

Patient Information Directory

For further details see our website:
thehillspriatehospital.com.au

 The Hills Private

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Community of Care



The Hills
PRIVATE HOSPITAL
by Healthscope



Healthscope acknowledges the Traditional Owners as the custodians of this land recognising their connection to land, waters and community.

We pay our respects to Australia's First Peoples and their Elders, past, present and future.

This artwork titled '*Coming Together*' was developed by Stan Yarramunua, a Wathaurong man. The painting depicts elements of people coming together, a fundamental platform of Healthscope's reconciliation journey. For more information about the artwork, please visit: www.healthscope.com.au



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Welcome to The Hills Private Hospital

On behalf of the staff at The Hills Private Hospital, we would like to welcome you and thank you for choosing The Hills to care for you and your family.

Your satisfaction is important to us. During your stay you can expect to receive the highest level of care in every aspect of your hospitalisation from our team of qualified healthcare professionals.

Our team is responsible for local leadership, promoting awareness, motivation and involvement at all levels in the achievement of Healthscope's key objectives.

The Hills Private Hospital is committed to staff and patient safety.

We do this by:

- Minimising adverse events;
- Encouraging consumer participation;
- Maintaining and improving reliability and quality of care; and
- Improving patient outcomes.

We strive to achieve this by:

- Promoting an understanding of our customers' needs by creating a culture of exceeding customers' expectations.
- Collecting, reporting and benchmarking service improvement and safety indicators, and then reviewing them within the management review framework. This framework includes our management team, Executive Committee and Medical Advisory Committee.
- Identifying and understanding the relationships between The Hills Private's processes, and managing these as systems, in order to achieve our objectives.
- Continually monitoring our systems and processes to ensure that we incorporate the National Safety and Quality Health Service Standards (NSQHS).

Our Vision

'To be recognised as leaders of excellence in the delivery of care in the community'

We will achieve this by developing:

- The Hills Private Hospital to be synonymous with exceptional care and service;
- Strong relationships with doctors from a broad range of key specialties;
- A team of professional, skilled and dedicated staff; and
- Prominence in the community for meeting healthcare needs.

Our Hospital

The Hills Private Hospital is a 111-bed facility that has provided rehabilitation and mental health services since 2009.

The Hills Private is owned by Brookfield but operates as Healthscope. Our 25-bed mental health unit and mental health day programs provide inpatient rehabilitation and mental health services, and rehabilitation and lifestyle day programs.

The hospital is licensed with the Ministry of Health and is accredited through The Australian Council on Healthcare Standards against the National Safety and Quality Health Service Standards (NSQHS Standards).

The hospital has four fully equipped gymnasiums, a purpose-built hydrotherapy pool and group therapy rooms, and an occupational therapy kitchen.

The majority of the rooms are private rooms with ensuites, free Wi-Fi, telephones with free local calls, nurse call facilities and ample storage space for clothes and personal items.

Location

The Hills Private Hospital is located at 499 Windsor Road, Baulkham Hills, NSW, and can be easily accessed via Windsor Road and the M7 and M2 motorways.

Transport

Public bus services

A bus stop is located at the front entrance of the hospital and is serviced by Route 601, between Parramatta and Rouse Hill. Timetables are available online at www.cdcbus.com.au, or by calling 13 15 00.

Taxis

Taxi services can be organised at Main Reception.

Reception Hours

Reception is located in the main foyer and is open Monday to Friday between 8.00am and 5.00pm.

Visiting Hours

The presence of friends and family is vital to your healing process. Please inform your family and visitors of our visiting hours, which are as follows:

Rehabilitation visiting hours

10.00am – 8.00pm

Windsor Road Clinic visiting hours

Monday to Friday

4.00pm – 8.00pm

Saturday, Sunday and Public Holidays

10.00am – 8.00pm

Please note that patient therapy times may vary during the day. Therefore, you should inform your visitors of the times you'll be free to see them so that your therapy will not be interrupted. Children must be supervised at all times whilst in the hospital and noise levels should be kept to a minimum. Visitors' lounges are available in each ward.

Personal Belongings

It is advisable NOT to bring valuable items such as jewellery or large amounts of money into the hospital. If you do bring in these items, it will be suggested that valuables are sent home with your relatives as soon as possible. The Hills Private Hospital does not accept any responsibility for personal belongings.

Car Park

Car parking is available onsite. It is free for the first hour, with charges applying thereafter. If your family visits frequently, they can purchase a weekly pass from Main Reception. There is a car park payment machine located on Level 1 (near Main Reception).

The hospital accepts no responsibility for damages caused to vehicles or belongings that go missing whilst parking on the hospital premises. Tickets must be paid for prior to returning to your vehicle.

Please ensure all visitors enter and exit via the sliding glass door on Level 1.

Accommodation Services

Meals

A professionally developed 'cook fresh' menu delivers tasty and healthy food options which meet your needs. The Hills Private Hospital prides itself on providing nutritional and flavoursome meals and believes this is an integral part of your healthcare experience.

Our chefs, in conjunction with a dietician, can cater for patients who request meals that meet special dietary requirements.

Please notify our nursing staff at the time of admission so we can ensure your requests are met.

Please have your menu ready for collection by 10.00am.

If you require assistance when completing your menu, please ask your nurse to contact one of our menu monitors, who are trained to advise you on special and modified diets. Our staff will assist you in making the correct meal choices in relation to your diet.

Servicing of Your Room

Services staff will service your room daily. The air conditioning is regulated centrally for the comfort of all patients and visitors to the hospital. If you are uncomfortable at any time, please inform staff.

Washing Service Facilities

We have washing machines and dryers onsite to assist those patients who are unable to have their belongings serviced at home. Please speak with your nurse to organise access to these machines.

Mail

Mail is distributed to all wards each weekday. Any mail received after discharge will be forwarded to your home address. Outgoing mail may be left with the ward clerk and is posted daily.

Delivery of Flowers and Balloons

Flowers delivered for patients will be sent to the patient's room from reception.

Patient Care Boards

There are care boards in each patient's room. These are for the use of both patients and staff. Patients are encouraged to use these as a communication board throughout your stay. The name of your specialist, names of the nurses delivering your care, upcoming tests and diet specifications should be updated at every changeover of shift. If updates do not occur in a timely manner or to your satisfaction, please discuss with your nursing staff.

