

Patient Information



Contents Page

Welcome	2		
Welcome	3	Why would I need a Blood or Blood Product Transfusion	20
About North Shore Private Hospital	4	Patient Manual Handling System (PMHS)	20
Values	5	Electrical Safety	20
The Ramsay Way	5	Medical Records	20
Your Room	6	Medical Staff	20
How to Use the Call Bell	7	Students in Training	21
Television & Radio	7	Security	21
Bed Adjustment	7	Smoke-Free Environment	21
Telephone	7	Staff Identification	21
Your direct telephone number to give to family & friends	7	Valuables	21
Bedside Communication Board	7	Preparing to Leave Hospital	23
Meal Services	8	Discharge time	23
Bringing in food for patients	9	Important information on discharge day	23
Meal service times	9	Discharge planning services	23
Patient Services & Facilities	10	Discharge readiness checklist	23
ATM & mail	11	Information for Your Visitors	24
Aboriginal Health Liaison Officer	11	Visiting Hours	25
Chapel	11	Accommodation for relatives and friends	25
Chaplain Service	11	Parking	25
Department of Veterans Affairs	11	Disabled Parking	25
Interpreter services	11	Public transport	25
Pathology & Radiology	11	Eight Tips For Better Health	26
Pharmacy	11	Eight tips for better health	27
Physiotherapy	11	Where can you go for more information?	28
Reception hours	11	Policies	
Shore Shots Cafe	11	Privacy policy	29
Volunteers	11	Compliments, concerns & complaints	30
Internet access	12	My healthcare rights	32
Social Work	13	Private Patients' Hospital Charter	33
Information	13	Foxtel Viewing Guide	34
Counselling Services	13		
Practical Information	13		
Important Information For Patients	14		
Your Nursing Care	15		
R.A.I.S.E the Ramsay Rule	15		
Partnering with Consumers	15		
Preventing & Controlling Healthcare Associate Infections	15		
Clinical Handover	15		
Identifying your Goals of Care	16		
Medications	16		
R.A.I.S.E the Ramsay Rule (Step by Step Instructions)	17		
What matters to you today?	18		
Pressure Injury Prevention	19		
Falls Prevention	19		
Stop the Clot	20		

Welcome

North Shore Private Hospital acknowledges the Cammeraygal people as the traditional custodians of this land.

We pay our respects to elders past, present and emerging.



Welcome

On behalf of the management team at North Shore Private Hospital I would like to extend a very warm welcome to you. Thank you for choosing North Shore Private Hospital to provide your patient care. North Shore Private Hospital, which opened in July 1998, is part of Ramsay Health Care. We have an outstanding team of staff and specialists who will support you during your treatment and provide great care throughout your admission.

Our staff work to promote The Ramsay Way culture of 'People Caring for People' by having a "positive and can do" attitude. As such, all of our staff will make you feel welcome at our hospital. If you have any questions, please direct these to the Department Manager or any member of the Hospital Executive.

Our focus at North Shore Private Hospital is to provide great patient centred care and a quality experience. We aim to demonstrate quality and safety in all that we do. We achieve this through trust, respect and transparency.

During your admission, if you have any questions in relation to your care please ask to speak with the Nurse Unit Manager in your ward. We have our R.A.I.S.E the Ramsay Rule which is a patient safety program for family escalation of care across all Ramsay Health Care Facilities. The family escalation of care provides a process by which patients, families or carers can escalate concerns they may have about a patient's condition by following a defined set of steps.

The information within this booklet is to assist you whilst a patient with us at North Shore Private Hospital.

Finally, thank you for choosing and allowing us to provide care to you and support you during your admission.



Kind regards,

Robert Cusack.

About North Shore Private Hospital



About North Shore Private Hospital

North Shore Private Hospital (NSPH) is a 351-bed surgical, medical and maternity facility located on Sydney's lower North Shore. With our recent South Wing expansion, North Shore Private can now offer every patient a single room including private ensuite – for a quieter, more comfortable hospital experience.

North Shore Private Hospital, a Sydney University teaching hospital, is involved in some of the world's most innovative research programs.

Our hospital encompasses:

- 20 operating theatres
- 3 cardiac catheterisation laboratories
- 19 bed Intensive Care Unit
- 8 Bed Coronary Care Unit
- 7 Birthing Suites
- 13 cot Special Care Nursery
- 24 bed short stay unit
- Endoscopy

The hospital's specialties include:

- Bariatric Surgery
- Breast Surgery
- Cardiac Surgery
- Cardiology
- Cardiothoracic Surgery
- Colorectal Surgery
- Cosmetics and Plastic Surgery
- Ear, Nose & Throat Surgery
- Oral & Dental Surgery
- Gastroenterology
- General Physician
- General Surgery
- Gynaecology
- Haematology
- Hand Surgery
- Head & Neck Surgery
- Interventional Neuroradiology
- Maxillofacial Surgery
- Musculoskeletal Surgery
- Neonatology
- Neurology
- Neurosurgery
- Obstetrics
- Oncology
- Orthopaedic Surgery
- Paediatric Surgery
- Pain Management
- Plastic & Reconstructive Surgery
- Respiratory Physician
- Robotic Surgery
- Sleep Studies

- Spinal Surgery
- Urology
- Vascular Surgery

We are committed to meeting all your needs through quality healthcare and teamwork. This booklet provides details about your room, the hospital and services available. We encourage you to ask as many questions as you need to fully understand your care.

We look forward to caring for you and your family at North Shore Private Hospital.

Values

The Ramsay values of "People Caring for People" recognises that we operate in an industry where "care" is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers, our patients and our staff. Success over short term financial gains because we care about our people, our community and our planet.

