

*Your Health.
Your Hospital.*

WPI+
Western Private Hospital

A guide to your Admission



On behalf of the staff at Western Private Hospital I would like to say thank you for choosing us to look after you.

We are proud to be an independently owned hospital, providing first class healthcare to the western suburbs and beyond. Our mission is to provide resources to deliver best possible outcomes for all our patients by promoting excellence in patient-centred care.

We encourage you to partner in your care and to speak to our dedicated medical and nursing staff to ensure we do everything possible to assist in your recovery.

We welcome feedback on your stay with us via our patient survey. This will be emailed to you after your discharge. We rely on your feedback to plan and make positive changes for the future.

All the information about your admission is contained in this booklet. Should you have any questions about your upcoming admission, please don't hesitate to call to speak to one of our friendly staff on 03 9318 3177.

Warm regards

Dr Thai Quach

Acting Chief Executive Officer

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Western Private Hospital acknowledges the Traditional Owners of the Land where Western Private Hospital now stands, pay our respects to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within our community.

Feedback

We encourage and welcome your feedback regarding any aspect of your stay. There are various ways to communicate your feedback to us

- Whilst an inpatient – ask to speak to your Nurse Unit Manager or the Director of Nursing
- Feedback forms are available on the ward and throughout the hospital
- Email – feedback@westernprivate.com.au
- Phone – 9318 3177 ask to speak to the Hospital Co-ordinator
- Mail – PO Box 4258 West Footscray VIC 3012
- A patient survey will be emailed to you post discharge. Day Oncology patients will not be emailed the patient survey but we welcome your feedback via one of the other methods listed above.



This document has been reviewed and endorsed by our Consumer Representative February 2020

Contacts

General Enquiries	(03) 9318 3177
General Fax	(03) 9318 3590
Oncology Department Mon – Fri 8.30am – 4.00pm	(03) 9319 3166

Before Coming to Hospital

- Obtain an up to date list of your medications from your GP or Pharmacist. Please bring the medication list and your medications in their original boxes on the day of admission
- **If you are unwell please contact your GP for clearance for surgery and/or contact your Surgeon and Anaesthetist**
- Check your health insurance details. If you have private health insurance, we suggest you contact your health fund to confirm eligibility and if there are any out of pocket expenses payable on admission
- If you have a compensation claim (Workers Compensation, TAC, Third Party etc.) please confirm your entitlement for this admission with your insurer
- If you are uninsured or self-insured, please contact us prior to your admission for an estimated cost for hospitalisation, which is payable at the time of admission
- Ask your doctor to explain the medical fees which may be incurred
- Patients for elective surgery will be contacted by the hospital to confirm your admission
- Should you require an interpreter, please ensure that you inform us prior to your admission on the online health questionnaire, or contact the Pre-Admission Nurse

The hospital will contact you via SMS or telephone to confirm your admission.

Western Private Hospital theatre team



Before coming to hospital, please complete this checklist to ensure there will be no delays in your admission due to missing elements

- ☐ Complete your Preadmission Health Questionnaire and Patient Registration through our online portal at <https://wph.admission.com.au/>
- ☐ If your doctor has provided you with your completed Consent Form (MR 120) please ensure you either upload a copy through the Patient Portal and / or bring it with you on admission.
- ☐ If you have not been contacted by the hospital **2 days prior to your admission date**, please phone (03) 9319 3185
- ☐ Does your health insurance cover you for this admission?
- ☐ Do you have your doctors instructions for any preparations required?
- ☐ Do you have instructions in relation to taking your medication if coming in on the day of surgery?
- ☐ Day Patients - have you organised for someone to pick you up and stay overnight with you?

What to bring with you

- ☐ All cards - Medicare, Private Health Fund, Pensioner or DVA Card
- ☐ Method of payment for out of pocket expenses: cash, credit card (Visa & Mastercard only) or EFTPOS
- ☐ Clinical Information: doctor letters, reports, x-rays and scans
- ☐ Physical aids e.g. crutches, CPAP machine
- ☐ Medication list (all medications in their original boxes as well as Dosette box/Webster pack if you use one)
- ☐ Medication repeats and authority scripts
- ☐ Loose comfortable clothing and toiletries
- ☐ Carer or relative

Discharge Preparation Checklist

- ☐ Discharge time is 10.00am for patients that have stayed overnight
- ☐ Collect all discharge medications, instructions, x-rays, scans and follow-up appointments
- ☐ Arrangements made for transport home
- ☐ Care at home arranged
- ☐ If you're not going home – discharge location confirmed and/or discussed with Pre-Admission Nurse
- ☐ Medical and Carer Certificate organised



What to Bring With You

Clinical

- Any doctors letters, reports, notes and consent forms
- All relevant x-rays and scans
- All medication repeats and authority scripts
- An up to date list of your current medications authorised by your GP or pharmacist
- All medications you are currently taking, in the original packaging (including inhalers, patches, drops, injections and herbal medicines as well as Dosette box/Webster pack if you use one)
- Medications will not be dispensed from dosettes or Webster packs whilst in hospital.