Room Amenities

Nurse Call Buttons

Each bedside console has a call button that registers your need for assistance. A member of the nursing staff will show you how to use this during your initial orientation to the room. Nurse call buttons are also located in bathrooms and toilets.

Televisions

To access the TV next to your bed, please use your nurse call system. Regular Sydney channels are available.

Telephone Calls

To make an outside call, dial '0' for an outside line, then dial the required phone number. All calls from bedside phones are restricted to local calls. There is a public pay phone located on Level 2 near the main lifts.

Free Wi-Fi

Wi-Fi access is available in patients' rooms and public areas.

Guest users instructions for the Healthscope Wi-Fi network:

1. Ensure Wi-Fi is enabled on your device.
2. Select the Healthscope-Wi-Fi network.
3. Launch your internet browser and go to www.healthscope.com.au
4. You will be redirected to the registration page.
5. Click to continue.
6. Scroll down and read and accept the Healthscope terms and conditions.

Use of Electrical Appliances

Small electrical appliances, such as shavers or hair dryers, may be used in hospital. However, it is necessary to have these items checked and tagged as electrically safe by a certified electrician prior to admission. Please advise nursing staff if you wish to use appliances which have not yet been checked.

Faulty equipment may interfere with the operation of vital medical equipment. The Hills Private Hospital does not accept responsibility for damage to, or personal injury from, electrical items brought into the hospital.

The use of mobile phones inside the hospital building is strongly discouraged. For the comfort of all our patients, we respectfully request that the use of mobile telephones within the hospital by patients and visitors is kept to a minimum.

Hospital Staff

- Visiting Medical Officers (VMOs)
- Career Medical Officers (CMOs)
- Nursing Staff
- Physiotherapists
- Occupational Therapists
- Dietitians
- Allied Health Assistants
- Psychologists
- Exercise Physiologists
- Discharge Planners
- Pathologists
- Radiologists
- Pharmacists
- Consumer Consultants
- Speech Pathologists
- Social Workers
- Counsellors

Volunteers

The care and friendliness of our volunteers continues to brighten the lives of our patients. Our volunteers are identifiable by their blue vest.

Some of the many services they provide include newspaper rounds, toiletries and sweets, arranging and caring for ward flowers and talking to patients.

Students

At The Hills Private Hospital we are committed to providing evidence-based clinical care in line with current best practice guidelines and of the highest possible standard. We have a strong commitment to clinical learning and development of future health care professionals. We support a range of educational programs and have strong links to universities and the vocational sector.

Accordingly, you may at times be aware of, or be attended to, by student or trainee nurses, or allied health students. Student nurses at The Hills Private Hospital are ALWAYS here on a supernumerary basis (additional to the permanent, qualified workforce), and are always fully supervised by qualified nurses and educators. However, if at any time you would prefer not to have a student involved in your care, please do not hesitate to let us know. Your comfort and safety is always our first priority.

Other Services

Day Program

We offer Day Program services for both rehabilitation and mental health. These include cardiac rehabilitation, reconditioning/balance groups, lymphoedema early intervention and management clinic programs.

You can access these through referral from a GP, or as a transition after your stay as an inpatient.

To contact the Day Program:
Ph: 02 9686 0454
Email: dayrehabilitation.hills@healthscope.com.au

Hydrotherapy

Hydrotherapy sessions involve performing exercises in a heated pool which aims to improve strength, range of motion, cardiovascular fitness, balance and coordination as well as provide pain relief.

Pharmacy

Pharmacy services are provided by Hospital Pharmacy Services (HPS). Accounts for additional items, not included in the treatment and accommodation fee, will be issued directly from the pharmacy to the patient.

If you have a concession card for pharmaceuticals and did not present this card on admission, please advise nursing staff so concession details can be supplied to the pharmacy, as required by government regulations.

Pathology

The Hills Private Hospital pathology services are provided by Clinical Labs.

Physiotherapy

Physiotherapy services are provided seven days a week. Our physiotherapists develop personalised programs to aid recovery. During your stay with The Hills Private, all equipment for rehabilitation and physiotherapy (e.g. frames, crutches etc.) will be provided. If equipment is required after discharge, this should be organised prior to discharge by the patient or their family.

Other Information

Pastoral Care Services

Pastoral care and religious visits can be arranged on request. Please ask a member of the nursing team to arrange a visit if required.

Veterans' Services

The Hills Private Hospital has a Veterans' Liaison Officer available to visit during the hospital stay of Department of Veterans Affairs (DVA) patients.

Safety

The hospital has highly developed safety and emergency procedures in which each staff member plays a key role. In the unlikely event of an emergency, remain in or by your bed until a staff member arrives to assist you.

The hospital regularly conducts fire drills to keep staff members skilled in fire safety procedures and to test the alarm system. You will hear an overhead message prior to a fire drill or alarm system testing. We apologise for any disruption in advance.

Smoking

As a health care facility, we encourage a smoke-free environment. Our hospital policy prohibits smoking within the hospital buildings. However, we have provided a designated smoking area within hospital grounds for the safety of our patients.

Other Services Available

Dentist

General and emergency dental services are provided by Sydney Dental Group (Level 1, Suite 9, behind the main admission reception). Sydney Dental Group is family dental clinic offering all aspects of general and cosmetic dentistry for Healthscope inpatients, their families and the Hills district. Please call 96868018 for an appointment.

Hairdressing

Hairdressing Services are available at The Hills Private Hospital. Please liaise with the Ward Clerk to book an appointment and for current costings.

Podiatry

Podiatry Services are available at The Hills Private Hospital. Please liaise with the Nurse Unit Manager to seek VMO approval prior to making an appointment with Ward Clerk. Costing will be discussed prior to booking your appointment.

Consent Forms

Informed Financial Consent

The Hills Private Hospital is accredited with the Australian Council on Healthcare Standards and with all major private health care funds.

IFC (Informed Financial Consent) is an important part of preoperative preparation. Benefits for the same procedure vary between funds, depending on the level and duration of membership. The Hills Private Hospital will help with advice on procedure categories. However, it remains the patient's responsibility to check with their individual fund concerning exact benefits and gaps.

