CONTACT DETAILS
345 Pacific Highway
Locked Bag 812
Coffs Harbour NSW 2450
Telephone number: (02) 6656 7000

PUBLIC / PRIVATE TRANSPORT
The public is encouraged to use public transport. Busways Route 360 and Sawtell Coaches Route 362 & 363 operate frequently and drop off/pick up at the Main Entrance of the hospital.

COMMUNITY TRANSPORT
There are community run services that provide transport to hospitals and medical appointments for people in need. Contact the service for more information and eligibility criteria.
Phone (02) 6651 1137.

TAXI
Phone 131 008

Entry to Coffs Harbour Health Campus is via the Pacific Highway
Approximately 3.5 km from the Coffs Harbour town centre and 4 km from the Coffs Harbour Airport
Visiting Hours: 10AM – 1PM & 3PM – 8PM
After 8PM entry to the hospital is via the Emergency Department Only
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WELCOME

The management and staff welcome you to Coffs Harbour Health Campus. The Coffs Harbour Health Campus was opened in November 2001 and is well acknowledged for its excellence in continually developing and improving the quality of care we provide to you.

Coffs Harbour Health Campus is a busy regional teaching hospital and provides a wide range of emergency medicine, general medicine, surgical, obstetric, paediatric, rehabilitation services and intensive care services. Other specialist services available include acute stroke unit, coronary angiography unit, renal unit, mental health unit and oncology and radiotherapy services within the North Coast Cancer Institute.

In addition, Coffs Harbour Health Campus has a wide range of Community and Allied Health Services available to support you during your hospital stay and on discharge.

This inpatient information guide aims to make your time with us more comfortable by telling you a little about the hospital, indicating the general routine and the services you can expect while you are in our care.

Members of our staff are here to help you and are committed to continually developing and improving the quality of care we provide to you. Please do not hesitate to ask the staff if you have questions about the hospital routine, your illness or other matters.

More information can be found on Coffs Harbour Health Campus on the following website: mnclhd.health.nsw.gov.au

The main switchboard phone number is 6656 7000.

Our Vision: Quality and Excellence in Regional Healthcare

Our CORE Values: Collaboration, Openness, Respect, Empowerment
THE AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

A genuine partnership between patients, consumers and healthcare providers is important in achieving healthcare rights and contributing to a safe and high quality healthcare system. Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to:

ACCESS - A right to health care
You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere. You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

SAFETY - A right to safe and high quality health care
If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care at higher risk.

RESPECT - A right to be shown respect, dignity and consideration
You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances. Respect also includes being mindful of healthcare staff and other patients.

COMMUNICATION - A right to be informed about services, treatment, options and costs in a clear and open way
Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you. You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information. You can use an interpreter if English is not your first language. Interpreter services are free and can be arranged by the health service to occur in person or by phone.

PARTICIPATION - A right to be included in decisions and choices about care
You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

PRIVACY - A right to Privacy and Confidentiality
You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers. You can also contribute by respecting the privacy and confidentiality of others. Privacy brochures are available for reading throughout the Hospital.

COMMENT - A right to comment on care and having concerns addressed
Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know. The procedures used by the health service organization to comment about your care should be made available to you. You can provide verbal or written comments about the procedures and you experiences. To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care please contact your health service provider's patient liaison representative.

FEEDBACK
Your feedback is important to us. It enables us to continually evaluate and improve our services.

Compliments
Let us know that we are providing a service you are happy with. If you wish to provide a compliment during your stay, talk to the staff caring for you.
Complaints

Any concerns experienced during your stay with us can be brought to the attention of your nursing team or nursing unit manager, attempts to resolve your concerns should be made immediately. If you feel that the concerns have not been dealt with to your satisfaction or you would prefer to submit your complaint in writing, you can advise us of your complaint by writing to:

Attention General Manager, Locked Bag 812, Coffs Harbour NSW 2450 who will have your complaint investigated and advise you of the outcome.

If you are not satisfied with how your complaint has been managed by the organisation you can contact the Health Care Complaints Commission (HCCC). The HCCC is independent to the hospital. 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 The Health Care Complaints Commission Locked Bag 18, Strawberry Hills 2012 Telephone 9219 7444 or 1800 043 159

PART 1: QUALITY AND SAFETY

Coffs Harbour Health Campus is committed to excellence and a very important part of that excellence is our commitment to your safety. The hospital undergoes a continual rigorous and comprehensive review by external agencies. The hospital has maintained continuous accreditation demonstrating compliance with key areas essential to improving patient safety and quality of care.