The Ramsay Way

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

We value strong relationships

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

We aim to constantly improve

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

We seek to grow sustainably

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

Your Room



Your Room

How to Use the Call Bell

Your room's call bell system allows you to contact nursing staff 24 hours a day. A button is located on the handset by your bed, which your nurse will place within your reach. Once the button is pressed, it will remain on until cancelled by your attending nurse. Additional buttons are located in the bathroom. Please don't hesitate to call staff to help you in any way.



Television & Radio

Your room's in-house entertainment includes free-to-air television and a range of Foxtel Channels. The system is remote controlled and located on your handset. The speakers are located within the handset.

Bed Adjustment

Beds are adjustable and can be repositioned using the up/down arrows located on the handset. In some cases, the bed's position is set by the nursing staff to facilitate your recovery.

If you feel uncomfortable, please press the call bell and staff will assist you.

Telephone

- Local Calls: Dial 0 to access an outside line. Local calls to land lines are free.
- Please dial *9 for our switchboard operator who will connect your call for STD or mobile telephone numbers.

Your Direct Telephone Number to give to Family & Friends

All wards are fitted with direct dial telephone access, please ask your nurse or ward reception for your room number.

Bedside Communication Board

Your personalised Patient Communication Board will contain the details for the Nurse Unit Manager of your ward and the staff member looking after you. It will also contain your Patient Care Plan and any Goals of Treatment you may have. This board is updated each shift or as your care changes. You can also write questions to ask the Doctor or nurse.

Meal Services



Meal Services

We understand how important your meals are to you during your stay. We strive to ensure the consistent delivery of high quality food and food services to patients every day.

Our Diet Aide will visit you each day from day one post surgery, and take your meal order with our computerised meal ordering system. Our meals have been created to meet the specific needs of patients in a healthcare environment, and are therefore lower in fat and salt content which may affect the taste that you are used to.

We offer menu options which are suitable for patients on a diabetic, low fat, low salt or restricted diet as ordered by the dietician or your doctor. Kosher & Halal meals are also available on request. If you have special dietary needs please advise our Diet Aides.

Due to your medical condition you may be on a special diet. Should you require further information regarding the type of diet you are on please discuss with the nurse caring for you or one of our experienced Diet Aides on Ext 3164.

Visitors may dine with you at meal time by ordering a meal from the front reception desk located on the ground floor. There is a cost for visitor meals. Orders for lunch must be made before 10.30am and dinner before 3.30pm.

Bringing in Food for Patients

We understand that family and friends may like to bring in food for their loved ones, unfortunately North Shore Private Hospital cannot accept responsibility for food that is prepared outside of the hospital and is brought in for patients by relatives and visitors. Our hospital has a legal obligation to comply with Food Safety Standards, it is our strong recommendation not to bring food into the hospital. However, if your relatives or visitors bring food they are welcome to use storage and reheating facilities in the pantry in each Ward. Please inform the nursing staff about food you bring and clearly label this with the patient's name and the date the food was prepared.

In compliance with Ramsay's policies, all perishable food brought into the hospital must be consumed immediately or it will be discarded. All food items stored in the pantry fridges will be cleared everyday by 7.00am. This will minimise the risk of food poisoning.

Patients, relatives and visitors please be aware of the potentially hazardous foods including meats, poultry, seafood and fish, dairy products, eggs, soft cheeses, deli meats, pâtés and dips.

Meal service times

Breakfast	7.00am – 7.45am
Morning Tea	10.00am – 10.45am
Lunch	12.00pm – 12.45pm
Afternoon Tea	2.30pm – 3.30pm
Dinner	5.00pm – 5.45pm
Supper	7.15pm – 8.00pm



Patient Services & Facilities



Patient Services & Facilities

ATM & Mail

An ATM is available in the Shore Shots cafe, located on the ground level.

All correspondence is delivered to and collected from the ward daily. A post office is located on level 3 of Royal North Shore Hospital.

Aboriginal Health Liaison Officer

This service is provided by Royal North Shore Hospital, please ask our social worker for assistance in contacting this service.

Please call our social worker department on (02) 8425 3091.

Chapel

A multi-faith Chapel is located between North Shore Private Hospital and Royal North Shore Hospital. Services are held on Thursday, Friday and Saturday at 1.00pm.

Chaplain Service

A Chaplain visits North Shore Private Hospital upon request. If you would like to arrange a visit please speak with one of our nursing staff or ward reception. Our social worker can also assist.

Department of Veterans Affairs

A Veterans Affairs Liaison Officer is available from 8.00am – 3.00pm Monday to Friday. Please ask the ward staff to arrange a visit if you are a DVA patient.

Interpreter Services

The Translating and Interpreter Service (TIS) is available 24 hours a day and provides a free interpreting service for doctors and specialists.

If you would like an interpreter at any stage of your hospitalisation, please speak with your doctor or nurse. North Shore Private Hospital is happy to assist with these arrangements. Please be aware, there are a small number of exceptions to the provision of free services. Compensation case patients, non-permanent residents and services not booked under the doctor are not eligible for free services. In these cases, charges apply. We do also have a number of staff who speak different languages and are available to provide assistance with non-medical translation. Please request assistance for these services from the nurse caring for you.

Pathology & Radiology

Private specialist pathology and radiology services provide 24 hour cover to hospital inpatients. They also provide outpatient services. If you have a pathology or radiology service performed whilst you are in hospital, a separate account may be sent to you which can be claimed from Medicare and your health fund.

Pharmacy

Ramsay Pharmacy Services provide on-site pharmaceutical services to our patients. Pharmacists will attend frequent rounds of each ward daily. They will dispense medications as requested by your Specialist and explain new medications to you. Some medications are additional to your hospital charges. If applicable, these will be added to your hospital account and will be payable on discharge. You will need to collect and pay for your discharge medications prior to leaving the hospital.

