

## **The Sunshine Coast Private Hospital**

### **PATIENT INFORMATION**

#### **WELCOME**

The Sunshine Coast Private Hospital is a not-for-profit organisation owned by the Uniting Church - a member of the Uniting HealthCare Group that includes The Wesley Hospitals in Brisbane, Turravan and Townsville, St Andrew's War Memorial Hospital Brisbane and St Stephen's Private Hospital Maryborough.

Centrally located on the Sunshine Coast and set amongst rainforest the hospital is ideally situated to cater for the health care needs of one of Australia's fastest growing regions. It has become the largest private hospital outside metropolitan Brisbane and is highly regarded for the quality of care and the quality of its health care teams.

As a registered charity and not-for-profit facility, we are committed to reinvesting surplus funds for the development of the hospital, our services and employees. This benefits the community by creating a hospital utilising leading edge technology and staffed by leaders in their field. We embody the 'Spirit of Health' motto employing compassion, care, honesty and integrity throughout every aspect of our care.

A wide range of services is provided including the major specialities such as surgical, medical, cardiovascular, psychiatric, maternity and day procedural.

The hospital is fully accredited by the Australian Council on Healthcare Standards and is committed to providing excellence in health care through continuous improvement, innovative leadership and efficient and effective management of resources.

#### **MISSION**

Excellence in health care by dedicated staff, inspired by Christian compassion.

#### **VALUES**

Our focus is customer service. We will be accountable for all our actions. We will encourage innovation and process improvement through teamwork and leadership.

#### **QUALITY STATEMENT**

Through continuous improvement, innovative leadership and efficient, effective use of resources, The Sunshine Coast Private Hospital strives for excellence as a customer-focused organisation.

## **ACTION LINE**

Feedback regarding your care is important for measuring and improving customer satisfaction. If you wish to comment to a Senior Manager on any issue relating to your care, or nominate an employee who has provided exceptional service, please phone extension **3304** for immediate action. This service is available 24 hours a day.

## **ACCOUNTS**

It is recommended that you settle your account, including excess or co-payments, before you leave the hospital. Please note that excess is payable on admission. Depending on the cover provided by your health fund you may receive an account for pharmacy items.

If you do not have private health insurance, you will be required to pay the full account on admission. Most major credit card facilities are available.

Information about your account:-

### ***Accommodation***

Hospital fees are based on your diagnosis / treatment whilst an inpatient. Services not included in the daily accommodation fee will be charged to your account. These include, phone calls, some pharmacy items and meals supplied to family members.

### ***Methods of Payment***

- Cash
- Personal cheque
- Credit Card, i.e. Bankcard, Mastercard or Visa
- EFTPOS – daily limits may apply

## **AUXILIARY**

The Hospital has an active Auxiliary (founded in 1983) which conducts a number of fundraising activities each year. Funds raised for the Hospital enable purchase of specific items of equipment. Members of the Hospital Auxiliary also visit twice a week to assist with the re-arranging and watering of your flowers.

# B

## **BED ALLOCATION**

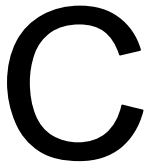
Where possible the hospital attempts to accede to a patient's request for a single room. Unfortunately this is not always possible as the allocation of single rooms is often based primarily on medical/care need. Should bed shortages in certain areas occur before or during your stay, it may be necessary to transfer you to another area within your ward, or to a different ward within the hospital.

## **BEAUTY THERAPY SERVICE**

Red Cross volunteers provide this service to patients once a week. If you would like make-ups, facials or manicures, please ask the nursing staff and they will notify the Red Cross ladies on their next visit.

## **BUS SERVICE**

Sunbus provides public transport with Route 619 between Maroochydore and Kawana. For more information and/or a timetable contact 131 230.



## **CHAPLAINCY SERVICE**

Our Chaplain visits the wards on a regular basis and can be contacted 24 hours a day by asking your nurse. The Chaplain will be happy to visit you, bring you Holy Communion, or if there is a need, discuss some matter of personal or family concern. The hospital has a Chapel on Level 3 for patients, visitors and staff.

