



Health
Mid North Coast
Local Health District



PORT MACQUARIE BASE HOSPITAL

PATIENT INFORMATION DIRECTORY 2014

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

Our Vision

**Quality and Excellence
in
Regional Health Care**

PORT MACQUARIE BASE HOSPITAL

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

Biripi Nation

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WELCOME

The Port Macquarie Base Hospital was opened in November 1994 and is well acknowledged for its excellence in continually developing and improving the quality of healthcare provided.

Port Macquarie Base Hospital is accredited with the Australian Council on Healthcare Standards (ACHS).

Port Macquarie Base 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 5524 2000.

DISCLAIMER

Port Macquarie Base 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 Port Macquarie Base Hospital.

PUBLIC TRANSPORT

The hospital is located at Wrights Road, adjacent to the Oxley Highway west of the Port Macquarie CBD. A bus stop is located at the front of the main entrance of the hospital and is serviced by BUSWAYS. Timetables are available at the Front Reception in the main entrance. Alternatively, timetables can be located at the following:

BUSWAYS - 1300 555 611 or
www.busways.com.au

PARKING

Parking for patients and visitors is available. Please obey the signs and park only where appropriate. There are designated disabled parking spaces available as sign posted.

There are 10 minute zones located at the front of the main entrance of the hospital and adjacent to the underpass for the set-down and pick-up only of patients and visitors.

There is a 'Buggy' operated by volunteers weekdays to assist visitors and patients to/from car park to facility entrance. Buggy pick/up drop off areas are located throughout car park and operate in 10 minute intervals, weekdays (Mon-Fri) between 9am and 3pm.

The pink ladies volunteers phone number is 0418 901 661.

FRONT RECEPTION

Front Reception is located in the foyer of the hospital main entrance.

Hours of Operation are:

Reception: 6:30am - 8:00pm (weekdays) and
8:00am – 8:00pm (weekends)

Dial '9' from any fixed hospital phone to be connected to switchboard.

Switchboard phone number is 02-5524 2000

VISITING HOURS

Visitors are always welcome at PMBH as they play an important part in the recovery and comfort of patients.

We think it is very important that families are involved in care of our patients. Patients can recover faster and they can have reduced anxiety and stress. Good communication between patients, families and staff is important for positive patient outcomes.

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 when young children are visiting.

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

General visiting hours

10:00am - 1:00pm 7 days Public Visiting

3:00pm - 8:00pm 7 days Public Visiting

A rest period occurs between 1-3 pm

Inpatient Mental Health

2:00pm – 8:00pm Monday to Friday Public Visiting

10:00am – 8:00pm Weekends Public Visiting

In all areas it is possible exceptions to these visiting hours can be made. Please discuss your needs with the nurse in charge of the unit.

ATM & BANKING SERVICES

Coastline Credit Union (CCU) provides an ATM on site at the hospital for use by patients, staff and visitors. The ATM accepts most card types and is located on Level 2 adjacent to the Coffee Shop.

COFFEE SHOP and CAFETERIA



Both the Coffee shop and cafeteria offer a wide range of food options, hot and cold drinks, cakes and confectionery.

Coffee Shop located on Level 2 eastern end of the main corridor.

Coffee Shop hours of operation are

Mon – Fri 6:30am to 3pm

Sat & Sun Closed

The cafeteria located down stairs on Level 1, mid-section of main corridor adjacent to ward 1C.

Cafeteria Hour of operation are

Mon – Fri 7am to 7:30pm

Sat & Sun 7am to 7:30pm

Please note: Both coffee shop on level 2 and cafeteria on level 1, are privately owned and operated separate to hospital kitchen. The cafeteria phone number is 6581 3327.

Vending machines containing cold drinks and a selection of food are available 24 hours.

Vending machines are located outside emergency department, level 2 outside café and level 1 main corridor opposite cafeteria.

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 Port Macquarie Base Hospital kitchen. Cold food items such as salads and sandwiches are prepared locally on the day by Port Macquarie kitchen staff using fresh produce from local suppliers. Your menu will be

given to you by the Diet Aide at 6:30am each day. 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 Dietitian. Accredited dietitians 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.

Food brought in to you by your family and friends

A well balanced menu is provided in hospital. Bringing in food for hospital patients is not encouraged.

If your family and friends do bring food into hospital for you there are important guidelines to follow to ensure it is safe and suitable.

The food and drink that a patient normally consumes at home may not be suitable while in hospital. You may not be able to eat or drink anything for a period of time or you may have been placed on a special diet.

Hospital food meets stringent food safety regulations.

If food is brought into hospital for you, it is important to prepare, store and transport it safely to ensure it is free from harmful bacteria.

Please check first with the dietitian, doctor or speech pathologist.

There is a brochure available on request. Please ask for a copy.

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 outside 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 PO Box 2466, Port Macquarie NSW 2444. 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 private Coffee Shop Level 1 or directly from the Pink Ladies trolley service that visits units daily.