Trading hours:

Mon – Fri: 9.00am – 5.30pm

Saturday: 9.00am – 12.00pm

Sunday: Closed

Physiotherapy

Ramsay Health Plus provides comprehensive assessment and treatment to hospital inpatients. Physiotherapy is often a routine part of certain procedures or may be ordered by your treating doctor. For certain physiotherapy services a separate account will be sent to you which you may be able to claim from your health fund. Where possible, all fees and charges will be discussed with you prior to the commencement of treatment.

Reception Hours

5.30am – 10.00pm weekdays

6.00am – 10.00pm weekends

Outside of these hours all enquires will be diverted to ward reception for assistance.

Shore Shots Cafe

The cafe is located on the ground floor next to the reception desk, offering delicious beverages, cakes, sandwiches and a daily hot meal selection. Opening hours are: 6.00am to 6.00pm weekdays, 7.30am to 2.00pm Saturdays and 8.00am to 2.00pm Sundays.

Please note that the coffee service finishes 30 minutes prior to closing time. Public Holidays will have reduced operating hours.

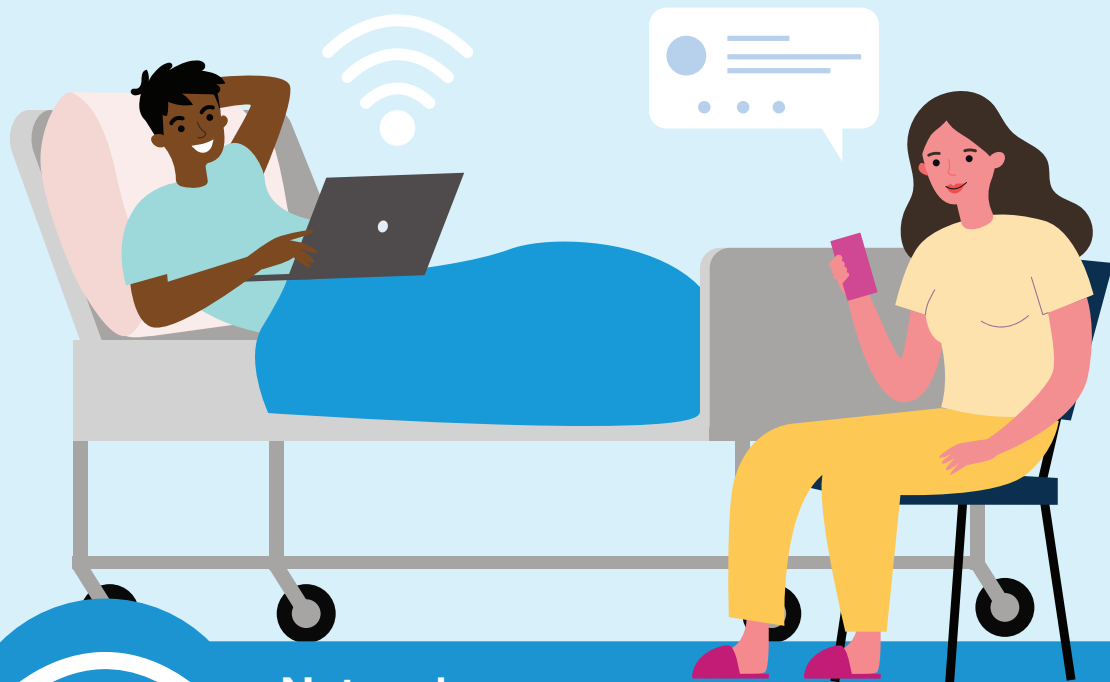
Volunteers

The hospital has a team of volunteers who visit the ward (Monday-Friday) to tend to your flowers, help you with using your TV or assist you finding information regarding your stay.

Internet Access

Free WiFi is available to inpatients & visitors.

Welcome to Ramsay WiFi



Network name:

Ramsay Guest WiFi

Ensure your device has its wireless signal/switch activated, go to the available wireless network connection list and select 'Connect' underneath 'Ramsay Guest WiFi'.



ASSISTANCE AND SUPPORT

If you are having issues connecting, please speak to the ward staff or the ward reception desk. Should you still have problems, let the ward staff know and they will reach out to Ramsay IT to assist where possible.



Ramsay
Health Care

Social Work

Information

What is the Social Work Service?

Social workers are skilled professionals who can assist you in dealing with the practical and emotional issues that may arise during your hospital stay. Social work services are available to North Shore Private Hospital's patients, their families, carers and support people.

Social Work Services Include:

- Counselling, support and therapy
- Planning for your admission and discharge home
- Referral to community services e.g. My Aged Care for domestic assistance, transport, meals on wheels, in home respite etc and community counselling services.
- Arranging ACAT (Aged Care Assessment Team) assessments for ongoing care in an Aged Care Facility or a Transitional Care program in the community upon discharge.
- Information about financial assistance
- Advice regarding accommodation near the hospital for relatives if you do not live locally.

The Social Work Service is guided by the Standards of Practice as set by the Australian Association of Social Workers.

Counselling Services

Social Workers can assist you and your family with any concerns or difficulties as a result of your hospitalisation such as:

- Coping with your illness and/or treatment
- Grief and bereavement counselling
- Your family and relationships
- Your self-esteem and confidence
- Lifestyle changes and adjustment due to your illness and/or treatment
- Making difficult decisions
- The impact of trauma on you and your family
- Palliative care
- Advanced care directive

Practical Information

Some practical services you may wish to contact directly or arrange for yourself include:

Centrelink: Sickness, Disability and Carers Line
Ph: 132 717

My Aged Care

Ph: 1800 200 422. (To arrange services at home.)

