by staff (not at home).

All jewellery, make-up and nail polish should be removed.

You may wear dentures to the operating theatre and you can request to wear hearing aids and glasses.

Part 4 – Financial Information

Hospital Charges

The Avenue Hospital has agreements with most major health funds. It is your responsibility to ensure that you are aware of your level of insurance cover, whether or not the hospital has a contract with your health fund, and any costs or out-of-pocket expenses 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 including accommodation and agreed excesses.

In circumstances where your policy does not fully cover the hospital charges, you will be asked to pay the difference between the health fund rebate and the hospital fee at the time of your 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:

- Accommodation
- Theatre fees
- Prostheses
- Pharmacy
- Mobility aids

Items not included in your hospital account:

- Doctor or surgeon fees
- Surgical assistant fees
- Anaesthetist fees
- Radiology expenses
- Pathology expenses

Informed Financial Consent

All patients who have any out-of-pocket expenses (such as excess, co-payments etc.) will be contacted via phone or SMS the day prior to admission.

On admission, all patients will receive an 'Informed Financial Consent' form, which outlines the costs associated with your admission to The Avenue Hospital.

Self-Insured Patients

Patients without health insurance cover will be required to pay the estimated cost of hospitalisation on admission.

On discharge, you will be directed to the reception desk to finalise your account.

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
- Bank Cheque
- Credit card (MasterCard, Visa)
- EFTPOS

Please contact reception on (03) 9529 7377 if you have any account queries.

Other Payment Procedures

Repatriation (DVA) Patients – the hospital will lodge a claim on your behalf. Any additional costs incurred during your stay are payable prior to discharge or upon request, e.g., discharge pharmacy costs and some investigations.

WorkCover Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by WorkCover.

Third Party Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed.



The Avenue Hospital

Part of Ramsay Health Care

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People caring for people.