

Patient Information



My healthcare

This is the second edition of 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

Safety

- Receive safe and high quality health care
- Be cared for in an environment that is

Respect

- Be treated as an individual, and with d
- Have my culture, identity, beliefs and

Partnership

- Ask questions and be involved in open
- Make decisions with my healthcare pro
choose and am able to
- Include the people that I want in plan

Information

- Clear information about my condition,
of different tests and treatments, so I
- Receive information about services, w
- Be given assistance, when I need it, to
use health information
- Access my health information
- Be told if something has gone wrong d
happened, how it may affect me and v
care safe

Privacy

Top Tips for Safe Health



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

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.

6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen.

7 Know your rights

You have a number of rights as a patient. Read our guide to find out more.

The Ramsay Rule for Patient

The Ramsay Rule is about keeping our patients safe by partnering with you and your family in Care. We provide excellent care to our patients by focusing on your safety. The Ramsay Rule helps us to do this.

When to Activate the Ramsay Rule

Patients: When you are concerned about a change in your condition, feel that you may be getting worse or your concerns have not been followed up.

Families & Carers: You are concerned that your loved one is looking unwell, getting worse or their behaviour has changed. You know yourself or your loved one best. So if you are worried, follow these three simple steps to activate the Ramsay Rule.

How to Activate the Ramsay Rule

Follow these steps to raise your concerns:

1. Talk to the Nurse, Doctor or Midwife regarding your concerns; and if you are not satisfied that your concerns have been addressed.
2. Ask to talk to the Nurse in Charge of the shift; and if you are still concerned then you or a family member should activate the Ramsay Rule.
3. Activate the "Ramsay Rule" by ringing this phone number 3394 7111. A Ramsay Rule nurse or doctor will conduct a review of the patient.

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World-class treatment
is closer than you think.

Caring for the community since 1942.

greenslopesprivate.com.au

About Greenslopes Private Hospital

Greenslopes Private Hospital is proud to be Australia's leading private teaching hospital, owned and operated by Ramsay Health Care. Located on Brisbane's south side just 5km from the CBD, we are dedicated to growing and investing in the best clinical teams to provide high quality treatment.

We offer around-the-clock care across all 32 specialty areas, from our 24/7 Emergency Centre and Level 1 Trauma Centre to our modern maternity ward and expanded robotic surgical unit. Many of the experienced specialists work across both the public and private sectors.

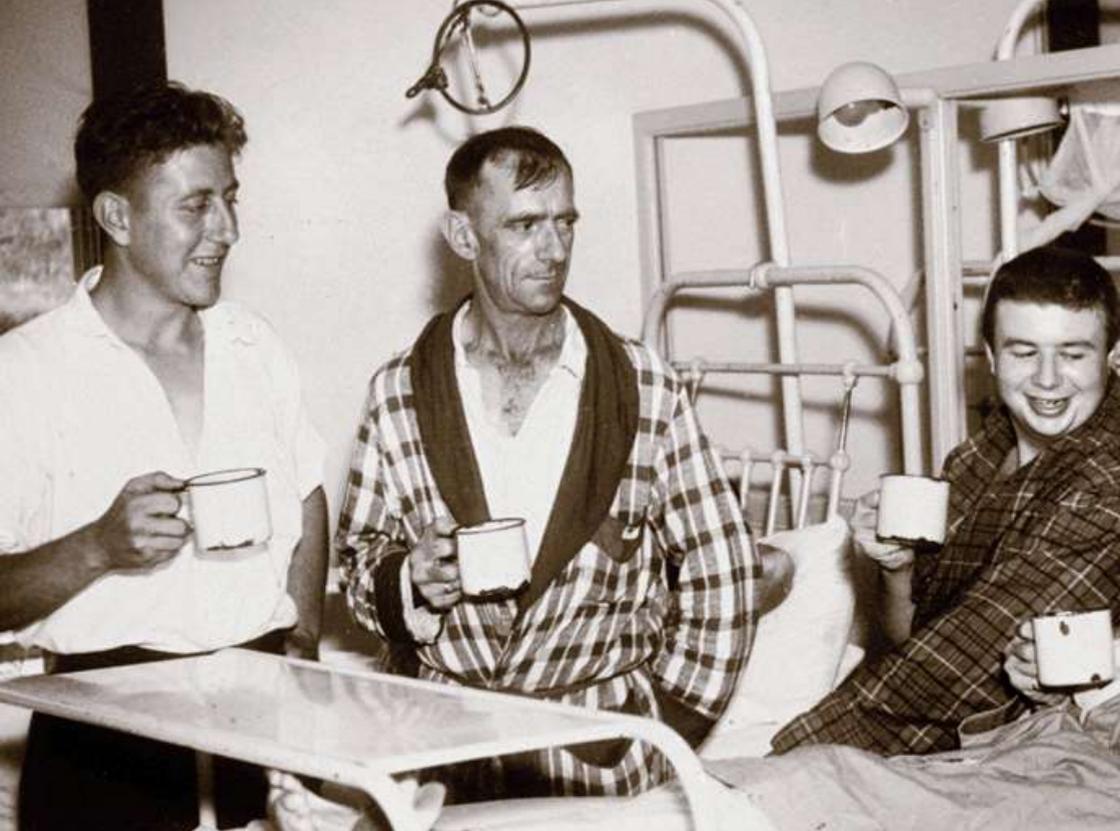
Our commitment to quality and safety for our patients, staff and visitors is our highest priority. As part of Ramsay Health Care, we implement a number of programs and initiatives that support national accreditation and safety standards.

About Ramsay Health Care

Ramsay Health Care is a global health care company with a reputation for operating high-quality services and providing exceptional patient care.

Established in Sydney, Australia, in 1964, by Paul Ramsay AO, Ramsay Health Care has more than 50 years of experience in providing acute health care services. Today, the Company delivers a range of acute and primary healthcare services across 20 countries, making it one of the largest and most diverse private healthcare companies in the world.

Ramsay facilities cater for a broad range of health care needs from primary care to highly complex surgical services and rehabilitation. The company employs more than 77,000 staff and treats 8.5 million patients in its hospitals across Australia, France, the United Kingdom, Sweden, Norway, Denmark, Germany, Italy, Malaysia, India, and the United States.



History

A historical museum for Greenslopes Private Hospital has been established in one of the former “bunkers” which were originally three bunkers located at Greenslopes Hospital during World War Two, with only one still in use.