Patients who are more involved with their care in the hospital tend to do better and stay safer. The key patient safety areas we are focusing on are;

- Communicating with Staff:
  Good communication between you and the staff will ensure that appropriate services are provided to you. If you don’t understand, are unsure or have any questions about your medical treatment or stay in hospital, please ask one of the healthcare team looking after you. Medical and nursing staff have regular rounds at your bedside and this is a good opportunity to ask questions about your stay in hospital and be involved in your care.

The Top 5 Initiative acknowledges the value of carer information about patients who have memory and thinking problems. For this initiative, the focus is on patients with dementia who require hospitalisation.

TOP 5 is an approach to engage with carers to gain information that personalises care. It formalises personal information gathered from the carer which is then available to every member of the team who will interact with the patient, thus improving communication.

- Falls Prevention:
  The hospital is an unfamiliar place and it can be easy to fall or slip with most falls occurring when patients try to get out of bed on their own to go to the bathroom. While you’re in hospital your balance may be affected by your illness, anaesthetics, medications and fatigue which may place you at additional risk of falling.

  How can you prevent a fall;
  - The nursing staff will assess your risk of falling on a daily basis and implement measures to reduce your risk of falling
  - Always take care when bending, showering or getting to your feet, noting that some of the medications you are on can have side effects of making you dizzy
  - Use your call bell if you feel unsteady on your feet
  - Sit down to shower and use the rails
  - Familiarise yourself with your and bathroom
  - Take your time
  - Use your walking aid
  - Wear safe footwear
  - Wear your glasses

  At night, ensure you have the lights on before getting out of bed

- Infection Control:
  We have strict precautions in place to help prevent the spread of infections or disease by patients, visitors and staff. Hand washing, high standards of housekeeping, use of sterile techniques and equipment are just a small part of the efforts by our staff.
You can help prevent the spread of germs by:

- Hand washing is the best way to prevent the spread of germs. Practice good personal hand hygiene after using the toilet and before and after eating.
- Staff will welcome your reminder to wash their hands before attending to you.
- Ask visitors who have colds, respiratory symptoms, or other contagious illnesses not to visit you or anyone in hospital.

**Medication Safety:**

Medication incidents are one of the highest reported category of incidents within hospital incident monitoring systems. Many medication errors can be prevented by introducing safe systems and safe medication practices.

How can you prevent a medication error?

- Ensure the nurse checks your armband prior to administration of a medication.
- Ask your nurse about your medicines—what they are, what they look like, what they do, when they are given, and what side effects they might have.
- If you do not recognise a medicine, verify that it is for you.
- Let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, foods, or latex.
- Provide a comprehensive list of the medications you are taking to the your doctor and nurse including, including vitamins, herbal remedies, and over-the-counter medicines.
- Do not take medicines that you brought into the hospital from home, unless told to do so by your doctor or hospital staff.
- If you are unclear of the medications you should take on discharge ask your doctor or nurse to explain them and request a Medicines List.

**Patient Identification and Allergy Bands:**

When you are admitted to hospital an identification band will be attached to your wrist or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately.

You can help ensure you are identified by:

- Always wear your hospital I.D bracelet. If your bracelet comes off, ask someone to get you a new one.
- Check the information on your hospital I.D. bracelet to make sure that your name and medical record number are on it.
- Make sure all staff check your I.D. bracelet before any procedure or test.

**Pressure Ulcer Prevention:**

Pressure ulcers is skin and tissue damage caused by unrelieved pressure, rubbing or friction that damages the skin and underlying tissues. Areas often affected are the buttocks, heels and other bony prominences. Most pressure ulcers can be prevented or if already present on admission their progress can be halted. The hospital prevents pressure ulcers through regular repositioning of patients, utilising pressure relieving mattresses, mobilisation and providing a well-balanced diet.

You can help prevent pressure ulcers by:

- Be willing to assist the nurses with skin care and repositioning.
- If able, adjust your position regularly.
- Mobilise as able as this is one of the most important factors on pressure ulcer prevention.
- If able, eat well and drink plenty of water.

If something goes wrong with your care, there is a system in place to openly report, investigate and fix the underlying problems so that other patients are not harmed in the future. In addition, you will be told openly and honestly what went wrong and receive an apology.
PART 2: DURING YOUR HOSPITAL STAY

THE EMERGENCY DEPARTMENT

Each year over 35,000 patients present to our Emergency Department. Emergency patients may arrive at the hospital by ambulance or helicopter and enter through a door that cannot be seen from the waiting room. This means our emergency team may often be busier than it would seem from the outside.

