



**Health**  
Mid North Coast  
Local Health District



**WAUCHOPE DISTRICT  
MEMORIAL HOSPITAL**

# **PATIENT INFORMATION DIRECTORY**

**THIS DIRECTORY IS THE  
PROPERTY OF THE HOSPITAL  
PLEASE DO NOT REMOVE**

# **Our Vision**

**Quality and Excellence  
in  
Regional Health Care**

**WAUCHOPE DISTRICT MEMORIAL HOSPITAL**

**Acknowledgement to the Traditional  
Custodians of the Land:**

**Biripi Nation**

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## WELCOME

The Wauchope District Memorial Hospital was opened in June 1944 and is well acknowledged for its excellence in continually developing and improving the quality of healthcare it provides.

Wauchope District Memorial Hospital is accredited with the Australian Council on Healthcare Standards (ACHS).

Wauchope District Memorial Hospital operates as a public facility. All patients regardless of insurance status will be treated in order of clinical priority.

Members of our staff are here to help you and are committed to providing the best possible care. Please do not hesitate to ask the staff if you have questions about the hospital routine, your illness or other matters.

The main switchboard phone number is 6585 1300.

## DISCLAIMER

Wauchope District Memorial Hospital is grateful to advertisers who made this directory possible. Due to their generous support it was produced at no cost to the Health Service. However, an advertisement in the directory does not imply an endorsement by the Wauchope District Memorial Hospital.

## PUBLIC TRANSPORT

The hospital is located at High Street (Oxley Highway) west of the CBD. Bus stops are located in the CBD and close to the hospital. Enquiries and timetables are available from:

BUSWAYS:	1300 555 611
Busways Regional Office:	6562 4724
Wauchope Depot:	6586 1855
Website:	<a href="http://www.busways.com.au">www.busways.com.au</a>

## PARKING

Parking for patients and visitors is available. Please obey the signs and park only where appropriate.

There is a zone located at the front of the main entrance of the hospital for the set-down and pick-up only of patients.

## FRONT RECEPTION

Front Reception is located directly inside the main entrance, to the left. Hours of Operation are:

Reception: 8:00am - 5:00pm (weekdays) and 9:00am – 2:00pm (weekends)

## VISITING HOURS

Visitors are reminded to respect the privacy and condition of other patients. Patient lounges should be used where there are groups of four or more visitors or where young children are visiting.

All children visiting the campus must be accompanied by an adult.

Visiting is not permitted during the patient rest period between 1:00pm and 3:00pm.

## General Ward and Palliative Care Unit

11:00am – 1:00pm 7 days Public visiting

3:00pm – 8:00pm 7 days Public visiting

## Rehabilitation Unit

11:00am – 1:00pm 7 days restricted to immediate family

3:00pm – 8:00pm 7 days Public visiting

If there are individual circumstances preventing your ability to visit during these times, please discuss with the Nurse in charge.

## MEALS

Hot meals provided to patients are supplied from the Northern Food Service central production kitchen. These meals are cooked under controlled conditions that reduce the risks of food contamination in the cooking process. Meals are plated and 're-thermed' in the Wauchope District Memorial Hospital kitchen. Cold food items such as salads and sandwiches are prepared locally on the day by Wauchope District Memorial Hospital kitchen staff using fresh produce from local suppliers.

Your menu will be provided to you and will include choices for dinner and for breakfast and lunch. Please assist by having your menu filled out by 10am each day.

If you are on a special diet your menu will only include foods suitable for your diet. If you have any dietary queries or concerns, please don't hesitate to discuss them with the Nursing staff. Accredited dieticians are also available for nutrition assessment and counselling of both inpatients and outpatients. Please ask the nursing staff if you would like to consult a Dietitian.

Visitors' meals may be ordered and paid for at the Administration Office each weekday. Please speak with nursing staff at weekends.

## LAUNDRY

Laundry services are not available at health facilities for personal laundry. Please make arrangements with family and friends to take your laundry out for cleaning. If this is a problem, please discuss with your nurse.

## MAIL

A red Australia Post mail box is located approximately 100 metres west of the main entrance for outgoing mail.

Incoming mail is delivered to patients every weekday.

Incoming patient mail must clearly identify the patient by their name, and should be labelled 'Patient' (the ward or unit is not necessary). Mail should be addressed to c/- Wauchope District Memorial Hospital, 69 High Street, Wauchope, NSW 2246. Patient mail received after the patient has been discharged will be redirected to home address, so please ensure we have the correct forwarding address.