Payment & Concession Cards

- Health Care card, Pharmaceutical Safety Net card and Pensioner Concession card
- Health fund card, DVA card for Veterans
- Medicare card
- Authorisation letter for treatment from TAC or Workcover
- Means of payment for any out of pocket expenses, (i.e. Excess or co-payments) by cash, EFTPOS, bank cheque or credit card (Visa and Mastercard only). Personal or business cheques are not accepted.

Personal Belongings

- Nightwear, dressing gown, slippers
- Toiletries
- Physical aids (walking stick, crutches, frame)

Valuables

Please be advised there are no facilities at this hospital to store valuables. We advise that all items of value must be left at home. The hospital is not liable for any claims for loss, theft or damage of personal property which may occur whilst an inpatient at Western Private Hospital. Patient care is our utmost priority.

When You Arrive

Please report to Reception in the Marion Street building.

Bed allocations are made on the day of admission. Whilst every effort is made to ensure your desired accommodation needs are met, no guarantee can be given.

On admission, please inform the nursing staff if you have any special needs or questions. In some cases your room will not be available until after surgery as patients may still be in the room awaiting discharge.

Your belongings will be clearly marked and delivered to your room.

You may be asked to walk to the operating theatre.

Even though most patients arrive with a support person it is not always possible for your support person to come to Day Procedure Unit with you. Your support person is welcome to sit in the waiting area or café and nursing staff will keep them informed of your progress.

Our team are here to help if you have any questions



Day Surgery Patients

Having day surgery can mean staying anywhere from two hours to a full day in hospital. It can mean an early start and a wait for surgery depending where you are placed on the list. Please bring some reading material to help pass the time.

Please follow your doctor's instructions regarding special preparation prior to your procedure. Do not wear make-up, jewellery, acrylic nails or nail polish. Please wear loose comfortable clothing and tie long hair back on the day of your procedure.

You will be provided with discharge information.

It is important to have a responsible adult to collect you following your procedure and stay with you overnight. Your doctor may cancel your procedure if you don't have anyone to accompany you. As certain anaesthetics cause drowsiness it is also important that you do not drive for 24 hours after surgery.

Medications

It is important that you have instructions from your doctor regarding the scheduling of your medications and natural/herbal supplements prior to surgery, particularly if you take one of the following:

- Fluid tablets (Diuretic)
- Immunosuppressant or steroids
- Blood pressure tablets
- Anticoagulants/Antithrombotics e.g. Aspirin, Warfarin, Clopidogrel, Persantin
- NSAIDs (Non-steroidal Anti-inflammatory Drugs) e.g. Diclofenac, Naproxen
- Glaucoma Eye Drops
- Anti-Parkinson's medications
- Insulin and other diabetic medications

Allergies

If you have had any allergies or previous reactions to medications, food or latex etc. and the severity of that reaction.

It is vital that you;

- **Complete the allergy section of our online Pre-admission Health Questionnaire**
- **Inform your doctor**
- **Inform your admitting nurse**

Implantable Devices

It is essential that you let your Surgeon, Anaesthetist and Pre-Admission Nurse know if you have an implantable device.

Implantable devices include:

- Pacemakers
- Intraocular lens implant (cataracts)
- Heart valves
- Joint replacements
- Cosmetic Implants
- Deep brain or neurostimulators
- Medication pumps
- Lap bands
- Prosthesis

Please bring any information about the device to hospital with you.

Sleep Apnoea

It is essential that you inform your Surgeon, Anaesthetist and Pre-Admission Nurse if you have diagnosed Sleep Apnoea. If you have been provided with a CPAP machine you must bring this with you to hospital.

Health Care Directives

If you have a nominated Medical Power of Attorney or hold an Advanced Care Directive, please let your Pre-Admission Nurse know before admission.



Blood Transfusions

Blood and blood components are supplied by the Australian Red Cross Blood Service (ARCBS). The ARCBS has strict screening protocols for donors.