People needing emergency care are treated according to need with the most urgent patients being seen by the doctor first, so people arriving after you may be treated before you. This is called Triage.

Every person seeking emergency care is first assessed by a specialist triage nurse. The triage nurse's job is to allocate a triage code to each patient, which allows the emergency team to prioritise treatment depending on who is the sickest. Before seeing the doctor, a nurse may undertake preliminary assessments and arrange tests.

BED ALLOCATION AND PATIENT PRIORITY

There are a variety of rooms available in the Hospital's wards. They vary in size from single room to open planned shared 4 bedded rooms.

For all patients, public and private, the allocation of single rooms is based in the first instance on clinical need. Single rooms can be requested by private patients and will be allocated if available. However, the number of single rooms is limited, and we may not be able to meet this request. You may be moved out of your single room if the requirement of another patient, public or private, is more clinically urgent, or if you are transferred to another ward and no single room is available there.

Every effort will be made to provide you with a same gender room and bathroom on the Rehabilitation, Medical and Surgical Unit to maintain patient privacy, safety and dignity. In the event that this is not able to be maintained due to clinical need appropriate steps will be taken to ensure this is rectified as soon as possible.

PERSONAL ITEMS YOU NEED IN HOSPITAL

- Medicare card, private hospital fund care or book (if applicable)
- Pensioner Benefit or Health Care Card (if applicable)
- All relevant private X-rays, CT scans, ultrasounds and other test results
- Personal toiletries (e.g. toothbrush, comb, sanitary items)
- Personal sleepwear including a dressing gown and closed in footwear with non-slip soles
- Glasses, hearing aids and mobility aids if required
- Dentures
- Comfortable day clothes
- All current medications (these will be returned to you)
- Small amount of cash to buy newspapers, snacks and other day to day items you may want
- Activities e.g. knitting, reading, craftwork, pen or pencil
- Children may want to bring a favourite toy

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 Ward Clerk or 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.
ON YOUR ARRIVAL

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. It is important that you advise us at this stage of any medical problems, physical limitations, allergies, special needs and prescribed medications so that your care can be tailored to meet these specific needs.

On admission, please hand your nurse any drugs or medicines you may be currently taking, these will be returned to you on discharge. The use of drugs other than those prescribed by your doctor while in hospital can have an adverse effect on your recovery. The nursing staff will do a comprehensive assessment to identify any risks that may impact on your care e.g. are you at risk of falling.

Please ask your nurse if you would like a bed sign indicating special hearing or vision needs.

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

The ward areas are under the supervision of the Nursing Unit Manager during weekdays and a Nurse In-Charge on evening, night and weekend shifts. Any problems that may occur during your stay, should be raised with the Nursing Unit Manager or the Nurse In Charge.

HOW LONG WILL YOU STAY?

Advances in medical technology as well as better outpatient and community based services means that your stay in hospital will probably be much shorter than what it would have been 10 years ago. In general this means that people spend less time in hospital. The current average length of stay in hospital is four days. You will be provided information throughout your stay in advance on your estimated date of discharge to support your discharge home.

CONSENT FOR TREATMENT

Your consent is needed before any medical treatment begins. However, medical treatment may be given without your consent:

- In an emergency where your condition is life threatening and you are not able to give consent
- Where you are not able to give informed consent due to an underlying condition e.g. dementia
- The health service will seek consent from people that are listed as responsible persons or next of kin where able
- When you require treatment under the Mental Health Act (1990) or infectious diseases (Public Health Act 1991)
- Where there is a guardian appointed to make decisions on your behalf under the Guardian Act 1987.

ABORIGINAL LIAISON OFFICER

The Aboriginal Liaison Officer acts as an advocate and provides support for Aboriginal inpatients and their families. The Aboriginal Liaison Officer can be contacted on 6656 7058 or 6656 7821.

INTERPRETER SERVICE

All patients and their carers who are not fluent in English, including people who are deaf, have the right to free, confidential and professional interpreters when they use NSW Health services.

Professional accredited health care interpreters provide interpreting services within the NSW public health system. The service is available 24 hours a day, 7 days a week, either face-to-face by telephone or by videoconference, where it is available.
SMOKEFREE POLICY

Smoking is not permitted on Coffs Harbour Health Campus site. Coffs Harbour Health Campus has implemented the NSW Health Smoke Free Health Care Policy to protect the health of staff, patients and visitors from exposure to tobacco smoke.

