ST VINCENT'S
PRIVATE HOSPITAL
NORTHSIDE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA



PATIENT
INFORMATION GUIDE

Welcome to St Vincent's Private Hospital Northside



Thank you for trusting us with your treatment and care.

St Vincent's Private Hospital Northside is an acute tertiary private Catholic hospital, known for our comprehensive critical care, as well as inpatient and day patient services across a diverse range of medical and surgical disciplines.

At St Vincent's Private Hospital Northside, your health is our number one priority. We're dedicated to providing you and your family with the highest standard of healthcare and a healing environment that's second to none.

This guide contains all you need to know to ensure your stay is as comfortable as possible. We encourage you to take the time to familiarise yourself with its contents and to ask your team caring for you if you have any questions throughout your stay.

On behalf of our staff, doctors, support services and volunteers, thank you for trusting St Vincent's Private Hospital Northside with your care. We wish you a safe and swift recovery.

Sincerely,



Oli Steele
Chief Executive Officer
St Vincent's Private Hospital Northside & St Vincent's Private Hospital Brisbane

Our Mission, Vision and Values

Mission: We bring God's love to those in need through the healing ministry of Jesus.

Vision: We lead through research driven, excellent and compassionate health and aged care.

Values:

Compassion Excellence Justice Integrity



Delivering Person-Centered Care



At St Vincent's Private Hospital Northside, we believe that working together with patients and their families is the key to providing exceptional healthcare. This philosophy is called person-centred care. It means that we involve you in planning and delivering your care so we can meet your individual needs and preferences.

In providing person-centred care we:

- Recognise that each patient and family is different
- Keep you and your family informed
- Support you and your family to make informed decisions about your care
- Respect your choices, values, beliefs, and culture

We hope that you will:

- Ask questions about your care and treatment
- Tell us about any concerns you have
- Get involved in your care
- Tell us if you have any special request for your care and treatment
- Tell us who you want to visit you and when
- Take part in nursing handover and medical rounds
- Tell us what we're doing well and what we could be doing better

Please watch our patient video on channel 110 for more information on our hospital and what you can expect during your stay.

Sincerely,



Sheree Todoreskov
General Manager/Director of Clinical Services
St Vincent's Private Hospital Northside

Our Clinical & Procedural Services Team



Carissa Fisher
Assistant Director of
Clinical Services



Jacqueline November
Assistant Director of
Procedural Services



Acknowledgement of the Traditional Custodians of this Land

St Vincent's Private Hospital Northside acknowledges the Traditional Custodians of the land on which our facility is located, Yuggera and Turrbal country. We pay our respects to Elders past and present and welcome all Aboriginal and/or Torres Strait Islander people to our places of care.

My Healthcare Rights

It is important that you understand your rights as a patient. The Australian Charter of Healthcare Rights applies to all people in all places where healthcare is provided in Australia. The Charter describes what you, or someone you care for, can expect when receiving healthcare.

SCAN OR CLICK HERE TO LEARN MORE

My healthcare rights

This is the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

For more information, ask a member of staff or visit safetyandquality.gov.au/your-rights



ST VINCENT'S PRIVATE HOSPITAL
NORTHSIDE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

1. PATIENT DROP-OFF ZONE TO SVPHN
2. RECEPTION / ADMISSION DESK
3. CHAPEL
4. PATHOLOGY - MATER PATHOLOGY
   SULLIVAN NICOLAIDES
   QML
5. CAFE - ZOUKI
6. PHARMACY - EPIC
7. RADIOLOGY - LUMUS IMAGING
8. GREEN LIFT

GROUND FLOOR	Consulting Suites
LEVEL 1	Endoscopy - Unit Northside Breast Health Centre Consulting Suites Access to Purple Lift
LEVEL 2	Day Oncology Unit Intensive Care Unit
LEVEL 3	Consulting Suites

9. PURPLE LIFT

LOWER GROUND	Executive Offices
GROUND FLOOR	Education Centre Cardiac Rehabilitation

10. BLUE LIFT

GROUND FLOOR	Wards GA, GB Consulting Suites
LEVEL 1	Wards 1A, 1B Consulting Suites
LEVEL 2	Wards 2B Operating Theatre Day Surgery Unit Cardiac Catheter Lab

11. ORANGE LIFT

LEVEL 1	Ward 1C
LEVEL 2	Ward 2C
LEVEL 3	Consulting Suites

12. YELLOW LIFT

LEVEL 2	Entrance to SVPHN
LEVEL 2	Yellow Lift to Ground Floor

(Access to Main Reception and all hospital departments)

13. BRISBANE NORTHSIDE EMERGENCY CENTRE (Private)
14. THE PRINCE CHARLES HOSPITAL (TPCH)

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Preparing for Hospital

Getting Ready

Going into hospital can be a stressful time for you and your family. Planning for your visit will help you understand what to expect during your stay and help put you at ease. Your doctor and our hospital teams are here to inform you about your procedure and help you and your family understand your care plan.