Private Patients using their Health Fund are provided with one free newspaper per day, during their admission.

TELEVISIONS

An external contractor (Linkvue Communications) has been appointed to operate a coin operated patient television hire system. You are NOT permitted to bring your own television sets to the facility.

If you know that you will be staying for a week or longer you can pre-pay for six (6) days television hire, and receive a 7th day free of charge.

Private Patients using their Health Fund will be provided with this service free-of-charge.

To report any faults dial Ext 42277. A representative from Linkvue Communications will visit the hospital weekly to address any concerns with the television hire system. Please ask your Ward Clerk for further information.

TELEPHONES



Most units have bedside patient telephones available to both make and receive calls.

All phones can receive incoming calls free-of-charge.

Private Patients using their Health Fund will be provided with free calls Australia wide during their admission (including local calls, standard STD, and standard mobile calls within Australia).

All other patients will be charged for local, STD and calls to mobiles. A pre-paid fee will be charged to access this service. To arrange connection please contact the Front Reception Desk.

Public telephones are available throughout the facility.

The use of good mobile phone etiquette is encouraged. In the interest of a quiet patient environment, please turn mobile phones to silent.

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.

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 5524 2186.

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 Port Macquarie Base 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 on the Port Macquarie Base Hospital Site.

WORKPLACE AGGRESSION & VIOLENCE

The Port Macquarie Base 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

Port Macquarie Base Hospital provides a comprehensive emergency service 24 hours a day 7 days a week. The Emergency Department is supported by Intensive Care and Coronary Care Units, Radiology, Physiotherapy, Occupational Therapy, Social Work and Pathology and a full range of ward accommodation for adult medical and surgical patients, obstetric patients, children, adolescents and newborn babies.

INPATIENTS

Emergency Admission

Patients presenting to the Emergency Department are assessed by a Doctor in order of medical urgency (Triage), so people arriving after you may be treated before you.

Elective Admission

You will receive a request for Admission Form from your specialist. You must take this form

immediately to the Front Reception Desk any day between 8:00am and 7:30pm to have your name placed on the waiting list.

If your doctor has classified your admission as urgent, you will be given an admission date and a Pre-Admission appointment at the time of booking. If your admission is classified as 'routine', you will be placed on the hospital waiting list and you will receive a letter stating the approximate waiting time for your procedure.

Please notify the Admissions Office on 5524 2012 as a matter of urgency if you are unable to come for admission, or if you change your address and/or phone number. On the planned day of admission all booked patients should report to the location identified in their admission letter.

The interviewing officer will check your personal particulars and document the necessary details. Should you be unable to give this information when admitted, an Administration Officer will come to your ward at a suitable time. On completion of the admission forms, you will be issued a bracelet identification band which you must wear throughout your stay in the facility - please check that the details on this name band are accurate.

PRE-ADMISSION CLINIC

The Pre-admission Clinic is located downstairs on Level 1. This service is provided for patients who will be coming to hospital for elective surgery or an elective procedure. At this clinic patients will have the opportunity to be assessed by the doctor, anaesthetist and clinic nurses as well as other allied health staff such as physiotherapists. By attending this clinic the doctors can determine if you are medically fit for the procedure.

DAY PROCEDURE UNIT

This department provides admission for patients who are able to return home on the same day as their surgery or procedure is completed. In order to be admitted to this unit, patients must have a responsible person who can collect them from hospital and stay with them overnight if they have received any form of sedation.

MATERNITY

Maternity patients need to make an appointment to book in to the Maternity Unit. Please contact the Maternity Unit on 5524 2400 for further information.

Maternity patients should go directly to the Maternity Unit when presenting on the day of admission.

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 hospital 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 or phone our patient liaison officers who can assist on (02) 55242008 (7 days).

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. Patients admitted to a single room may be moved in the event that the room is required due to the clinical condition of another patient. In periods of extreme bed shortages, some patients may be admitted to a 'mixed gender room'. We endeavour to ensure that patients staying overnight or longer in a NSW Public Hospital stay less than 24 hours in a 'mixed gender' room.

Non-acute patients may be transferred to another hospital within the area depending on the medical needs of acutely ill patients.

Elective procedures may also be cancelled at short notice should there be a patient with a higher priority requiring access to Operating Theatres or a ward bed.

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, television)
- Activities e.g. knitting, reading, craftwork, pen or pencil
- Children may want to bring a favourite toy
- Sanitary pads for gynaecology patients

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 (Front Reception 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 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.

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

Bedside Clinical Handover

Bedside clinical handover is the sharing of clinical information about you between your treating nurse and the nurse who will be taking over your care. Performing the handover at your bedside allows the nurses to visualise what is discussed and to ensure continuity in your care.