If you are a Jehovah's Witness or have other objections to blood transfusions, it is extremely important that you discuss this matter with your doctor and that your wishes are recorded in your medical record. It is important that your wish to not have a blood transfusion is clearly written on the hospital consent form before you sign the document.

Assisting with Movement

Our safe handling policy means staff are required to avoid manually lifting patients. We encourage patients to assist in their own transfers where possible.

Staff will use handling aids, (e.g. lifting hoists), which may mean there is a delay whilst the appropriate equipment is being obtained.

Falls Prevention

Falls can prolong a hospital stay or recovery period.

Nursing staff complete a falls risk assessment on all patients. This assessment will enable staff to identify your risk and ensure that appropriate strategies are in place to prevent you from falling.

If you have a past history of falls, please remember to discuss this with our nursing staff on admission.

Infection Control

To ensure a healthy environment, we strongly recommend that any friend or family who are unwell avoid visiting the hospital.

It is also important to inform us if you have had any recent infections or have any concerns about exposure to infection.

Hand Hygiene

Performing hand hygiene is the single most effective way to prevent the spread of infections. Our staff are required to follow national guidelines regarding hand hygiene.

You have the right to ask any staff member, including medical and nursing staff, if they have performed hand hygiene prior to attending to you.

Patients and visitors are also reminded of the importance of cleaning their hands before and after hospital visits.

Pressure Injuries

Pressure injuries occur when there is unrelieved pressure on an area of skin resulting in damage. These injuries can be difficult to heal and can prolong your hospital stay. We use an assessment tool to determine your risk and identify your requirements to prevent pressure injuries.

Preventing Blood Clots

Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE) are blood clots that can form in the leg or lung. Both of these conditions can occur in hospitalised patients and can cause long term complications. The treatment is ordered in collaboration with your doctor and can involve medications and pressure relieving stockings.

Please advise nursing staff if you have a past history of blood clots.

Smoking

The hospital has a strict smoke free policy. Smoking is not permitted by patients or staff anywhere within the hospital boundaries.

Spiritual Care

A representative from all denominations can be contacted at your request.



Pharmacy

The pharmacy is located on the ground floor of the Eleanor Street Building. Medications, as well as some toiletries for patients and visitors are available.

If you need to purchase personal pharmacy items or discharge medications or medications not related to your admission diagnosis, you are required to pay the pharmacy direct for the cost of these items.

Veterans Services

Western Private hospital has a Tier 1 rating with Department of Veteran Affairs. The hospital will verify entitlements for all Veteran Affairs patients prior to hospital stay.

Internet Access

Wi Fi access is available for all patients and visitors free of charge. Please ask nursing staff for access.

Social Media

- 🐦 www.twitter.com/westernprivate
- 📘 www.facebook.com/westernprivatehospital
- 📷 www.instagram.com/westernprivatehospital

Food Handling

Please be advised that due to food handling regulations and OHS requirements, we are not able to reheat food bought in by patient, families or friends.

Visiting Hours

Generally visiting hours are 2 - 8 pm, however please discuss with nursing staff for visiting outside of these times. At times we may need to limit the number of visitors to ensure your family member is receiving adequate rest.

Public Transport

If you are using public transport, the Public Transport Victoria website is a great way to plan your trip. Western Private Hospital is listed as a Landmark.
<http://ptv.vic.gov.au/>

Train Services:

West Footscray Station is a 10 minute walk from the hospital.

Footscray Station interconnects with trams and buses travelling to Western Private Hospital.

Bus Services:

There are multiple bus routes that service Western Private Hospital.

Bus No	Route
410	Sunshine – Footscray via Ballarat Rd
216	Sunshine Station – City via Dynon Rd
223	Yarraville – Highpoint Shopping Centre
220	Sunshine – City via Footscray Road

Tram Services:

Route No	Route
82	Footscray - Moonee Ponds

Taxi:

There is a taxi phone located in the foyer.

P Parking

A map indicating carparks is on the back of this booklet. Public Car Parks are located in

- Stanlake Street
- Eleanor Street

Fees apply. Download the EasyPark app.

Check signs for parking conditions.

Discharge time is 10.00am

We ask that you respect this time so that we are able to accommodate other patients awaiting surgery or treatment. Before you are discharged you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.

Discharge Planning

If you are concerned about your discharge situation, please feel free to contact our Pre-Admission Nurse before you are admitted to hospital.

Prior to your admission, consider planning for your return home. Areas to consider include personal care, home safety and equipment needs, meal preparation, shopping and domestic help. Where possible, it is important to make plans with your family and carer before you come into hospital.

