

# Patient Information



# 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

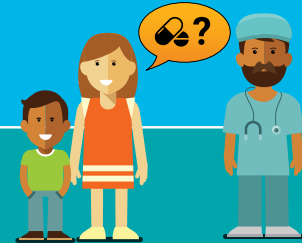
# Top Tips for Safe Health Care



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](http://www.safetyandquality.gov.au/toptips)

Please go to <https://www.safetyandquality.gov.au/publications/top-tips-in-translation/> for access to Top Tips in other languages

# The Ramsay Rule for Patient Safety

The Ramsay Rule is about keeping our patients safe by partnering with you and your family in Care. Our commitment is to provide excellent care to our patients by focusing on your safety. The Ramsay Rule helps us to do this.

## When to Activate the Ramsay Rule

**Patients:** When you are concerned about a change in your condition, feel that you may be getting worse or feel that your concerns have not been followed up.

**Families & Carers:** You are concerned that your loved one is looking unwell, getting worse or their behavior is unusual for them.

You know yourself or your loved one best. So if you are worried, follow these three simple steps to alert us of your concerns.

## How to Activate the Ramsay Rule

Follow these steps to raise your concerns:

1. Talk to the Nurse, Doctor or Midwife regarding your concerns; and if you are not satisfied that your concerns have been addressed,
2. Ask to talk to the Nurse in Charge of the shift; and if you are still concerned then you or a family member or carer can,
3. Activate the “Ramsay Rule” by ringing this phone number 3394 7111. A Ramsay Rule nurse or doctor will talk to you and arrange a review of the patient.

# Contents

6	About Greenslopes Private Hospital
7	About Ramsay Health Care
7	<b>History</b>
7	<b>Gallipoli Medical Research Foundation</b>
7	<b>Our quality service</b>
8	<b>Open Disclosure</b>
9	<b>Patient-centred care</b>
9	<b>Privacy</b>
9	<b>Patient record</b>
9	<b>Ward organisation</b>
9	<b>Staff Identification</b>
9	<b>Medical staff</b>
9	<b>Teaching Hospital</b>
10	<b>Veteran Liaison Officer</b>
10	<b>Compliments/complaints</b>
10	<b>Infection control</b>
11	<b>Emergency procedures</b>
11	<b>Smoke-free campus</b>
11	<b>Violence/aggression</b>
12	<b>Going home</b>
12	<b>Discharge planning</b>
14	<b>Looking After Yourself in Hospital</b>
14	<b>Falls Prevention</b>
16	<b>Pressure Injury Prevention</b>
17	<b>Prevention of Blood Clots in Hospital</b>
19	<b>Nutrition for Recovery</b>
20	<b>Caring for your IV cannula / drip</b>

<b>22 Patient room</b>
22 Call button
22 Catering
22 Electrical items
22 Telephones
22 Television
23 Valuables
<b>23 Patient &amp; visitor services</b>
23 ATM facility
23 Chaplaincy and pastoral support services
24 Coffee shop
24 Free shuttle bus service – the GPH Express
24 Free RSL courtesy bus services
24 Hairdresser
24 Internet access
26 Interpreters and cultural needs
26 Laundry service
26 Lost property
26 Mail
26 Newspapers
27 Parking
27 Pharmacy
28 Visiting hours
<b>29 Zero Tolerance – Aggression &amp; Violence</b>

# World-class treatment is closer than you think.

Caring for the community since 1942.

[greenslopesprivate.com.au](https://greenslopesprivate.com.au)

## About Greenslopes Private Hospital

Greenslopes Private Hospital is proud to be Australia's leading private teaching hospital, owned and operated by Ramsay Health Care. Located on Brisbane's south side just 5km from the CBD, we are dedicated to growing and investing in new facilities and attracting the best clinical teams to provide high quality treatment.

We offer around-the-clock care across all 32 specialty areas, from our 24/7 Emergency Centre and leading cardiac care centre, to our modern maternity ward and expanded robotic surgical unit. Many of the experienced specialists working on site are leaders in their field and work across both the public and private sectors.

Our commitment to quality and safety for our patients, staff and visitors is our highest priority. As part of Ramsay Health Care we implement a number of programs and initiatives that support national accreditation and safety standards.

## About Ramsay Health Care

Ramsay Health Care is a global health care company with a reputation for operating high- quality services and delivering excellent patient care.

Established in Sydney, Australia, in 1964, by Paul Ramsay AO, Ramsay Health Care has more than 50 years of experience in providing acute health care services. Today, the Company delivers a range of acute and primary healthcare services from 480 facilities across 11 countries, making it one of the largest and most diverse private healthcare companies in the world.

Ramsay facilities cater for a broad range of health care needs from primary care to highly complex surgery, as well mental health care and rehabilitation. The company employs more than 77,000 staff and treats 8.5 million patients in its hospitals and primary care clinics located in Australia, France, the United Kingdom, Sweden, Norway, Denmark, Germany, Italy, Malaysia, Indonesia and Hong Kong.

Ramsay is well-respected throughout the global health care industry for its quality health care operations and excellent record in hospital management and patient care. Focusing on relationships with staff and doctors - and delivering high quality outcomes for patients - has been at the forefront of its success.

Ramsay focuses on maintaining the highest standards of quality and safety, being an employer of choice, and operating its business according to The Ramsay Way philosophy: "People Caring for People".





## History

A historical museum for Greenslopes Private Hospital has been established in one of the former “bunkers” of the hospital. There were originally three bunkers located at Greenslopes Hospital during World War Two, with only one still in existence.

The Bunker displays many old photos and newspaper clippings from the hospital’s past, dating back to pre-opening in 1942. Visitors to the bunker can enjoy the story of the hospital’s history through the audiovisual presentation which is part of the display.

The Bunker is located on the lower lobby level and is open Monday to Friday  
9.00am – 5.00pm.

## Gallipoli Medical Research Foundation

An initiative of Greenslopes Private Hospital, the Gallipoli Medical Research Foundation (GMRF) is a registered charity conducting life-saving medical research on the hospital campus. Since being established in 2005, the Foundation has strived to enhance the health of the Australian community.

GMRF runs a number of major research programs across a range of specialty areas which support the clinical work being undertaken at the hospital.

In addition, GMRF supports a culture of research and education at GPH by administering annual grants to support research projects conducted by our nursing and allied health professionals. GMRF also provides grants for innovative new cancer treatments and interventions from the Cyril Gilbert Testimonial Fund.

GMRF does not receive Government funding. Our highly successful Clinical Trials Unit which was named ‘Best Site’ in 2014, not only is involved in some of the leading trials but also raises revenue that can be re-invested to support the other main research areas. In addition, the hospital supports the Foundation by providing office and research space, utilities, and infrastructure support.

**This means that 100% of all donations to GMRF go directly to medical research.**

To find out more about the great research being supported through the Gallipoli Medical Research Foundation and how you can get involved please visit [www.gallipoliresearch.com.au](http://www.gallipoliresearch.com.au).



## Our quality service

Greenslopes Private Hospital has implemented a framework throughout all levels of the hospital to ensure every aspect of your care is of the highest standard.

# Open Disclosure

## **Every patient has the right to be treated with care, consideration and dignity.**

At this health service we respect this right, and we're committed to improving the safety and quality of the care we deliver. That's why we have a policy of open disclosure for when things don't go as planned with the care we provide. Open disclosure assists patients when they are unintentionally harmed during health care.

## **This leaflet aims to inform you, the patient, your family and carers about the open disclosure process.**

More than 200,000 people are treated in Australian hospitals each day. Occasionally something doesn't go to plan and a patient can be harmed unintentionally.

Australian health service organisations are working to improve the way they handle things that don't go to plan.

Part of improving the way they manage these situations is by being open with you about what happened.

The process of communicating with you when things haven't gone as expected is called open disclosure.