Your doctor's office should provide you with information to tell you when you are coming including what time to arrive. Your doctor will discuss your procedure and should sign a consent form with you. During this time, it is important to have any questions about your procedure answered by your doctor.

Questions to ask your doctor:

- The admission date and time
- The preparation required for surgery including when you should fast from
- Do you need to alter your medications? e.g. before or on the day of surgery
- The best preparation for discharge to home
- Will there be any restriction after surgery? e.g. driving



Completing Your Online Admission

To ensure we deliver the best possible care, we need some important details about you and your medical history. We therefore ask all patients to please complete the Online Admission registration at least five business days before you come to hospital. If you are not familiar with computers, please ask a family member or friend to assist you. As not all mobile phones are compatible with the e-admission software, we recommend using an iPad, laptop or desktop computer. If you have any questions or issues, you can call the SVHA Helpline on 1300 052 602, Monday to Friday from 8am to 4pm.

Our online registration site covers ten St Vincent's Health Australia hospitals so when you log-in, please select St Vincent's Private Hospital Northside. Depending on your medical history, registration takes approximately 15 to 45 minutes. Please ensure you have the following information with you prior to commencing your application:

- Your current Medicare, pension or pharmacy benefit card details
- Your private health insurance, DVA or work cover details
- Your list of medications, both prescribed and over-the-counter
- Your personal, next of kin, and GP details, your medical history and surgical history and enduring medical power of attorney and/or advance health directive information

Once completed, we will review your medical history and a pre-admission nurse may contact you to discuss any health or welfare related issues identified from your online e-admission. The role of the pre-admission nurse is to ensure that you are fully prepared for your visit to hospital. They will also discuss discharge planning so you can prepare for returning home after your hospital stay.

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SCAN OR CLICK HERE TO COMPLETE ONLINE ADMISSION

Financial Arrangements

Hospital Costs
Your hospital costs (inclusive of nursing care, theatre, accommodation, and any other incidentals) are not covered through Medicare, therefore you will not receive a Medicare rebate for any fees paid directly to the hospital. If you have private health insurance, we will submit a claim form to your provider on your behalf. Depending on the level of cover you have with your health insurance provider, you may be required to pay for any excess fees or a co-payment.

Private Health Insurance and Costs from Health Care Providers
If you have private health insurance cover, we recommend that you contact your insurer to find out what your policy covers and if you will need to pay an excess or co-payment. In addition to the fees charged by the hospital, you may receive separate accounts from the other health care providers involved in your care. These may include your surgeon, anaesthetist, surgical assistant, physician, pathology, medical imaging, allied health professionals, and the hospital pharmacy.

Self-Funded Patients
If you do not have private health insurance and intend to pay the full cost of your hospital stay, we will provide you with an estimate of your hospital costs. This will include your hospital stay and procedure only (e.g. excludes costs relating to pathology, radiology, and/or medications). You will need to speak to your doctor and all others involved in your care for a complete overview of their costs. You will need to pay all hospital costs before your hospital admission. We reserve the right to refuse admission if your payment is not received. The Estimate of Expenses will be based on the item numbers / type of procedures and any prostheses required for surgery. If your surgeon requires any additional prostheses or the item numbers / type of procedure changes, there may be additional fees that are payable prior to discharge. Changes to item numbers can alter the fees significantly.

Overseas Insured
Patients who are covered by an international insurance fund with whom the hospital has an agreement will be required to provide an approval prior to admission. All other patients covered by non-contracted international insurance funds will be required to pay in full prior to or on admission.

Worksafe / Third Party Claims
If you have a compensation claim, such as WorkSafe or a third-party claim, please confirm with your Case Manager or insurance company that they will cover the cost of your hospital admission. Prior to your admission, please provide a written approval from the WorkCover insurer or third-party insurer.



Coming to Hospital

What to Bring

Clinical Information

- Doctors' letters, reports, notes and consent forms
- Relevant x-rays and scans
- Medication

Current Medications

Please bring all of the medications that you take with you to hospital including vitamins, herbal medicines such as St John's Wort, and over-the-counter medications such as Omega 3 and multivitamins. Please bring your current prescription medications in their original labelled pharmacy containers. Please also bring an up-to-date list of your current medications from your GP or pharmacist, including the dosage and how often you take each medication.

Identification and Insurance Information

Please bring your Medicare card and any of the following if you have them: health fund card, Department of Veterans Affairs card, safety net card, pension card/health care card, work cover approval letter, number and claim details, accident or third-party insurance claim details.

Personal items

- Comfortable nightwear, dressing gown, non-slip footwear and toiletries (if you're staying overnight)
- Any physical & mobility aids such as eyeglasses, hearing aids, dentures, walking aids, splints, or CPAP machines
- Overnight patients should bring small 'carry-on' sized bags weighing no more than 10kg

Debit / Credit Card

To settle your account and pay for any out of pocket expenses on departure.

