

Patient Information Directory



Welcome to St George Private Hospital

Thank you for choosing St George Private Hospital.

Our multidisciplinary care team is here to make your stay as pleasant as possible and to ensure that you get the best clinical outcome. To achieve this, we need you to actively participate and be involved in your care and treatment options. We encourage you to ask as many questions as you need to fully understand your care.

About Ramsay Health Care

An Australian-owned company, Ramsay Health Care was founded by Paul Ramsay in 1964 and has grown to become one of the largest and most reputable providers of private hospital and psychiatric services in the country.

Ramsay Health Care boasts a high quality portfolio of strategically located hospitals and an excellent record in hospital management and patient care - features which combine to attract some of Australia's leading medical, nursing and allied health practitioners.

About St George Private Hospital

St George Private Hospital is a fully accredited, advanced surgical and obstetric facility which opened on 1 November 1995.

With a strong community focus, the hospital offers the highly skilled expertise of its medical and nursing staff, state-of-the-art equipment and a caring environment for patients and their families / carers.

Working in partnership with some of Australia's leading medical specialists, the hospital has developed a strong reputation in:

- Cardiac Services
- Neurosurgery
- Cancer Care
- Gastroenterology
- Bariatrics (Weight Loss Surgery)
- Orthopaedics & Spinal Care
- General Surgery
- Obstetrics & Gynaecology
- Urology
- Plastic and Reconstructive Surgery

These key specialties are supported by a comprehensive range of other clinical services which include:

- Endocrinology
- Coronary Care
- Sleep Studies (Adults & Paediatrics)
- Paediatrics & Paediatric Surgery
- Haematology
- Intensive Care
- Ear, Nose and Throat Surgery
- Oncology & Day Chemotherapy Service
- Oral & Facio-Maxillary Surgery
- Vascular Surgery
- Head and Neck Surgery
- Respiratory Medicine

Other on-site services include Radiology, MRI, Pathology, Cardiac Catheter Lab, Nuclear Medicine, Special Care Nursery, Endoscopy Suite, Day Surgery Unit, Day of Surgery Admission Centre (DOSA) and Pre-Admission Clinic.

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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 healthcare 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.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

2 The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit www.safetyandquality.gov.au

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTHCARE

What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
<p>Access</p> <p>I have a right to health care.</p>	<p>I can access services to address my healthcare needs.</p>
<p>Safety</p> <p>I have a right to receive safe and high quality care.</p>	<p>I receive safe and high quality health services, provided with professional care, skill and competence.</p>
<p>Respect</p> <p>I have a right to be shown respect, dignity and consideration.</p>	<p>The care provided shows respect to me and my culture, beliefs, values and personal characteristics.</p>
<p>Communication</p> <p>I have a right to be informed about services, treatment, options and costs in a clear and open way.</p>	<p>I receive open, timely and appropriate communication about my health care in a way I can understand.</p>
<p>Participation</p> <p>I have a right to be included in decisions and choices about my care.</p>	<p>I may join in making decisions and choices about my care and about health service planning.</p>
<p>Privacy</p> <p>I have a right to privacy and confidentiality of my personal information.</p>	<p>My personal privacy is maintained and proper handling of my personal health and other information is assured.</p>
<p>Comment</p> <p>I have a right to comment on my care and to have my concerns addressed.</p>	<p>I can comment on or complain about my care and have my concerns dealt with properly and promptly.</p>

Your admission

Upon your arrival at the hospital, please see our reception staff. You will then be escorted to our Day of Surgery Admission Centre (DOSA) where you will be prepared for your procedure. Alternatively you may be escorted to your room for your procedure preparation. Please let us know if you would prefer a single room and we will endeavour to meet your needs. Please have some understanding that at times a single room is not available, as we do have to allocate to patient's who are requiring closer observations first.

Is Fasting Really Necessary? - We know the pangs of hunger can be severe but no food or drink before the operation is a must. Not even water. Food or fluid in the stomach may be vomited and enter your lungs while you are unconscious. If you don't follow this rule of fasting, the operation may be postponed in the interests of your safety.

After the Operation - Your Anaesthetist will continue to monitor your condition carefully, well after surgery is finished, to ensure your recovery is as smooth and pain-free as possible.

Once awake, you will feel drowsy. You may have a sore throat, feel sick or have a headache. These are temporary and will soon pass. To help the recovery process, you will be given oxygen to breathe, encouraged to take deep breaths and to cough. Don't worry if there is some dizziness, blurred vision or short-term memory loss. It usually passes quite quickly. If you experience any worrying after-effects, you should contact your Anaesthetist.