Nicotine replacement therapy is available for your stay in hospital. Please ask your nurse or doctor to arrange this for you.

VISITING HOURS

Visitors are welcome between 10.00am and 1.00pm and then 3.00pm and 8.00pm in most wards. The following wards visiting hours are as follows;

- **Paediatric Unit**
  - 09:00am- 1:30pm & then 3:00pm - 8.00pm

- **Maternity Unit**
  - 10.00am - 12.00pm
  - 3.00pm - 8.00pm

- **Inpatient Mental Health**
  - Mon-Fri: 12:30 pm - 2:00pm & 6:00pm - 8:00pm
  - Weekends/Public Holidays: 10:00am - 12.00pm, 2:00pm - 4:00pm & 6:00pm - 8:00pm

We understand that there may be circumstances where visiting hours listed above will not meet the needs of the patient e.g. relatives are assisting the patient in their general activities or where patients are critically unwell. Please discuss this with the senior nurse in charge of the unit.

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.

NURSE CALL SYSTEM / PATIENT HANDSET / BEDSIDE LOCKERS

Each bed has a nurse-call button. The nurse call handset has a number of functions - nurses call bell and also allows control of the television and radio function. Please speak with your nurse if you are unsure how to use the nurse-call button.

Patient lockers contain a wardrobe, a lockable medication cupboard and a lockable patient valuables drawer.

TRANSFER TO ANOTHER HOSPITAL

There may be a need to transfer you to another hospital within the local area such as Bellinger River District Hospital or Macksville Health Campus during your hospitalisation after the acute phase of your illness prior to discharge home or for specialised care such as Rehabilitation and Palliative Care. The hospitals at Bellingen and Macksville are well equipped to meet your needs. Transfers to another hospital will be arranged by hospital staff and you and your family will be advised prior to you being transferred.

DISCHARGE INFORMATION

On admission, you should be advised of your estimated date of discharge (EDD). Both you and your family or carer should be told this date when you are admitted to hospital or at the preadmission clinic if you have been admitted for a pre-planned procedure. This date will be reviewed throughout your admission by your health care team.

You should start thinking now about what you will need to do to manage when you leave hospital. You may have to have dressings, new medications, assistance with bathing, help with housework, therapy visits, home nursing and so on. A number of hospital staff, together with you, your family and carer will need to be involved in your discharge planning. You can also speak with a discharge planner if your discharge needs are complex.

- **Support 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 staff or discharge planner. 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.
• Social Workers

Social Workers are available to provide support to patients and their families who have health related issues. This support is offered by professionally qualified Social Workers and Welfare Workers who may see people as both inpatients or outpatients. 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.

Our Social Workers are a team of people who provide professional support to help you take control of your situation. You can contact the Social Work Department directly on 6656 7611 or ask another health professional to contact them on your behalf.

• Equipment Lending Pool

There is an equipment lending pool for those who require mobility, self-care and home nursing equipment on a short-term loan. All equipment is to be recommended and fitted by a health professional. A refundable deposit is required for loan equipment. For more information contact - 6656 7700.

• Discharge at Own Risk

With few exceptions, such as in the case of certain infectious disease, or if under the Mental Health Act patients have the right to leave the hospital when they choose. This may be a serious decision when taken against the advice of your doctor and could pose a serious threat to your well-being. If you choose to be discharged under these circumstances, you will be asked to sign a "Discharge Against Medical Advice" form prior to leaving to confirm you understand the risks to you by leaving. If you proceed to discharge against medical advice and your condition does not improve or causes you concern, you should seek immediate medical attention.

DAY OF DISCHARGE

On the day you go home you will need to leave the ward by 10.00am. It is expected that you will arrange for someone to take you home. Your assistance in doing this will help avoid delays for people waiting to be admitted. In the event that you are not able to vacate by 10am you may be relocated to the Transit Lounge until your transport arrives. If you have difficulty with transport, please speak to staff.

Newborn babies MUST be transported in an RTA approved baby capsule.

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.

Please remember to take with you any x-rays, medications or personal belongings that you brought to hospital.

Please inform your doctor if you require a medical certificate.

Please ensure your personal details and General Practitioner details are up to date prior to discharge.

HOSPITAL FEES AND HEALTH INSURANCE

On admission or during your hospital stay you will be asked to choose whether you wish to be treated as a Hospital (non-chargeable) Patient or as a Private (Chargeable) Patient.