Valuables

We request that you don't bring valuables or large amounts of money into the hospital. The hospital takes every care, but cannot accept responsibility for the loss of, or damage to, any property you choose to bring with you (e.g. money, glasses, hearing aids, dentures, jewellery, mobile phones, IT equipment etc.).



Arriving at Hospital

On arrival, make your way to Main Reception on the Ground Floor of the hospital. You will be greeted by a member of our administration team who will help you to finalise any payments and admit you to our Day of Surgery Unit, Ward or Day Procedure Endoscopy Unit, depending on the nature of your procedure.

On admission day, hospital fees can be settled with our administration team using:

- Major credit cards (except Diners and American Express)
- EFTPOS
- Bank cheques

Day Procedures

Day procedures are generally shorter procedures that are performed under general or local anaesthetic and may not require an overnight stay.

If you are having a day procedure, it is required that you arrange for a responsible adult to collect you afterwards who can stay with you overnight. If you cannot arrange this, your procedure may be postponed or cancelled.



Carparking & Public Transport

Paid parking is available on-site in the car park located adjacent to The Prince Charles Hospital. There is also a pick-up and drop-off zone at the front of the hospital. Vehicles dropping off and picking up must be attended at all times.

Visitors may travel via public transport to our hospital. St Vincent's Private Hospital Northside is located on the same campus as The Prince Charles Hospital and there is a bus stop near the front entrance to The Prince Charles Hospital.

SCAN OR CLICK HERE FOR CAR PARK PRICES

Travel & Accommodation

If you live in Queensland and have been referred by a clinician to a specialist medical service that is not available at your local public hospital, you may be eligible for subsidy.

The Patient Travel Subsidy Scheme (PTSS) provides financial support for travel and accommodation for eligible patients needing to travel to access specialist medical services.

If you are a regional or interstate patient who wishes to organise for family and carers to stay nearby whilst you are in hospital please scan the QR code below for accommodation options. Please note that this is purely a guide. Please contact accommodation properties directly about accommodation enquiries. PTSS claims are managed by the public health system.

SCAN OR CLICK HERE TO VIEW ACCOMMODATION GUIDE



During your stay

Code of Conduct for Patients & Visitors

St Vincent's has established a code of conduct for its employees that requires us to act in a manner consistent with current community standards and expectations. As health care providers, we will continually strive to act in a courteous, caring manner and respect your needs.

As a patient or visitor coming into our facility, we ask that you treat our staff and others with courtesy and respect. People not acting respectfully towards others may be asked to leave the facility.

Aboriginal & Torres Strait Islander People

St Vincent's recognises the unique status Aboriginal and Torres Strait Islander people hold as First Nations people. This hospital community also acknowledges the cultures, histories, spiritualities and customs of First Nations people.

We are committed to providing a welcoming environment and care that is appropriate and accessible. If you require cultural support before, during or after your stay, please contact the Nurse Unit Manager, who will endeavour to contact support people to assist with your needs.

Visiting Hours

General visiting hours are from 9.00am to 9.00pm daily. Intensive care visiting hours are from 9.00am to 1.00pm and 3.00pm to 7.00pm daily. In certain circumstances, an exemption for visitors outside of these hours can be approved by the Hospital Nurse Coordinator. Please contact your nurse to arrange this. Children must be accompanied by an adult at all times for their safety.

Goals of Care

We are committed to working together with you to create the best experience for you and your loved ones during your stay at St Vincent's Private Hospital Northside. We encourage you to share with your nurses what is important to you during your stay via the Patient Communication Board in your room. This could be something very specific such as 'It's important to involve my daughter in discussions about my care', or something more general such as 'I want to be well enough to attend my granddaughter's wedding'. Sharing your goals will enable our team to offer more personalised care.

Patient Satisfaction

At St Vincent's Private Hospital Northside, it is our mission to provide exceptional care to all patients and their families. If you are not completely satisfied with your hospital stay, please follow the below steps so that we have the opportunity to resolve your concerns as they arise:

- Step 1: Please discuss your concerns with your nurse
- Step 2: If you are not satisfied with the response, please ask to speak to the Nurse Unit Manager and they will be happy to resolve the matter
- Step 3: If you still require assistance, please contact the Hospital Coordinator or Patient Experience Manager by calling 3326 3000 or by emailing svphn.patientexperience@svha.org.au

If you have a compliment or wish to acknowledge a staff member who has provided exceptional care, please let your Nurse Unit Manager know or you can send an email to svphn.patientexperience@svha.org.au.



Your Room

Our rooms have been designed with your comfort and safety in mind with each room containing an ensuite bathroom. A bed will be allocated to you at the time of your admission on the basis of your clinical needs and availability. Private rooms can be requested on admission but may not be available immediately. Should this occur, we will endeavour to transfer you to one as soon as possible.