The Bunker displays many old photos and newspaper clippings from the hospital's past, dating back to the 1940s. In the bunker can enjoy the story of the hospital's history through the audiovisual presentation which is available in the bunker.

The Bunker is located on the lower lobby level and is open Monday to Friday 9.00am – 5.00pm.

Gallipoli Medical Research Foundation

An initiative of Greenslopes Private Hospital, the Gallipoli Medical Research Foundation (GMRF) is a registered charity conducting life-saving medical research on the hospital campus. Since being established in 2005, the Foundation has strived to enhance the health of the Australian community.

GMRF runs a number of major research programs across a range of specialty areas which support the clinical work being undertaken at the hospital.

In addition, GMRF supports a culture of research and education at GPH by administering annual grants for research conducted by our nursing and allied health professionals. GMRF also provides grants for innovative interventions from the Cyril Gilbert Testimonial Fund.



Remem

Open Disclosure

Every patient has the right to be treated with care, consideration and dignity.

At this health service we respect this right, and we're committed to improving the safety and quality. We have a policy of open disclosure for when things don't go as planned with the care we provide. Open disclosure is when someone who has been harmed unintentionally during health care.

This leaflet aims to inform you, the patient, your family and carers about the open disclosure process.

More than 200,000 people are treated in Australian hospitals each day. Occasionally something goes wrong and someone is harmed unintentionally.

Australian health service organisations are working to improve the way they handle things that don't go as planned.

Part of improving the way they manage these situations is by being open with you about what happened.

The process of communicating with you when things haven't gone as expected is called open disclosure.

What is open disclosure?

Open disclosure is open discussion about incidents that caused harm to a patient.

If you have been harmed during your treatment, your doctor, nurse or other healthcare worker should tell you.

Health services encourage their staff, as well as patients and their family or carers, to identify and report incidents. When patients are harmed so that care can be improved.

When would open disclosure occur?

Most things that don't go to plan in health care are minor or are found before they affect you. For these things, your doctor or nurse will talk with you about what went wrong in the same way they talk with you about other things. They should talk with you as soon as they are aware of the incident.

If you are seriously harmed, you will be informed as soon as possible and an open disclosure meeting will be held.

If you think a serious incident has occurred which has not been acknowledged, tell your doctor, nurse or other healthcare worker.

What is the benefit of open disclosure?

Open disclosure is designed for when things don't go to plan in health care. It will:

1. Inform you, and help you to understand what went wrong with your care
2. Let you know what is being done to investigate what went wrong
3. Explain the consequences of the incident for you and your care
4. Assist you with any support you might need
5. Let you know the steps the health service organisation will be taking to make care safer in the future

Is there any other information available?

There is a booklet for patients beginning an open disclosure process called Open disclosure of things that go wrong.

You can get copies of it from the health service or from the Australian Commission on Safety and Quality in Health Care. www.safetyandquality.gov.au

Patient-centred care

Patient-centred health care is respectful of and responsive to the preferences, needs and values of the patient.

It is important for you to be actively involved in your care. There are several ways to be actively involved in your care.

Communication about care

Everyday

During your hospital stay, staff are required to hand over clinical information to the employees who will be taking care of you. This handover will occur at your bedside to ensure you are involved in your own care, giving you an opportunity to ask for information relevant to your health. The teams taking care of you will take this opportunity to review your health and provide information relating to your health. Please feel free to contribute to this process.

If something is wrong

The hospital has a process in place that ensures an urgent review of patients whose health is deteriorating. If you or your family members or carers are concerned, you will be reviewed by your treating medical team and nursing staff on a regular basis. If staff are concerned about your health, they will activate the escalation of care process. The involvement of you, your family members and carers is a key part of this process. If your family members and carers know you well and spend more time with you, they are ideally placed to identify any changes in your health. If you or your relatives are concerned about the state of your health and require emergency assistance please contact your treating team.

Privacy

Ramsay Health Care is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and the Australian Information Privacy Principles. As a private health service provider, we handle personal information. We are committed to complying with the law that governs how Ramsay Health Care collects, uses, discloses and stores your personal information.

The Privacy Statement sets out in brief how Ramsay Health Care will handle your personal information. If you would like to receive a copy of our full Privacy Policy, please visit our website www.ramsayhealth.com.au or ask a member of our staff. A Privacy Statement brochure is also available.

Patient record

A patient record will be kept detailing your illness and treatment. This is confidential and access is limited to health professionals directly involved in your treatment. Your patient record will remain the property of the hospital. Your record will be divulged only with your written consent or where required by the law. You may request access to your record at any time. The hospital has up to 14 days to respond to your request. Administration fees do apply. Please contact the Patient Records department to organise this.

Ward organisation

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

Staff Identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name, staff number, identification number and contact details. If you are unsure of a staff member's identity, please contact the Patient Records department.

Veteran Liaison Officer

Veteran patients are able to access the Veteran Liaison Officer who can act as a single point of contact to any issues or concerns that they may have. The Veteran Liaison Officer will refer the matter to the Business Manager is the designated Veteran Liaison Officer for Greenslopes Private Hospital and ca

Compliments / Complaints

We welcome compliments and feedback relating to your stay with us and we encourage all patients to be invited to complete a survey after you are discharged from hospital. The feedback we receive from you helps us to know how well we are meeting your expectations and to identify any areas needing improvement.

Ramsay Health Care continually seeks feedback on the experience of our patients. We're committed to providing the best care for all our patients. As part of this commitment, you may receive a survey asking about your visit to hospital. We will use your feedback to make improvements and acknowledge staff who embody the Ramsay difference.

If you are concerned about your care or the hospital's services whilst in hospital please ask for the Nurse in Charge on the ward. If you have been discharged please direct compliments or complaints to the Patient Liaison Officer. Compliments can be received by post, by telephone, by email using the GPH website, in person or through our survey system.

Contacts

It is always best to try to resolve your complaint with your local health service provider. If you have tried this and are still not satisfied, you can make a complaint to The Office of the Health Ombudsman.

Infection control

Hand Hygiene is the single most important factor in reducing Hospital acquired infections.

Our hands may look clean but many germs are invisible to our eyes. We can unknowingly transmit germs to our environment.

When should you clean your hands

Hand hygiene is a general term referring to the use of soap & water or a waterless alcohol based hand sanitizer.