• Hospital (non-chargeable) Patient

If you elect to be a Hospital Patient, and hold a Medicare card in your name, you will treated by a doctor nominated by the facility, you will be deemed to be a Medicare patient and no fees will be charged to you.

As a hospital (non-chargeable) patient you will not be charged for your accommodation or your treatment by doctors. These doctors may be doctors who are training to be specialists and are under the supervision of specialists nominated by the hospital.

• Private (chargeable) Patient

If you elect to be a Private Patient you will be treated by the doctor of your choice and your accommodation fees will be charged directly to your fund. As a private patient you will
also be entitled to a free daily newspaper, local phone calls and TV.

Our admission clerk or Patient Liaison Officer will ask you to complete the required forms which will enable us to do all billing for diagnostics and pathology on your behalf. There will be no out of pocket costs to you during your stay at Coffs Harbour Health Campus.

If you would like to know more about being a private patient, ask for a copy of the Private Patient Information Brochure or phone the Patient Liaison Officer on 6656 7077.

- Workers Compensation & Motor Vehicle Third Party Insurance
  If your case is covered under a Workers’ Compensation policy or motor vehicle third party insurance, you will automatically be admitted under that category.
  The fees recouped from patients who elect to be a Private Patient go towards the running of our hospital.

MEALS

During your stay your menu will be given to you by the Diet Aide at 6:30am. It will include choices for dinner this evening and for breakfast and lunch tomorrow. Please assist by having your menu filled out by 7:30am.

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 Diet Aide or Dietician. Dieticians are available for nutrition assessment and counselling of both inpatients and outpatients. Please ask the nursing staff if you would like to consult a dietician.

Your family or friends may bring in food for you, but please check with your doctor, nurse or dietician in case you need a special diet as part of your treatment. You may be asked to not eat or drink before a procedure or test. Staff will advise you of the time you should stop eating or drinking. It is very important that you follow these instructions.

Drinking alcohol is not permitted on hospital grounds.

WORKPLACE AGGRESSION AND VIOLENCE

The hospital is committed to the rights of patients, staff and visitors to work in a safe, healthy and supportive work environment that is free of violence. The hospital will not tolerate aggressive or disruptive behaviour from any person including patients and visitors and will take the necessary steps to cease and prevent such behaviours.

PART 3: GENERAL INFORMATION ATM & BANKING SERVICES

Bananacoast Community Credit Union (BCD) provide an ATM on site at the hospital for use by patients, staff and visitors alike. Located in the main entrance foyer the ATM accepts most card types.

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.

The Carer Support Coordinator can provide carers with information and referrals to appropriate organisations. The Carer Support Coordinator can be contacted on 6656 7226.

Information can also be sought from the Commonwealth Carer Resource Centre 1800 242 636.

COFFEE SHOP

The Coffee Shop is operated by the Pink Ladies and is located to the left of the main entrance foyer. The Coffee Shop offers a wide range of healthy food options, hot and cold drinks, cakes and confectionery. Opening Hours:

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<thead>
<tr>
<th>Days</th>
<th>Open</th>
<th>Close</th>
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<tbody>
<tr>
<td>Mon-Fri</td>
<td>8:00am-5:30pm</td>
<td>(Hot drinks not available after 5:00pm)</td>
</tr>
<tr>
<td>Sat-Sun</td>
<td>8:30am-2:30pm</td>
<td>(Hot drinks not available after 2:00pm)</td>
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DONATIONS AND FUNDRAISING

Coffs Harbour Health Campus 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 Coffs Harbour Health Campus, please contact the General Manager's Office on 6656 7017.

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 Cashier's office in the Main Entrance 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 Administration Office is much appreciated.

ELECTRICAL EQUIPMENT

For safety reasons we will not allow you to use such items until they have been assessed by our experts for electrical safety. No radios or televisions are to be brought into the facility.

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.

Training drills and alarm testing procedures are carried out on a regular basis and you will be advised that it is a training drill or alarm test. In the unlikely event of 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.

INTERNET

Internet facilities are available in the main entrance near the front reception desk at a minimal cost.

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.

LIBRARY

A Mobile Library Service is provided by the Pink Ladies. For information please contact the Pink Ladies Coffee Shop on 66567153.

MAIL SERVICES

An Australia Post red mail box is located outside the main entrance for outgoing mail.

Incoming mail may be addressed to patients, c/- Locked Bag 812, Coffs Harbour 2450. Inward mail is delivered to you on the ward. Patient mail received after the patient has been discharged will be redirected to home address, so please ensure we have the correct forwarding address.
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 a purpose 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.