Cleaning & Housekeeping:
Our housekeeping staff will clean your room and ensuite daily. Please let the nursing staff know if you have a concern regarding any aspect of the housekeeping service.

Communication Board:
We understand that communication during your stay is very important for you and your loved ones. There is a Patient Communication Board in your room which will be updated at each nurse handover so that you are informed of the team members involved with your care. In addition to speaking with your carers we encourage you to write any questions or concerns on the Patient Communication Board so as the doctor and care team can continue to provide you with as much information as possible.

Phones:
All patient rooms are equipped with bedside telephones. All local call costs are complimentary however STD, international, and mobile numbers are unavailable. To make an external call, dial 0 followed by the number required. For operator assistance, dial 9. The hospital telephone number is 07 3326 3000. Relatives and friends can call this number and they will be connected to your room. Mobile phones may be used in patient rooms however noise can travel on the wards. For the comfort and respect of all patients, please lower ringtones and speak quietly while using your device.

Noise:
We do our best to provide a quiet space for recovering patients however hospitals can be a noisy place. Ear plugs are available to assist you. Please ask your nurse if you would like a pair.

SCAN OR CLICK HERE FOR MORE INFORMATION ON MANAGING NOISE

Smoking:
St Vincent's Private Hospital Northside is a smoke-free facility. If you need assistance to cease smoking whilst in hospital, please speak with your nurse or doctor. Electronic cigarettes are also not allowed.

Toiletries:
Complementary toiletry kits including shampoo, conditioner, shaving kits, mouthwash, toothbrushes, and combs are available to all unplanned admissions, courtesy of our volunteers.

For all other patients, they can be purchased from Epic Pharmacy on the ground floor. Contact the pharmacy on 07 3377 3520 for delivery of items to your room.

Laundry:
Personal laundry services are not available at St Vincent's Private Hospital Northside. Please send any washing required home with a family member or an external supplier can be recommended on request.

TVs:
Our hospital has Foxtel including the following channels: Showcase, Discovery, Nickelodeon and Fox. Selected free-to-air channels are also available.

Newspapers:
Patients can access all News Limited publications for free by accessing the hospital Wi Fi and then scanning the QR code below. Hard copies and magazines are also available from Zouki Café on the ground floor.

ACCESS HOSPITAL WIFI THEN SCAN OR CLICK HERE TO ACCESS NEWSPAPERS



Room Service Menu:
We offer a room service menu for patients, with all meals prepared fresh daily by qualified chefs using only the best possible ingredients for nutrition, taste and enjoyment. Room service also offers visitor meals for $22 which is charged to the patient's account. Complimentary carer meals can also be made available. Please speak to your nurse to see if you may qualify.

Our extensive menu covers all dietary needs, including but not limited to, gluten-free, dairy-free, vegetarian and vegan diets. Meals can also be pre-ordered to be delivered at a specific time. Room service assistance can also be arranged by your nurse.

Patients can contact the Room Service Call Centre on extension 3663 between 6.30am and 7.00pm to order their meal or snacks and receive fresh, cooked-to-order meals delivered within 45 minutes. Meals can also be ordered in advance for delivery at a specific time.

If you would like a family member to place an order on your behalf, they can telephone 07 3326 3222 from outside the hospital between 6.30am and 7.00pm.

Relatives and friends may purchase meals and snacks from Zouki Café on Ground Floor.

Wi Fi:
Patients and visitors can access our free Wi Fi network. Select 'WiFiHotSpot' from the list of available networks on your device and agree to the terms and conditions at the bottom of the page. If you require assistance, please ask your nurse.

Bedside Control:
The bedside controller and handset contains controls for the TV, audio channels, reading lights, and Nurse Buzzer to enable you to contact your nurse at any time of the day or night.

Pets:
Pets are not permitted into the hospital with the exception of assistance and service animals. In the event that you require an assistance or service animal, please notify us prior to your admission to hospital.



Services

Together with our third-party providers, we offer a diverse range of services at St Vincent's Private Hospital Northside to ensure your stay is as comfortable as possible.

Allied Health:
Our allied health services include dietetics, physiotherapy, occupational therapy, and speech pathology. Please speak to your nurse if you would like to arrange a visit.

Cafe:
A selection of hot and cold refreshments are available at Zouki Café located on Ground Floor. Newspapers, magazines, flowers, and chocolates are also available along with a range of gifts. Opening hours are Monday to Friday 6.30am - 6:30pm and Saturday and Sunday 7.00am - 4.30pm.

Pharmacy:
Pharmacy services are proudly provided by Epic Pharmacy. They stock a wide range of prescription, over-the-counter and natural medicines, as well as toiletries, and a range of gifts. It is located on the Ground Floor. Telephone orders can be made by dialling 07 3377 3520 and items will be delivered to your room.