Important note: there may be other charges incurred during your stay for services requested by your doctor from third-party providers. These charges are outside of the control of The Hills Private Hospital.

These may include out-of-pocket expenses for medical imaging (x-rays, ultrasounds, etc.), pathology (blood tests, etc.), and pharmacy. These form a private agreement, which you enter into with the service provider. For any queries regarding these costs, please contact the service provider directly.

Discharge from Hospital

Discharge Planning

We aim to make your discharge process smooth so you can focus on getting the most out of your stay. When you are admitted to The Hills Private Hospital your discharge needs will be discussed with you and your family and/or carer. The hospital has Discharge Planners who can assist with the process if necessary.

Discharge time is 10.00am and we ask that you make arrangements accordingly. If you are unable to leave the hospital by 10.00am, you may be asked to wait in the ward's patient lounge area.

Your Discharge from Hospital

How can you be more involved in your care?

To make sure your discharge is as seamless as possible, please consider the following:

- *Be active.*
Seek and give information.
- *Has your doctor planned your discharge with you?*

Your doctor should discuss with you any specific care that you may require during your hospital admission. Speak up if you have any questions or concerns. It may help to have a pen and paper handy to write down any questions you may have for your doctor or nurse as you think of them, or write them on the care board in your room. Learn more about your condition and available treatments by asking your doctor or nurse. Having a family member or carer with you when the doctor or nurse explains your care may assist.

- *Are your x-rays and medications prepared?*

Please bring with you any x-rays or other radiology films you may have relating to your procedure.

These will be returned to you on discharge. Your doctor will have a written plan for your medications. Please ensure you take these as prescribed as it will minimise any pain you may have and aid your recovery.

- *Have you organised transport home?*
Arrange for a family member or support person to collect you.

- *Do you need equipment such as a wheelchair, crutches, over-toilet seat or high back chair?*

The Hills Private Hospital does not provide any mobility aids.

Your treating team will inform you if you will need any equipment and make suggestions on how you can organise these.

- *Will you be able to care for yourself?*

If you require any other assistance after discharge, please let us know and we will endeavour to assist you or refer you to someone who can provide it.

- *What should you do if you are having problems post discharge?*

Contact your GP or specialist and discuss your concerns and problems with them directly.

Patient and Visitor Code of Conduct

Patients of The Hills Private Hospital are requested to:

- Provide, to the best of your knowledge, accurate information about your current medical problems, previous illnesses, medications, visits to hospital, allergies and other matters relating to your state of health, in order to help our staff care for you.
- Ask staff for a clear explanation of treatments, tests and medications recommended for your care and let them know immediately if you do not understand instructions or advice given to you.
- Discuss any worries or concerns with a relevant member of staff.
- Inform staff if you intend to leave the ward or hospital grounds.
- Be courteous and considerate to other patients and to hospital staff.

- NOT exhibit aggressive or violent behaviour towards staff, other patients or visitors. It will not be tolerated.
- Observe the hospital's 'No Smoking' rule – there are designated smoking areas outside the hospital should you need to smoke.
- Ask your relatives and friends to visit in small groups, preferably no more than three people at a time.
- Be aware that overnight stay for family members is only permitted after prior discussion to allow for the allocation of appropriate rooms.
- Keep the volume of radio and television sets to a minimum and, where possible, use earphones.
- Ensure children are supervised at all times.
- Avoid the use of mobile phones and if necessary, keep on 'silent' mode.
- Receive from your doctor a description of any proposed treatment; the risks, the various acceptable alternative methods of treatment (including the risks and advantages of each), and the consequences of receiving no treatment, before giving consent to treatment.

Also, unless the law prohibits, you may refuse a recommended treatment, test or procedure and you may leave the hospital against the advice of your doctor at your own risk, after completion of hospital discharge forms.

- Participate in decisions affecting your health care.
- Participate in bedside clinical handover.
- Be informed of the estimated costs charged by the hospital.
- Refuse participation in any medical study or treatment considered experimental in nature – you will not be involved in such a study without your understanding and permission.

- Details concerning your medical care, including examinations, consultations and treatment, are confidential.

No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with your care.

- Know, before your discharge from the hospital, about the continuing health care you may require, including the time and location for appointments and the name of the doctor who will be providing the follow-up care. You also have the right to assistance with discharge planning by qualified hospital staff to ensure appropriate post-hospital placement.

Rights of Patients

Patients have the right to:

- Considerate and respectful care, regardless of your beliefs and ethnic, cultural and religious practices.
- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care.
- Seek a second opinion.
- Refuse the presence of any health care workers who are not directly involved in the provision of your care.
- Receive information from your doctor in nontechnical language, regarding your illness, its likely course, the expected treatment, and the plans for discharge from the hospital and for follow-up care.

- Not to be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.
- Retain and use your personal clothing and possessions as space permits, unless to do so would infringe on the right of other patients or unless medically contraindicated.
- Expect safety where practices and environment are concerned.
- Privacy for visits during established patient visiting hours.
- Make a comment or complaint about the treatment or the quality of the health services or care without fear that you will be discriminated against.
- Have your dietary and other special needs considered.

Each patient also has the responsibility to:

- Provide information, to the best of your knowledge, to medical professionals and other members of the health care team about your past medical history and current state of health.
- Respect the rights and needs of fellow patients and their visitors.
- Respect the rights of medical practitioners and members of the health care team.
- Involve yourself as much as you are able in your own care and to be as informed as possible about your health.
- Let the health care team know if you intend not to comply with a particular treatment.

Our Performance and Continuous Quality Improvement

We evaluate our performance on a continuous basis through a well-structured quality improvement program, including surveys of our customers. Our quality improvement program ensures that an optimal level of health care is provided to each patient by continuously improving the delivery of care and services.

There is an ongoing review of standards and practices and these are monitored on a regular basis. Quality is not something separate from the care we give; it is an integral part of it.

The Hills Private Hospital embraces the concept of continuous quality improvement and values every person's contribution to doing things better every day.

We ensure quality in a range of ways, including:

- Customer satisfaction questionnaires for doctors, patients and staff.
- Collaboration with all members of the multidisciplinary team.
- Reviewing all incidents to minimise risks.
- Benchmarking with our peer organisations.
- Trending and reviewing data.
- Community/consumer involvement.