## **What is open disclosure?**

Open disclosure is open discussion about incidents that caused harm to a patient.

If you have been harmed during your treatment, your doctor, nurse or other healthcare worker should talk with you about it.

Health services encourage their staff, as well as patients and their family or carers, to identify and report when things go wrong or when patients are harmed so that care can be improved.

## **When would open disclosure occur?**

Most things that don't go to plan in health care are minor or are found before they affect you. For things which don't result in harm, your doctor or nurse will talk with you about what went wrong in the same way they talk with you about other aspects of your treatment. They should talk with you as soon as they are aware of the incident.

If you are seriously harmed, you will be informed as soon as possible and an open disclosure meeting will be held.

If you think a serious incident has occurred which has not been acknowledged, tell your doctor, nurse or other health service staff.

## **What is the benefit of open disclosure?**

Open disclosure is designed for when things don't go to plan in health care. It will:

1. Inform you, and help you to understand what went wrong with your care
2. Let you know what is being done to investigate what went wrong
3. Explain the consequences of the incident for you and your care
4. Assist you with any support you might need
5. Let you know the steps the health service organisation will be taking to make care safer in the future.

## **Is there any other information available?**

There is a booklet for patients beginning an open disclosure process called Open disclosure of things that don't go to plan in health care.

You can get copies of it from the health service or from the Australian Commission on Safety and Quality in Health Care's web site

**[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)**

## Patient-centred care

Patient-centred health care is respectful of and responsive to the preferences, needs and values of the consumers.

It is important for you to be actively involved in your care. There are several ways to be actively involved.

### Communication about care

#### Everyday

During your hospital stay, staff are required to hand over clinical information to the employees who will be taking care of you. This clinical handover will occur at your bedside to ensure you are involved in your own care, giving you an opportunity to ask questions and receive information relevant to your health. The teams taking care of you will take this opportunity to review all relevant documentation and information relating to your health. Please feel free to contribute to this process.

#### If something is wrong

The hospital has a process in place that ensures an urgent review of patients whose health is deteriorating. During your hospital stay you will be reviewed by your treating medical team and nursing staff on a regular basis. If staff are concerned about your health they will activate the escalation of care process. The involvement of you, your family members and carers is also critical in this process. As family members and carers know you well and spend more time with you, they are ideally placed to identify if your condition has changed. If you or your relatives are concerned about the state of your health and require emergency assistance please notify the nursing staff.

## Privacy

Ramsay Health Care is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information. We are committed to complying with all applicable privacy laws which govern how Ramsay Health Care collects, uses, discloses and stores your personal information.

The Privacy Statement sets out in brief how Ramsay Health Care will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please visit our website [www.ramsayhealth.com.au](http://www.ramsayhealth.com.au) or ask a staff member for the Privacy Statement brochure.

## Patient record

A patient record will be kept detailing your illness and treatment. This is confidential and access is limited only to the healthcare professionals directly involved in your treatment. Your patient record will remain the property of the hospital. The contents of your patient record will be divulged only with your written consent or where required by the law. You may request to review your patient record at any time. The hospital has up to 14 days to respond to your request. Administration fees do apply. Please contact the Privacy Officer in the Patient Records department to organise this.

## Ward organisation

The ward areas are under the supervision of the Nurse Unit Manager during weekdays and a shift leader and Hospital Coordinator on evening, night and weekend shifts. Any problems that may occur during your stay should be raised with these staff members.

## 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. Please note, as a private teaching hospital we have a number of students on campus who are under the supervision of our staff.

## Medical staff

The doctor who admits you is responsible for your medical care while you are in Greenslopes Private Hospital. Any questions that you have regarding your treatment should be directed to your admitting doctor or members of his team. It would be helpful if you could nominate one person to be the main contact when communicating with the medical staff regarding your condition. You or your nominated contact person may find it helpful to make some notes regarding any questions you wish to raise with the medical staff.

## Teaching Hospital

Medical Students may participate in rounds with our Specialists and undertake patient reviews and assessments. Nursing and Allied Health students are also involved in the supervised care of our patients. All of our students sign a formal confidentiality agreement and participate in a comprehensive orientation to the hospital before they commence in their training capacity.

You are able to decline the attendance of a student at any time. Please inform us if you do not wish to have a student present.

## Veteran Liaison Officer

Veteran patients are able to access the Veteran Liaison Officer who can act as a single point of contact for patients/carers with regard to any issues or concerns that they may have. The Veteran Liaison Officer will refer the matter to the appropriate person. The Casemix Business Manager is the designated Veteran Liaison Officer for Greenslopes Private Hospital and can be contacted on **(07) 3394 7643**.

## Compliments / Complaints

We welcome compliments and feedback relating to your stay with us and we encourage all patients to provide us with feedback. You will be invited to complete a survey after you are discharged from hospital. The feedback we receive from you helps us to understand how well we are meeting your expectations and to identify any areas needing improvement.

Ramsay Health Care continually seeks feedback on the experience of our patients. We're committed to providing an outstanding level of care for all our patients. As part of this commitment, you may receive a survey asking about your visit via SMS or email. Please complete the survey. We will use your feedback to make improvements and acknowledge staff who embody the Ramsay Way.

If you are concerned about your care or the hospital's services whilst in hospital please ask for the Nurse Unit Manager or Shift Leader on the ward. If you have been discharged please direct compliments or complaints to the Patient Liaison Service. Complaints can be received by post, by telephone, by email using the GPH website, in person or through our survey system.

### Contacts

It is always best to try to resolve your complaint with your local health service provider. If you have tried this and are still not satisfied, you can make a complaint to The Office of the Health Ombudsman.

#### Office of the Health Ombudsman

Phone: 133 OHO (133 646)

[www.oho.qld.gov.au](http://www.oho.qld.gov.au)

P.O. Box 13281 George Street  
Brisbane QLD 4003

## Infection control

Hand Hygiene is the single most important factor in reducing Hospital acquired infections.

Our hands may look clean but many germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and our environment.

### When should you clean your hands

Hand hygiene is a general term referring to the use of soap & water or a waterless alcohol based hand rub to cleanse your hands.

It is important to perform hand hygiene as you enter and leave a healthcare facility and also:

- Before and after visiting patients
- When your hands are visibly dirty
- After going to the toilet
- After handling / patting animals
- After handling soiled clothes or linen
- After coughing, sneezing, or blowing your nose
- After smoking
- Before eating
- Before, during & after preparing food

When we are fit and healthy we can usually defend ourselves against many germs. Having healthy intact skin is one of the best ways we can do this.

### If you are a patient

- Tell the healthcare worker looking after you if the drips, lines, tubes or drains inserted into your body or the area around them becomes red, swollen or painful.
- Follow instructions you are given on looking after wounds or medical devices you have. If you are not sure of what to do, please ask.
- If you have a dressing or a wound, keep the skin around the dressing clean and dry. Let the healthcare worker looking after you know promptly if it becomes loose or wet.

### If you are a visitor or carer

- Please do not visit someone in hospital if you are feeling unwell, have a cold or flu like illness or have had diarrhoea & or vomiting.
- Clean your hands with alcohol based hand rub or soap and water before visiting friends or relatives, and before going home.
- Please do not sit on patient beds. If you require more chairs, please ask staff on duty.

## Standard Precautions

Hospital staff often wear gloves, aprons, masks or eye protection while caring for patients. This practice is called “standard precautions” and it protects both patients and staff from transferring germs which can lead to infections.

## Transmission Based Precautions

Sometimes patients have resistant germs that can easily spread to other people. To further prevent the spread of these germs “transmission based precautions” may be used and a sign placed outside the patient’s room advising on which precautions need to be taken.

You may be asked to wear gowns, gloves and masks when visiting a patient under these precautions.

## If you have questions

**Do not be afraid to ask a healthcare worker if they have washed their hands!**

If during your visit to our hospital you identify a risk or hazard that could cause harm or injury to another person, please advise the Department Manager or any of the staff on duty.