Pathology:
QML Pathology, Sullivan Nicolaides Pathology and Mater Pathology are all located within the hospital on the Ground Floor near Zouki Cafe. Any accounts will be forwarded directly to you from each provider.

Medical Imaging:
Lumus Imaging offers a comprehensive radiology service for patients. This service includes inpatient and outpatient x-rays, CT, MRI, ultrasound, nuclear medicine, and interventional radiology. Radiology services will be billed as a separate invoice during your stay and may be subject to Medicare or private health fund rebates. Please contact your health fund to confirm your radiology coverage as gap fees may apply.

Interpreter:
Patients, their loved ones, and carers who do not speak English as a first language (or who are hearing impaired) can request a professional interpreter at any time throughout their hospital stay. Please request when completing the hospital online admission form or speak with your nurse or care team.

Baby Change Facilities:
There are four baby change facilities located in the following restrooms around the hospital:

- Level G – Education Centre
- Level 1 – near the Breast Health Centre
- Ground Floor - near blue lifts
- Level 2 - near blue lifts

Lost and Found:
Please contact your Nurse Unit Manager if you have misplaced any items during your stay.

Taxis:
You can call a taxi from the taxi butler button located at Main Reception on the Ground Floor of the hospital.

Chapel:
Our chapel is a calm and quiet space located on Ground Floor. We invite you to use the space for prayer and reflection. Catholic Mass is celebrated in the chapel Tuesday at 11.00am and Sunday morning at 9.00am. All are welcome to attend.

Pastoral and Spiritual Care:
Coming to hospital is a different experience for everyone, and it may lead to feelings of isolation, uncertainty and vulnerability. To help with these feelings, you and your loved ones may find it useful to speak with one of our pastoral and spiritual care staff. Our Pastoral and Spiritual Care staff are trained professionals and aim to visit every patient during their stay to provide emotional and spiritual support regardless of faith, beliefs or religion. Chaplaincy service is available upon request.

SCAN OR CLICK HERE TO READ MORE

Volunteers:
St Vincent's Private Hospital Northside is blessed to have a large group of volunteers who help us to provide a caring, safe and person-centred service.

Our volunteers help in many ways, including guiding patients and visitors through the hospital, caring for flowers in patients' rooms, offering companionship to long stay patients, arranging Delta Therapy Dog visits and supporting our day procedure, chemotherapy and Breast Health Centre patients. Our volunteers also host fundraising stalls throughout the year, raising funds to support volunteer initiatives such as quilts for palliative care patients, crocheted blankets, and Cancer Care packs for patients.

If you are interested in becoming a St Vincent's Volunteer, please scan the QR code below.

SCAN OR CLICK HERE TO READ MORE

Brisbane Northside Emergency

Brisbane Northside Emergency (BNE) is a private, fee-for-service emergency department open 24 hours, seven days a week. Located adjacent to St Vincent's Private Hospital Northside, BNE provides expert medical care by experienced emergency-trained specialists.

BNE operates within the St Vincent's Private Hospital Northside campus, however it is a privately owned business which is managed and operated independently of St Vincent's Private Hospital.

St Vincent's Foundation Queensland

St Vincent's Foundation Queensland raises funds to supports the vital work of all of the St Vincent's Health Australia facilities managed in Queensland, including St Vincent's Private Hospital Northside.

The generous support of individuals, community groups, and businesses enables the Foundation to:

- Purchase new medical equipment
- Drive innovation and research
- Improve patient health care
- Educate a new generation of clinicians
- Provide a holistic approach to aged care services that delivers the highest standard of services across community living, independent living and residential living

Support from the community provides excellent, compassionate, research-driven care to our patients and residents, while continuing to strengthen the capacity to care for those who are poor and vulnerable.

SCAN OR CLICK HERE TO LEARN MORE ABOUT THE FOUNDATION AND HOW TO DONATE

Paediatric Patients

Children up to the age of 15 years of age must be accompanied by a parent throughout their stay in hospital. The hospital will supply one parent:

- Dinner and breakfast for the child and parent/carer staying overnight
- Lunch for the child
- Free Wi-Fi
- Coffee, tea and hot chocolate
- A recliner for the parent/carer staying overnight



Keeping You Safe

Please watch our patient video on channel 110 for more information on our hospital and what you can expect during your stay and how we keep you safe.

Reducing the Risk of Infection

We are committed to providing high quality care in a safe and clean environment. Our clinical staff will take every measure to minimise the risk of infection, however, the prevention and control of infection is everyone's responsibility including staff, doctors, patients and visitors.