Western Private Hospital endeavours to provide the most accurate estimate of expenses prior to admission however the account may be subject to change due to unforeseen circumstances. The final account will reflect the actual procedures performed, disposable and prosthetic items used and actual length of stay and any remaining balances will be payable no later than 7 days after discharge. Please note hospital fees do not include pathology, radiology, doctors' fees, sundry items or discharge pharmacy.

Private Health Insurance

Although Western Private will confirm eligibility with your health insurance provider, we strongly recommend all patients with private health insurance contact their health fund prior to admission to confirm their level of cover.

When calling your health fund please discuss the following;

- Does your policy carry any restrictions or exclusions?
- Does your level of cover adequately cover your hospital stay including theatre fees and prosthesis?
- Are there any out of pocket expenses? i.e. excess or co-payments that are payable on admission?

What is an Excess?

An Excess requires the patient to pay the first portion of their health insurance policy when admitted to hospital. An Excess payment can differ depending on the policy, please contact your health insurer for further information regarding an excess.

What is a Co-payment?

A co-payment is a daily charge on your policy with your insurance provider. A co-payment will apply per hospital visit but is often capped at a certain amount per admission. Co-payments will differ depending on the policy you have with your insurance provider, please contact your health insurer for further information regarding co-payments.

Self-Insured / Overseas Insurance

Self-insured and overseas insured patients are required to pay the estimation of expenses prior to or on admission. The hospital reserves the right to refuse admission if payment is not received. If you are a self-insured patient please contact us to discuss your estimation.

WorkSafe / TAC

Prior to admission WorkSafe and TAC patients need to ensure that approval for treatment has been obtained from WorkSafe or TAC. If approval has not been granted for the hospitalisation it may result in an upfront payment for the procedure by the patient until authorisation can be obtained.

Department of Veterans' Affairs

Veterans and DVA patients are asked to bring their DVA card with them on the day of admission and present it to your admitting receptionist.

Hospital Account

Your hospital account includes the costs associated with your hospital stay only. These costs include accommodation, theatre fees and prostheses.

Western Private Hospital will submit your hospital claim to your health insurance provider on your behalf.

Methods of Payment

Methods of payment for any out of pocket expenses, (i.e. Excess or co-payments) by cash, EFTPOS, bank cheque or credit card (Visa and Mastercard only). Personal or business cheques are not accepted.

Medical Accounts

In addition to your hospital account you may receive accounts from your Surgeon, Anaesthetist and Physician. These accounts are billed separately.

Pathology and Radiology Accounts

Melbourne Pathology and Capital Radiology are independent providers of services to assist your doctor to make a diagnosis or monitor your progress whilst in Western Private Hospital. You may receive an account for tests performed in hospital, which may be claimable through Medicare and your health fund.

For Melbourne Pathology Account enquiries, please call 9287 7888 or visit www.mps.com.au

For Capital Radiology Account enquiries, please call 9348 3327 or visit www.capitalradiology.com.au

Assistant Surgeon Accounts

Certain procedures require an assistant surgeon to be present for your procedure. If your surgeon uses an assistant surgeon employed by the hospital there will be no out of pocket expense for the patient. If your surgeon uses his own assistant surgeon there may be an out of pocket expense to pay. Please discuss with your surgeon to determine any amount payable.

Ambulance Accounts

In certain circumstances ambulance fees may be payable by patients. Western Private Hospital strongly recommends that you check your ambulance entitlements with your private health insurer and Victoria Ambulance prior to admission.

For further information please refer to the Victorian Department of Health website.

Pharmacy Accounts

Medications required during your stay are included in your hospital account. Some "high cost" drugs not currently on the Pharmaceutical Benefits Scheme (PBS) may be charged to the patient if your health insurer does not cover the cost.

Your health fund does not cover medications;

- Supplied on discharge
- That you normally take prior to admission, which are dispensed whilst an inpatient.

These charges are payable on discharge to the Pharmacy.

Your Privacy and Access to Medical Records

Your privacy is protected by the hospital at all times. We have strict policies on who can access and receive your information and all staff are bound by a strict code of conduct and legal obligations with respect to maintaining the confidentiality of your information

In accordance with the Privacy Act 1988 (Cth), The Privacy Amendment (Enhancing Privacy Protection) Act 2012 and Privacy Regulations 2013, patients may obtain access to their medical record.