Going to theatre

St George Private Hospital has twelve operating theatres. From the explanation below you will understand that when you "go to theatre" you will pass through a number of stages. It is important for visitors to understand the time implications of these stages. If after reading this section you have any further questions, please ask your nurse or the theatre staff when you arrive in theatre.

Please ensure that you use the bathroom in DOSA or your room prior to being escorted to the operating suite.

When you are escorted to the theatre complex, you will wait for approximately 30 minutes in the **Theatre Holding Area**. Here you will be asked what your name is and what operation you are having. Staff will check your paperwork and the armband that you are wearing. They will also check that your consent has been signed and a premedication drug, if ordered by your Anaesthetist or Surgeon, has been given. Staff will ask if you are allergic to any medications, sticking plaster or other substances (eg milk/egg based products). If you have allergies you will be given a red cap to put on, otherwise you will be given a white or blue cap. Staff will also ask if you are warm enough and can give you a warm blanket if you are cold. Your visitors will not be able to come with you into this area.

The Recovery Area is where patients are transferred to following their operation and you will remain there for a minimum of 30 minutes until you are comfortable and ready to be transferred back to your room. You will not be discharged to your room from recovery until you are reasonably awake and your pain, if you have any, is under control. This can take a period of time from 1 to 2 hours.

Parents of Children are welcome to stay in the theatre holding area. With Anaesthetist and Surgeon agreement, one parent or legal guardian only may come into the operating theatre and stay with the child until the anaesthetic has been given. You will need to wear theatre clothes, which will be available in the theatre holding bay. After the anaesthetic has been given, you will be directed back to your child's ward to wait until he/she is awake in the recovery area. As your child starts to wake the ward staff will ask you to return to the Recovery Area to be with your child until they are ready to return to the ward. Please note, only one parent or legal guardian may accompany the child in the Recovery Area.

Parents, it is important that you are immediately contactable and available when the Recovery Area calls you to be with your child.

The Support Person of a Patient having a Caesarean Section is welcome to stay in the holding area and to come into the operating theatre once the patient is settled for the caesarean section. Please note, only one nominated person may accompany you as your support person. Changing into theatre clothes is essential prior to coming to theatre. Theatre nursing staff are also happy to assist partners with photographs if you bring your camera to the operating theatre. Please remember in the excitement and magic of the moment to take your camera with you. If you wish to videotape the birth, then we ask you to sign a permission form which will be given to you by Delivery Suite staff or the Theatre Staff.

If you have any questions, please feel free to ask any of the staff in the Operating Suite.

Discharge arrangements

The normal discharge time from hospital is 10:00am.

Please arrange your transport for pick up before 10:00am.

Before you leave hospital, please make sure that you or your relatives/friends know how to care for you at home. Check with your nurse about continuing medication, follow up appointments, special instructions and your discharge summary letter.

Please do not forget to collect any X-rays and medications, nursing discharge summary and discharge instructions for your care at home.

Please confirm that you have settled your account before leaving by visiting the Front Desk on your way out.

If during your stay, you or your family have any concerns, please direct them to the Nursing Unit Manager or the Director of Clinical Services

How to voice a Compliment/Complaint

We are proud of our STARS sensational customer service program. Our staff wear the gold star lapel pin, to demonstrate their commitment to the culture of "walking in our customer's shoes" No matter how small the request is, we want to ensure that we meet your needs, so please do not hesitate to ask one of our staff for your requirements. Our staff are here to assist you during your stay and we have the time.

St George Private Hospital encourages compliments and complaints to assist us in continually improving our service. Compliments/complaints can be made through:

- Completing "Your Impressions" feedback card and handing to reception staff on discharge.
- Discussion with the Nursing Unit Manager
- Discussion with the Chief Executive Officer or Director of Clinical Services by phoning (02) 9598 5420 or (02) 9598 5421
- In writing to the Chief Executive Officer. 1 South Street, Kogarah NSW 2217.

Infection Prevention & Control

Many bacteria (germs) such as Staph are readily found on the human body and in the environment. Some are harmful if they enter a wound or blood stream. When you have a cut or incision or your immune system is compromised, you are at risk of infection. Therefore, it is important that you (and your visitors) avoid touching wounds, intravenous catheters, drains or broken skin etc.

Bacteria from your bowel or perianal area can be harmful if it enters a wound, therefore it is important that you wash your hands after going to the toilet, touching your face, nose, mouth and before and after eating. Staff wash their hands prior to attending to you.

The 5 moments of hand hygiene

If there is a need for you or a visitor/carer to touch or attend to your wounds, lesions, catheters etc it is important to wash your hands or use waterless sanitiser (if hands are not visibly soiled) using the correct technique.