IPTAAS: Isolated Patient Travel and Accommodation Assistance Scheme

W: www.iptaas.health.nsw.gov.au/For-patients/application-forms

Application forms can be printed from this website or can be obtained from the social worker

- Alert staff early on in your stay if you feel you may need assistance from the social worker prior to discharge.

- Level 1 South
- Level 2 North
- Level 4 North
- Intensive Care Unit

Please contact **(02) 8425 3091**

Contactable Monday - Thursday

- Level 3 and 4
- Level 3 North
- Level 5 South
- ICU

Please contact **(02) 8425 3091**

Contactable Tuesday, Wednesday and Friday.

Maternity:

Referral from an Obstetrician or midwife is required.

Important Information For All Patients



Important Information For All Patients

Your Nursing Care

During your stay nurses will be allocated to care for you 24 hours a day. These nurses may comprise a team of Registered Nurses, Enrolled Nurses, Assistant in Nursing and sometimes students and trainees.

We understand the importance of continuity of care and try to allocate the same nurse each day, however sometimes this may not be possible.

R.A.I.S.E the Ramsay Rule

R.A.I.S.E the Ramsay Rule is about keeping our patients safe.

R.A.I.S.E the Ramsay Rule is a three-step process where you or your family or carer can escalate concerns and call for rapid assistance when you or they believe that something is 'not right' with your clinical condition.

Initially, concerns are raised with the nursing staff and the Nurse in Charge of the ward. If you or your family are still concerned about your clinical condition, the final step is to ring a dedicated hospital phone number which alerts a senior clinical staff member. This call initiates a timely clinical review by an experienced clinician.

In addition, the objective of the program is also to acknowledge you and your family's concerns and take appropriate action. (Step-by-step instructions can be found on page 17.)

Partnering with Consumers

As a patient you will notice that the staff will include you and your family / carers in your treatment by seeking information from you and giving information to you to ensure that we are providing the right treatment to the right patient and regularly monitoring your care.

Patient Centred Care (PCC) is an important part of your care. It is a broad term used to describe healthcare that is respectful of and responsive to the preferences, needs and values of you, as patients and consumers. PCC is an important measure of healthcare safety and quality.

PCC is more than customer service, in that it involves actively consulting, collaborating and partnering with patients, carers and families to not only improve your perceptions and experience of healthcare, but to also support your healthcare rights and responsibilities, improve your health literacy and the quality and safety of the wider system of healthcare.

We may at times seek input from patients regarding patient information publications, new processes or equipment to ensure that they are either easy to understand and informative, or what patients are needing in hospital.

Preventing & Controlling Healthcare Associated Infections

Strategies and education are in place to reduce your risk of acquiring an infection from your hospital stay. The nursing staff will provide education to you regarding your role in participating in our infection control program. Please ask should you have any questions or concerns.

Hand Hygiene

Hand hygiene is the single most important factor in reducing hospital acquired infections. Everyone plays an important role in stopping the spread of infection by ensuring they regularly sanitise their hands. Please ask your visitors to sanitise their hands on entering and exiting your room. All staff should also always perform hand hygiene in front of you. Please feel free to remind staff if you are concerned this has not been done. Alcohol hand rub is available in every room and throughout the hospital.

Should you wish to view our latest safety and quality data please head to our website www.northshoreprivate.com.au and view information under the clinical quality & safety tab.

Alternatively this can be viewed on the My hospitals website at www.ramsayhealth.com.au/Sustainability/Clinical-Quality-and-Safety

Clinical Handover

As part of the management of your progress it is important that all members of the healthcare team communicate with you about your treatment and care effectively. To assist in the process we utilise a standard approach to transferring information using the acronym ISBAR. There may be many situations where you will hear staff talking about you or your care. These discussions will generally take place with you in attendance. If you hear information that is incorrect or that you don't understand we encourage you to speak up to staff to explain or repeat the information. Within the rooms there is a bedside communication board which will be used by the staff who will be looking after you to write their names and any other significant information including your goals for the day. The staff will involve you in the clinical handover. They will review your charts, drips, drains and wounds.

Identifying your Goals of Care

At North Shore Private Hospital we are focused on patient centered care, this means you are at the forefront of your healthcare journey and we want to partner with you during your treatment to ensure you get the most out of your stay with us. As part of this process our staff will discuss with you what your healthcare goals are.

Individual Goals of Care

An individual goals of care vary from patient to patient even when they are having the same treatment.

Some examples of goals of care can include:

Health Improvement Goals

- Lowering your blood pressure
- Healing from an operation or procedure
- Improved quality of life

Activity Goals

- Improving walking distance
- Being able to walk up steps comfortably
- Continue playing golf

Social Goals

- Attend a wedding
- Do some gardening
- Go on a holiday

You can start by creating a list or discussing what's important to you, and what you are hoping for. We encourage discussing your goals with carers, family and other support people, this should include things like your needs and preferences for your care, the outcomes that matter most to you and what you expect from your care.

Together with your healthcare professional we will discuss your goals and look at the steps needed to achieve them. Information can be provided to you about your condition and we can discuss the different care options and how they best fit with your needs.

Please ask questions if you need more information, and be involved in the decision making process as much as you want to be.

Your goals can be broken down into achievable steps and timeframes for achieving each step. Together we will monitor your progress towards these goals and discuss what is working well or what could be improved, so that changes can be made if needed.

Your goals may change from day-to-day, you may need to have more than one conversation with your healthcare team about your goals. This might be because your condition changes, your treatment plan changes, or you decide a different goal is more important to you.

We look forward to assisting you during your stay.

Medications

Please inform nursing staff about any medication you are currently taking, including any herbal or complimentary medications. For safety reasons these will be securely locked in your bedside cabinet and made available for use during your stay with us.