## Working Together...

Healthcare workers should always perform hand hygiene in front of you. If you did not see them do this and are worried, please feel free to remind them.

We can all play a major role in preventing the spread of infections to our family and friends.

For further information contact: The Infection Control Department at Greenslopes Private Hospital or visit the Hand Hygiene Australia website [www.hha.org.au](http://www.hha.org.au)

**Remember, infection prevention is everyone’s Responsibility.**

## Emergency procedures

The hospital has well-organised safety and emergency procedures in which each staff member has a key role. In the unlikely event of an emergency, remain in/by your bed until a staff member arrives to assist you.

## Smoke-free campus

Greenslopes Private Hospital is a smoke-free campus.

From 1 September 2016, legislation in Queensland prohibits smoking within the hospital grounds and for five (5) metres beyond the hospital boundary. There is also no smoking allowed within five (5) metres of public transport waiting points such as bus stops and taxi ranks. This applies to all persons including staff, doctors, volunteers, students, patients and visitors.

The laws are being enforced by government environmental health officers who will issue on the spot personal fines of at least \$240 to individuals who ignore warnings and continue to smoke. We appreciate your support in promoting a smoke-free environment for all in our hospital community.

## 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.

## Going home

Once you have recovered from the acute phase of your surgery or illness, it is usual for you to continue your recovery at home. The staff caring for you will keep you updated regarding your planned discharge date. If you foresee any problems returning to your usual residence please discuss the issues with the staff caring for you as soon as possible, so that plans can be put in place for your return home (refer to discharge planning).

Before your discharge the ward nurse will inform you when to make appointments for follow up, order any medications you are to take home and make any other arrangements necessary for your after care.

On the day of your discharge it is expected that you will vacate your bed before 10.00am. If you are organising to be picked up, please make arrangements to fit this timeframe.

If your transport is delayed you may be asked to wait in the lounge area of the ward or in the Discharge Lounge until you are picked up.

If you have had a general anaesthetic or sedation within the past 24 hours you will need to be accompanied home by a responsible adult. You should not drive a car, operate machinery or domestic appliances, conduct important business or drink alcohol for at least 24 hours following your anaesthetic.

Before you leave please ensure you have all your personal items (including those that may have been left in Patient Trust), all medications, your x-rays and follow up instructions.

## Discharge planning

Discharge planning is an important part of any hospital admission. It plays an important role in ensuring a smooth transition from hospital to home. This is achieved by making sure that appropriate clinical and community based support services are in place if required.

### There are a number of people who can help plan your discharge:

- You and your family or carer(s) can alert us if your circumstances are such that you may need additional support in the community.
- Your treating doctor can help identify any special requirements you may have.
- Nursing and Allied Health staff may help identify services that you may require.
- Care Coordinators provide information and assist where possible to support you at home immediately after discharge.
- We want to make sure all issues that may affect your care after discharge are addressed before you leave the hospital.

**It is vital that any special needs following discharge are identified early so that the appropriate discharge plans can be made. We encourage patients to discuss any issues with the healthcare team. These issues may be present for individuals who:**

- live alone
- are responsible for another person e.g. frail partner, young children
- used community services prior to admission to hospital e.g. Meals on Wheels, community nurses
- require assistance to care for themselves e.g. showering.

It is important that you consider all available options for care at home if your care needs have altered. Please note: community services are not always readily available and not all patients are eligible for funded services.

### Your Discharge Planning Checklist:

These are the major factors to be considered in discharge planning. It is important for you to discuss the following with the hospital staff during your stay in hospital.

- Your expected date of discharge – this will help you plan your return home.
- Inform the hospital of your living arrangements – e.g. do you live alone, is there someone who can assist you when you go home, what services you currently receive, are you the carer for someone in your home?
- Expectations regarding your recovery and how long it will take to recover.
- Any possible restrictions on your activities e.g. lifting, driving a car.
- Your ability to cope at home either with or without a carer needs to be considered carefully – do you need to go to a nursing home or will you require community support services such as assistance with medication or cleaning?
- Any equipment requirements to assist in your recovery and independence.

Hospital discharge planning is a process that **determines the kind of care you need after you leave the hospital**. Discharge plans can help prevent future readmissions, and they should make your move from the hospital to your home or another facility as safe as possible. Please talk to your Nurse or Doctor if you have any concerns about your ability to cope at home post discharge.

## Accessing urgent services after discharge

Hospital staff may be able to refer directly to a Community Service Provider if there is an urgent need for a service based on the patient's circumstances which, if not met immediately, may place the patient at risk.

### These services are available to:

- people aged 65 years and over
- Aboriginal and/or Torres Strait Islander people aged 50 years and over

### The services that may be available include:

- nursing
- meals
- personal care
- transport

These services would be of a time-limited duration (two weeks) with a longer-term commitment only occurring after a My Aged Care referral and assessment.

Acceptance of the referral for urgent care by a Service Provider will be based on their capacity to take on new clients and the relative needs of clients awaiting services.

These services are subsidised by the Federal Government, and you will be required to make a co-payment.

### NDIS funding (existing):

You will need to discuss your care needs with your current NDIS Provider.

### Under 65 years:

Unfortunately, you are not eligible for services funded through the Commonwealth Home Support Programme (CHSP) and you will need to access your services under a "user pays" model from a service provider.

## Existing Community Services and Home Care Packages

If you were receiving Community Services prior to your hospital admission, it is important that you let your Provider know that you are being / have been admitted to Hospital, so your services can be placed on hold.

When you are nearing discharge, please discuss your services with your Nurse, so we can ensure your services can recommence in a timely manner after your discharge.

### Other support services available you may be able to arrange when at home:

If you are an older person and are going to need help to stay at home and be more independent in the community, then you may benefit from additional services available through the Commonwealth Home Support Programme.

Patients or their Carers need to commence this process. My Aged Care is the entry point to access these aged care services.

## Commonwealth Home Support Programme (CHSP)

### What services are available under CHSP?

- personal care e.g. help showering and dressing
- shopping assistance
- transport
- home help e.g. cleaning
- nursing, including wound care, and medication assistance Allied health – physiotherapy, occupational therapy, social work, dietician
- meals
- modifications to your home e.g. rails and ramps
- equipment e.g. walking frames
- community respite
- social activities

## Are you eligible for services?

### A call to My Aged care can help you understand:

- what services may be available
- how much they may cost
- how you can access the services

### Who pays for the services?

The Australian Government contributes to the cost of aged care services.

### How much you pay will depend on:

- your financial situation
- the number and types of services you receive
- the service provider

### My Aged Care will:

- organise a face to face assessment by the Regional Assessment Service (usually within three weeks)
- provide details around costs
- help organise the right services for you

### How to access services?

- Call My Aged Care on 1800 200 422
- Access online at [www.myagedcare.gov.au](http://www.myagedcare.gov.au).

### If you are a veteran or war widow/er

You may also be eligible for Department of Veterans' Affairs services or programs.

## Looking After Yourself in Hospital

### Falls Prevention

Our staff are here to assist you and help you.

Greenslopes Private Hospital utilises a falls prevention process to maintain the safety of our patients whilst in hospital.

**Did you know that many unplanned incidents in hospital are related to falling? While only some falls cause injuries, many can affect a patient's confidence and mobility, making it harder to stay independent.**

Most falls in hospital happen when people are moving around, including:

- Getting out of bed
- Walking, especially to the toilet
- In bathrooms and toilets
- Bending over reaching for personal items.