During bedside clinical handover:

- You will be introduced to your nurse for the next shift
- Information shared may include:
- Your medical history and your current clinical condition
- Tests and procedures that you have had or that are scheduled
- Your need for assistance with everyday tasks such as showering & toileting

- Plans for your discharge, even if it is a few days away
- The nurses will review your medical charts together and check any drips or drains that you may have
- You may be asked to comment on the information discussed
- Nurses will use discretion when discussing sensitive information

Escalation of Care

If you have concerns about the your care or the care of a family member who is a patient at Port Macquarie Base 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 After Hours Manager.

Patient Identification

Please check the information on your hospital I.D. bracelet to make sure that your name and date of birth is correct and your medical record number is visible. Make sure all staff check your I.D. bracelet before any procedure or test. You may be asked to state your name and date of birth throughout your stay on many occasions as a part of the identification process.

Consent for Treatment

Your approval and consent is required before any medical treatment begins.

However, medical treatment may be given without consent in the following instances:

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

EMPLOYEE IDENTIFICATION

You may identify hospital employees by their identification badges. The badges feature the employee's photograph, name and position.

NURSE CALL SYSTEM / PATIENT HANDSET

Each patient within the facility will have a patient handset which has several functions. It is the nurses call bell and also allows control of the television.

When you press the green button a light will illuminate outside your room and a bell will ring 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. Some wards/units also have small patient wardrobe facilities.

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 Port Macquarie Base 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 5524 2022.

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. In the event that this is not possible you may be relocated to the Transit Lounge until your transport arrives.

If required there are community services available to assist with your ongoing care once you are discharged. You can speak with a Discharge Planner 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.

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.

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.

From time to time patients may be transferred to peripheral hospitals to make place for more acute admissions. Patients and carers will be consulted prior to this occurring.

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 Allied Health Reception: 5524 2171.

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 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.

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. Volunteers are able to assist with:

- Arranging and caring for your flowers
- Reading mail at your request
- Assisting in writing or posting letters
- Reading
- Directing / guiding visitors to the appropriate area of the facility
- Pastoral Care Volunteers will visit on request
- Buggy driving service

PASTORAL CARE

The pastoral care service seeks to provide person-centred, holistic spiritual support to hospital patients, families and staff in the hospital. Spiritual care refers to approaches and practices that nourish the human spirit in times of difficulty and distress. The service provides an integrated approach which facilitates and empowers communication, relationships, spiritual, religious and sacramental support.

The Pastoral Care Service of the Hospital believes that spiritual support is an integral part of total patient care and is provided by the pastoral care service. 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 Pastoral Care Worker or Chaplain, 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.

DIABETES EDUCATION

The Port Macquarie Base Hospital provides a Diabetes Education Service to its patients. The Diabetes Team includes Diabetes Nurse Educators, (1 hospital based and 1 Community based) and the Diabetes Dietitian (based at Community Health) provides both inpatient and outpatient services. For outpatient appointments please contact Community Health on 6588 2882 for Port Macquarie, 6585 1133 for Wauchope or 6559 9003 for Camden Haven.

HYDROTHERAPY POOL

The Hydrotherapy Pool is located in the Outpatient Department on Level 1 adjacent to the Physiotherapy Department. It is primarily used for the treatment of inpatients and outpatients of the Port Macquarie Base Hospital but may be accessed by Community Groups by arrangement with the Pool Manager.

PHARMACY

Whilst in hospital please take the opportunity to have the Clinical Pharmacist review and explain your medications. The Clinical Pharmacist is available to counsel you on your medication and can provide supplementary information both during your stay and on discharge. If you have any queries regarding your medication either during your stay or on discharge, please advise your doctor, pharmacist or ward staff.

SOCIAL WORK

The Social Work Department provides 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 and 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.

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

HEALTH PROMOTION

The Port Macquarie Base Hospital works with the community, other hospital staff and key organisations to improve the health of people who live and work in the Port Macquarie area. Priority areas include injury prevention, physical activity, reducing tobacco access for minors, skin cancer prevention, increasing access for non-English speaking groups and other projects.

For information contact Community Health 6588 2882.

PATIENT / CARER ACCOMMODATION

Rotary Lodge is a community project of the Rotary Clubs of Port Macquarie. Rotary Lodge provides motel style accommodation for patients and carers who are receiving treatment in the Port Macquarie area. Bookings and enquiries regarding accommodation can be made by phoning 5524 2772 (in hours) or 5524 2000 (after hours). After-hours arrangements can also be made by contacting Front Reception prior to 8:00pm each night.

FEES AND ACCOUNTS

Please check with the Admission/Patient Liaison Office before leaving hospital to finalise any outstanding accounts including boarding fees for parents staying with children.

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 accommodation and no Medical 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

Port Macquarie Base 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 Port Macquarie Base Hospital, please contact the General Manager's Office on 5524 2100. 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 Front Reception 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 General Manager 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.

A compliments, suggestion, complaint brochure is available throughout the hospital for you to submit your feedback. Please discuss with staff to obtain this brochure for your submission.

If you have been pleased with your treatment, a simple thank-you or letter to the staff involved or General Manager 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

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

HOSPITAL PATIENTS GUIDE

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