To ensure continuation of care, your GP will be informed of your admission and discharge information, after discharge. Please inform Reception staff at each admission if you do not wish for this information to be sent.

A full version of our Privacy Policy is available on our website: <http://westernprivatehospital.com.au/Personal-Information-Privacy>

Our two buildings are connected by a convenient overhead bridge



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



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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

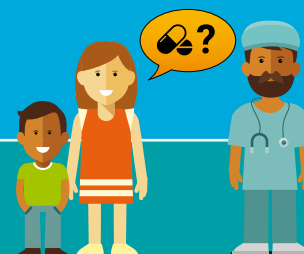
For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

What you need to know for yourself, your family or someone you care for.

1

Ask questions

You have the right to ask questions about your care.



2

Find good information

Not all information is reliable. Ask your doctor for guidance.

3

Understand the risks and benefits

Find out about your tests and treatments before they happen.

4

List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5

Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6

Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7

Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8

Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9

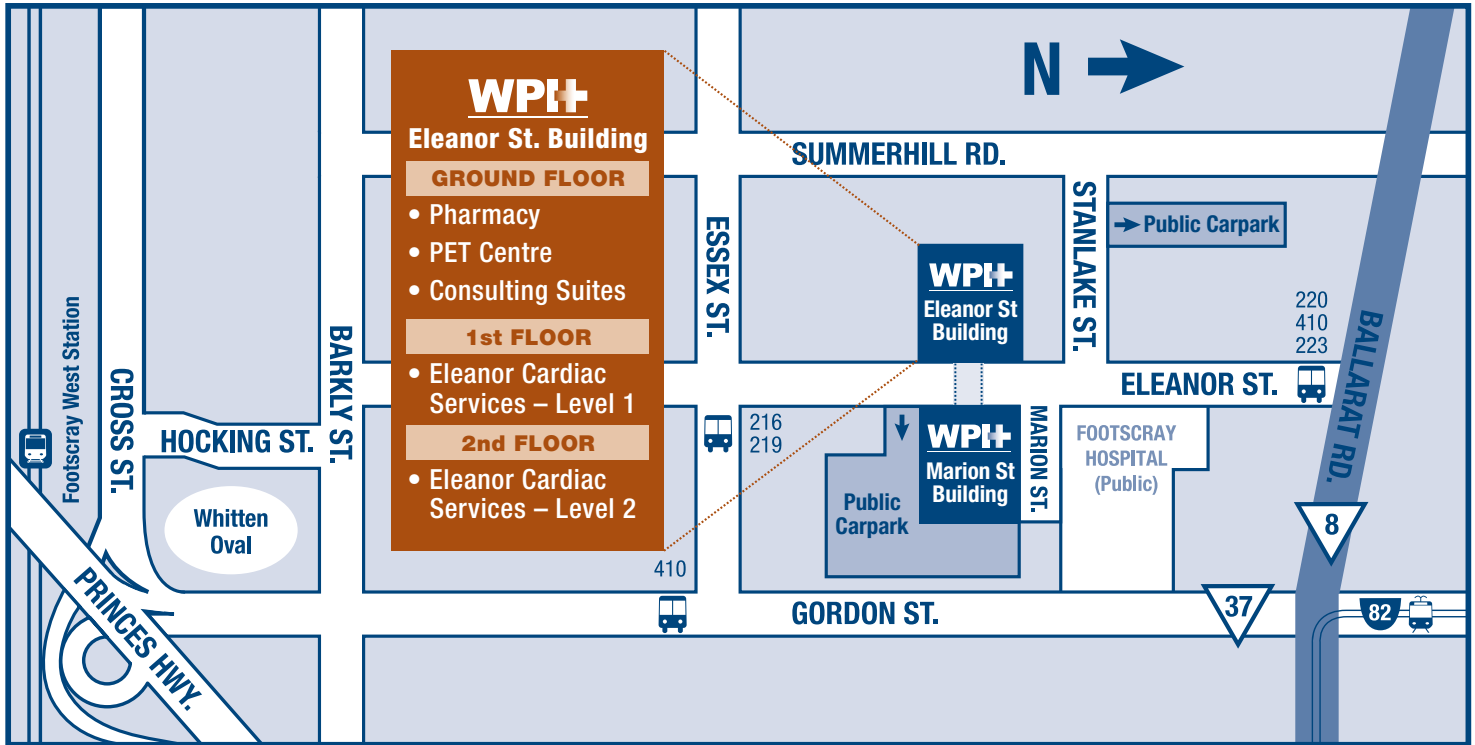
Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips



Western Private Hospital



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