## NEWSPAPERS

Newspapers and magazines may be purchased from the Pink Ladies trolley service that visits each weekday.

## TELEVISIONS

There is a large screen television located in the patient's lounge, for use by patients and visitors.

## TELEPHONES

Patients are able to receive phone calls on a portable phone which is situated in the Nurses Station.

## ELECTRICAL EQUIPMENT

Radios or small televisions may be brought into the facility. For safety reasons we will not allow you to use such items until they have been assessed by our experts for electrical safety.

## ABORIGINAL LIAISON OFFICER

The Aboriginal Liaison Officer acts as an advocate and provides support for Aboriginal inpatients and their families. If you wish to speak to the liaison officer please ask the Nursing Unit Manager.

## INTERPRETER SERVICE

If you don't speak or read English and need a language interpreter, or are hearing impaired and need a signing interpreter you have the right to access a free, qualified and confidential interpreter. Please notify your nurse to arrange this.

## SMOKE FREE HEALTHCARE POLICY



The Wauchope District Memorial Hospital has implemented the NSW Health Smoke Free Healthcare Policy to protect the health of staff, patients and visitors from exposure to tobacco smoke. Smoking is not permitted in the building or on the grounds of Wauchope District Memorial Hospital.

## WORKPLACE AGGRESSION & VIOLENCE

The Wauchope District Memorial Hospital has implemented the NSW Health Zero Tolerance to Violence Policy to protect the health & safety of staff, patients and visitors from exposure to aggression and violence. The hospital is committed to the rights of staff to work in a safe, healthy and supportive work environment that is free of violence. The hospital will not tolerate violent or disruptive behaviour from any person including patients and visitors.

## FIRE SAFETY & OTHER EMERGENCIES

The hospital is equipped with a sophisticated fire alarm system and ample fire fighting equipment. There is also signage throughout the building to direct you to the nearest emergency exit. These are illuminated green and white 'EXIT' signs.

All hospital staff receive a high level of training in response to emergencies. This includes evacuating the building and using the fire fighting equipment.

In an emergency you may hear alarms sounding. DO NOT PANIC. Wait for staff to advise what action is required. If an evacuation is ordered move calmly as instructed and remain with the evacuated group.

## SERVICES PROVIDED

Wauchope District Memorial Hospital provides a comprehensive range of health services including Urgent Care Centre, Day Procedure Operating Theatre, Medical, Rehabilitation and Palliative Care Units, Radiology, Physiotherapy and Occupational Therapy.

## INPATIENTS

### Elective Admission

You have the right to be informed just as you have the right to ask questions about any aspect of your admission that you do not understand.

The Admission Officer will:

- Provide information about your stay
- Obtain an interpreter if you are of a non-English speaking background and have difficulty with English
- Assist you to complete your admission forms

## PATIENT IDENTIFICATION

Check the information on your hospital I.D. bracelet to make sure that your name is correct and medical record number are on it. Make sure all staff check your I.D. bracelet before any procedure or test.

## CONSENT FOR TREATMENT

Your approval is needed before any medical treatment begins.

However, medical treatment may be given without consent:

- In an emergency
- When you are unconscious
- When you require treatment under the Mental Health Act (1990) or Infectious Diseases (Public Health Act 1991)

## ESCALATION OF CARE

If you have concerns about your care or the care of a family member who is a patient at Kempsey District Hospital, please speak to the nurse looking after you or them. If you are still concerned, please ask to speak to either the Nurse/Midwife in charge or the Nurse Manager.

## HOSPITAL FEES AND HEALTH INSURANCE

On admission to hospital you will be asked to choose whether you wish to be treated as a Public Patient or as a Private Chargeable Patient.

### Hospital (non-chargeable) Patient

If you choose to be a Public (non-chargeable) Patient, all treatment including accommodation and medical charges are covered by Medicare. As a hospital (non-chargeable) patient you are entitled to free accommodation in a shared unit and free treatment by doctors nominated by the hospital. These doctors may be doctors who are training to be specialists and working under the supervision of specialists.

### Private (Chargeable) Patient

If you are a financial member of a Health Fund, you may choose to be admitted as a Private Patient. As a private patient, all expenses incurred during your admission will be covered by a combination of Medicare and your Health Fund.