Accreditation

The Hills Private Hospital has been accredited with the Australian Council on Healthcare Standards since 2014. We are committed to providing high quality care to our patients and their families that is safe and effective.

As a result, we have aligned our hospital with the eight (8) National Standards from the Australian Commission on Safety and Quality in Health Care.

This ensures that everything we do is always based on current best practice guidelines. We look forward to working in partnership with you and your family. It is imperative that we foster a relationship of trust and honesty where the patient and their family are considered a valuable partner of the health care team.

Australian Charter of Health Care Rights (Standard 1)

At The Hills Private Hospital, we respect your rights as a patient in our care and as a result, we abide by the Australian Charter of Healthcare Rights. The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving health care rights.

The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high-quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes. If you wish for a personal copy, please speak to a member of the nursing staff.

Confidentiality

The staff at The Hills Private Hospital respect and uphold your rights to privacy protection under the Australian Privacy Principles contained in the *Privacy Act 1988*.

The Australian Privacy Principles apply from their introduction on 12 March 2014.

What Personal Information about me does The Hills Private Hospital hold?

The Hills Private Hospital will record all of your personal and medical details required for your care.

What does The Hills Private Hospital do with my personal information?

We use personal information about you:

- To provide medical treatment and care to you.
- To assist your treating doctors, nursing staff and allied health professionals in providing treatment and care.
- For our internal administrative requirements and the administrative requirements of visiting medical officers or the health fund, DVA, or insurance company that is funding your admission.
- To process private health fund claims.
- For benchmarking and clinical indicator reporting in a de-identified form.
- To provide data in both an identified and de-identified form to State and National Government agencies.
- To provide data in a de-identified form to the Private Hospital Data Bureau.

You may at any time, opt out of receiving communication from us (other than as required for operation of our business, e.g. regarding payment of your account).

Partnering with Consumers (Standard 2)

Patient-Centred Care (How We Include You and Your Family in Your Care)

We aim to provide a health service that is based on our philosophy of patient-centred care.

Benefits of patient-centred care include improved patient outcomes and decreased length of stay. The Hills Private Hospital is committed to achieving these outcomes.

Other features of our patient-centred care include:

- Your participation in planning your care;
- Involving your family when and where necessary;
- Continuity of care in the community; and
- Comprehensive, coordinated and individualised care.

The nursing staff at The Hills Private Hospital focus their care on you, the patient. This means that for each shift, a member of the nursing staff will be responsible for your care. However, you may make requests to any one of our nursing staff at any time, regardless of if they are your allocated nurse. Our staffing levels are organised according to patient numbers and their individual needs

Your feedback is valuable to us. It enables us to identify what we do well and where we can continue to improve the services we offer and the care we provide. If you have any concerns, please ask to speak to the Clinical Manager in the first instance. This will help us address your concerns in a timely manner. If outside of business hours, please speak to the Nurse Coordinator on the shift.

Alternately you can:

- Provide a written comment on your stay by using the feedback forms available at Reception.
- Contact us on our website via the 'contact us' page and one of our staff members will promptly reply during business hours (<http://www.thehillspriatehospital.com.au/contact-us>).
- Complete a patient satisfaction survey when it is presented to you.

If you would like to take a complaint further, please visit the NSW Healthcare Complaints Commission website (www.hccc.nsw.gov.au).

If you are interested in becoming a consumer representative and helping the hospital strive for patient-centred care, please contact our Quality, Risk & Education Manager via the above methods.

Consumer Consultants

We have a number of ex-patients who assist us at The Hills Private Hospital. Their role is vital in providing us with relevant consumer-focused feedback and suggestions. All information leaflets that are provided to patients are first reviewed and edited by our consumer consultants. They are invited to sit on various committees and attend patient forums. They are available across all departments in the hospital to visit you, should you wish to speak to someone about any aspect of your stay at The Hills Private Hospital.

We are always welcoming of any request to be a consumer consultant at our hospital. Should you wish to speak to somebody regarding this program, please ask to speak to the Quality, Risk & Education Manager, who will be happy to discuss this with you.

Advance Care Planning (ACP)

ACP is a process of thinking about what is important to you and your lifestyle, then discussing these things with your family, friends, doctor, spiritual advisor and/or legal representative. ACP should become part of your regular discussions with those closest to you. It may result in a written record of your preferences in either an Advance Care Plan or an Advance Care Directive.

Why is it important?

Most people would like to have control over what health care they receive, but may not always be able to speak for themselves.

However, you can take steps to ensure that people close to you know your wishes in advance, just in case. ACP encourages you to discuss your overall health condition with your doctor – leading to a better understanding of your treatment goals.

Discussing your preferences and writing down what is and is not acceptable to you, can be seen as a gift to your family. They will not be left second guessing what you really want. Your wishes are used to guide care when you are alive, so they will not serve a purpose in your Will, which is read after your death.

Advance care plan

An Advance Care Plan can be written by you, for you or with you, and it documents your values and preferences for health care and preferred health outcomes. The plan is prepared from your perspective and used as a guide for future health care decision making, if you are unable to speak for yourself.

Advance Care Directive (ACD)

This is a written directive made by a competent person (i.e. someone with 'capacity') and is recognised by common law.

Who should have an advance care directive?

Everyone should have one, but most especially people who:

- Have chronic or life-limiting health conditions.
- Are entering residential care facilities.
- Believe their family may have different views, beliefs or value systems.
- Have a condition that may lead to a loss of capacity to make decisions (e.g. Alzheimer's Disease).

What is 'person responsible'?

In NSW, legislation contained in the *NSW Guardianship Act* determines who can legally consent or decline treatment being offered to you, if you are unable to speak for yourself. This is the 'person responsible'.

The treating doctor will decide the person responsible according to a hierarchy, which is as follows:

- a) An Enduring Guardian (a person legally appointed by you) or a guardian appointed by the NSW Guardianship Tribunal.
- b) Your spouse, de facto or same-sex partner with whom you have a close, ongoing relationship.
- c) Your carer – a person who provides ongoing, regular care (not a care worker or volunteer).
- d) A close friend or relative with whom you have an ongoing relationship.

If you have any doubts, you should legally appoint the preferred person/s as your Enduring Guardian (the first person in the hierarchy).

Need more information?