Current Medications

For your safety, the nursing staff will administer ALL your medications whilst you are in the hospital from their original labelled pharmacy containers. Legally we are unable to use any alternative containers, such as webster packs and dosette boxes as we may be unable to identify the medications. We suggest these be left at home. If however, you believe an error has been made in regards to your medications please speak up and talk to the nurse caring for you.

Additionally it is likely that you will be prescribed extra medication whilst in hospital. Should you have any questions or concerns please discuss these with a staff member or request to speak to a Pharmacist.

Medication Safety

Our staff that administer medications are qualified to do so and are assessed regularly to ensure they remain competent. We utilise systems that ensure that we match you to your intended treatment. Each time the nurses administer medication to you they will ask you to identify yourself, or check your identification band, and ask you about any allergies that you may have. Any medication errors that may occur are reported, thoroughly investigated and analysed to learn from them.



ARE YOU WORRIED?

RAISE **the** **Ramsay** **Rule**



WHAT TO DO:

- 1.** Speak to your nurse about your concerns.
- 2.** If you are not happy with their response, you can ask to speak with the nurse in charge.
- 3.** If you remain concerned you can **RAISE the Ramsay Rule** by calling **02 8425 3178**

The Ramsay Rule is one of the ways Ramsay is working hard to protect our patients' safety.



Scan the QR code for more info on how to **RAISE the Ramsay Rule.**



What matters to you today?



How does it work?

We'll ask you "What matters to you today?" This helps our team members to understand what is important to you during your stay.

At Ramsay, we believe your care should be tailored to your specific needs. We prioritise person centred care and shared decision making.

Your care, your way.

Let's achieve what matters to you, together.

Pressure Injury Prevention

A pressure injury (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to prolonged or unrelieved pressure. Pressure injuries may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

Pressure injuries usually occur over bony areas – especially heels, buttocks and toes. Anyone confined to bed or a chair, who is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of developing a pressure injury.

The best thing that can be done is relieve the pressure by keeping active, and changing your position frequently, whether you are lying in bed or sitting in a chair.

If you are unable to move yourself, the staff will help to change your position regularly. Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular places following assessment. If you are at an increased risk, your staff will develop an individualised care plan with you. Staff will also inspect your skin daily to identify if a pressure injury is developing. Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Keeping your skin and bedding dry helps to keep the skin in good condition. It is important to let staff know if your clothes or bedding are damp. Avoid massaging your skin over bony parts of the body. Use a mild soap and moisturise dry skin.

For more information, speak with the nursing staff caring for you, or ask for a patient information pamphlet.



Falls Prevention

It's surprisingly easy to fall or slip whilst having treatment. Medication or fatigue may affect your balance, or you may not be as fit or as steady on your feet as you normally are. That's why we ask you to take particular care when standing or moving about because your safety and well-being are important to us. On admission we will assess your risk of having a fall and will implement strategies to reduce your risk of falling. The following describes a few ways you can reduce the risk of a fall.

Medication

Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

Unfamiliar surroundings

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

Flooring

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

Your condition

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

Visiting the bathroom

You may need to use the toilet unexpectedly or more often than usual whilst having treatment. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses, they are here to help you feel as comfortable as possible.

Clothing

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip and fall. Make sure these are the right length for you.

Footwear

Check that your slippers or other footwear fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to wear slippers over the top so you don't slip. Or wear grip socks that staff can provide.

Our Falls Management Program aims to ensure that minimal, if any falls occur, however if they do the frequency and severity of injuries from falls is decreased.

Stop the Clot

As you may be restricted to bed or have limited mobility, you are at risk of developing complications of blood clots. The nursing team will assess you daily and your doctor will decide your treatment. To reduce the risk of clots you are encouraged to keep your fluids up where possible and get moving as soon as possible - remember to do gentle exercises for your feet and legs while you are in bed.

Your doctor may prescribe some or all of the following:

- Mechanical devices such as graduated compression stockings - specialised socks or stockings that apply gentle pressure to your legs and ankles and should be worn until fully mobile, or intermittent pneumatic compression - which involves a garment around the leg that is regularly inflated and deflated to squeeze the lower leg.
- Anti-clotting medicines work by reducing the blood's tendency to clot. They can also increase the risk of bleeding so your doctor will aim to get the dose right for you.

Why would I need a Blood or Blood Product Transfusion?

Some patients may need a single or emergency transfusion after major surgery, childbirth or a major accident/illness.

Potential risks

Although Australia's blood supply is safe; blood and blood component transfusions are not risk free. Complications can occur, as with all medical procedures. Severe reactions to blood transfusions are very uncommon.

Is there anything I need to do during the transfusion?

- During the transfusion you will be closely observed.
- Your physiological observations and general condition will be monitored by the nurse caring for you.
- Report to the nurse as soon as possible if you notice any chills, fever, problems with breathing, rash, if you are worried or feeling unwell in any way during the transfusion.
- Before any procedure is carried out, you will be asked to give your permission or consent. You should make sure you understand the reasons, risk and benefits when you are asked to give consent for a transfusion.

In some cases alternatives to blood product transfusion may be suitable. Ask your doctor if this may be so in your case.

Should you wish to read further about blood product transfusions please ask the staff caring for you for an information booklet entitled "Blood Transfusion Consent Information".

If you have objections to blood transfusions, it is extremely important to discuss this with your doctor before your treatment.

Patient Manual Handling System (PMHS)

We aim to optimise patient quality care as part of our ongoing quality improvement process. We have implemented patient handling work practices for staff that eliminate lifting of a patient's full body weight when handling, transferring or mobilising our patients. Your nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurses will encourage you to be as independent as possible. If you need assistance the staff may use equipment or aides that will facilitate your movement, making it more comfortable and safe for you, whilst reducing the risk of injury to staff assisting.