### Safety for our patients at risk of falls

Patients can become more susceptible to falling during their stay in hospital. Some of the reasons for this include:

- |                                       |                                 |
|---------------------------------------|---------------------------------|
| • Being unwell                        | • Unsafe footwear               |
| • Unfamiliar surroundings             | • Obstacles in environment      |
| • Medications prescribed or changed   | • Having to hurry to the toilet |
| • Surgery and effects of anaesthetics | • Change in dependence          |
| • Poor balance                        | • Confusion                     |
| • Poor eye sight                      | • Disruption of normal routine. |

During your admission, the nurse will complete a Falls Risk Assessment to assess your risk of falling and plan interventions to reduce this risk.

### Please tell a staff member if:

- You are worried about falling.
- You have had a recent fall or have had a fall in hospital before.
- You feel dizzy or unwell
- You need help walking or with activities like showering and dressing
- You have problems with your balance
- You need to go to the toilet urgently
- You don't feel safe or comfortable moving around.

## To our patients

### Precautions you can take to decrease your risk of falling

- Familiarise yourself with your surroundings.
- If advised by a nurse, always ring the call bell for assistance or supervision to mobilise around the room, bathroom or ward.
- It is important to remain active even in hospital. If recommended, take a slow walk once or twice a day.
- When walking, take your time when turning around.
- Notify staff if you use a walking aid. If you have your own walking aid please arrange for it to be brought into hospital.
- Wear closed, non-slip slippers, shoes or socks with grip soles. Don't walk in stockings or socks without grip soles.
- Make sure loose robes are wrapped around snugly and loose belts and ties are fastened securely.
- Make sure hems are not too long.
- Always get out of bed slowly. Sit on the side of the bed for a few moments before standing and moving off.
- Move your feet up and down to get the blood pumping.
- Don't grab onto anything for support unless you know it is fixed and sturdy.
- If you have glasses, wear the distance ones when mobilising.
- Ensure your call bell is always close at hand.
- Notify staff if you require a night light. At night turn the light on before mobilising.
- Notify staff if you slip, trip or fall even if you are not hurt.
- Let staff know if you feel unwell or unsteady on your feet.
- Keep fluid levels up and ensure healthy eating.
- Report spills immediately.

### Bathroom safety tips:

- A staff member may need to stay with you for safety.
- Sit down to shower and use the rails to get up off the chair or toilet.
- Remain seated in the bathroom and use the call bell if you need help moving around.

## To our visiting family and friends

### Precautions you can take to decrease a patients' risk of falling.

- Arrange for patient's own walking aids to be brought into hospital.
- The call bell and other important belongings (glasses, books, etc) are placed within easy reach of the patient.
- Provide non-slip shoes that fit well.
- Report any spills, trips or falls immediately.

### We encourage family and friends to participate in the falls prevention process to ensure our patients' safety.

- Remind the patient to ask the nurse for help before getting up
- If the patient is unsteady on their feet or confused, please let nursing staff know when you are leaving.
- Alert nursing staff if you notice any changes in condition especially new or increased episodes of confusion or unsteadiness in the patient.

For more information on falls prevention please ask a nurse.

# Pressure Injury Prevention

## What is a Pressure Injury?

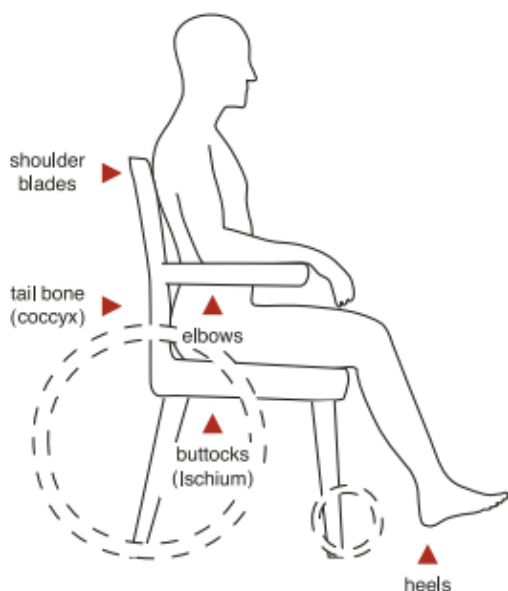
A pressure injury (also known as pressure ulcer, pressure sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure.

## Where can pressure injuries be found on the body?

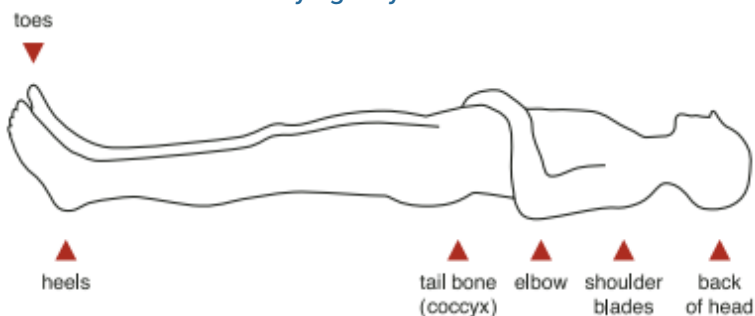
Pressure injuries are most commonly found over bony areas such as hips, spine & heels. They can less commonly occur in other locations (as shown below).

Let your Nurse know if you have any concerns regarding pressure or pain.

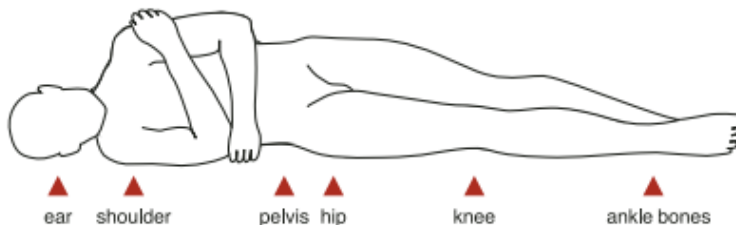
### When sitting



### When lying on your back



### When lying on your side



## How can we work together to help reduce your risk of developing a pressure injury?

### We are here to help by

- ☐ Completing a full skin & pressure injury risk assessment when you come into hospital and daily during your stay
- ☐ Tailoring a plan with you to prevent and manage any risks you may have of developing a pressure injury

This plan may include various strategies depending on your specific needs such as applying a pressure relieving mattress to your bed & assisting you to change position regularly.

### You can help by

- ☐ Keeping active and changing your position regularly if able
- ☐ Let staff know if your clothes or bedding are damp
- ☐ Telling your Nurse if you have any tenderness or pain
- ☐ Inspect your skin daily if able. Let your Nurse know if you notice any reddened or broken skin
- ☐ Use a mild soap and moisturise
- ☐ Having a well-balanced diet

Families and carers play an important role and we encourage their input. If you have any questions about pressure injury prevention please speak to your Nurse.