Technique for Hand Wash with Soap & Water:-

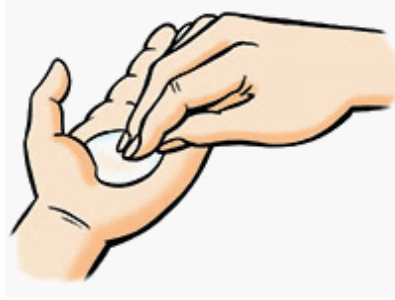
1. You should wet your hands and forearms apply one dose of soap and lather well.
2. Ensure you apply soap, water and friction to all surfaces including finger webs, palms, backs of hands, knuckles, nails, thumbs and wrists.
3. Rinse well pat dry with a paper towel or freshly laundered towel.

Any of the nursing staff would be happy to demonstrate the correct technique for hand washing or use of hand sanitiser.

Technique for using waterless sanitiser.



STEP 1
Apply alcohol Gel into your palm



STEP 2
Rub your fingertips and nails into



STEP 3
Spread alcohol gel to all surfaces of the hands



STEP 4
Repeat on the other hand



STEP 5
Rub into palms, backs of hands, Between webs, around the wrists



STEP 6
Continue rubbing into all surfaces Of the hands until the alcohol is completely dry

How to minimise your risk of infection and promote rapid recovery : -

- If you or a close contact has had a recent cold, cough, temperature, infection (or infection following a previous procedure) please advise the nurse looking after you.
- If you have any cuts, burns, abrasions or rashes on your skin, please inform the nurse.
- If your doctor requires the hair to be removed from the operation site the preferred method is to use a clipper that leaves a stubble rather than a razor provides a close shave but also can cause small cuts or abrasions on the skin that increase your risk of infection.
- Chlorhexidine or Triclosan based soap products have been found to reduce bacteria on the skin. We recommend at least two full body showers (including hair) in the 24 hours prior to surgery, using soap products that contain Chlorhexidine or Triclosan. Particular attention should be paid to skin folds, umbilicus (navel) and genital area. It is important to use a freshly laundered wash cloth to apply the product to all areas of the body and a freshly laundered towel for each shower.
- Ensure good nutrition before and after surgery as this improves the healing process.
- Practise deep breathing and lung expansion.
- The hospital stay should be kept to a minimum.
- Diabetes should be well controlled.
- Avoid smoking as Nicotine use delays wound healing and may increase infection risk.
- It may be necessary to **restrict visitors** if you are unwell, immune suppressed or have an infection that may be easily transmitted to others. People who have infections eg: cold sores, conjunctivitis, cold, flu, communicable diseases,(eg: Chicken Pox, Whooping Cough) gastroenteritis should not visit patients in hospital. This is particularly important if they are visiting babies, the maternity ward, Intensive Care Unit or you are immune deficient.
- If isolation is necessary to protect you or others, the staff will explain this to you as required.
- **Safe storage and transport of injecting materials for patients with Diabetes or having to self inject medications.** All sharps and injecting materials are to be placed in a rigid container with a lid. Sharps must not be stored loose in toiletry bags or luggage. Sharps disposal will be discussed on admission.
- **Luggage** brought into the hospital setting should be kept to a minimum, should be clean and should not contain food items.

Reference: 'Guideline for Prevention of Surgical Site Infection, 1999', HICPAC, CDC.

Pain management

Do not put up with pain! Let us know if you are feeling pain or discomfort

Managing your pain

The pain and discomfort associated with surgery or illness usually affects how you feel - physically as well as emotionally. In turn how you feel can influence how quickly you recover from your surgery or illness. So, controlling your pain effectively is important for your comfort and recovery.

A few facts about pain

Research tells us that established pain is more difficult to relieve and that adverse physiological and psychological effects result from unrelieved severe pain.

Therefore, we encourage you NOT to "put up with it," but to let us know if you are feeling any pain or discomfort, and ask lots of questions.

Benefits of effective pain management

Besides making you feel better and more comfortable, effective pain management:

- Speeds up your healing and recovery
- Reduces your risk of complications
- Helps you move about sooner
- Improves your return to health and well being.¹

Options for controlling pain

There are a wide range of pain control options available today. Successful pain management usually involves a combination of different strategies. As everyone is different, we will use management options suited specifically to your needs.

Drug/pharmacological therapy

Your doctor will discuss with you the type of drug therapy most suitable for you. Some of these options include:

- Tablets
- Infusions
- PCA (Patient Controlled Analgesia)
- Epidurals
- Injections
- Combination of therapies

Once your doctor determines the best option for you, we have detailed information about that therapy and how it works available for you. If you have any concerns about your pain management, please discuss them with your doctor and/or nurse.