It is important to perform hand hygiene as you enter and leave a healthcare facility and also:

- Before and after visiting patients
- When your hands are visibly dirty
- After going to the toilet
- After handling / patting animals
- After handling soiled clothes or linen
- After coughing, sneezing, or blowing your nose
- After smoking
- Before eating
- Before, during & after preparing food

Standard Precautions

Hospital staff often wear gloves, aprons, masks or eye protection while caring for patients. This practice and it protects both patients and staff from transferring germs which can lead to infections.

Transmission Based Precautions

Sometimes patients have resistant germs that can easily spread to other people. To further prevent this “transmission based precautions” may be used and a sign placed outside the patient’s room advising what precautions be taken.

You may be asked to wear gowns, gloves and masks when visiting a patient under these precautions.

If you have questions

Do not be afraid to ask a healthcare worker if they have washed their hands!

If during your visit to our hospital you identify a risk or hazard that could cause harm or injury to another patient, Department Manager or any of the staff on duty.

Working Together...

Healthcare workers should always perform hand hygiene in front of you. If you did not see them do this, please feel free to remind them.

We can all play a major role in preventing the spread of infections to our family and friends.

For further information contact: The Infection Control Department at Greenslopes Private Hospital or our website www.hha.org.au

Remember, infection prevention is everyone’s Responsibility.

Emergency procedures

The hospital has well-organised safety and emergency procedures in which each staff member has a role. In an emergency, remain in/by your bed until a staff member arrives to assist you.

Smoke-free campus

Greenslopes Private Hospital is a smoke-free campus.

From 1 September 2016, legislation in Queensland prohibits smoking within the hospital grounds and the hospital boundary. There is also no smoking allowed within five (5) metres of public transport waiting areas and bus ranks. This applies to all persons including staff, doctors, volunteers, students, patients and visitors.

The laws are being enforced by government environmental health officers who will issue on the spot fines to individuals who ignore warnings and continue to smoke. We appreciate your support in promoting a smoke-free hospital community.

Violence/aggression

The hospital’s staff and patients need to work and be cared for in a safe environment, one that is free from violence and aggression.

Going home

Once you have recovered from the acute phase of your surgery or illness, it is usual for you to continue to be cared for by the staff caring for you. The staff caring for you will keep you updated regarding your planned discharge date. If you foresee any issues with your planned residence please discuss the issues with the staff caring for you as soon as possible, so that plans can be made for your return home (refer to discharge planning).

Before your discharge the ward nurse will inform you when to make appointments for follow up, order your transport home and make any other arrangements necessary for your after care.

On the day of your discharge it is expected that you will vacate your bed before 10.00am. If you are unable to do this please make arrangements to fit this timeframe.

If your transport is delayed you may be asked to wait in the lounge area of the ward or in the Discharge Lounge.

If you have had a general anaesthetic or sedation within the past 24 hours you will need to be accompanied by a responsible person. You should not drive a car, operate machinery or domestic appliances, conduct important business or make any important decisions following your anaesthetic.

Before you leave please ensure you have all your personal items (including those that may have been borrowed) and your x-rays and follow up instructions.

Discharge planning

Discharge planning is an important part of any hospital admission. It plays an important role in ensuring that you are able to return home. This is achieved by making sure that appropriate clinical and community based support services are in place.

There are a number of people who can help plan your discharge:

- You and your family or carer(s) can alert us if your circumstances are such that you may need additional support.
- Your treating doctor can help identify any special requirements you may have.
- Nursing and Allied Health staff may help identify services that you may require.
- Care Coordinators provide information and assist where possible to support you at home immediately after discharge.
- We want to make sure all issues that may affect your care after discharge are addressed before you leave hospital.

It is vital that any special needs following discharge are identified early so that the appropriate discharge arrangements can be made. We encourage patients to discuss any issues with the healthcare team. These issues may be present if you:

- live alone
- are responsible for another person e.g. frail partner, young children
- used community services prior to admission to hospital e.g. Meals on Wheels, community nurses
- require assistance to care for themselves e.g. showering.

It is important that you consider all available options for care at home if your care needs have altered since admission. Community services are not always readily available and not all patients are eligible for funded services.

Your Discharge Planning Checklist:

These are the major factors to be considered in discharge planning. It is important for you to discuss these factors with the healthcare team during your stay in hospital.

Accessing urgent services after discharge

Hospital staff may be able to refer directly to a Community Service Provider if there is an urgent need in circumstances which, if not met immediately, may place the patient at risk.

These services are available to:

- people aged 65 years and over
- Aboriginal and/or Torres Strait Islander people aged 50 years and over

The services that may be available include:

- nursing
- personal care
- meals
- transport

These services would be of a time-limited duration (two weeks) with a longer-term commitment only if a referral and assessment.

Acceptance of the referral for urgent care by a Service Provider will be based on their capacity to take into account the needs of clients awaiting services.

These services are subsidised by the Federal Government, and you will be required to make a co-payment.

NDIS funding (existing):

You will need to discuss your care needs with your current NDIS Provider.

Under 65 years:

Unfortunately, you are not eligible for services funded through the Commonwealth Home Support Programme to access your services under a “user pays” model from a service provider.

Existing Community Services and Home Care Packages

If you were receiving Community Services prior to your hospital admission, it is important that you let us know you are being / have been admitted to Hospital, so your services can be placed on hold.

When you are nearing discharge, please discuss your services with your Nurse, so we can ensure you receive your services in a timely manner after your discharge.

Other support services available you may be able to arrange when at home:

If you are an older person and are going to need help to stay at home and be more independent in the future, you can access additional services available through the Commonwealth Home Support Programme.

Patients or their Carers need to commence this process. My Aged Care is the entry point to access these services.

Commonwealth Home Support Programme (CHSP)

What services are available under CHSP?

- personal care e.g. help showering and dressing
- shopping assistance
- transport
- home help e.g. cleaning
- nursing, including wound care, and medication assistance Allied health – physiotherapy, occupational therapy
- meals
- modifications to your home e.g. rails and ramps

Who pays for the services?

The Australian Government contributes to the cost of aged care services.

How much you pay will depend on:

- your financial situation
- the number and types of services you receive
- the service provider

My Aged Care will:

- organise a face to face assessment by the Regional Assessment Service (usually within three weeks)
- provide details around costs
- help organise the right services for you

How to access services?

- Call My Aged Care on 1800 200 422
- Access online at www.myagedcare.gov.au.

If you are a veteran or war widow/er

You may also be eligible for Department of Veterans' Affairs services or programs.

Looking After Yourself in Hospital

Falls Prevention

Our staff are here to assist you and help you.

Greenslopes Private Hospital utilises a falls prevention process to maintain the safety of our patients.