As a Private Patient:

- You should ensure that your fund membership subscriptions are up-to-date so that the hospital can process the claim without delay.
- You may be treated by a specialist nominated by the hospital, or if you wish, you can choose a specialist/doctor of your own choice (subject to availability).
- Fees for your accommodation will be charged directly to your Health Fund. Health Fund claim forms must be completed prior to your discharge.
- Accounts for medical and diagnostic services may be sent to you to claim through Medicare and your Health Fund.
- Hospital staff can assist you with the appropriate claim forms.

If you would like to know more about being a private patient, ask for a copy of the Private Patient Information Brochure.

### Workers' Compensation & Motor Vehicle Third Party Insurance

If we believe that your case is covered under a Workers' Compensation policy or motor vehicle third party insurance, you will automatically be admitted under that category. Please liaise with Clerical Staff to confirm your compensable status.

## BED ALLOCATION & PATIENT PRIORITY

For all patients, public and private, the allocation of single rooms is based on clinical need. Single rooms can be requested only by private patients and will be allocated only if available.

Patients admitted to a single room may be moved in the event that the room is required due to clinical condition of another patient.



## WHAT TO BRING

- Letter of admission (elective admissions)
- Request for Admission Form (elective admission)
- Medicare Card, Private Hospital Fund card or book (if applicable)
- Pensioner Benefit or Health Care Card (if applicable)
- All appropriate private X-rays, CT scans, ultrasounds and other test results
- Personal sleepwear including a dressing gown and closed in footwear with non-slip soles
- Comfortable day clothes
- Personal toiletries
- Glasses, hearing aids and mobility aids if required
- All current medications (these will be returned to you)
- Small amount of money (for phone, newspaper)
- Activities e.g. knitting, reading, craftwork, pen or pencil

Only bring what you really need for your stay. Please do not bring valuables or large sums of money as we cannot take responsibility for any losses. Please take special care of dentures, glasses, hearing aids and mobility aids.

If it is an emergency admission, patients are asked to give any valuables to relatives or friends for safe keeping until discharge.

The hospital offers a limited secure locked service for small valuables. The Cashier will issue a receipt for valuables put in safe keeping. This receipt will need to be produced at the Cashier's Office (in main entry foyer) during office hours for redemption of valuables.

## DRUGS, ALCOHOL & MEDICINES BROUGHT INTO HOSPITAL

Do not bring any drugs, alcohol or medicine into the ward unless requested by your doctor or the Nursing Unit Manager.

Never take medicines or drugs without the knowledge of the nursing staff.

Alcohol should not be brought on to or consumed on the hospital premises by visitors or patients.

## ARRIVAL ON THE WARD

On the ward, you will be met by ward staff and details of the ward layout and services will be explained, including the use of the nurse call system / patient handset next to your bed.

Please inform the doctor or nurse of any allergies you may have, what medications you have been taking at home (including any complementary and over-the-counter items such as vitamins).

On admission, please hand your Nurse any medicines you may be currently taking, these will be returned to you on discharge. The use of medicines other than those prescribed by your doctor while in hospital can have an adverse effect on your recovery.

If you wish to leave the ward at any time, please advise the nurse who is directly responsible for your nursing care.

## EMPLOYEE IDENTIFICATION

You may identify hospital employees by their identification badges and the colour of the uniforms. The identification badge features the employee's photograph, name and position.

## NURSE CALL SYSTEM

Each patient within the facility will have access to a nurse call bell. When the call bell is activated a light will appear on the Nurse call board, indicating that you require assistance. A nurse will attend to your needs as soon as possible.

## PATIENT LOCKERS

Patient lockers contain a small storage area for belongings and a lockable drawer for medications.

## DENTURES

Dentures are easily lost if placed in tissue paper on the bedside cabinet or under your pillow. If you remove your dentures, please ask a nurse for a denture cup.

## DAILY ROUTINE

Matters of daily routine are the concern of the Nursing Unit Manager who must consider the comfort of all patients. In shared wards, lights should be turned out by 10:00pm and screens drawn around beds where patients are watching television.