- Talk to your GP.
- Contact the Office of Public Guardian (for information on Enduring Guardianship – phone 02 4320 4888).
- Take a look at the Free Capacity Toolkit (Department of Justice and Attorney General – phone 02 8688 8460).
- Check out the planning ahead tools website online information: www.planningaheadtools.com.au/
- Obtain a free copy of the Advance Care Planning Community Workbook to guide and prompt discussion and develop a written plan. To get your copy, contact the Carer Support Unit on 02 4320 5556, or download it at www.cclhd.health.nsw.gov.au/services/carer-support/

Preventing and Controlling Healthcare-Associated Infections (Standard 3)

We aim to ensure that your risk of acquiring an infection from your hospital stay is dramatically reduced by providing you and the staff caring for you with education and strategies to prevent the transmission of infections.

The strategies we use include:

- Regular hand hygiene;
- Standardised aseptic technique;
- Making sure your hospital surroundings are clean;
- Ensuring our sterilisation processes meet current Australian Standards;
- Following current guidelines in the safe disposal of contaminated waste products; and
- The effective prescription of antibiotics.

Hand Hygiene

At The Hills Private Hospital, we pride ourselves on our very low infection rates. We are below the national average for hospital-acquired infections. We maintain these low levels by performing hand hygiene. This means using alcohol hand gel or washing our hands with soap and water in accordance with the '5 Moments of Hand Hygiene'.

We perform above the national average for hand hygiene compliance, and we ask you to also perform hand hygiene regularly and encourage visitors to do so, too.

Hand hygiene is the single most important factor in reducing hospital-acquired infections. Our hands may look clean, but germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and our environment.

Why perform hand hygiene?

When we are fit and healthy we can usually defend ourselves against germs. Having healthy, intact skin is one of the main ways we can do this. Often our natural defences are weakened when we are not well, or after an operation. It is important that we perform hand hygiene before and after any activity and consuming any food. It is very important that when visitors come to the hospital, they clean their hands even if their hands look clean.

Healthcare-associated infections can result in:

- Contracting an illness;
- A longer stay in hospital;
- Slower recovery; and/or
- Additional stress for all concerned.



Your health care worker should always perform hand hygiene in front of you.

If you did not see them do so and are worried, please feel free to remind them. We can all play a major role in stopping the spread of infections to our family and friends.

When should you clean your hands?

Hand hygiene is a general term referring to the use of soap and water or a waterless hand rub to cleanse your hands. It is important to perform hand hygiene as you enter and leave our hospital and also:

- After going to the toilet;
- After blowing your nose;
- After smoking;
- After handling/patting animals; and
- Before, during and after preparing food.

Using alcohol hand rubs

When hands are visibly clean:

- Remove excess jewellery.
- Squirt enough hand rub product to cover both of your hands.
- Roll the hand rub over your hands to distribute it over your palms, the back of the hands and between your fingers.
- Rub hands together until dry.

Using soap and water

When hands are visibly dirty:

1. Remove excess jewellery.
2. Wet your hands with water.
3. Apply soap to your hands.
4. Rub the soap all over.
5. Rinse off with water.
6. Pat your hands dry with a paper towel.
7. Dispose of the paper towel in a bin.

For further information on Infection Control and Hand Hygiene matters, please contact the Infection Control Coordinator.



Aseptic Technique

This describes measures we take to protect you from contamination by germs during clinical procedures, such as insertion of medical devices (such as an intravenous cannula), and during the administration of intravenous medications.

Our staff undergo training and assessments to ensure their aseptic technique is of a very high standard.

Intravenous Cannula

Some patients will need an intravenous cannula during their hospital stay. This is usually inserted into a vein (arm or hand) to give fluids or medications. One complication of an IV device is infection.

To prevent infections, staff need to:

- Review the device every day to see if it is still needed;
- Perform hand hygiene each time they care for the device; and
- Clean ports or bungs before accessing the device.

You can also help prevent infection by:

- Letting staff know if the site around the device is red or painful;
- Letting staff know if the dressing is loose or soiled; and
- Asking staff to perform hand hygiene before touching you or any device.

Protecting YOU every time with...
4 Actions for Safe Aseptic Technique

The ANTT-Approach

Aseptic Technique describes the measures we take to protect you from contamination by microorganisms during invasive clinical procedures such as surgery, insertion of medical devices and the administration of intravenous medications



1 Hand Cleaning

We clean our hands immediately prior to commencing your procedure, and use protective equipment like gloves



2 Using Aseptic Fields

We protect procedure equipment from microorganisms by using a procedure tray and individual equipment covers or, for more complex procedures, use a sterilized drape



3 Using Non-Touch Technique

We avoid touching the 'Key-Parts' of procedure equipment & any open wound or procedure skin site. If we must touch them we wear sterilized gloves.



4 Preventing Cross Infection

We remove our gloves and wash our hands immediately after we have tidied up your procedure

If you have any questions or concerns about aseptic technique please inform the Nurse in Charge

ANNT

Medication Safety (Standard 4)

It is important that the nursing staff are aware of the medications that you normally take, including herbal and naturopathic medicines. We aim to ensure that every medication you normally take is documented in your medication history, as well as your allergies.

This is to ensure your medications and allergies are reconciled with your medication plan while you are in hospital and when your care is transferred to another member of staff or department. On admission to hospital, or as soon as possible following your admission, you **MUST** provide your nurses and doctors with a complete and accurate list of your current medications that you've been taking at home prior to your admission.

This can be obtained from your community pharmacy or GP.

Your medications may change whilst you are in hospital and you may be expected to continue to take the new medications once you are discharged. A pharmacist is allocated to the hospital to assist with this.

If your medication requirements have changed significantly during your admission, a pharmacist will visit you and explain your new medications.

Should you wish to speak with a pharmacist for any reason during your stay, please ask your nurse or the Nurse Unit Manager of the ward to arrange this for you.

At The Hills Private Hospital, we aim to ensure that all our staff are trained and competent in all aspects of medication safety. We do this to ensure that the medicines you receive are appropriate.

We acknowledge that medications are one of the most common forms of treatment. Medications are often associated with a higher degree of error when compared to other forms of treatment. We ensure our nursing staff are trained to administer medications and are assessed to be competent.