Did you know that many unplanned incidents in hospital are related to falling? While only some falls affect a patient's confidence and mobility, making it harder to stay independent.

Most falls in hospital happen when people are moving around, including:

- Getting out of bed
- Walking, especially to the toilet
- In bathrooms and toilets
- Bending over reaching for personal items.

Safety for our patients at risk of falls

Patients can become more susceptible to falling during their stay in hospital. Some of the reasons for

- Being unwell
- Unfamiliar surroundings
- Medications prescribed or changed
- Surgery and effects of anaesthetics
- Poor balance
- Unsafe footwear
- Obstacles in environment
- Having to hurry to the toilet
- Change in dependence
- Confusion

To our patients

Precautions you can take to decrease your risk of falling

- Familiarise yourself with your surroundings.
- If advised by a nurse, always ring the call bell for assistance or supervision to mobilise around the ward.
- It is important to remain active even in hospital. If recommended, take a slow walk once or twice a day.
- When walking, take your time when turning around.
- Notify staff if you use a walking aid. If you have your own walking aid please arrange for it to be brought into hospital.
- Wear closed, non-slip slippers, shoes or socks with grip soles. Don't walk in stockings or socks with no grip.
- Make sure loose robes are wrapped around snugly and loose belts and ties are fastened securely.
- Make sure hems are not too long.
- Always get out of bed slowly. Sit on the side of the bed for a few moments before standing and moving.
- Move your feet up and down to get the blood pumping.
- Don't grab onto anything for support unless you know it is fixed and sturdy.
- If you have glasses, wear the distance ones when mobilising.
- Ensure your call bell is always close at hand.
- Notify staff if you require a night light. At night turn the light on before mobilising.
- Notify staff if you slip, trip or fall even if you are not hurt.
- Let staff know if you feel unwell or unsteady on your feet.
- Keep fluid levels up and ensure healthy eating.
- Report spills immediately.

Bathroom safety tips:

- A staff member may need to stay with you for safety.
- Sit down to shower and use the rails to get up off the chair or toilet.
- Remain seated in the bathroom and use the call bell if you need help moving around.

To our visiting family and friends

Precautions you can take to decrease patients' risk of falling.

- Arrange for patient's own walking aids to be brought into hospital.
- The call bell and other important belongings (glasses, books, etc) are placed within easy reach of the patient.
- Provide non-slip shoes that fit well.
- Report any spills, trips or falls immediately.

We encourage family and friends to participate in the falls prevention process to ensure our patients are safe.

- Remind the patient to ask the nurse for help before getting up
- If the patient is unsteady on their feet or confused, please let nursing staff know when you are leaving the patient's room.
- Alert nursing staff if you notice any changes in condition especially new or increased episodes of falls or unsteadiness on the part of the patient.

For more information on falls prevention please ask a nurse.

Pressure Injury Prevention

What is a Pressure Injury?

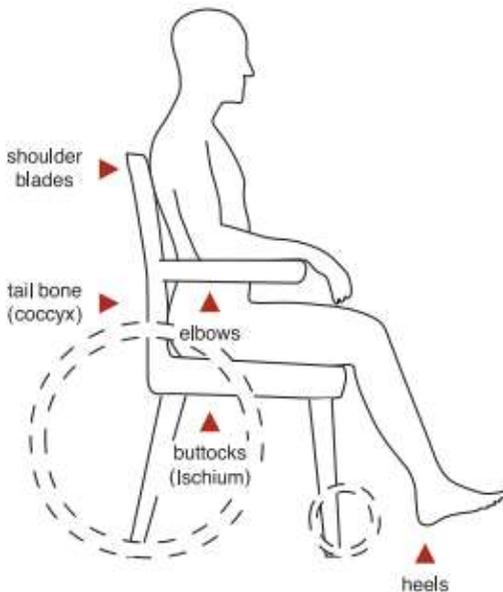
A pressure injury (also known as pressure ulcer, pressure sore or bed sore) is an area of skin that has been damaged by prolonged or intense pressure or friction, or a combination of these factors, over an area of unrelieved pressure.

Where can pressure injuries be found on the body?

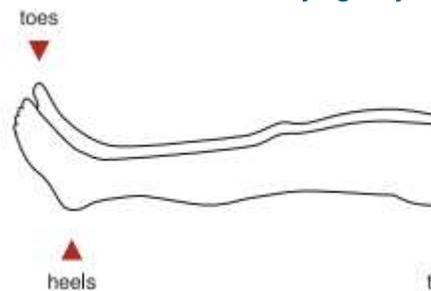
Pressure injuries are most commonly found over bony areas such as hips, spine & heels. They can be found in many other areas (as shown below).

Let your Nurse know if you have any concerns regarding pressure or pain.

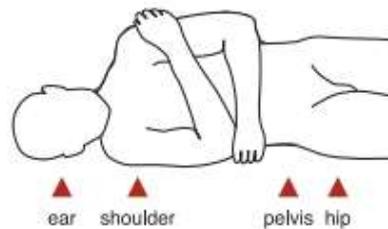
When sitting



When lying on your back



When lying on your side



How can we work together to help reduce your risk of developing a pressure injury?

We are here to help by

- Completing a full skin & pressure injury risk assessment when you come into hospital and daily checks
- Tailoring a plan with you to prevent and manage any risks you may have of developing a pressure injury

This plan may include various strategies depending on your specific needs such as applying a pressure-relieving device, assisting you to change position regularly.

You can help by

- Keeping active and changing your position regularly if able
- Let staff know if your clothes or bedding are damp
- Telling your Nurse if you have any tenderness or pain
- Inspect your skin daily if able. Let your Nurse know if you notice any reddened or broken skin