Electrical Safety

All electrical equipment, including laptop computers, electric shavers, hair dryers or gaming devices, have the potential to affect our electrical network. Please be aware not to bring any electrical devices or charging equipment that is damaged; including lithium power banks.

Medical Records

A medical record will be kept of your admission and treatment. This will be confidential with access being limited only to the healthcare professionals directly involved in your treatment. This record will remain the property of the hospital. The contents of your medical record will be divulged only with your written consent, or where required by the law. You may request to review your medical record at any time. Please contact the Nurse Unit Manager to organise this. Your Medical Records with Ramsay Hospitals are NOT linked to your My Health Record except for the hospital discharge summary.

Medical Staff

The Visiting Medical Officer (VMO) who admits you is responsible for your medical care whilst you are a patient in North Shore Private Hospital. Each doctor will have a different time of the day that they will visit the hospital.

Resident Medical Officer

The hospital provides 24-hour Medical Officer coverage in liaison with your VMO to assist with your care in hospital.

We have a system in place to flag changes in your condition. If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or medical officer of your condition as necessary.

Students in Training

As a teaching hospital of a number of local universities, we are involved in the training of medical, nursing and other health care students. We hope you appreciate the importance of their training. However, if at any time you do not wish to be seen by students, please let the Nurse Unit Manager or nurse caring for you know.

Security

Surveillance cameras are positioned in common areas within the hospital providing 24 hour security as well as on-site security guards.

Smoke-Free Environment

In accordance with the Department of Health Policy, smoking or vaping are not permitted at North Shore Private Hospital. It is recommended that you do not smoke or vape before and after your procedure.

Staff Identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name.

Valuables

We strongly recommend that you do not bring any valuables to hospital. North Shore Private Hospital does not accept responsibility for patient's valuables. A locked drawer is available in each room, however valuables remain your responsibility.



Preparing to Leave Hospital



Preparing to Leave Hospital

Discharge Time

The discharge time is 9.30am. Please arrange your transport home the day before. Please speak with ward staff.

Important Information on Discharge Day

Before you leave hospital, please make sure you have the following:

- a discharge letter
- all personal belongings
- all personal x-rays
- all current medications
- follow-up appointment requirements

As you leave please see staff at the Front Reception to check out and visit Pharmacy to collect any new medications. Both of these are located on the ground floor and are necessary to complete the discharge process.

Discharge Planning Services

Please notify ward staff as soon as possible if you require any assistance for rehabilitation on discharge.

You may receive a follow up phone call after discharge from the staff to discuss your progress at home.

Discharge Readiness Checklist

Here are some important things to consider when preparing for discharge:

Transportation – how will you get home from hospital?

Care Management – will you need help managing your care?

Safety – is your home a safe place for your recovery?

Household Chores – will you need help cooking, cleaning or doing laundry?

Equipment – do you need any medical equipment at home?

Doctors Appointments – what is your follow up care?

Food – Do you have food and other necessities at home?

Medication – Do you have all the medications you'll need?



Information for Your Visitors





Information for Your Visitors

Visiting Hours

Your visitors are welcome to North Shore Private Hospital during visiting hours. Please respect the rest period scheduled to ensure the optimal recuperation for you and other patients.

Please note Maternity have their own visiting hours.

Morning:	10.00am – 1.00pm
Rest Period:	1.00pm – 3.00pm
Afternoon / Evening:	3.00pm – 8.00pm

To help your recovery, it is a good idea to nominate a close relative/friend to coordinate your visitors in the first few days following major surgery.

At this time your care is usually more intensive and your rest and recuperation take priority.

Visitors who are unwell should not visit the hospital. This includes flu like symptoms, diarrhoea and fever.

Accommodation for Relatives and Friends

North Shore Private Hospital is unable to accommodate relatives or friends on-site. A list of local accommodation with options ranging from budget accommodation through to four star international hotels can be obtained from front reception on (02) 8425 3000

Parents are welcome to be with their child during admission to hospital and one parent can be accommodated overnight with their child.

Children who are not patients must always be under the direct supervision of a responsible adult. The responsible adult must not be a patient of the hospital

Parking

Patient and visitor parking is available in the Wilson multi-storey car park. Parking fees are displayed at all entrances to the car park.

Payment can be made at the ticket machine located on the ground floor of the Wilson multi-storey car park prior to leaving, or by credit card at the boom gates.

Concession, daily and weekly passes are available for purchase at the Parking Office located in the P2 multi-storey car park opposite the Royal North Shore Hospital's main building.

The Parking Office also has information about long-term parking costs and conditions. Please observe restricted parking spaces for doctors and other designated areas.

Disabled Parking

There are a number of parking spaces for people with a valid RTA Mobility Parking Scheme Authority pass. The spaces are on the ground floor of the multi-storey car park, closest to the hospital building.

They can be accessed from both entrances; the easiest access is from the Pacific Hwy via Westbourne Street or via the north entrance from Reserve Road

Public Transport

North Shore Private Hospital's nearest train station is St Leonard's station. From the station the hospital is about a 10 minute walk.

Eight Tips For Better Health



Eight Tips for Better Health

Australia has one of the best health care systems in the world. This means when you visit a health care service you can expect the highest standards of health care available.

With your help, systems in health care can continue to be improved so that problems are less likely to occur.

No single person or group can improve health care systems on their own. Improving safety in health care is not only the business of doctors, nurses or other health care professionals. Everyone has a part to play - especially you, the patient receiving care.

Be actively involved in your own health care

- Taking part in decisions about your treatment is the single most important way to help prevent things from going wrong and to ensure the best possible care for yourself.

Speak up if you have any questions or concerns

- You have the right to ask questions and to expect answers you understand, however, your health care professional can only answer your questions if you ask them. You have the right to ask for another professional opinion. A family member, carer or interpreter can be present if this will help you.