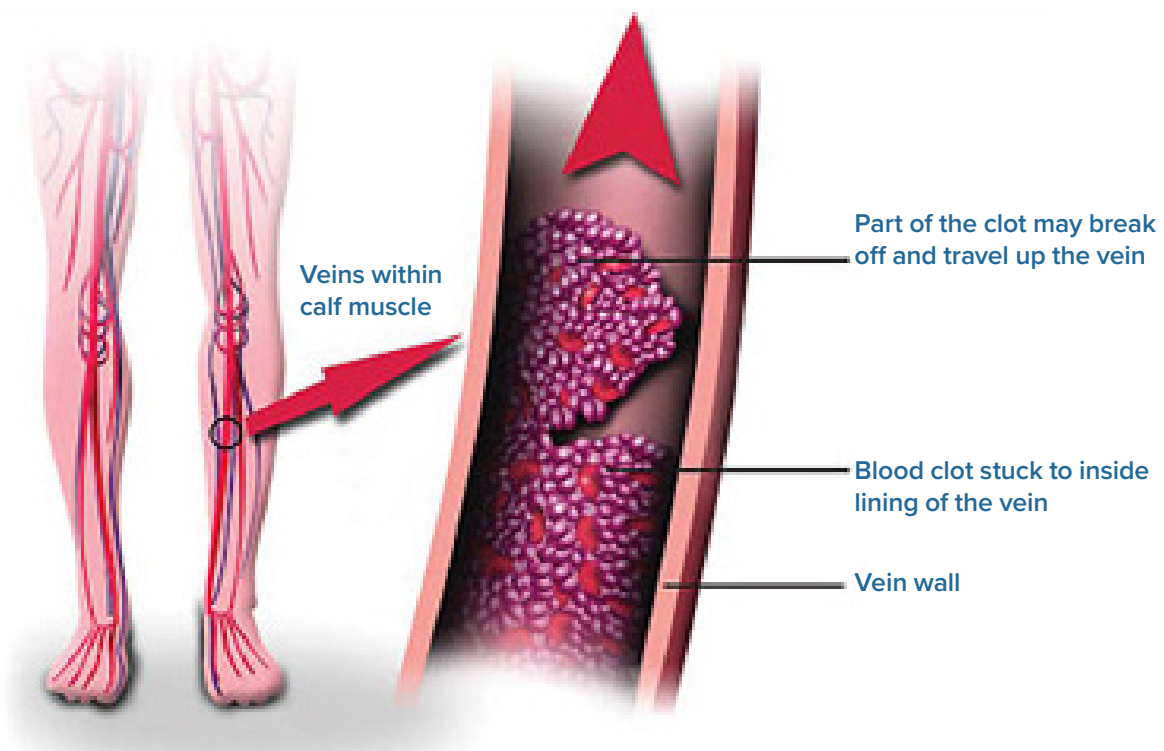
## Prevention of Blood Clots in Hospital Blood Clots: DVTs and PEs

If a blood clot forms in your leg (Deep Vein Thrombosis or DVT), it can affect blood flow, and cause severe pain, swelling and can sometimes lead to permanent damage to your leg.

Fragments of these blood clots can break off and then travel through your veins to your lungs and block their blood supply (Pulmonary Embolus or PE). This is a serious condition, which can be fatal.

When you are admitted to hospital you are at higher risk of developing a blood clot. Early detection and treatment of blood clots can help to reduce the risk of harm. To determine your level of risk an assessment will be completed by your health care team. Your level of risk will depend on:

- Your age
- The reason you are in hospital
- Any other health problems you have or have had in the past



### Risk factors for Blood Clots

- Smoking
- Age over 60 years
- Trauma
- Hip or knee replacements
- Stroke
- Heart Failure
- Cancer
- Severe Lung Disease
- Having blood clots in the past
- Overweight
- Certain medications ie: hormone replacement therapy, contraceptive pill etc.
- Pregnancy or recently given birth
- Recent and/or prolonged surgery

Your treating doctor will discuss treatment options with you. Treatment may include:

- Wearing compression stockings
- Using compression pumps on your lower legs or feet
- Taking tablets or injections to help prevent a blood clot
- Gently exercising your feet and legs in bed
- Getting out of bed and walking as soon as possible.

Some of these treatments are not suitable for some people. If you are at high risk, your health care team may recommend more intensive treatment.

**Ask your doctor what treatments they recommend for you.**

### **What can you do to help?**

You can help your health care team reduce the risk of a blood clot forming.

#### **While in hospital**

1. Make sure you take any tablets or injections your doctor has prescribed to reduce your risk
2. Keep your compression stockings on and don't let them roll down. Please let your nurse know if they are painful
3. Avoid sitting or lying in bed for long periods
4. Walk as often as your doctor advises

### **Before you leave hospital, ask your doctor about what you should do at home to prevent blood clots.**

- How long to wear your compression stockings?
- Do you need blood thinning medication at home?
- What physical activity you need to do?
- Should you avoid alcohol?
- Other things you can do to reduce your risk of a clot?

### **Prevention at Home**

- Avoid sitting for long periods
- When sitting, do your leg exercises
- Drink plenty of fluids If travelling long distances, make frequent stops to get out and walk around.

### **Symptoms to be aware of**

- Pain or tenderness and a warm feeling in your legs
- Swelling of the lower leg, ankle and foot
- Sharp pain in your lungs or chest
- Difficulty breathing

**If you experience any of these symptoms after you have left hospital, seek immediate emergency care by calling an ambulance or attending your closest hospital emergency centre. You should also notify your doctor.**

# Nutrition for recovery

Good nutrition plays a very important role in your recovery from illness or surgery. Your protein and energy needs are increased above normal as these are necessary for growth and repair of body tissue (this is often in proportion to the extent of your illness or surgery). This means that you will need to consume more foods (and nutrients) to meet your protein and energy needs. Unfortunately, in hospital, appetite is often poor making this difficult to achieve. The following strategies may assist you to improve your intake of protein and energy foods while in hospital.

## Foods to increase protein and energy intake:

Protein rich foods include meat, ham, chicken, fish, eggs, nuts, baked beans, dairy foods such as milk, cheese, yoghurt, ice-cream and soy milk. These foods are also high in energy.



## Nutrition for recovery

Meal	Menu Items
Breakfast	Yoghurt, milk, porridge with milk, eggs, baked beans
Lunch and Dinner	Main course, dairy desserts e.g. custard, crème caramel, ice-cream, yoghurt and creamed rice
Between meals	Milk or milk drinks, cheese, yoghurt

## Other ideas to assist you in increasing your intake, particularly if your appetite is poor:

- Take snacks in addition to meals. Cheese and biscuits are a small but nutritious snack which are easy to consume. Yoghurt is also available between meals. For some patients there are special snack menus available and you will be advised regarding these.
- Include milk as a nourishing drink. Try to replace cups of tea or coffee with milk, milo or flavoured milky drinks. Also coffee can be made on milk if desired.
- Order ice-cream, yoghurt or custard in addition to your main dessert at lunch and dinner.
- Select and use high energy foods. Include chips and roast potatoes and be generous with margarine on bread or order extra margarine at lunch and dinner to add to potatoes and/or vegetables.
- Make every mouthful count. Try to eat more of the meat, chicken or fish and potato rather than the lower energy garden vegetables or salad.



## Nutrition for recovery

Weight is taken on admission to hospital and weekly thereafter. This can be used as a measure of how well you are meeting your energy needs. You should aim to avoid weight loss in hospital, even if you are overweight. Weight loss due to insufficient nutrients and energy can delay recovery. Overweight issues can be addressed once you have recovered from your hospitalisation.

If you are using all of the above strategies and your weight is still decreasing, ask your nurse or doctor for a referral to the dietitian as supplementation and other strategies may be required.

## Caring for your IV cannula / drip

### What is an IV /drip and why do I need it?

An IV (Intravenous)/drip is a small, soft plastic tube (cannula) inserted into a vein, usually in your hand or arm. It is used to provide fluids, blood transfusions or to give medications such as antibiotics.

### How is your IV cannula put in?

Your doctor, nurse or midwife, will:

- Verify your name, ask about allergies, explain the procedure and obtain verbal consent
- Wash their hands and wear gloves
- Clean your skin with an antiseptic and use sterile equipment
- Place the IV into a vein using a fine needle, which is removed after the plastic tube (cannula) is in place
- Cover the IV insertion site with a sterile dressing and write the date on the dressing

### Is having your IV cannula inserted painful?

You may feel a brief sting as the needle goes in, but once the cannula is in place this should pass. We will try to avoid placing the cannula in the inside of your elbow. If you experience ongoing pain after the IV is inserted please notify your nurse or healthcare worker.

### Can the cannula fall out?

The IV cannula is secured with a see-through dressing and is taped in place to prevent it falling out. Let staff know if you are concerned that the IV is not securely taped, or if it becomes loose or painful.