A Chapel Service is conducted each Wednesday at 10am. If you would like to attend please speak with one of the staff and they will arrange for you to be escorted to the service.

Ministers and official representatives from most religious denominations also attend the hospital on a regular basis. Should you desire a particular ministry from your own church tradition, ask your nurse and she/he will contact that person. Your pastor, priest, etc is permitted by the hospital to visit you at any time.

## **COFFEE SHOP**

The Coffee Shop is open Monday to Friday (excluding public holidays) between 8:30am and 4:00pm. A delicious range of snacks, hot and cold meals and beverages are available. A number of personal items, including toiletries, newspapers and magazines are also available.

A vending machine for drinks is located outside the Level 2A reception/waiting area and a snack machine is located in the Mental Health Unit and may be accessed for purchases outside Coffee Shop hours.

## **CUSTOMER SURVEY**

A "How well did we care for your?" survey leaflet can be found in the front cover of this booklet. We ask you complete the survey and hand it to reception on your discharge. Feedback received enables us to continue improving the quality of our service and meet the needs of our patients.

## **COMMUNICATIONS / CONTACT DETAILS**

***Street Address:***

12 Elsa Wilson Drive (Via Syd Lingard Drive), Buderim, Qld 4556

***Postal Address:***

PO Box 5050, Maroochydore BC, Qld 4558

***Telephone:*** (07) 5430 3303

***Facsimile:*** (07) 5444 7001

# D

## **DISCHARGE**

Your doctor will inform the Nurse Unit Manager when you may be discharged. Discharge time is generally prior to 10.00am and our nursing staff will help you to make the necessary personal arrangements.

It is beneficial to think ahead and plan with your nurse how you will be transported home. Ambulance transport is not automatically available as the Queensland Ambulance Service has criteria for transportation of patients.

Most of your recuperative period will take place at home. If you are having major surgery it is helpful to have someone at home during the recovery phase to assist with cooking, laundry and housework. Please discuss with the nursing staff if this support is not available. There are alternative options available but they may take time to arrange.

A community liaison nurse visits the hospital twice a week, providing a link to community support services. Your nursing team will identify if community support (eg home nursing, meals) is required and make the necessary arrangements. Some health funds may not cover this service.

Before departure please present at the admission / discharge reception desk to finalise accounts.

## **DONATIONS AND BEQUESTS**

The Sunshine Coast Private Hospital is a not-for-profit facility and reinvests all funds back into equipment and services for patients. A fundraising program has been established which allows for our patients and members of the community to donate to a specific service of their choice. If you have any further questions about this program please contact the Executive Office on extension 3305.

# E

## **ELECTRICAL APPLIANCE**

For the safety of all patients, workplace health and safety regulations require all appliances (e.g. hair dryers, electric razors, computers) brought into the hospital to be checked by the hospital's maintenance department. Please advise nursing staff in your ward if you have an electrical appliance you wish to use.

## **EMERGENCY PROCEDURES**

In the event of an emergency, remain by your bed until an employee arrives to advise you what to do. Do not use the lifts. The staff on each ward are trained in the procedures to follow during emergencies. It is important that you follow their directions.

# H

## **HOSPITAL CONSENT**

A surgical procedure or operation cannot be undertaken without your consent or the consent of your legal guardian. If you are under the age of 18 years a parent or legal guardian must be present to sign the consent form. Consent is generally obtained prior to admission by the medical specialist performing the procedure/operation.

## **HAIRDRESSER**

A mobile hairdresser is available to visit you in your room. Please ask your ward clerk to make an appointment.

## **HEALTH INSURANCE / FUNDS**

The Sunshine Coast Private Hospital can claim directly from your private health fund if you choose. Your private health insurer will send the payment directly to the Hospital to be credited to your account.

We recommend that you contact your private health insurer prior to admission to ensure you have adequate cover.