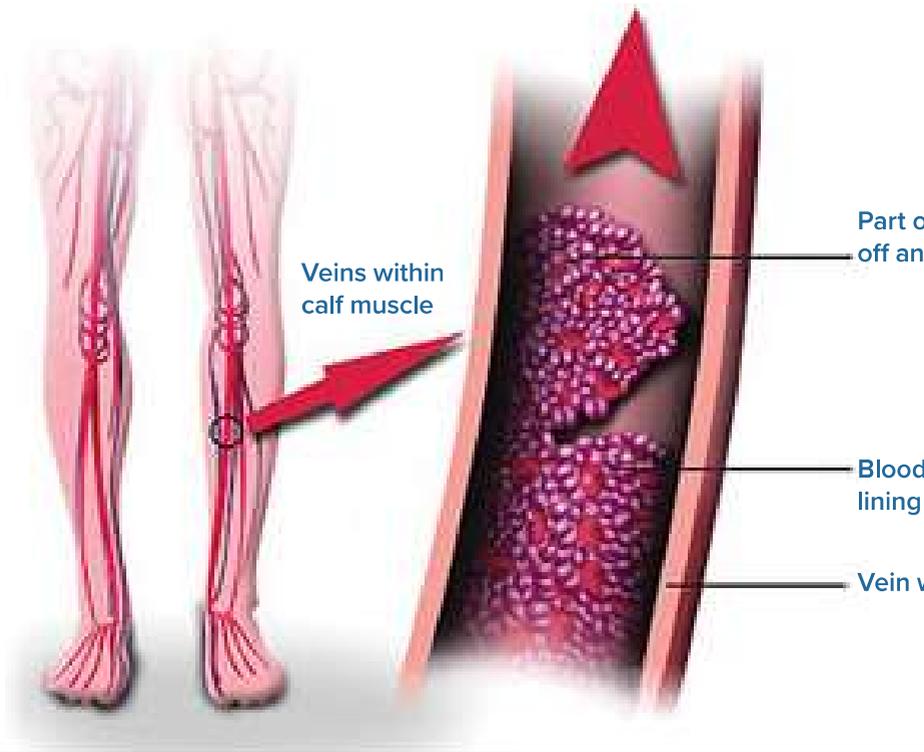
Prevention of Blood Clots in Hospital Blood Clots: DVTs and PE

If a blood clot forms in your leg (Deep Vein Thrombosis or DVT), it can affect blood flow, and cause some symptoms, and sometimes lead to permanent damage to your leg.

Fragments of these blood clots can break off and then travel through your veins to your lungs and block them (Pulmonary Embolus or PE). This is a serious condition, which can be fatal.

When you are admitted to hospital you are at higher risk of developing a blood clot. Early detection and treatment can help to reduce the risk of harm. To determine your level of risk an assessment will be completed by your healthcare team. This will depend on:

- Your age
- The reason you are in hospital
- Any other health problems you have or have had in the past



Risk factors for Blood Clots

- Smoking
- Severe Lung Disease
- Age over 60 years
- Having blood clots in the past

Your treating doctor will discuss treatment options with you. Treatment may include:

- Wearing compression stockings
- Using compression pumps on your lower legs or feet
- Taking tablets or injections to help prevent a blood clot
- Gently exercising your feet and legs in bed
- Getting out of bed and walking as soon as possible.

Some of these treatments are not suitable for some people. If you are at high risk, your health care team may

Ask your doctor what treatments they recommend for you.

What can you do to help?

You can help your health care team reduce the risk of a blood clot forming.

While in hospital

1. Make sure you take any tablets or injections your doctor has prescribed to reduce your risk
2. Keep your compression stockings on and don't let them roll down. Please let your nurse know if
3. Avoid sitting or lying in bed for long periods
4. Walk as often as your doctor advises

Before you leave hospital, ask your doctor about what you should do at home to prevent

- How long to wear your compression stockings?
- Do you need blood thinning medication at home?
- What physical activity you need to do?
- Should you avoid alcohol?
- Other things you can do to reduce your risk of a clot?

Prevention at Home

- Avoid sitting for long periods
- When sitting, do your leg exercises
- Drink plenty of fluids If travelling long distances, make frequent stops to get out and walk around.

Symptoms to be aware of

- Pain or tenderness and a warm feeling in your legs
- Swelling of the lower leg, ankle and foot
- Sharp pain in your lungs or chest
- Difficulty breathing

If you experience any of these symptoms after you have left hospital, seek immediate emergency care by attending your closest hospital emergency centre. You should also notify your doctor.

Nutrition for recovery

Good nutrition plays a very important role in your recovery from illness or surgery. Your protein and energy intake should be as normal as these are necessary for growth and repair of body tissue (this is often in proportion to the amount of weight lost).

This means that you will need to consume more foods (and nutrients) to meet your protein and energy needs. Your appetite is often poor making this difficult to achieve. The following strategies may assist you to improve your energy intake while in hospital.

Foods to increase protein and energy intake:

Protein rich foods include meat, ham, chicken, fish, eggs, nuts, baked beans, dairy foods such as milk and soy milk. These foods are also high in energy.



Nutrition for recovery

Meal	Menu Items
Breakfast	Yoghurt, milk, porridge with milk, eggs, baked beans
Lunch and Dinner	Main course, dairy desserts e.g. custard, crème caramel, ice-cream, yoghurt and creamed rice
Between meals	Milk or milk drinks, cheese, yoghurt



Other ideas to assist you in increasing your intake.

Nutrition for recovery

Weight is taken on admission to hospital and weekly thereafter. This can be used as a measure of how well you are recovering. You should aim to avoid weight loss in hospital, even if you are overweight. Weight loss due to illness can delay recovery. Overweight issues can be addressed once you have recovered from your hospital stay.

If you are using all of the above strategies and your weight is still decreasing, ask your nurse or doctor. Additional nutritional supplementation and other strategies may be required.

Caring for your IV cannula / drip

What is an IV /drip and why do I need it?

An IV (Intravenous)/drip is a small, soft plastic tube (cannula) inserted into a vein, usually in your hand or arm. It is used for blood transfusions or to give medications such as antibiotics.

How is your IV cannula put in?

Your doctor, nurse or midwife, will:

- Verify your name, ask about allergies, explain the procedure and obtain verbal consent
- Wash their hands and wear gloves
- Clean your skin with an antiseptic and use sterile equipment
- Place the IV into a vein using a fine needle, which is removed after the plastic tube (cannula) is inserted
- Cover the IV insertion site with a sterile dressing and write the date on the dressing

Is having your IV cannula inserted painful?

You may feel a brief sting as the needle goes in, but once the cannula is in place this should pass. The cannula is inserted into the inside of your elbow. If you experience ongoing pain after the IV is inserted please notify your nurse.

Can the cannula fall out?

The IV cannula is secured with a see-through dressing and is taped in place to prevent it falling out. Notify your nurse if you notice that the IV is not securely taped, or if it becomes loose or painful.

Are there any risks of having an IV?