## MEDICAL RECORDS

A comprehensive medical record will be kept of your stay in hospital, your illness and treatment. We collect information that is relevant and necessary for your treatment and to manage the health service. Staff are bound by law and ethical practice to keep your information confidential. Staff will use or disclose information for purposes directly related to your treatment, and in ways you would reasonably expect for current and future care. Your information may be held in paper and electronic files. We take all reasonable steps to ensure the information we collect about you is stored securely. Your personal health information will be shared with staff involved in your care in order to determine the best treatment for you and to assist in the management of the health services provided to you.

Your medical record is the property of the Wauchope District Memorial Hospital. Under the 'Freedom of Information Act' you are entitled to request access to all personal information including your health records held by us. You will be asked to apply for access in writing, provide identification and pay a fee for administration costs involved. Requests for access should be directed to the Medical Record Department on 6585 1300.

## MEDICAL CERTIFICATES

If you require a medical certificate, please inform your doctor before discharge.

## DISCHARGE

Your doctor will let you know when you are well enough to go home. You should be advised of an anticipated discharge date within 48 hours of admission.

Patients being discharged are generally expected to vacate their room by 10:00am, so please plan your transport home to meet this requirement. Your assistance in doing so will help avoid delays for people waiting to be admitted.

If required there are community services available to assist with your ongoing care once you are discharged. You can speak with the Nursing Unit Manager if your discharge needs are complex.

Before leaving the hospital, you should present to the Front Reception Desk to finalise your admission documentation. If you are unable to do this, please check with your ward clerk who will check with the reception staff to ensure your documentation is complete.

## TRANSPORT ARRANGEMENTS

Please be aware that you are expected to provide your own transport home unless otherwise advised by your treating doctor. Please have your family or friends arrange to transport you to and from the hospital. If you have any difficulty with transport, please speak to staff.

If you are having an anaesthetic you should not drive a vehicle for 24 hours afterwards.

Ambulances are not used for transfer home unless specified by a doctor.

## DISCHARGE AGAINST MEDICAL ADVICE

With few exceptions, such as in the case of certain infectious disease, patients have the right to leave the hospital when they choose. However, to leave the hospital against medical advice may have serious consequences and you will be asked to sign a 'Discharge against Medical Advice' Form prior to leaving.

## TRANSFER TO ANOTHER HOSPITAL

If you need transfer to another facility during your hospitalisation, this will be arranged by hospital staff in consultation with you and your family.

## ADVANCE CARE DIRECTIVES

Your treating Doctor or nurse may suggest to you that you might like to consider establishing an Advance Care Directive (ACD). This is a written statement regarding your wishes about your future health care. It becomes relevant in the future only if you become incapable of making decisions for yourself (through illness or accident). If you decide you would like to consider an ACD, it is best to discuss it with your General Practitioner at a time when you are feeling well after discharge from hospital. If you have an ACD or plan to make one, we suggest you give a copy to your Responsible Other (Next of Kin) so that they can present it to the staff treating you if you do come into hospital.

## EQUIPMENT LENDING POOL

There is an equipment lending pool for those who require mobility and self-care equipment on a short-term loan to assist with discharge from hospital. All equipment is to be recommended and prescribed by a health professional. A fee is charged for loan of equipment. For more information contact 6585 1300.

## COMMUNITY & ALLIED HEALTH SERVICES

A variety of community support services are available to help you following your discharge from the hospital. If you are concerned about your ability to manage at home following your discharge, please discuss this with the Nursing Unit Manager. They will be able to refer you to appropriate services. If you have been receiving services such as Meals on Wheels or Home Care prior to your admission, please let the nursing staff on your ward know.

## VOLUNTARY SERVICES

The hospital is fortunate to have the services of several voluntary groups whose members give their time for the benefits of our patients. Volunteer groups such as Pink Ladies and the Healing Touch Program are able to assist with:

- Sales of magazines, toiletries etc from the daily Pink Ladies trolley
- Assisting in writing or posting letters
- Directing / guiding visitors to the appropriate area of the facility
- Alternative energy based therapeutic approaches with the Healing Touch Program

## VISITING CLERGY

Visiting Clergy and Pastoral Care visitors from various denominations and faiths visit the hospital on a regular basis and can be contacted on your behalf.

If you wish to speak with a member of the local clergy, please inform the nursing staff who will endeavour to make contact for you.

## CARER SUPPORT

Carers play a vital role in the health and well-being of the person who they care for. However, the demands of the caring role often result in carers experiencing significant health problems, financial hardship and social isolation.