Patients and visitors can reduce the risk of infection by:

- Washing hands after going to the bathroom and before eating and using the alcohol-based hand rub when entering and leaving the hospital and patient rooms. This is the single most important action in preventing infection.
- Asking staff to perform hand hygiene if there are concerns this has not been performed.
- Not touching any dressings over drips, lines, tubes or drains inserted in their or their loved one's body.
- Telling a nurse if any wounds, drips, lines, tubes or drains become red, swollen or painful, or if the dressing becomes loose or wet.
- Keeping the over-bed table and bedside locker uncluttered to assist cleaning staff to access all surfaces. Visitors should also avoid sitting on patients' beds or using patients' bathrooms. Public toilets are available on each floor.
- Covering their mouth and nose with a tissue when they cough or sneeze, or sneeze into your elbow, and clean their hands after with alcohol based hand sanitiser or soap and water.
- Avoiding visiting the hospital if they are feeling unwell (this includes children as well), including cold and flu symptoms and not visiting if they have suffered from any gastroenteritis symptoms for at least 48 hours after symptoms have ceased.

SCAN OR CLICK HERE TO READ MORE

Identification Bands

You will be given an identification band when you're admitted to hospital that will be placed on your wrist or leg which will include your name and date of birth. This will be used as a safety check during your stay. Please make sure to:

- Check the information on the ID band is correct
- Check that you have a red ID band if you have any allergies
- Wear your ID band at all times

Staff will check your ID band before every test or procedure and before giving you any medication or doing any treatment or procedure. They'll also ask you what your name is and other details, to make sure that the right patient is getting the right treatment every time. All our hospital staff should be wearing an identification badge. If you can't see their badge, or you're not sure who someone is, please ask.

Bedside Handover

Clinical handover happens at your bedside at the change of every shift, and if you are being transferred to another ward or department. We encourage you to get involved and ask questions if there is anything you don't understand or are concerned about. Your next of kin or carer can also participate in this exchange of information.



Pain Management

Our staff care about your pain. By controlling your pain well during your recovery, you are likely to recover faster and reduce the risk of other complications.

Depending on the nature of your admission, your doctor or anaesthetist may give you options for pain relief. These may include oral tablets, Patient Controlled Analgesia (PCA), and injections. Nurses will regularly ask you to rate your pain on a scale of one to ten (with ten being most painful) and discuss with you the most appropriate form of pain relief.

The most important thing you can do is ask for pain relief before you get too uncomfortable or before tasks such as showering or physiotherapy. Frequent, low dose pain relief often provides good control, reducing the need for stronger pain relievers that may have increased side effects. Other options include hot and cold packs, a warm shower and changes of position.

Assisting Patients to Move

Our safe handling policy means staff are required to avoid manually lifting patients. We encourage patients to assist in their own movement where possible. If required, our orderlies will assist you to move and will use handling aids when required for both their and your safety. At times, this may mean there is a delay whilst the required equipment is being obtained. Nursing staff and Allied Health staff will help you move and provide equipment as needed for you.

Let Us Know

We understand that you know yourself or your loved one best. This is why we want you to let us know if you notice a worrying change. By working together, we can quickly respond to these concerning changes and address them in a timely manner. Please Let Us Know by following these simple steps.



Let us know is a safety net for patients, families and carers. It helps to ensure health professionals are notified early about changes in a patient's medical condition.

By working together, we can quickly respond to these concerning changes and address them in a timely manner.

As the patient, family member or carer, you may be the first to detect a change before it becomes obvious, so it is important that you **Let us know** by following these simple steps…

STEP 1 Speak to your nurse or doctor

- Speak directly to your nurse or doctor who will make an assessment and discuss your concerns.
- If you remain concerned – please advance to **STEP 2**…

STEP 2 Speak to the nurse in charge

- Speak to the nurse in charge of the ward who will work with you to resolve your ongoing concerns.
- If you still have concerns – please advance to **STEP 3**…

STEP 3 Call 3326 3560 *or* 3326 3650

- Please state this is a **Let us know** call.
- Have your room and ward number ready.
- You may be asked some questions to help us respond to your concerns.
- A senior clinician will visit you and make an assessment.

Avoiding Falls - Call, Don’t Fall!

Falls are the most common cause of injury in hospital due to the unfamiliar environment and being physically weaker than usual. Medication changes like pain relief drugs and anaesthetics can also affect your balance. It's important that patients, their loved ones, and staff all work together to reduce the risk of falls.

Patients can reduce their risk of falls whilst in hospital by:

- Bringing their normal walking aids, glasses or hearing aids to hospital and keeping them close to them.
- Making sure they can reach the call buzzer beside their bed and using it to ask for help as soon as they need it. We’ll strive to answer it immediately but if the ward is busy, it may take a few minutes.
- Wearing supportive, flat, non-slip footwear. Anti-slip traction socks are also available and should be worn if other suitable footwear is not available.
- Turning the light on so they can see before getting out of bed
- If able/permitted, walking and staying active when family, friends and staff are there to help
- Listening to the advice and recommendations of staff.
- Asking their visitors to let a staff member know when they leave so that they can check on the patient regularly.