- There is a risk of infection with any procedure that punctures the skin. As an IV sits directly in your vein, there is a risk of infection
- Difficult or unsuccessful attempts to insert an IV can cause bruising and the cannula may cause irritation
- Sometimes the IV can become blocked by blood and may need to be removed
- The cannula should be replaced every 72 hours if still required

Important: Let staff know straight away if you notice any redness, swelling, skin irritation, heat, bleeding, pain, or if you feel hot, cold or shivery.

A Nurse should check your cannula each shift. Please ask your Doctor or Nurse each day, if you suspect any problems.



How can you help in the care of your IV?

- Try not to touch the IV site or pull or knock the tubing
- Try to keep the dressing clean and dry
- It is ok to remind staff to clean their hands before touching your IV
- Your IV should not be disconnected from the fluid bag when you shower or are getting dressed
- Wash your hands after going to the toilet
- The IV should be removed before you are discharged from hospital
- Your IV and dressing should look similar to the picture below

Working Together...

Healthcare workers should always perform hand hygiene in front of you. If you did not see them do this, please remind them.

We can all play a major role in preventing the spread of infections to our family and friends.

Patient room

Call button

Should you require assistance at any time, alert the nursing staff using the nurse call button located on the wall. This button allows you to buzz for assistance and speak directly to staff at the ward nurses' station. The light will glow red when the nurses' station. After attending to your needs the nurses will cancel the call.



Catering

Our Catering Department prepares a variety of high quality, fresh meals to suit a range of dietary requirements. Our catering team will provide you with information on the menu each day and offer you a range of selections to choose from.

Electrical items

Whilst we wish to support your stay in hospital and make it as pleasant as possible, we have an obligation to ensure the safety of our patients. As we cannot ensure the safety of your own personal electrical items, we request that you keep these items in your room. We reserve the right to examine and inspect any devices brought from home and to prohibit the use of any devices that are deemed to be a fire hazard.

Patient-supplied medical devices are only permissible if they have been tested by our Biomedical Department to meet our safety standards. Electrical heating pads are not permissible due to the inherent fire hazards associated with them. We have a range of heating pads available on the ward for your comfort.

Telephones

You can make and receive free local calls from the telephone by your bed by dialing '0' and then the extension number. STD and ISD telephone calls cannot be made without the purchase of a telephone card, which can be purchased from the Main Reception.

People may phone you directly by dialing **3329** followed by the extension number provided on your patient information sheet (located in The Florence Syer and Rehabilitation Units). Alternatively, they may phone **(07) 3394 7111** (Hospital Switchboard) through to your bedside telephone between 7.00am to 1.00pm and 3.00pm to 9.00pm.

If you do not want calls to be transferred through to you please only give your direct line to those friends and family you wish to. Please advise a staff member to notify Switchboard not to transfer calls to you.

The use of mobile phones is restricted within the hospital environment due to risks of interference with medical equipment. Visitors and patients to turn off their mobile phone when entering a patient care area.

Full list of Channels available

No.	Channel Name	No.	Channel Name	No.	Channel Name
1	ONE	30	SBS HD	202	SBS Arabic 24
2	ABC	31	SBS Viceland HD	203	SBS PopDesi
3	SBS ONE	32	SBS Word Movies	204	SBS Chill
7	7 Brisbane	33	Food Network	301	SBS PopAsia
9	Channel 9 Brisbane	34	NITV	302	SBS Radio 2
10	TEN Digital	36	SBS Arabic 24	303	SBS Radio 3
11	Ten Peach	73	7 Mate Brisbane	304	SBS Arabic 24
12	Ten Bold	74	7 Mate HD	305	SBS PopDesi
13	Ten Share	75	Openshop	306	SBS Chill
15	Ten HD	76	7flix Brisbane	307	SBS PopAsia
16	TVSN	78	RACING.COM	401	Welcome/Information
17	Spree TV	90	9 HD Brisbane	402	Fox Classics
20	ABC HD	91	Channel 9 Brisbane	403	Fox Lifestyle
21	ABC	92	9 Gem	404	Fox 8
22	ABC2 / Kids	93	9 Go!	405	Fox Footy
23	ABC ME	94	9 Life	406	Fox League
24	ABC News 24	95	9 GEM HD Brisbane	407	Fox Sport 503
25	ABC Brisbane	96	9 Rush Brisbane	408	Fox Cricket
26	ABC RN	97	Extra	409	Fox Crime
27	ABC Classic	99	9 Go!	410	Fox Funny
28	Triple J	200	Double J	411	Nickelodeon
29	Triple J Unearthed	201	ABC Jazz	412	Fox Arena

Valuables

The hospital will not accept liability for loss of valuables or personal belongings and patients will be disclaimer on admission. Patients throughout the hospital have access to a safe in most rooms which unique four-digit pin number. Further instructions are available in patient rooms next to the safe. Also with Fire and Security in trust for safe keeping, larger items including wallets and laptops are unable

Patient & visitor services

ATM facility

An Automated Teller Machine (ATM) is located on the Lobby Level near the coffee shop.

Chaplaincy and pastoral support services

Chaplaincy and Pastoral Support Services offer patients, staff, family and friends support and comfort be when a person feels lonely, distressed, anxious or simply needs someone to listen for a while. Ch prayer and sacraments to those who request it.

As a component of the holistic care at GPH this service is delivered through Chaplaincy Services and Chaplain. Chaplains are available to patients, staff and hospital volunteers as well as family members persons coping with loss and grief, and assist with changing circumstances.

The chaplaincy team represent most of the larger denominations of the Christian faith. Visits by religious traditions can be arranged for you via the Coordinating Chaplain when requested by a patient or family

Coffee shop

Hudsons Coffee is located on the Lobby Level of the hospital and is open 7 days a week, between 6.30am and 7.30am and between 7.30am and 6.00pm Saturday and Sunday.

Hudsons Coffee also has an outlet on the Ground Floor of the Administration Building in the Greenslopes Outpatients Department) which is open between 8.00am and 3.00pm Monday to Friday. Hours may vary.

Free shuttle bus service – the GPH Express

The **GPH Express** operates between the Greenslopes Translink Busway Station and the main entrance of the hospital Monday to Friday (excluding public holidays), between 6.00am and 6.00pm (approximately every 15 minutes).

For information on local transport that connects with the Greenslopes Busway and phone 13 12 30 or visit [www.ramsayhealthcare.com.au](#)

For further information regarding the GPH Express please call: 07 3394 7033

Free RSL courtesy bus services

A free bus service is operated from Monday to Friday by the Kedron-WaveI RSL Sub Branch. It provides a free bus service for carers and relatives to Greenslopes Private Hospital. For schedules and bookings please contact Ms Margaret

Hairdresser

An onsite hairdressing service is available for patients. Please advise the ward secretary who will organise the service. Charges apply.