### Are there any risks of having an IV?

- There is a risk of infection with any procedure that punctures the skin. As an IV sits directly in your bloodstream, this may increase the risk of infection
- Difficult or unsuccessful attempts to insert an IV can cause bruising and the cannula may cause irritation to the vein
- Sometimes the IV can become blocked by blood and may need to be removed
- The cannula should be replaced every 72 hours if still required

Important: Let staff know straight away if you notice any redness, swelling, skin irritation, heat, bleeding or pain around your IV or if you feel hot, cold or shivery.

**A Nurse should check your cannula each shift. Please ask your Doctor or Nurse each day, if you still need your IV cannula.**



#### How can you help in the care of your IV?

- Try not to touch the IV site or pull or knock the tubing
- Try to keep the dressing clean and dry
- It is ok to remind staff to clean their hands before touching your IV
- Your IV should not be disconnected from the fluid bag when you shower or are getting dressed
- Wash your hands after going to the toilet
- The IV should be removed before you are discharged from hospital
- Your IV and dressing should look similar to the picture below

#### Working Together...

Healthcare workers should always perform hand hygiene in front of you. If you did not see them do this and are worried, please feel free to remind them.

We can all play a major role in preventing the spread of infections to our family and friends.

#### For further information contact:

The Infection Prevention and Control Department at Greenslopes Private Hospital or visit the Australian Commission on Safety & Quality in Healthcare website [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

**Remember, infection prevention is everyone's Responsibility**

## Patient room

### Call button

Should you require assistance at any time, alert the nursing staff using the nurse call button located on the bedside handset. The handset allows you to buzz for assistance and speak directly to staff at the ward nurses' station. The light will glow red when your call registers at the nurses' station. After attending to your needs the nurses will cancel the call.



### Catering

Our Catering Department prepares a variety of high quality, fresh meals to suit a range of dietary requirements and needs. Our catering team will provide you with information on the menu each day and offer you a range of selections to choose from.

### Electrical items

Whilst we wish to support your stay in hospital and make it as pleasant as possible, we have an obligation to maintain a safe environment. As we cannot ensure the safety of your own personal electrical items, we request that you keep these to a minimum. The hospital reserves the right to examine and inspect any devices brought from home and to prohibit the use of any device that the staff have concerns about.

Patient-supplied medical devices are only permissible if they have been tested by our Biomedical Department and meet the required standards. Electrical heating pads are not permissible due to the inherent fire hazards associated with them. Non-electrical heat packs are available on the ward for your comfort.

### Telephones

You can make and receive free local calls from the telephone by your bed by dialing '0' and then the number you wish to phone. Mobile, STD and ISD telephone calls cannot be made without the purchase of a telephone card, which can be obtained from the Retail Pharmacy and Main Reception.

People may phone you directly by dialing **3329** followed by the extension number provided on your phone (**3394 + extension** for patients in The Florence Syer and Rehabilitation Units). Alternatively, they may phone **(07) 3394 7111** (Hospital Switchboard). Phone calls will be put through to your bedside telephone between 7.00am to 1.00pm and 3.00pm to 9.00pm.

If you do not want calls to be transferred through to you please only give your direct line to those friends and family you would like to speak to. Please advise a staff member to notify Switchboard not to transfer calls to you.

The use of mobile phones is restricted within the hospital environment due to risks of interference with medical equipment. We require all visitors and patients to turn off their mobile phone when entering a patient care area.

### Television

The hospital provides a television set at your bedside, featuring a number of Foxtel and free-to-air channels, radio stations and patient education. The current time is displayed on each of the radio options. For a full list of available channels, please refer to the separate flyer on your bedside.

The handset by your bed allows you to easily choose a radio or television program. When either of the channel selector buttons is pushed, the current channel is displayed on the television screen. The socket on the right hand side of the handset is for the use of an earphone for private listening. Earphones are available from nursing staff upon request. Please note, if you call for nursing assistance while it is plugged in sound will come through the earphone, not the handset speaker.

## Full list of Channels available

No.	Channel Name	No.	Channel Name	No.	Channel Name	No.	Channel Name
1	ONE	30	SBS HD	202	SBS Arabic 24	413	Fox Showcase
2	ABC	31	SBS Viceland HD	203	SBS PopDesi	414	Fox Box Sets
3	SBS ONE	32	SBS Word Movies	204	SBS Chill	415	Fox Comedy
7	7 Brisbane	33	Food Network	301	SBS PopAsia	416	Fox Lifestyle and Home
9	Channel 9 Brisbane	34	NITV	302	SBS Radio 2	417	B105 Radio
10	TEN Digital	36	SBS Arabic 24	303	SBS Radio 3	418	4QR 612 AM Radio
11	Ten Peach	73	7 Mate Brisbane	304	SBS Arabic 24	419	ABC FM Radio
12	Ten Bold	74	7 Mate HD	305	SBS PopDesi	411	Nickelodeon
13	Ten Share	75	Openshop	306	SBS Chill	412	Fox Arena
15	Ten HD	76	7flix Brisbane	307	SBS PopAsia	413	Fox Showcase
16	TVSN	78	RACING.COM	401	Welcome/Information	414	Fox Box Sets
17	Spree TV	90	9 HD Brisbane	402	Fox Classics	415	Fox Comedy
20	ABC HD	91	Channel 9 Brisbane	403	Fox Lifestyle	416	Fox Lifestyle and Home
21	ABC	92	9 Gem	404	Fox 8	417	B105 Radio
22	ABC2 / Kids	93	9 Go!	405	Fox Footy	418	4QR 612 AM Radio
23	ABC ME	94	9 Life	406	Fox League	419	ABC FM Radio
24	ABC News 24	95	9 GEM HD Brisbane	407	Fox Sport 503	420	4BC 1116 AM Radio
25	ABC Brisbane	96	9 Rush Brisbane	408	Fox Cricket	421	Hospital Channel 1
26	ABC RN	97	Extra	409	Fox Crime	422	Hospital Channel 2
27	ABC Classic	99	9 Go!	410	Fox Funny	423	Hospital Channel 3
28	Triple J	200	Double J	411	Nickelodeon	424	Maternity Information
29	Triple J Unearthed	201	ABC Jazz	412	Fox Arena		

### Valuables

The hospital will not accept liability for loss of valuables or personal belongings and patients will be requested to sign a valuables disclaimer on admission. Patients throughout the hospital have access to a safe in most rooms which can be secured by setting your own unique four-digit pin number. Further instructions are available in patient rooms next to the safe. Alternatively small valuables can be left with Fire and Security in trust for safe keeping, larger items including wallets and laptops are unable to be accepted.

## Patient & visitor services

### ATM facility

An Automated Teller Machine (ATM) is located on the Lobby Level near the coffee shop.

### Chaplaincy and pastoral support services

Chaplaincy and Pastoral Support Services offer patients, staff, family and friends support and comfort in times of special need. This may be when a person feels lonely, distressed, anxious or simply needs someone to listen for a while. Chaplains also provide a ministry of prayer and sacraments to those who request it.

As a component of the holistic care at GPH this service is delivered through Chaplaincy Services and is managed by the Coordinating Chaplain. Chaplains are available to patients, staff and hospital volunteers as well as family members and friends. Chaplains can assist persons coping with loss and grief, and assist with changing circumstances.

The chaplaincy team represent most of the larger denominations of the Christian faith. Visits by religious leaders from other faith traditions can be arranged for you via the Coordinating Chaplain when requested by a patient or family member. Chaplains will treat information shared as confidential and will respect the views of all persons.

### Contact a Chaplain

Requests for a chaplain to visit a patient should be directed to the Coordinating Chaplain on phone extension 7733 or through the hospital switchboard. Bibles are also available on request.

### The Greenslopes Private Hospital Chapel

Open each day from dawn to dusk, the chapel is situated on Newdegate Street at the entrance road to the Emergency Centre where it provides a place of peace and quietness to anyone for private prayer and reflection.