Medication Safety

Please bring all of the medications that you take with you to hospital including vitamins, herbal medicines such as St Johns Wort, and over-the-counter medications such as Omega 3 and multivitamins.

All medications must be administered to you by a registered/enrolled nurse or doctor. If you are on regular medications, please inform your healthcare team. You may find that some of your normal medicines will not be given during your hospital stay as they may interact with other medications we administer, or procedures and treatments you may be having. Please also inform us during your admission of any allergies or sensitivities you may have. Please also note that we are unable to administer medications from Webster packs, Dosette boxes or any medications not in their original dispensed packs. If medications are brought to the hospital in this form, new medications will be supplied from the hospital pharmacy. This may result in a cost to the patient depending on their health fund coverage.

To ensure you receive the right medication at the right time, we will always ask for your name, date of birth and if you have any allergies, prior to administering all medications. You can help to further reduce the potential for problems with medications by:

- Asking your healthcare team about any new medications including what they are, what they do, when they are to be taken, and any potential side effects. We encourage you to become familiar with their names and dosages.
- Making sure the doctors and nurses check your wrist identification band prior to administering medications.
- Telling your healthcare team if you have any concerns or require clarification regarding your medications and treatments.

We will provide you with information, or one of our pharmacists may visit you to discuss any new medications you need to take after discharge.

Delirium

Delirium is a common medical condition that is characterised by fluctuating changes in mental function, occurring more often among older people. It may also be seen in patients following a surgical procedure as well as in those with:

- Illness
- Dementia
- Increasing age (e.g. 70 years or older)
- Depression
- Poor eyesight
- Poor hearing
- Multiple medications (particularly sleeping, pain or psychiatric drugs)

People with delirium show signs of confusion, and may appear either very agitated, quiet or drowsy. The onset of delirium can be sudden. It usually only lasts a few days but may persist for longer periods. Delirium can be a serious condition, but it is usually treatable.

A person with delirium may require special nursing care and closer observation. Family members, loved ones and carers can provide valuable information to the nurses and doctors caring for the person with delirium. It is important to notify nurses of any sudden changes in a person's mental or physical condition.

Our goal is to ensure people experiencing delirium are provided a safe environment to optimise healing. Care for patients experiencing delirium may involve:

- Tests to identify the underlying cause of the delirium
- Decreasing stimuli and providing specialised care
- Activities designed to help the person with delirium settle into the hospital environment, e.g. providing fiddle blankets
- In certain situations, and only after other options have been explored, care may also involve use of medications and/or other aids.

If you have questions about delirium, speak with your doctor or nurse.

Preventing Blood Clots

Medication, surgery or being confined to bed can increase your risk of developing a blood clot (Venous Thromboembolism) in your legs or lungs which can be serious. We will regularly assess your risk level for developing a blood clot and help formulate a clot prevention plan. Methods of prevention include medication, anti-thrombolytic stockings (TEDs) and mechanical pump devices for your legs.

Patients can reduce their risk of developing a clot by:

- Taking any tablets or injections as prescribed by their doctor
- Keeping their TED stockings on
- Avoiding sitting or lying in bed for long periods, if possible
- Walking as often as their doctor or nurse recommends
- Asking what they can do at home to avoid the risk of a blood clot

Blood Transfusions

If you require a blood transfusion, you will be informed of the reasons, benefits and risks. When you understand and agree to the transfusion, you will be required to sign a consent form.

The procedure involves checking your identification and your observations regularly during administration. If at any time you feel unwell such as hot, itchy, develop a rash, or shortness of breath, let your nurse know immediately.

Preventing Pressure Injuries

A pressure injury, also known as a bedsore or ulcer, can form when you sit or lie in the same position for a long time. Bony parts of the body like the heels, tailbone, toes, ears and back of your head are at most risk of a pressure injury. Your nurse will perform a risk assessment on admission and review this regularly during your stay. If they feel you are at risk of a pressure injury, they may apply protective dressings to your heels or tailbone or other pressure relieving methods.

Patients can prevent a pressure injury by:

- Advising their nurse if they've had previous pressure injuries or slow healing wounds
- Keeping moving and changing their position as directed by their doctor or nurse
- Looking after their skin and advising their nurse if they think it looks or feels different
- Eating a healthy, balanced diet

Confidentiality & Privacy of Information

St Vincent's Private Hospital Northside understands and values the privacy rights of every patient. We treat patient information with integrity and care, and always in compliance with the Privacy Act 1988.

When you become a patient of St Vincent's Private Hospital Northside, a record is made about you and your care. Information we collect includes your name, address, date of birth, general practitioner details, emergency contacts, health history, the reason for your visit, and the investigations, treatment and advice you were given.