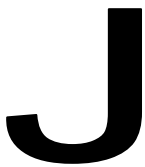
- ***Third Party Liability Claims, such as motor vehicle accidents***  
Your account is payable in full upon discharge and you are directly responsible for recovery of your expenses.
- ***Worker's Compensation***  
The Hospital needs an approval number or written approval from the Workers' Compensation Board prior to admission. Unless we receive this, your account is payable in full upon discharge.
- ***Overseas Claims***  
Payment of medical and hospital expenses are the responsibility of the patient and must be finalised on discharge. If you wish, we will obtain information from your travel insurance company regarding your refund entitlement.
- ***Unexpected Expenses***  
Occasionally, unforeseen circumstances may cause medical expenses to be higher than originally expected. If you have any concerns regarding the finalisation of your account, please contact the Patient Accounts Manager on extension 3317 or (07) 5430 3317 from outside the Hospital.



## **INFECTION CONTROL**

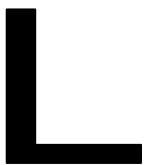
This hospital recognises the importance of monitoring hospital infection. To ensure that this is carried out in keeping with Queensland Health and Australian Council on Health Care Standards guidelines, all microbiology results are viewed by your nursing care team. If a patient has an infectious condition, nursing staff will take additional precautions (e.g. gowns and masks) and visitors may also be requested to comply with these precautions.

Visitors are requested to refrain from sitting on beds. In the interests of patient well-being, persons suffering from infections are advised not to visit the hospital until free of the infection.



## **JUSTICE OF THE PEACE**

The services of a Justice of the Peace (JP) can be obtained by contacting your Nurse Unit Manager. Nursing staff are not authorised to witness patient documents.



## **LAUNDRY**

If you are unable to arrange for a relative or friend to do your laundry, advise the nursing staff and they will arrange to have this service provided. As the hospital does not have a laundry service on site there will be a charge for this service.

## **LAPTOP COMPUTERS**

Consent to use a laptop computer must be obtained from the Nurse Unit Manager in your ward and an electrical check undertaken by the hospital's maintenance department. The hospital cannot accept responsibility for loss or damage of any property you choose to keep at your bedside.

# M

## **MAIL**

Personal mail is delivered to you in the ward. If you have any outgoing mail, staff will arrange for posting.

## **MENU**

The Hospital menu offers a wide selection of meals and our catering department is able to prepare a full range of meals for special diets.

We strive at all times to satisfy your needs. Should you have any special requirements, please tell a member of the nursing staff, who will contact the catering department.

## **MOBILE PHONES**

The use of mobile phones inside the hospital building is discouraged due to interference with medical equipment, particularly in critical care areas.

# N

## **NEWSPAPERS & MAGAZINES**

Newspapers and a selection of magazines are delivered to the Hospital every day. All wards are visited between 8:45am and 10:00am. The correct money is appreciated as a limited amount of change is carried.

The Coffee Shop also sells newspapers and magazines.

## **NURSE CALL SYSTEM**

Each bed is equipped with a nurse call buzzer. Your nurse will explain how to use the buzzer on admission. You will also find a nurse call buzzer in your bathroom. This facility ensures that we are able to respond quickly to any difficulties or additional needs you may require.

# P

## **PATIENTS' RIGHTS AND RESPONSIBILITIES**

A brochure on patients' rights and responsibilities is provided as part of the admission process and another brochure can be found in the front cover of this booklet. Further copies may be obtained from the Admission Office or from the Nurse Unit Manager in the ward.

## **PARKING**

Parking is available in the main hospital car park located at the entrance of the hospital. Disabled parking is also provided close to the hospital, near the drop-off and pick-up area at the front of the hospital.

## **PHARMACY**

A pharmacy on site is available to supply all your medical and pharmacy requirements while you are in hospital. You may also request personal supplies. An account for any additional items not included in your accommodation fee, will be issued directly from the Pharmacy to you soon after discharge. A range of medical equipment is also available for hire through the Pharmacy. If you wish to request an alternative pharmacy please advise a member of the nursing staff. If you have a concession card for pharmaceuticals, please present this card to administration on admission so that details can be supplied to the Pharmacist – as required by government regulations.