Every medication incident is reviewed so we can learn and implement new processes to reduce the likelihood of similar incidents occurring in the future.

Our nursing staff will ask you for your name, date of birth and any allergies each time they administer medication to you.

They will confirm your identity against your medication chart with the information you verbally provide, as well as matching this information against your hospital identification band. This will ensure that each patient is receiving the correct medication prescribed for them, in the correct dose, via the correct route, at the correct time.

Medication administration requires concentration from the nursing staff to reduce the risk of medication errors occurring. If you see them performing this round, we ask that you or your visitors do not disturb them. Other staff will be available in the area to assist.

Comprehensive Care (Standard 5)

You and your nursing team are partners in identifying and reducing risks associated with being unwell, having surgery or a hospital admission.

Risk assessments are performed by nurses and patients on admission and throughout your stay, to identify what the level of risk is for you and how we can do everything possible to stop such events as falls, pressure injuries and development of blood clots. It is very important that you tell the nursing staff anything you may feel would increase your risk of any of these events. If you are identified as being 'high risk' in any area, your nurse will explain this to you and give you some further information on what you and your nursing team will do to reduce the chance of an incident happening.

Reducing the Risk of Blood Clots

If you are in hospital following surgery or because you are unwell, your risk of developing a blood clot in your leg or your lung is much higher than usual.

Your nurse will discuss your risk factors with you and ways in which the chances of having a blood clot can be reduced.

Why is the risk of getting a blood clot increased?

- *Not moving around as much as you normally would*

Because you have had surgery or are unwell, this means that blood flow through the veins can become sluggish and allow a clot to form in your leg. This is called a deep vein thrombosis (DVT). This clot can break apart and some could travel to the lungs. This is called a pulmonary embolism (PE).

Both of these can be very serious, which is why we do everything we can to avoid this happening.

- *The body protects itself from bleeding when you have surgery or an injury*

The body's natural reaction to stop you from losing too much blood is to stimulate the blood to clot easier. This increases the risk of developing blood clots in the legs or lungs.

How are blood clots prevented?

Your doctors and nurses will usually use one or two methods for reducing the risk of forming blood clots. These can be medication or mechanical.

- *Medication*

Medicines that interfere with the natural clotting process are known as anticoagulants or blood thinners. These may be taken as a tablet or injected into the skin (usually in the tummy or via an intravenous infusion). Your doctor will decide which is the most appropriate for you. Not all patients will require this medication and some people have medical conditions where they are unable to take these medications. You may need to continue these medications when you leave hospital.

Please discuss with your nurse or doctor if you have any questions regarding your anticoagulation (blood thinning) medication.

- *Mechanical Devices*

These may include graduated compression stockings (sometimes called TEDs). These elasticated stockings are properly fitted on admission by your nurse and are either full or half-leg style. They must never be allowed to be rolled down or wrinkled. If they feel uncomfortable or too tight around your leg or toes, please tell your nurse straight away.

The stockings must be worn until you are advised to remove them by your doctor.

- *Intermittent Compression Devices*

These are a disposable cuff, wrapped around the circumference of your whole or lower leg. They automatically inflate and deflate at regular intervals. These are usually removed when you become mobile.

- *Stay as mobile and active as possible*

Movement of the legs stimulates blood flow. You should try to start moving as soon as possible. The nursing or physiotherapy staff may give you exercises for your legs and feet whilst you are unable to walk, or while you are lying on the bed between walks. The team will assist and encourage you to get up and walk as soon as you are able to do so.

Preventing and Managing Pressure Injuries

A pressure ulcer (also known as pressure sores or bed sores) is an area of skin that has been damaged due to unrelieved and prolonged pressure.

Pressure injuries (ulcers) may look minor, such as redness on the skin, but they can hide more damage under the skin's surface.

Where are they found on the body?

Pressure ulcers are usually found on bony parts of the body, but can occur almost anywhere that pressure has been applied for a period of time.

They are generally found where bones are close to the skin and where the skin presses against a firm surface, such as a chair or mattress.

The following information outlines where pressure ulcers may occur in various positions or postures.

When sitting:

- Tailbone (Coccyx)
- Buttocks (Ischium)
- Back of heels
- Elbows
- Shoulder blades

When lying on your back:

- The back of your head
- Shoulder blades
- Elbows
- Tail bone (Coccyx)
- Heels
- Toes

When lying on your side:

- Ear
- Side of your shoulder
- Pelvis
- Hip
- Knee
- Ankle bones (Malleolus)

Who gets pressure ulcers?

You can be at risk of getting a pressure ulcer if one or more of the following situations relate(s) to you:

- You are confined to bed or a chair and are unable to move yourself independently or have limited movement.
- You have a loss of sensation or poor circulation.
- You have skin that is frequently moist through perspiration or loss of bladder or bowel control.
- You have poor nutrition.
- You are unwell.
- You have had a prolonged surgery.

How can we help you prevent pressure ulcers?

- *Move, Move, Move...*

The best thing you can do to relieve pressure is by keeping active and changing your position frequently, whether you are lying in bed or sitting in a chair.

If you are unable to move yourself, our dedicated staff will help to change your position regularly. Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular places.

- *Look after your skin*

It is important to keep your skin and bedding dry, so please let the staff know if your clothes or bedding are damp. Tell the staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin. Avoid massaging your skin over bony parts of the body and use a mild soap and moisturiser on your skin.

- *Eat a balanced diet*

Eating properly and maintaining a healthy weight is important in preventing pressure ulcers. Good nutrition plays a vital role in wound healing by working from the inside, out. We have a dietician on staff, and you may be referred to them by your doctor or nurse. If you wish to speak with a dietician, please ask your nurse to arrange this for you.

Preventing Falls and Harm from Falls

One in three adults over the age of 65 falls at least once a year.

In hospital, your risk of falling, tripping or slipping is increased and you will be surprised at how easily it can happen.

Falling over can affect confidence and increase the fear of further falls, making it harder to stay independent.

There are a number of reasons why someone might fall. These include:

- Poor mobility and balance;
- Being in an unfamiliar environment;
- Badly fitting footwear and clothing;
- Urgent need to go to the toilet or incontinence;
- Poor eyesight; and
- Medications that can cause drowsiness or dizziness.

What can I do?

- *CALL DON'T FALL – Use your call bell*

Keep it in easy reach and ring early if you need assistance.