We have strict security measures to ensure our information is not accessed or shared inappropriately. All of our hospital staff are bound by our code of conduct and legal confidentiality requirements. You also have the right to make a written application for access to your medical records and personal information.

SCAN OR CLICK HERE TO READ MORE



Leaving Hospital

Discharge Plan

We want to help ensure that your transition from hospital is smooth and safe. Preparing to leave hospital – also known as discharge planning – begins when you're admitted to hospital. It helps to ensure that you and your loved ones have all the information you need to leave hospital safely and confidently.

Once your doctor has advised us of your discharge, your nurse will provide you with a discharge plan that includes:

- Your diagnoses and any procedures performed
- Discharge instructions including care of wounds and drains, information regarding medications and managing pain
- A plan for going home or transfer to another health care facility, which may include prescriptions for your medications and a referral letter to your general practitioner
- Our recommendations for any extra support you will need at home
- Referrals for home care and other community health care support you may need
- Arrangements for follow-up appointments and tests (patients will need to arrange appointments with their specialists)

We'll talk to you about your discharge care plan and answer any questions or concerns you and/or your loved ones may have. The pharmacist may also visit to explain any new medications. We'll also provide you with written discharge instructions. Before you're discharged, please make sure that you feel confident with how to manage your wound, showering, taking medications, and any other home-care instructions.

Discharge Checklist

On discharge day, please remember to take with you the following, where applicable:

- X-rays, scans and ultrasound films
- Details of your next appointment (patient to organise with their specialist)
- Any medication which was brought into hospital, as well as any newly prescribed medications
- A letter for community services
- A nursing discharge summary
- Your personal items from your room

Discharge Time

Discharge time is 10.00am daily. When packing your belongings, remember to take home any medications including new antibiotics or pain relief, and personal belongings including phone chargers. Please pre-arrange for someone to take you home and care for you on discharge. If you are unable to be collected by 10.00am, you may be asked to move to an alternate location as our nurses and housekeeping staff will need to prepare the room for the next patient and ensure their surgery is not delayed.

If you are discharged on a weekend or a public holiday, there may be some delays in sourcing equipment and medications. We will endeavour to have everything organised for you the day prior or as soon as we can. When departing the ward, please let your nurse or the ward clerk know when you leave the ward and please also visit the admissions/patient services desk located on the ground floor near the front entry to finalise your account. After you are discharged, a nurse may contact you by phone to check up on your progress and answer any questions that you may have.

Pharmacy

Prior to discharge, our nurses will coordinate with Epic Pharmacy to ensure you receive all required medication to take with you when you leave the hospital.

Settling Your Accounts

Before leaving the hospital, we ask that you please visit our patient services team who are located at the Main Reception on the Ground Floor. Our team will answer any questions you may have regarding items which may not be covered by your private health insurer, these items may include:

Accounts from Medical Imaging and Pharmacy

It is possible that during your stay in hospital, some medications and medical imaging may not be covered by your health fund and you will receive an account from Epic Pharmacy and/or Lumus Imaging.

These accounts are separate to any accounts that may be settled at the hospital reception and can be paid via Bpay, credit card or over-the-counter at Epic Pharmacy or Lumus Imaging, both of which are located on the Ground Floor next to Zouki Cafe.

Accounts from Doctors and Specialist Consultants

Services provided from your treating doctors and anaesthetists will send their accounts separately.

We Value Your Feedback

Your feedback provides us with an opportunity to improve the way we deliver care, and to provide feedback to our staff. We will send you an email or SMS, three to five days after discharge which will ask you on a scale of 0 to 10 how likely you would be to recommend St Vincent's Private Hospital Northside to your family and friends, and the reasons for your score. We encourage you to recognise any staff who have provided exceptional service.



Your score formulates the Net Promoter Score (NPS) which is how we measure our performance.

Scores of 9 or 10 indicate you are happy with the care provided and 9's and 10's count towards our NPS scores.

Scores of 8 or below mean we didn't meet your expectations.

During your stay, we strive for a 10. If we are not meeting your expectations, please speak to your Nurse Unit Manager or Team Leader so that we can address your concerns.

Our Consumer Advisory Committee

Our Consumer Advisory Committee (CAC) are members of the community who have an interest in, or personal experience of healthcare or a background in healthcare services.

Members are encouraged to share their experiences and help us continue to improve our services and deliver the best possible care for our patient and their loved ones. Our members offer an important perspective of someone who uses, or whose family uses, our services. We are always looking for new and innovative ways of doing business.

If you are interested in bringing a consumer voice to St Vincent's Private Hospital Northside on how we may be able to do things better, please contact our Patient Experience Manager at svphn.patientexperience.org.au.



ST VINCENT'S PRIVATE HOSPITAL
NORTHSIDE

A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

This guide has been developed in partnership with our consumers. It is updated quarterly. Please contact svphn.marketing@svha.org.au to update any information.

Publish Date: February 2024