## **PRIVACY ACT**

Personal information collected from you will be used primarily to ensure that you receive optimal care. If we wish to use the information for other purposes, we will ask for your consent.

You are entitled to request access to your personal information by writing to the hospital, or by contacting our Privacy Officer by telephone on (07) 5430 3303.

Our personal information management policy is available at reception, or our Privacy Officer would be happy to answer any questions you may have.

## **PUBLIC TRANSPORT**

### ***Bus***

Sunbus provides public transport with Route 619 between Maroochydore and Kawana. For more information and/or a timetable contact 131 230.

### ***Taxi***

Bookings for a taxi can be made with Suncoast Cabs on 131 008.

# **R**

## **RED CROSS**

We are fortunate to have the services of the Red Cross, who visit once a week to offer our patients a chance to buy goods from their trolley, ranging from toiletries and confectionary, to knitted items. The Red Cross cupboard is located on Level 2A and nursing staff will assist you with any enquiries regarding goods. The Red Cross also offer a beauty service once a week (for more information see *Beauty Therapy Service*).

# S

## **SMOKING**

As a health care facility we endorse a smoke free environment. Consequently, Hospital policy prohibits smoking within the hospital buildings and front entrance area.

Cigarettes are the greatest single cause of hospital fires and because of the incapacitated state of many patients, careless actions and disregard of smoking policies can have serious consequences.

Patients wishing to smoke are to use the specified smoking areas outside the hospital building. Visitors are asked NOT to smoke whilst visiting patients in the hospital.

# T

## **TELEPHONE CALLS**

If you would like to make an outside call, dial "0" before dialling the number you wish to call. To contact the switchboard, dial "3303". Some charges may apply for external calls, dependent on your health fund cover.

Public telephones with STD facilities are located on Level 1A (near the Coffee Shop) and in the Mental Health Unit.

## **TELEVISION**

The hospital is equipped with a television service to every room. This service includes local television as well the national broadcasting stations. There is no charge for this service.

# U

## **UNIFORMS**

Hospital employees present themselves in a professional manner with all staff able to choose from a corporate range of uniforms. Each employee wears an identification badge and the badge identifies which ward or department they are involved in (e.g. nursing, patient services, administration).

# V

## **VALUABLES**

Please do not bring valuables or money with you, other than a small amount for newspapers, magazines, etc. If you must bring valuables, ask the nurse to arrange for their safekeeping and a receipt will be given to you.

Because of limited space, only rings, jewellery, wallets/purses (with money and contents) and watches are classified as “valuables for safekeeping”. These items can be returned to you during office hours.

The hospital cannot accept responsibility for the loss of, or damage to, any property you choose to keep at your bedside. Do not forget to collect your belongings and valuables before you leave.

## **VISITING HOURS**

Contact with your family and friends is an important part of your care.

Visiting times are as follows:

General Units	10.30am – 8.00pm
Maternity Units	10.30am – 12 noon and 3.00pm – 8.00pm

The Maternity Unit is closed between midday and 3.00pm for patients’ rest, so please advise visitors to avoid calling during this time if possible. No phone calls will be put through during this time.

Parents of children may visit at any time. Visiting may sometimes be restricted on Doctor’s request, or at the discretion of the Nurse Unit Manager. Patients may ask that visitors be restricted.

All visitors should check at the Nurses’ Station on arrival.

## **VETERANS**

A number of veterans' organisations, including the RSL and Vietnam Veterans provide regular visitations to the relevant veteran patients. If you would prefer not to receive such visits, please notify your nurse or reception on extension 3333.

## **VOLUNTEERS**

The Sunshine Coast Private Hospital greatly appreciates the valuable contribution given by its volunteers. All hospital volunteers undertake training and instruction to assist them in maintaining the high standard of service, adding another dimension to the quality care already provided at the hospital. Volunteers do not wear a uniform but volunteers can be recognised by a badge.

# **W**

## **WORK EXPERIENCE**

The Sunshine Coast Private Hospital offers work experience to students who come to us from a variety of institutions such as university and colleges. We regard this as a community service as well as professional development for the student. Students are supervised at all times by appropriately qualified staff from the hospital.