Please wait for staff to attend to you, especially if you have been told you require assistance.

- *Unfamiliar surroundings*

Familiarise yourself with your room and bathroom. Make sure you know the layout of your room and know where everything is.

Tiled floors, linoleum and other hard surfaces can be slippery, especially if wet or wearing certain types of footwear.

- *Visiting the bathroom*

You may need to use the toilet unexpectedly or more frequently while in hospital. If you need help, or think you need to visit the toilet more often, please ask for assistance. The nurses are here to help you feel as comfortable as possible.

- *Personal hygiene*

Sit down to shower and use the rails for support while standing in the shower. If you feel unsafe, remain seated and ask for assistance.

- *Clothing*

Wear comfortable clothing that is not too long. Loose or full-length clothing like pants, pyjamas or dressing gowns can cause you to trip and fall. Make sure these are the right length for you.

- *Footwear*

You may be issued with grip socks during your stay. However, we strongly recommend that, whenever possible, when mobilising you should wear supportive, well-fitting shoes.

- *Wear your glasses*

Only wear your distance glasses for walking. Keep them clean and within reach.

Be careful when wearing bifocal or multifocal glasses, as these can affect your ability to judge depth and distance.

- *At night*

Use your light button on your call bell to turn on the light before getting out of bed. Turn the light on in the bathroom.

- *What to expect from us*

On admission, the nursing staff will orientate you to your room and the call bell system.

If required, a physiotherapist will assess your mobility and provide you with an appropriate walking aid. They will discuss the outcome of this assessment with you and your family, and provide you with red, yellow or green tags according to the level of assistance required.

Remember to take your time when getting up, use your walking aid and keep it within reach.

Here at The Hills Private Hospital your safety and wellbeing are important to us. We aim to work with you to reduce your risk of falling in hospital, at home and in the community.

Do not hesitate to ask questions about your condition and progress so you know if you should be asking for help, and be actively involved in your care.

If you do fall, do not try to get up alone. Wait for help to ensure you get back onto your feet safely.

We have a Falls Risk Management Program in place throughout the hospital. Any patient identified as being at high risk of falling and potentially injuring themselves during their stay are included in the program. In this instance, an information sheet for patients and their relatives will be provided. A *Falls Information* brochure is available to all patients, whether they are identified as high-risk or not. Please ask your nurse to provide you with one should you require any further information.

Communicating for Safety (Standard 6)

All inpatients are required to wear an identification band. The identification band will either be red or white. This will inform staff if you have any allergies or alerts (e.g. to a specific medication or food). Please leave your identification band intact during your hospital stay. As with medication administration, whenever we provide treatment to you we will ask you to identify yourself against the information printed on your identification band. We will also ask you to provide us with the details of any allergies or other alerts you may have. If you are staying with us for a period of time, you may feel like you are being asked the same questions repeatedly, but this is important so we can be certain we are providing the right treatment to the right patient.

It is important that all members of the health care team communicate with you about your care and treatment.

A clinical handover is a primary method for passing on information about ongoing care from one person to another, or from one team to another.

Our nursing handover occurs at the bedside. This is an interactive process wherein you are invited to participate by contributing to the conversation, clarify the information being passed on, ask questions and make requests that address your particular needs. If you ever feel that the information is incorrect or communicated in a way that you don't understand, please ask the staff to repeat the information or explain it in a way that is easier to understand. The nursing staff may ask your visitors to leave your room whilst the handover takes place, but if you wish for your family member(s) to be included during this process then please let the nursing staff know.

In each room there is a care board. This is also a good method of communication between you and your team.

Please feel free to add any notes on the care board that you would like to discuss with the doctor or nurse. The nurses will update the care board daily or every shift, with information that may include the name of your nurse, any high risks you may have, the times of any sessions (e.g. physio groups) or time of any booked tests you need to attend.

Blood Transfusions (Standard 7)

When required, blood and blood products for transfusion are an extremely important aspect of care and can often be a lifesaving treatment option.

A blood transfusion is the transfer of blood or blood product from one person to another. Our staff are trained and deemed competent in the safe administration of blood and are required to complete an annual assessment.

We perform regular audits of our transfusion processes and practice to ensure our processes and practices are strictly adhered to by all staff and doctors, and that the risks associated with transfusions are greatly reduced.

If you require a blood transfusion or blood product transfusion (e.g. platelets) as part of your care, it is important that you understand what it means and the risks associated with the transfusion of blood or blood products. Printed information from the National Blood Authority is available on all wards and will be provided to you prior to any blood transfusion. We strongly encourage you to ask the nursing staff if you have any concerns at all. They can arrange for you to speak with a doctor and answer any questions you may have regarding your transfusion.

The transfusion of blood or blood products requires your informed consent in consultation with your doctor, after you have been informed of the risks and benefits of a transfusion.

Responding to Clinical Deterioration (Standard 8)

Non-Urgent Calls for Assistance

The nurse call bell is located at each bed and in all bathrooms. If you need nurse assistance for any reason, you must press this call bell and a nurse will attend to you.

It is only necessary to press the button once.

A buzzer sounds and panels light up in corridors and nurse stations to alert nursing staff, also a light comes on outside your room in the corridor, indicating that a nurse is required.

If You or Your Relative Notice a Sudden Change in Your Condition, or You Feel Acutely Unwell

You or your relative can push the red emergency button at any time should you feel acutely unwell and emergency medical assistance will arrive immediately. Do not ever hesitate, we would rather know and get help to you as soon as possible.

The Hills Private Hospital strongly encourages the activation of an escalation of care based on a concern that you or a loved one has regarding a patient within our care. If you are concerned about a new or sudden change in you or your loved one's condition, we encourage you to speak to your nurse, Nurse Unit Manager or doctor.

Staff in this facility support patient and relative involvement. You know how you feel or how your relative usually behaves.

We encourage you to raise your concerns with nursing staff at any time.

Patient and Carer Feedback

The Hills Private Hospital constantly strives to offer the highest standard of patient care and health care services. We encourage and greatly appreciate receiving suggestions and comments, including opportunities for improvement and compliments on all areas of our service.

Comments and Concerns

We strive to provide the very best of care and endeavour to make every patient's hospital experience as positive as possible.