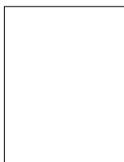
Internet access

How to connect

1. Ensure your wireless enabled laptop or mobile device is turned on and has its wireless signal/switched on.
2. Go to the available Wireless Network Connection List as displayed on your laptop or mobile device.
3. Click on WiFi@Ramsay and then click on the Connect button. Your Internet Browser will automatically connect to the network and you will be prompted with the 'Welcome to Ramsay WiFi' page as per the window below.
4. Select the appropriate option: Patient or Guest. The option that you select will display a second window where you can register for WiFi as shown in the windows below.
5. Enter your details as required. NB. Your MRN is created on admission and is usually on your wristband. Please enter all 10 characters of the MRN.
6. Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use. Accepting the terms and conditions is necessary if you want to use the WiFi facility.
7. Click on the LOGIN button to proceed to the internet.

Patient login page (Max. 3 devices)

Guest login page



Need more help?

iPhone or iPad

1. On the Settings icon, select the Wi-Fi option and ensure that Wi-Fi is turned on.
2. Tap on **WiFi@Ramsay**.
3. Your internet browser will automatically appear to the 'Welcome to Ramsay WiFi page'.

Android

1. Open your device's Settings app Settings. 
2. Tap on WiFi.
3. Turn WiFi on.
4. On the list of available WiFi networks, tap on **WiFi@Ramsay**
5. Once you're connected, your internet browser will automatically appear to the 'Welcome to Ramsay WiFi page'.

Windows

1. Ensure WiFi is turned on. To do this, click on the Windows button . This may vary on different versions but usually look like this: 
2. Select 'Settings'.
3. Select 'Network & Internet'.
4. Ensure WiFi has been set to On.
5. Your internet browser will automatically default to the 'Welcome to Ramsay WiFi page'.

MacBook

1. Click on the WiFi icon: 
2. Ensure WiFi is turned On.
3. Click on **WiFi@Ramsay** from the WiFi listing.
4. Your internet browser will automatically default to the 'Welcome to Ramsay WiFi page'.

Frequently Asked Questions

What is wireless internet?

A way to connect to the internet within the hospital without consuming your mobile data.

Who can connect to the Ramsay wireless network?

Ramsay Health Care patients with a patient identification number and visitors to our hospitals have access.

WiFi security?

Ramsay Health Care takes all possible precautions to provide a secure WiFi connection. We also recommend you have robust and current Anti-Virus products installed on your devices.

What are the terms & conditions?

The terms and conditions for use of the WiFi@Ramsay internet access can be found via the hyperlink on your details.

Interpreters and cultural needs

If an interpreter is required during your stay this can be arranged on admission by our staff. Greenslopes information available in other languages, please discuss your needs with our staff.

Greenslopes Private staff recognise people from culturally and linguistically diverse backgrounds may require services to be delivered in a manner that is responsive and sensitive. If you have any specific religious or cultural beliefs to respect, please let us know.

Laundry service

Laundry at Stones Corner offers a laundry service for patients. They will collect patients' laundry and return it to you free of charge. Please advise ward staff that you require the service and they will call the laundry to organise collection. Payment is by cash, and any change will be returned on delivery of the laundry items.

Lost property

Property remains the responsibility of patients. While every attempt is taken to safeguard property it is not possible to keep valuables with them in hospital.

Personal belongings inadvertently left after discharge will be forwarded to the lost property box in our office. We will endeavour to label any item with your name and you will be contacted to collect the items.

Mail

Mail is delivered directly to your room. If you have mail to post please contact the ward secretary and we will assist you.

Newspapers

Ramsay Health Care have executed a contract with **Nationwide News Pty Ltd (News Corp)** for the provision of print media.

Begin enjoying the news in 3 easy steps

- 1 Connect to this hospital's Wi-Fi**
- 2 Head to the website of one of the newspapers shown below**
- 3 Read the news on your device**

THE AUSTRALIAN • Daily Telegraph • Herald Sun • Courier Mail • The Advertiser • NT News • MERCURY | News Corp Australia

Using your own device access the Ramsay Wi-Fi network and then head to any of the newspaper websites listed below and browse its content free-of-charge.

- Theaustralian.com.au
- dailytelegraph.com.au

Parking

Multistorey Visitor Car Park

This has six levels of undercover secure parking and is accessed:

- Via Gate 3, Newdegate Street
- Via Gate 6, Nicholson Street

Administration Building Visitor Car Park

This car park is accessed via Gate 1, Newdegate Street. It is closest to:

- Specialists in the Administration Building
- Queensland X-Ray (main department)
- Gastroenterology
- G10 Medical Consulting Suites
- Paeds in a Pod
- Dialysis Centre

Details of our current parking rates can be found on our website www.greenslopesprivate.com.au at all park entrances.

Pharmacy

A comprehensive range of pharmaceutical services are provided to inpatients and outpatients of Greenslopes Private Hospital and members of the local community.

A team of highly-trained and experienced pharmacists and technicians dispense medications and provide advice under a doctor's direction.

Pharmacists review medications regularly to identify, resolve and prevent medication related problems. Medication information and counselling are provided to patients with multiple medications or complex medication regimens. For more information on this service.

Ramsay Pharmacy is easily accessible and is located in the hospital's lobby. It is open 24hrs, 7 days a week. Ramsay Pharmacy stocks an extensive range of pharmacy products and our staff provide a professional and friendly service to patients and members of the general public. A wide range of health, beauty, toiletries and professional care products are available. Ramsay Pharmacy also offers fresh flowers, gifts, magazines, newspapers and drinks to purchase during your stay.

Patients are requested to bring their prescriptions with them at the time of admission. This will ensure your medication is not interrupted and additional charges do not occur. This is especially important for authority items, controlled substances and injectables. Your Prescription Record Form (PBS card) should also be brought to hospital if you are close to reaching your limit. We will add appropriate items dispensed during your stay in hospital. If you are taking a number of medications, please bring a list from your GP to assist the admission process and ensure your medication treatment is continued. We dispense all medicines, "over the counter" medications, aspirin, vitamins, herbal or alternative medicines.

While in hospital if you feel your normal medications are not being administered correctly please discuss this with the nursing staff. Please note medications from Webster Packs cannot be dispensed by nursing staff, new medication orders must be received from the doctor.