Prayers are led by chaplaincy team members Monday to Friday at 9:00am. Prayers are open to the hospital community including staff, patients, their families and friends. Ecumenical services are offered to commemorate special occasions or anniversaries throughout the year and are publicised in hospital communications.

## Coffee shop

Hudsons Coffee is located on the Lobby Level of the hospital and is open 7 days a week, between 6.30am and 7.00pm Monday to Friday, and between 7.30am and 6.00pm Saturday and Sunday.

Hudsons Coffee also has an outlet on the Ground Floor of the Administration Building in the Greenslopes Specialty Clinics (previously the Outpatients Department) which is open between 8.00am and 3.00pm Monday to Friday. Hours may vary on public holidays.

## Free shuttle bus service – the GPH Express

The **GPH Express** operates between the Greenslopes Translink Busway Station and the main entrance of Greenslopes Private Hospital Monday to Friday (excluding public holidays), between 6.00am and 6.00pm (approximately every 15 – 20 minutes).

For information on local transport that connects with the Greenslopes Busway and phone 13 12 30 or visit [www.translink.com.au](http://www.translink.com.au)

**For further information regarding the GPH Express please call: 07 3394 7033**

## Free RSL courtesy bus services

A free bus service is operated from Monday to Friday by the Kedron-Wavel RSL Sub Branch. It provides free transfers for patients, their carers and relatives to Greenslopes Private Hospital. For schedules and bookings please contact Main Reception on (07) 3394 7033.

## Hairdresser


An onsite hairdressing service is available for patients. Please advise the ward secretary who will organise an appointment for you. Charges apply.

## Internet access

### How to connect

1. Ensure your wireless enabled laptop or mobile device is turned on and has its wireless signal/switch activated.
2. Go to the available Wireless Network Connection List as displayed on your laptop or mobile device.
3. Click on WiFi@Ramsay and then click on the Connect button. Your Internet Browser will automatically open and you will be prompted with the 'Welcome to Ramsay WiFi' page as per the window below.
4. Select the appropriate option: Patient or Guest. The option that you select will display a second page where you can register for WiFi as shown in the windows below.
5. Enter your details as required. NB. Your MRN is created on admission and is usually on your wristband. Please enter all 10 characters of the MRN.
6. Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use. Accepting the terms and conditions is necessary if you want to use the WiFi facility.
7. Click on the LOGIN button to proceed to the internet.

Patient login page (Max. 3 devices)

  
**Ramsay**  
Health Care

Welcome to  
Ramsay WiFi


Getting started is simple, just select from one of the  
buttons below to access our free WiFi portal.

I AM A PATIENT

I AM A GUEST

HEALTH PRACTITIONER USE ONLY

Guest login page (Max. 1 device)

  
**Ramsay**  
Health Care

Welcome to Ramsay WiFi

Your MRN (eg. NS12345678) \*

First name \*

Last name \*

Your email address \*


☐ I have read and understood the [Terms and Conditions](#) of using Ramsay WiFi.

☐ I would like to subscribe to HealthUp – Ramsay's one stop shop for all your health related information.

LOGIN

\* Required field

If you are having issues connecting, please contact ward reception

  
**Ramsay**  
Health Care

Welcome to Ramsay WiFi

First name \*

Last name \*

Your email address \*

☐ I have read and understood the [Terms and Conditions](#) of using Ramsay WiFi.

☐ I would like to subscribe to HealthUp – Ramsay's one stop shop for all your health related information.

LOGIN

\* Required field


If you are having issues connecting, please contact ward reception

## Need more help?


### iPhone or iPad

1. On the Settings icon, select the Wi-Fi option and ensure that Wi-Fi is turned on.
2. Tap on **WiFi@Ramsay**.
3. Your internet browser will automatically appear to the 'Welcome to Ramsay WiFi page'.


### Android

1. Open your device's Settings app Settings. 
2. Tap on WiFi.
3. Turn WiFi on.
4. On the list of available WiFi networks, tap on **WiFi@Ramsay**
5. Once you're connected, your internet browser will automatically appear to the 'Welcome to Ramsay WiFi page'.

### Windows

1. Ensure WiFi is turned on. To do this, click on the Windows button . This may vary on different versions of Windows, but usually look like this: 
2. Select 'Settings'.
3. Select 'Network & Internet'.
4. Ensure WiFi has been set to On.
5. Your internet browser will automatically default to the 'Welcome to Ramsay WiFi page'.

### MacBook

1. Click on the WiFi icon: 
2. Ensure WiFi is turned On.
3. Click on **WiFi@Ramsay** from the WiFi listing.
4. Your internet browser will automatically default to the 'Welcome to Ramsay WiFi page'.

## Frequently Asked Questions

### What is wireless internet?

A way to connect to the internet within the hospital without consuming your mobile data.

### Who can connect to the Ramsay wireless network?

Ramsay Health Care patients with a patient identification number and visitors to our hospitals have access to the Ramsay WiFi network.

### WiFi security?

Ramsay Health Care takes all possible precautions to provide a secure WiFi connection. We also recommend that, where appropriate, you have robust and current Anti-Virus products installed on your devices.

### What are the terms & conditions?

The terms and conditions for use of the WiFi@Ramsay internet access can be found via the hyperlink on the landing page when entering your details.

## Assistance & Support

If you are having issues connecting, please contact ward staff or the Ward Reception Desk. Should you still have issues connecting to WiFi after following the instructions in this brochure and speaking with ward staff, our ward staff will reach out to Ramsay IT who will assist where possible.

## Devices Supported

Please note not all types of devices are supported. Devices that have had manufacturer security settings bypassed will not be permitted to access WiFi.

Ramsay allows a limited number of devices to be connected. Patients are currently permitted three, visitors one. These limits are fixed and cannot be increased on a per person basis.

### Interpreters and cultural needs

If an interpreter is required during your stay this can be arranged on admission by our staff. Greenslopes Private Hospital has patient information available in other languages, please discuss your needs with our staff.

Greenslopes Private staff recognise people from culturally and linguistically diverse backgrounds may have specific needs that require services to be delivered in a manner that is responsive and sensitive. If you have any specific religious or cultural needs you would like us to respect, please let us know.

### Laundry service

Elaundry at Stones Corner offers a laundry service for patients. They will collect patients' laundry and deliver it back to the hospital for a fee. Please advise ward staff that you require the service and they will call the laundry to organise collection. Patients are required to pay by cash, and any change will be returned on delivery of the laundry items.

### Lost property

Property remains the responsibility of patients. While every attempt is taken to safeguard property it is recommended that patients do not keep valuables with them in hospital.

Personal belongings inadvertently left after discharge will be forwarded to the lost property box in our Security section. Staff will endeavour to label any item with your name and you will be contacted to collect the items.

### Mail

Mail is delivered directly to your room. If you have mail to post please contact the ward secretary and this will be arranged for you.

### Newspapers

Ramsay Health Care have executed a contract with **Nationwide News Pty Ltd (News Corp)** for the provisioning of both digital and print media.



**Begin enjoying the news in 3 easy steps**

- 1 Connect to this hospital's Wi-Fi
- 2 Head to the website of one of the newspapers shown below
- 3 Read the news on your device

THE AUSTRALIAN • Daily Telegraph • Herald Sun • **Courier Mail** • The Advertiser • **NT News** • MERCURY | News Corp Australia

Using your own device access the Ramsay Wi-Fi network and then head to any of the newspaper websites listed below and browse its content free-of-charge.

- Theaustralian.com.au
- dailytelegraph.com.au
- heraldsun.com.au
- couriermail.com.au
- advertiser.com.au
- townsvillebulletin.com.au
- cairnspost.com.au
- goldcostbulletin.com.au
- geelongadvertiser.com.au
- ntnewsntnews.com.au
- themercury.com.au

## Parking

### Multistorey Visitor Car Park

This has six levels of undercover secure parking and is accessed:

- Via Gate 3, Newdegate Street
- Via Gate 6, Nicholson Street

### Administration Building Visitor Car Park

This car park is accessed via Gate 1, Newdegate Street. It is closest to:

- Specialists in the Administration Building
- Queensland X-Ray (main department)
- Gastroenterology
- G10 Medical Consulting Suites
- Paeds in a Pod
- Dialysis Centre

Details of our current parking rates can be found on our website [www.greenslopesprivate.com.au](http://www.greenslopesprivate.com.au) and are displayed at the car park entrances.