The medical record is the property of the Coffs Harbour Health Campus. You are entitled to request access to all personal information including your health records held by us. Normally you will be asked to apply for access in writing and provide identification. You may be charged a fee if you request copies of your personal information or health records. Requests for access should be directed to the Medical Record Department - 6656 7448.

NEWSPAPERS

Newspapers and magazines may be purchased from the Pink Ladies Coffee Shop or directly from the Pink Ladies trolley service that visits units daily.

PARKING

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

There is a zone near the front of the main entrance of the hospital for the set down and pick up only of patients and visitors.

PATIENT / CARER ACCOMMODATION 'SHEARWATER LODGE'

Shearwater Lodge is a community project of the Rotary Club of Coffs Harbour. Shearwater Lodge provides accommodation for patients and carers who are receiving treatment in the Coffs Harbour area. Bookings and enquiries regarding accommodation can be made by phoning 6656 7162 or 6656 7406 after hours.

PUBLIC TRANSPORT

The hospital is located on the Pacific Highway south of the Coffs Harbour CBD.

A bus stop is located at the front of the main entrance of the hospital. The bus stop is serviced by Busways and Sawtell Coaches. Timetables are available in the bus shelter or front desk in the main entrance. Alternatively timetables can be located at the following:

Busways - 1300 555 611 or www.busways.com.au
Sawtell Coaches - 6653 3344 or www.sawtellcoaches.com.au

RESEARCH AND TEACHING

As we are a teaching and research hospital, you may be asked to participate in research projects or student education. You can choose not to do this, but your participation will help improve health services provided in the future.

SPIRITUAL NEEDS

The Chaplaincy Service seeks to meet the spiritual and emotional needs of hospital patients and their families and friends, by being available to all people whatever their beliefs may be. The Chaplaincy service provides prayer support, administration of the Sacraments, support in grief and loss, or simply a friendly visit. The Chaplain is in the hospital most weekday mornings and is on call at other times. Clergy and Pastoral Visitors from various denominations and faiths visit the hospital as required, and can be contacted on your behalf. If you wish to speak with the Chaplain, please inform the nursing staff who will make contact for you.
Within the hospital there is a dedicated Reflection Room which is located off the main foyer, near the ATM and Public Phone. It offers you and your family an inviting and quiet place for prayer and meditation.

**STAFF IDENTIFICATION**

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. If you cannot see a staff member's identification badge you may ask them to show you.

**TELEVISIONS**

An outside contractor (Linkvue Communications) provides the Hospital Patient Television Hire System. All televisions in patient rooms and some patient waiting areas have recently been upgraded to digital televisions. You are NOT permitted to bring your own television sets to the hospital.

Cards to operate the televisions can be purchased from the vending machines located in the Medical Unit, Surgical Unit or Maternity Unit. The card is able to go with you if you move wards with no reprogramming required.

At the time of publication the daily cost is $6.00 (20th March 2014), this may be subject to change.

A representative from Linkvue Communication will visit the hospital each day (Monday - Friday) to address any of your concerns with the television hire system as well as providing you with any change that you may require to purchase viewing time.

Long-term patients who stay for more than 2 weeks should discuss alternate payment options with the Linkvue Communication representative.

**TELEPHONES**

Most units have bedside patient telephones available to both make and receive calls. To arrange connection to this service please contact your unit clerk or see the cashiers office (in the main entry foyer).

The standard fee will be charged for local and/or STD calls made from unit telephones and must be paid for prior to your discharge.

Public telephones are available throughout the facility.

Mobile phone use is discouraged inside the ward areas as they may interfere with vital medical equipment.

**VALUABLES**

Patients are strongly advised not to wear jewellery, to leave other valuables at home and not to bring large amounts of money into the hospital. If you have already been admitted and are not aware of the hospital policy, please ask family members or friends in attendance to take care of these items on your behalf. The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room. Should you decide to take responsibility for personal items and you experience loss or damage during your stay, please ensure that it is reported to a staff member immediately.

**VOLUNTEERS**

The hospital is fortunate to have the services of several voluntary groups whose members give their time for the benefits of our patients. Volunteers are able to:

- Purchase toiletries, newspapers etc from the Pink Ladies Coffee Shop
- Arrange and care for your flowers
- Library Service
- Read mail at your request
- Assist in writing or posting letters
- Read
- Direct / guide visitors to the appropriate area of the facility
- Pastoral Care Volunteers will visit on request

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