Charges for medications not covered by hospital health fund agreements or the Department of Veterans Affairs are billed to a separate account.

Visiting hours

We understand visiting your family or loved one is important to you. The visiting hours stated below are for patients.

General	11:00am – 1:00pm	Daily
	3:00pm – 8:00pm	Daily
Rehabilitation Unit	1:00pm – 8:00pm	Monday to Friday
	10:00am – 8:00pm	Saturday & Sunday
Maternity	10.30am – 1:00pm	Daily
	3:00pm – 8:00pm	Daily

Please note: some specialty areas such as Intensive Care Unit and Coronary Care Unit may have additional rules regarding the number of visitors and the length of visits. Please confirm with staff in these areas.

Children should be supervised by an adult at all times for their own safety and that of other visitors.

Volunteers

Greenslopes Private Hospital Volunteers play an integral role in the care and wellness of patients through the Volunteer CARE Program and the Courtesy Bus Service. Volunteers at our hospital provide a highly skilled level of medical care of our patients and the support of their families. Our volunteers strive to provide a positive patient experience and recognise diversity by treating all people with dignity and respect.

Zero Tolerance Aggression & Violence

**Staff, patients & visitors need to
& be cared for in a safe environment**

Every person working in or utilising a Ramsay HealthCare facility
– staff, patients and visitors – has a right to personal safety.

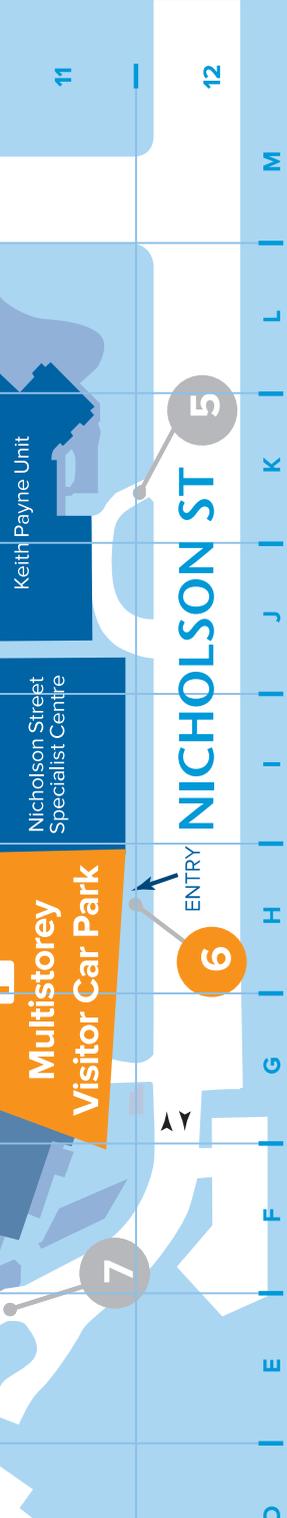
Threatening, abusive or physically violent behaviour is
not accepted from anyone under any circumstances.

Any such acts will result in action being taken.

Such action may include a:

- prompt medical response where appropriate,
- a formal warning,
- being asked to leave the premises or discharge from the premises,
- utilisation of security services, &/or
- police being notified & legal action implemented.

It is never acceptable to abuse others.



Secure



Bicycle racks



Disabled parking



Automatic ticket machines



Entrances to Hospital



Gate Number

Location	Destination	Ref	Location
Lower Lobby Level	Maternity	G8	Level 2 – John French Wing
Lower Lobby Level FSU Hallway	Nicholson Street Specialist Centre	I11	Lobby Level
Lobby Level	Parents' Room	I8	Lobby Level
Lobby Level	Pharmacy	I9	Lower Lobby Level, Administration Building
Level 1 – John French Wing	Queensland X-Ray	H5	Lower Ground Level, Administration Building
Lobby Level	Radiation Oncology Centre	I6	Lower Ground Level, Administration Building
Level 1 – John French Wing	Ramsay Specialist Centre	J9	
Lower Lobby Level, Administration Building	Rehabilitation Unit	D7	
Lobby Level	Renal	H5	Lobby Level, Administration Building
Ground Level	Security	G7	Lobby Level
Lobby Level	Sleep Study Unit	I7	Ground Level, Administration Building
Lower Lobby Level	Sullivan Nicolaides Pathology	H6	Lobby Level
	University of Queensland Offices	I6	Lower Lobby Level
Lower Lobby Level, Administration Building	Wards 11 & 13	F7	Level 1 – Jessie Vasey Wing
Lower Lobby Level, Administration Building	Ward 12 & 22		Level 1 & Level 2 - Jean Pockett Wing
Lobby Level	Wards 21 & 23	F7	Level 2 – Jessie Vasey Wing
Ground Level, Administration Building	Ward 25	H9	Level 2 – John French Wing
Lobby Level	Wards 31 & 33	F7	Level 3 – Jessie Vasey Wing
Lobby Level & Ground Level	Wards 35 & 37	H9	Level 3 – John French Wing
Lobby Level			

Location	Destination	Ref	Location
Lower Lobby Level	Maternity	G8	Level 2 – John French Wing
Lower Lobby Level FSU Hallway	Nicholson Street Specialist Centre	I11	Lobby Level
Lobby Level	Parents' Room	I8	Lobby Level
Lobby Level	Pharmacy	I9	Lower Lobby Level, Administration Building
Level 1 – John French Wing	Queensland X-Ray	H5	Lower Ground Level, Administration Building
Lobby Level	Radiation Oncology Centre	I6	Lower Ground Level, Administration Building
Level 1 – John French Wing	Ramsay Specialist Centre	J9	
Lower Lobby Level, Administration Building	Rehabilitation Unit	D7	
Lobby Level	Renal	H5	Lobby Level, Administration Building
Ground Level	Security	G7	Lobby Level
Lobby Level	Sleep Study Unit	I7	Ground Level, Administration Building
Lower Lobby Level	Sullivan Nicolaides Pathology	H6	Lobby Level
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Lower Lobby Level, Administration Building	Ward 12 & 22		Level 1 & Level 2 - Jean Pockett Wing
Lobby Level	Wards 21 & 23	F7	Level 2 – Jessie Vasey Wing
Ground Level, Administration Building	Ward 25	H9	Level 2 – John French Wing
Lobby Level	Wards 31 & 33	F7	Level 3 – Jessie Vasey Wing
Lobby Level & Ground Level	Wards 35 & 37	H9	Level 3 – John French Wing
Lobby Level			