We welcome all feedback, whether that be complaints, compliments or suggestions. All feedback is reviewed and passed on to the relevant staff as appropriate. If, in the event that you are not satisfied with your care, or that of your family member, we encourage you to raise these concerns with us as soon as possible. We have procedures in place in order to address and alleviate your concerns quickly.

ALL FEEDBACK IS TREATED VERY SERIOUSLY AND ACTED UPON AS SOON AS POSSIBLE.

Your first step should be to let the staff member(s) involved know of the problem. If you are not happy with the outcome, please ask to speak with the Nursing Unit Manager or After-Hours Manager. If you feel your concerns have not been adequately addressed, please ask to speak with the Quality, Risk & Education Manager. There are a number of ways you can supply us with your feedback. Feedback forms are available at reception and in the ward areas. If you have provided us with your email address and have indicated that you would like to supply us with feedback, you will receive a short survey soon after your discharge from hospital. We would very much appreciate you taking the time to complete this survey.



Are you worried

about a recent **change** in your **condition** or that of your loved one?

If yes... REACH out.

WHAT IS REACH ABOUT?

R

You may recognise a worrying change in your condition or in the person you care for.

E

1 Engage (talk) with the nurse or doctor. Tell them your concerns.

A

2 Ask the nurse in charge for a "Clinical Review". This should occur within 30 minutes.

C

3 If you are still worried call REACH. You can use your bedside phone or ask for a ward phone.

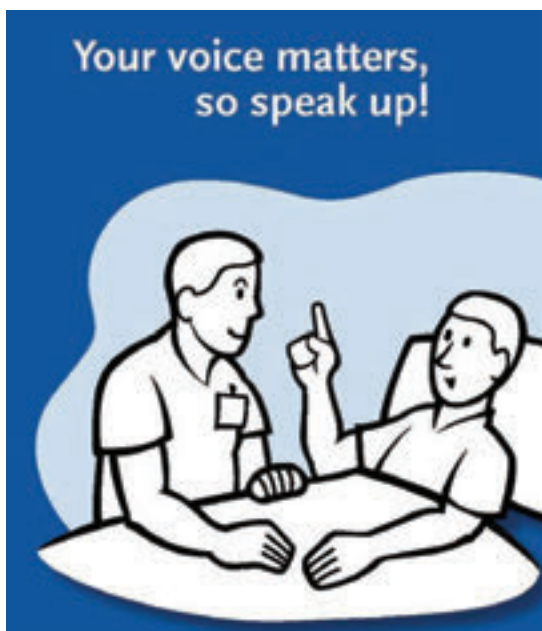
H

Call REACH on **222**
Help is on its way.

Speak to your nurse or doctor first.
They may be able to help with your concerns.

Discharge Checklist

- ✓ Do you know your anticipated time and date of discharge?
- ✓ Do you have a carer and have they been involved in your discharge planning?
- ✓ Do you need any mobility aids, appliances or home modifications done?
- ✓ Confirm whether or not community nursing services are required.
- ✓ How are you getting home?
- ✓ Does transport need to be organised?
- ✓ Medications – do you understand the medications you are being discharged on and when you need to take them?
- ✓ Have you received any special instructions regarding your recovery and treatment plan?
- ✓ Do you know when your follow-up appointments are to occur and with whom?
- ✓ Have you received your GP discharge summary?
- ✓ Have you got your x-rays, scans, medical documents, medicines and all personal belongings?



Local Community Services for Your Information



The following pages contain information on a curated range of local community services chosen to help you and your visitors during and after your stay.

Though a service's feature in the publication doesn't imply an endorsement on behalf of the hospital, we want to thank these service providers for their support, without which this publication would not be possible.

Please take the time to look through their services and consider their usefulness to you.





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Woolworths 9677 6408
Ivan's Butchery & Deli 9672 6912

Dining & Takeaway

Café Mckels 9629 7444
George's Gourmet Pizzeria 9639 1176
Golden Bowl Chinese Restaurant 8883 2268
Golden Bowl Dumpling & Noodle Bar 8883 2268
Subway 8883 0603
Sushi Gon 8883 0022

Hair & Beauty

Christiane's Hair Design 8814 6799
Days Mens Hairdressing 9629 9466
Instincts Beauty 8883 5350
Nails 4U 8625 5613

Giftware & Services

Bella Vista Flower Merchants 8824 7200
Regal Dry Cleaners 0478 791 780
VNH Dollars 0404 203 388
Yellow Brick Road 9634 6680

Medical

BV Circa Medical Centre 8814 7800
My Dental Team 1300 698 326
Optimal Pharmacy 9672 6855
Thai Massage Bella Vista 8883 4411

CircaRetail
SHOPPING CENTRE



circaretail circaretail.com.au

Norbrik Drive, Bella Vista : Phone 1300 745 773

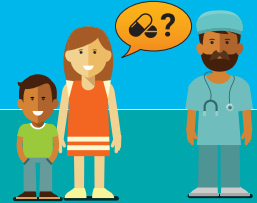
Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

Not all information is reliable. Ask your doctor for guidance.

3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

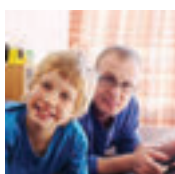
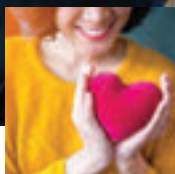
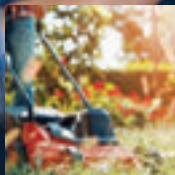
Download our free booklet at:
www.safetyandquality.gov.au/toptips

The support you need.. 24/7

Helping you at home

OUR SERVICES

- Companion care
- Dementia care
- Disability care
- Domestic assistance
- Escorts to appointments/outings
- Personal care
- Respite care
- Shopping
- Gardening
- Home maintenance
- Pet sitting/Dog walking



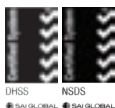
Helping you at home is what we do.

It may be coming home from hospital and requiring help for a period of time, or using our services to just generally help out with busy lives.

Our flexible personalised services are available for ½ hour services to 24 hours, 7 days a week. We work with you to provide the support you want.

Please give us a call to discuss your support needs and options.

Please call **1300 524 470** or email swsadmin@simplyhelping.com.au



simplyhelping.com.au



The Hills

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