You may wish to say:

- I'm not sure I understand what you said
- I'm worried that...
- Could you please explain that to me again?
- Can I come back with my family to talk about this again?

Learn more about your condition or treatments by asking your doctor, nurse or other health care professional and by using other reliable sources of information

You may wish to ask:

- Can you please tell me more about my condition?
- What can I do to help myself? When should I come back to see you?

Make sure you understand the medicines that you are taking

- Make sure the medicine you have been given is exactly what your doctor ordered for you. If you are starting on a new medication, or told to stop taking your medication be sure you understand what side effects may occur and if or when to restart.

You may wish to ask:

- What do the directions on the label mean?
- Do you have any written information about this medicine?
- How much should I take, and when is the best time to take it?
- What are the common side effects?
- What should I look out for?
- How long before it starts to work?
- Will this medicine interact with the other medicines that I am taking?
- Are there any foods or other things that I should avoid while I'm on this medicine?
- How long do I need to take this medicine?
- Do I restart taking the medication and when?

Make sure you get the results of any test or investigation

- If you don't get your results when expected, don't assume that everything is automatically alright. Call your doctor to find out your results, and ask what they mean for your care.

Make sure you, your doctor and your surgeon all agree on what course of action will be taken during your operation

- Although carrying out the wrong operation or on the wrong side is extremely rare, even once is too often. Examples include operating on the left knee rather than the right knee, or removal of the appendix instead of the gall bladder. Ensure you confirm the operation details with the surgical team, just prior to the operation.

Before you leave hospital, ask your doctor or another health care professional to explain your future treatment plan

- When people are discharged from hospital, doctors can sometimes think their patients understand more than they really do about their continuing treatment and follow-up.

You may wish to ask:

- Who will be following up on my care and when do I need to see them?
- How long will I be taking this medicine?
- Will I require physiotherapy or other rehabilitation services?
- When can I return to work?
- When can I play sport?
- When can I drive?
- Will I be given a written summary of my care to give to my doctor?
- Remember to visit your doctor after you are discharged.

In hospital you can expect your health care professional to:

- Actively involve you in your own health care
- Set aside time to allow you to talk about your concerns
- Provide information for you in a language and format that is easy to understand
- Complete a medication history that takes into account over-the-counter medicines, herbs, vitamins, alcohol and recreational drugs that you use
- Provide verbal and written information about medicines in plain language
- Make sure that you get the results of your tests and investigations
- Provide you with complete information about your treatment if you are to have surgery or a procedure
- Make sure you know exactly what is going to happen to you in surgery and that you have consented in full
- Discuss discharge planning. Start planning as early as practical, if possible, before the time of hospital admission

Where can you go for More Information?

A good place to start finding information about your condition is the Health Insite website www.healthinsite.gov.au. Your local library may help you with access to the internet.

You may also like to contact a support group for people with similar conditions.

The [8 Tips Booklet](#) is available at the Australian Council for Safety & Quality in Health Care website www.safetyandquality.org.

Policies

Privacy Policy

Ramsay Health Care Australia (Ramsay) 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 (including but not limited to patient health information).

We are committed to complying with all applicable privacy laws which govern how Ramsay collects, uses, discloses and stores your personal information.

This Privacy Statement sets out in brief how Ramsay will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: www.ramsayhealth.com or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

In respect of Patients, Ramsay will collect your personal information for the purpose of providing you with health care and for directly related purposes.

For example, Ramsay may collect, use or disclose personal information:

- For use by a multidisciplinary treating team;
- Assessment for provision of health care services;
- To liaise with health professionals, Medicare or your health fund;
- In an emergency where your life is at risk and you cannot consent;
- To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers or the placement of students or trainees at Ramsay facilities;
- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

In respect of other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with Ramsay and for other related purposes. Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.



Compliments, Concerns & Complaints

We welcome compliments and feedback relating to your stay with us and we encourage all patients to complete feedback questionnaires when requested to do so. This enables us to evaluate and improve our services to our patients. Feedback can be anonymous, however if you wish to write a specific and signed letter, your points will be acknowledged and dealt with appropriately.

If you are concerned about your care or the hospital services we encourage you to speak to the Nurse Unit Manager on the Ward, the Director Clinical Services or the Chief Executive Officer during the day and the Hospital Duty Manager out of hours. It is important that you endeavour to resolve any matter with the hospital whilst an inpatient.

Please be assured that:

- we want to resolve your concerns to your satisfaction
- you can expect any complaint to be dealt with quickly and confidentially
- your complaint will not adversely affect the treatment / service you receive

Should you feel that the matter requires independent hearing, feel free to write to:

The Minister for Health

Health Care Complaints Commission
Level 12, 323 Castlereagh Street
SYDNEY NSW 2000





My healthcare rights

This is 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
- Request access to 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





Private Patients' Hospital Charter

Your rights and responsibilities as a private patient
in a public or private hospital

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice as to when you are admitted to hospital. Even if you have private health insurance you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

- Information about your treatment - Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.
- Informed Financial Consent - Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.
- Other medical opinions - You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).
- Visitors - The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians if the patient is a child, and when your friends can visit you.
- Seek advice about costs - As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gaps). In some cases you may also have to pay an 'excess' or co-payment. Before you go to hospital, ask your private health insurer, doctor(s) and hospital about the expected costs of your treatment, including possible costs for surgically implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).
- Confidentiality and access to your medical records - Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.
- Treatment with respect and dignity - While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.
- Care and support from nurses and allied health professionals - Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.
- Participate in decisions about your care – Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.