Information can be obtained from the Commonwealth Respite and Carelink Centre 1800 052 222.

## PHARMACY

If you have any queries regarding your medication either during your stay or on discharge, please advise your doctor, or ward staff.

## REHABILITATION SERVICES

The Rehabilitation Service aims to restore people to their highest level of functioning following injury, surgery or illness through an individualised patient re-learning and training program. The Rehabilitation team consists of Doctors, Nurses and Allied Health Professionals who work together to give people the support and skills they need to achieve their maximum potential.

## SOCIAL WORK

The Social Work Department provides support to patients and their families who have health related issues.

The support offered can include assisting people in coping with life change, grief and loss, adjustment to health issues, social problems, financial problems and assisting people in accessing other services they may need. They can also advise on community resources that provide additional support and assistance.

If you would like to speak with a Social Worker please ask ward staff to contact them on your behalf.

## FEES AND ACCOUNTS

Please check with the Administration Office before leaving hospital to finalise any outstanding accounts. If you are a private patient, you will be asked to sign the appropriate health insurance forms authorising the hospital to send your account directly to your health insurance fund. No fees are charged to public patients except when they are certified as no longer requiring acute hospital care. This includes patients who have been in hospital continuously for more than 35 days that may be classified as Nursing Home Type patients if they no longer require acute hospital services. We will let you know if you are placed in this category.

## CHANGE OF DETAILS

If you have a change in personal details, eg; name, address, phone number, next of kin, local family doctor etc since your last stay with us, please inform staff as soon as possible.

## DONATIONS

Wauchope District Memorial Hospital is most fortunate to belong to a generous and caring community which is very supportive of their health service.

Donations, no matter how small, are a very important part of our revenue, helping to buy equipment and assist with special projects. Thanks to the generosity of our local community, we have been able to purchase many extra items of equipment which directly affect the level of care the service is able to provide.

If you would like more information on how to make a donation or are thinking of leaving a bequest to the Wauchope District Memorial Hospital, please contact the Nurse Manager's Office on 6585 1300. Any assistance you can give your local hospital is most appreciated and will help us to continue to provide a service of which we can all be justifiably proud.

Donations can be made at the Administration Office in the main entrance foyer and a receipt will be issued. All donations over \$2-00 are tax deductible.

NOTE: Gratuities to members of staff are not permitted. If you have been pleased with your treatment, a letter to the staff involved or the Administration Office is much appreciated.

## YOUR RIGHTS AND RESPONSIBILITIES

(Source: NSW Health Rights and Responsibilities: A Guide for Patients, Carers and Families)

Everyone seeking or receiving healthcare in Australia has certain rights and responsibilities. They include:

### Access

The right to access health care

### Safety

The right to safe and high quality health care

### Respect

The right to respect, dignity and consideration

### Communication

The right to be informed about services, treatment, options and costs in a clear and open way

### Participation

The right to be included in decisions and choices about care

### Privacy & Confidentiality

The right to personal information being kept private and confidential

### Comments, Compliments and Complaints

The right to comment on care and have your concerns addressed

If you would like further information a copy of the complete brochure Your Healthcare Rights and Responsibilities: A Guide for Patients, Carers and Families NSW Health is available at Front Reception in the Main Foyer.

## COMMENTS, COMPLAINTS AND COMPLIMENTS

The hospital is committed to providing the highest level of care and attention, and in doing so, welcome comments/suggestions.

If you have been pleased with your treatment, a simple thank-you or letter to the staff involved or Executive Officer/Director of Nursing is much appreciated.

If you have been particularly dissatisfied with any aspect of our service, please inform the Nursing Unit Manager immediately so that we can rectify the problem. If it is easier for you to write your concerns, you can do this in the form of a letter. If you feel that your concern has not been resolved satisfactorily at your local hospital, you may wish to lodge a formal complaint

The Health Care Complaints Commission (HCCC) is independent of the public system. Anyone can lodge a complaint with the HCCC. Complaints must be in writing and there are officers who can assist you. Visit: [www.hccc.nsw.gov.au](http://www.hccc.nsw.gov.au)

The HCCC has a Telephone Interpreter Service. Ring: 13 14 50.

More information is available at the Your Health Care Concerns website. Go to: [www.health.nsw.gov.au/hospitals/healthcare](http://www.health.nsw.gov.au/hospitals/healthcare)