## Pharmacy

A comprehensive range of pharmaceutical services are provided to inpatients and outpatients of Greenslopes Private Hospital and members of the local community.

A team of highly-trained and experienced pharmacists and technicians dispense medications and provide clinical advice under your doctor's direction.

Pharmacists review medications regularly to identify, resolve and prevent medication related problems and optimise drug treatment. Medication information and counselling are provided to patients with multiple medications or complex conditions who would benefit from this service.

Ramsay Pharmacy is easily accessible and is located in the hospital's lobby. It is open 24hrs, 7 days a week for your convenience. Ramsay Pharmacy stocks an extensive range of pharmacy products and our staff provide a professional and friendly service to all patients, staff and members of the general public. A wide range of health, beauty, toiletries and professional care products are available for purchase. Ramsay Pharmacy also offers fresh flowers, gifts, magazines, newspapers and drinks to purchase during your stay.

Patients are requested to bring their prescriptions with them at the time of admission. This will ensure that their supply of medication is not interrupted and additional charges do not occur. This is especially important for authority items, which have controls placed on them. Your Prescription Record Form (PBS card) should also be brought to hospital if you are close to reaching your Safety Net so that we can add appropriate items dispensed during your stay in hospital. If you are taking a number of medications please bring a current medication list from your GP to assist the admission process and ensure your medication treatment is continued. This should include prescription medicines, "over the counter" medications, aspirin, vitamins, herbal or alternative medicines.

While in hospital if you feel your normal medications are not being administered correctly please discuss with the nurse immediately. Please note medications from Webster Packs cannot be dispensed by nursing staff, new medications will be provided.

Charges for medications not covered by hospital health fund agreements or the Department of Veterans' Affairs will be sent to you as a separate account.

## Visiting hours

We understand visiting your family or loved one is important to you. The visiting hours stated below are in place to allow a rest period for patients.

<b>General</b>	11:00am – 1:00pm	Daily
	3:00pm – 8:00pm	Daily
<b>Rehabilitation Unit</b>	1:00pm – 8:00pm	Monday to Friday
	10:00am – 8:00pm	Saturday & Sunday
<b>Maternity</b>	10.30am – 1:00pm	Daily
	3:00pm – 8:00pm	Daily

Please note: some specialty areas such as Intensive Care Unit and Coronary Care Unit may have additional requirements regarding the number of visitors and the length of visits. Please confirm with staff in these areas.

Children should be supervised by an adult at all times for their own safety and that of other visitors.

## Volunteers

Greenslopes Private Hospital Volunteers play an integral role in the care and wellness of patients through the Diggers Dozen, our Volunteer CARE Program and the Courtesy Bus Service. Volunteers at our hospital provide a highly valued extension to the clinical and medical care of our patients and the support of their families. Our volunteers strive to provide a positive experience for our patients and recognise diversity by treating all people with dignity and respect.

# Zero Tolerance – Aggression & Violence

**Staff, patients & visitors need to work & be cared for in a safe environment.**

Every person working in or utilising a Ramsay Health Care facility – staff, patients and visitors – has a right to personal safety.

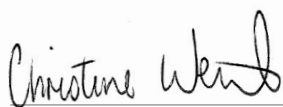
Threatening, abusive or physically violent behaviour will not be accepted from anyone under any circumstances.

Any such acts will result in action being taken.

Such action may include a:

- prompt medical response where appropriate,
- a formal warning,
- being asked to leave the premises or discharge from the facility,
- utilisation of security services, &/or
- police being notified & legal action implemented.

**It is never acceptable to abuse others.**



**Chris Went**  
Chief Executive Officer,  
Greenslopes





- Motorcycle parking
- Temporary road closure
- Bicycle racks
- Disabled parking
- Automatic ticket machines
- Entrances to Hospital
- Gate Number

Destination	Map Ref	Location
Bunker Museum	F6	Lower Lobby Level
Clinical and Medical Services (ADOCS and ADMS)	G6	Lower Lobby Level FSU Hallway
Collaborative Learning Centre & Library	G7	Lobby Level
Conference Centre	F7	Lobby Level
Coronary Care Unit	H9	Level 1 – John French Wing
Cyril Gilbert Cancer Centre	G8	Lobby Level
Day of Surgery Lounge	H9	Level 1 – John French Wing
Day Surgery Collection	H6/7	Lower Lobby Level, Administration Building
Discharge Lounge	F7	Lobby Level
Emergency Centre	J6	Ground Level
Executive Suites	H9	Lobby Level
Florence Syer Unit	F5	Lower Lobby Level
Francis Baron Burnett Centre	B6	
G10 Medical Consulting Suites	E3	
Gallipoli Medical Research Centre	J6	Lower Lobby Level, Administration Building
Gastroenterology & Minor Procedure Unit	I7	Lower Lobby Level, Administration Building
Greenslopes Specialist Centre	J8	Lobby Level
Greenslopes Specialty Clinics	F4	Ground Level, Administration Building
Hearts 1st	H7	Lobby Level
Hudsons Coffee (in Specialty Clinics)	G7 & G5	Lobby Level & Ground Level
Intensive Care Unit	I7	Lobby Level
Jean Pockett Wing	E8	
Keith Payne Unit	J11	
Main Reception & Main Entrance	I8	Lobby Level

Destination	Ref	Location
Maternity	G8	Level 2 – John French Wing
Nicholson Street Specialist Centre	I11	
Parents' Room	I8	Lobby Level
Pharmacy	I9	Lobby Level
Queensland X-Ray	H5	Lower Lobby Level, Administration Building
Radiation Oncology Centre	I6	Lower Ground Level, Administration Building
Ramsay Specialist Centre	J9	
Rehabilitation Unit	D7	
Renal	H5	Lobby Level, Administration Building
Security	G7	Lobby Level
Sleep Study Unit	I7	Ground Level, Administration Building
Sullivan Nicolaides Pathology	H6	Lobby Level
University of Queensland Offices	I6	Lower Lobby Level
Wards 11 & 13	F7	Level 1 – Jessie Vasey Wing
Ward 12 & 22		Level 1 & Level 2 - Jean Pockett Wing
Wards 21 & 23	F7	Level 2 – Jessie Vasey Wing
Ward 25	H9	Level 2 – John French Wing
Wards 31 & 33	F7	Level 3 – Jessie Vasey Wing
Wards 35 & 37	H9	Level 3 – John French Wing
Wards 41 & 43	F7	Level 4 – Jessie Vasey Wing
Wards 45 & 47	G9	Level 4 – John French Wing
Wellness Centre	D9	

Ramsay Pharmacy  
Part of Ramsay Health Care

**Open 24 Hours. 7 Days.**

**Brisbane's First 24hr Pharmacy**

Now open in the main foyer (I9) at Greenslopes Private Hospital

Sullivan Nicolaides  
P A T H O L O G Y

Quality is in our DNA

**Located on the map at H6**

**QueenslandXRay**

Providing comprehensive medical imaging across two onsite practices.

Main X-Ray Department located at H5

Obstetric and Paediatric Imaging Services located at G9

hudsons coffee

**FREE COFFEE**

**UPSIZED**

FIND US ON THE MAP

G5 & G7



## Greenslopes Private Hospital

Part of Ramsay Health Care

Newdegate Street  
Greenslopes QLD 4120  
P: 07 3394 7111

[greenslopesprivate.com.au](http://greenslopesprivate.com.au)