- Comments or complaints - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).
- Provide accurate information - To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).
- Long-stay patients - If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

Find out about any potential costs before you go to hospital

Ask your treating doctor or specialist:

- for confirmation in writing of how much their fee will be and how much is likely to be covered under Medicare or your private health insurance.
- whether they participate in your health insurer's gap cover arrangements and if you are likely to have to pay a gap, how much it will be.
- which other doctors and medical staff will be involved in your treatment and how you can get information about their fees and whether they will be covered by your private health insurance.
- for an estimate of any other costs associated with your medical treatment that may not be covered by Medicare or your private health insurance (e.g. pharmaceuticals, diagnostic tests).
- whether you are having a surgically implanted device or prosthesis and if you will have to contribute towards the cost for this.

Ask your health insurer:

- whether the treatment you are having is covered by your private health insurance and if there are any exclusions or waiting periods that currently apply to this treatment under your policy. If you are having a baby, talk to your health insurer as early as possible in your pregnancy to find out what rules apply to obstetrics and newborn babies.
- whether you have to pay an excess or co-payment, and, if so, how much this will be.
- about the level of hospital accommodation covered by your policy (some policies only cover being a private patient in a public hospital).
- whether your insurer has an agreement with the hospital you are going to be treated in.
- whether you will need to pay extra for surgically implanted devices or prostheses.
- if any gap cover arrangements are in place that may apply to you.

Ask your hospital:

- whether the hospital has an agreement with your private health insurer.
- whether you will have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).

Welcome to the exciting world of Foxtel



Your Viewing Guide

Below you'll find a guide of the great channels available to you – ensuring that every time you turn on your TV, there's something great to watch. To view the Foxtel channels, simply turn on your TV using your remote, then access the channels using either the up/down arrow button or by directly entering a channel number.

Entertainment



Your destination for original, exclusive and award-winning local and international productions. See more on The LifeStyle Channel +2, channel 157.



For non-stop entertainment, pleasure seekers look no further than FOX8. Plus see more on alternative viewing channel FOX8+2, on channel 153.



Escape with larger than life reality, soap dramas and daytime favourites – Arena has it all.



The ultimate destination for home and property entertainment. From makeovers to renovations, property dreams to property nightmares



FOX One – Drama First We are an electrifying gateway to a new Drama destination. Home to the world's most addictive and entertaining dramas. Our promise is to entertain and reshape what viewers expect from a drama brand.



Escape into the warmth of the familiar with some good clean fun. Guaranteed laughs, to share with your friends and family. Known for the loved, iconic talent-focused comedies, relatable characters - in situations too funny to ignore.



BoxSets airs complete seasons of the world's best dramas including Game of Thrones, Ray Donovan, Ballers as well as Foxtel's local productions Wentworth and A Place to Call Home.



FOX Classics celebrates the greatest film and television of all time. We celebrate heroic characters above all else. We offer our audience an opportunity to relive the memories that mean so much to them, as well as celebrate a time when the world was a simpler place.



As Australia's official Home of FX Originals, HBO and Foxtel Originals, FOX SHOWCASE is a premium drama destination.

Sports



Australia's sports leader, home to the best local and international sport.



FOX LEAGUE. It's 100% league focused. Your team, every round LIVE of the NRL Telstra Premiership, with no ad-breaks during play.



Launching ahead of the biggest summer of cricket, the new dedicated FOX CRICKET channel will provide more cricket to fans than ever before.



FOX FOOTY covers your team, every round LIVE of the Toyota AFL Premiership Season.

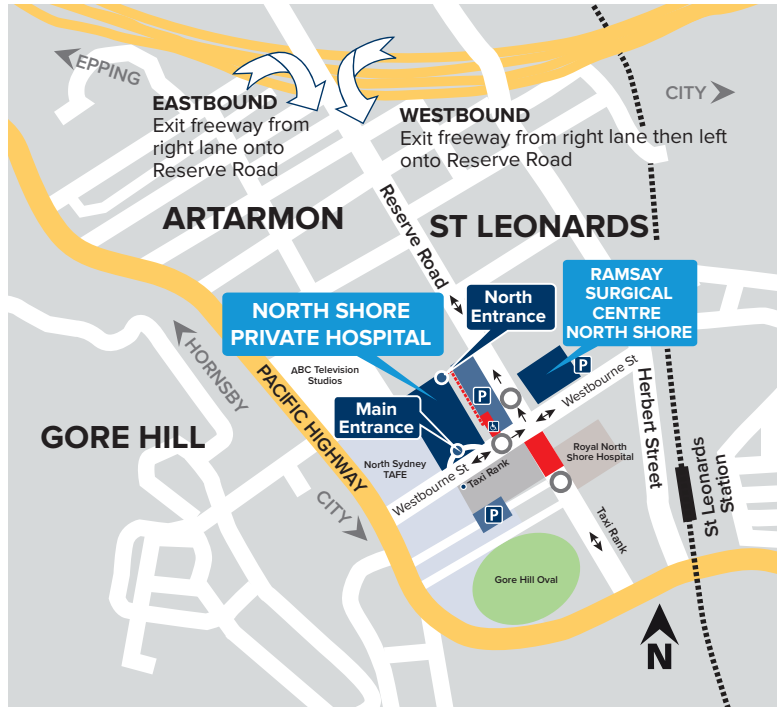
Kids



Home to the most cheeky and irreverent shows from around the world, Nickelodeon is the only channel that is 100% slime (and kid) powered. It's the ultimate hang-out for kids where funny rules!

If you have any other queries, please contact staff who will be happy to assist you.

Some channels not available to all areas/buildings.



North Shore Private Hospital staff are committed to providing compassionate, professional & high standard health care



**North Shore
Private Hospital**

Part of Ramsay Health Care

North Shore Private Hospital

Westbourne Street

St Leonards NSW 2065

Ph: 02 8425 3000

Fax: 02 8425 3970

northshoreprivate.com.au

People caring for people.