Other things which you may find helpful

- Positioning for comfort
- Relaxation & Meditation tapes
- Cold Packs (if appropriate)
- Deep breathing exercises
- Support from friends and family

Remember that the more relaxed and comfortable you are, the more effectively your pain can be managed.

Other professionals can help

While in hospital, always discuss your pain or level of discomfort with your nurse, giving a score out of 10 (0 being no pain, 10 being severe pain). Telling the nurses how you feel will help them determine your special needs. Other professionals that can help you manage your pain include:

- Your Doctor
- The Pain Management Clinical Nurse Specialist
- The Physiotherapist

Going home

It is important that you keep taking your prescribed pain tablets as advised, after your discharge from the hospital. If you continue to feel a lot of pain and discomfort, please contact your doctor and / or the hospital.

References:

- National Health Medical and Research Council (2005) Acute pain management scientific evidence. NHMRC. Canberra
- Macintyre PE (2001) Safety and Efficiency of Patient- Controlled Analgesia. Br J Anaesth 87, 36-46
- Bulger EM, Edwards T, Kitz Petal (2004) Epidural analgesia improves outcome 136, 426-30

Preventing Pressure Areas

What is a Pressure Area?

A pressure area (also known as a pressure sore, bed sore or pressure ulcer) is an area of skin that has been damaged due to unrelieved pressure. Pressure areas may look minor, such as redness on the skin or a sore spot over the tailbone, heels, elbows, hips or buttocks, but they can hide more damage under the skin's surface.

Who gets pressure areas?

People of all ages from babies to elderly people are at risk if they:

- are confined to bed or a chair for a long period and are unable to move by themselves
- have a long operation
- have loss of sensation or reduced sensitivity to pain due to stroke or nerve damage
- have moist skin due to loss of bowel or bladder control (incontinence).
- Diabetics are particularly prone to pressure areas due to poor circulation.

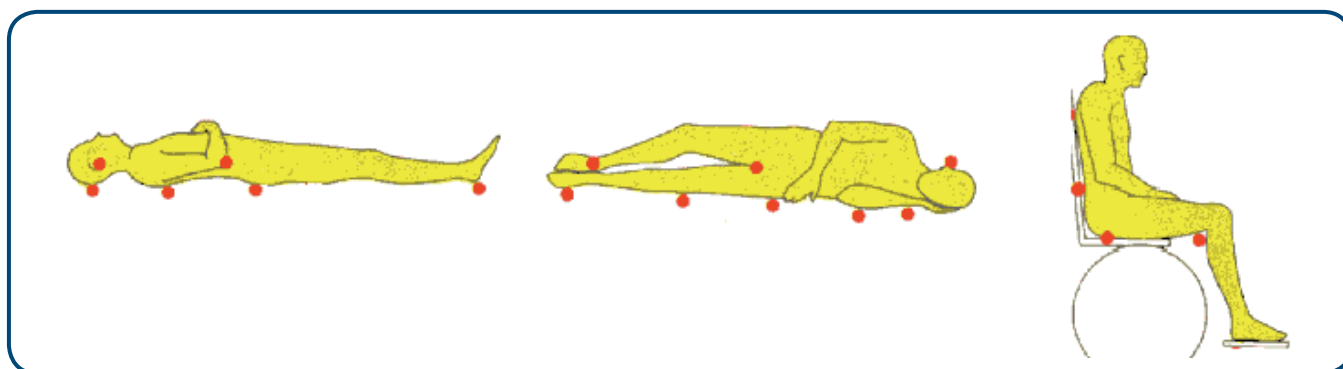
Causes

The most common cause is prolonged pressure on an area of skin:

- The weight of the body can compress skin and other tissues, particularly over bony areas like heels, hips and elbows, damaging blood supply to the area of skin and leading to tissue damage.
- Shearing and Friction – sliding over a bed or chair can remove top layers of skin (friction) or drag skin layers over each other (shearing). It can be that easy!
- Other problems which can contribute to the development of a pressure area are a poor diet prior to coming into hospital and a history of pressure sores in the past.

Where are Pressure Areas found?

Pressure areas usually occur over bony areas such as heels, tailbone, buttocks, hips, toes, ears, and elbows.*



Prevention

The best way to relieve pressure is to keep active and change position every 20 minutes whether you are lying in bed or sitting in a chair.

- If you are unable to move yourself, you will need to ask your nurse for assistance to change your position regularly.
- It is important to keep your skin and bedding dry so if you have urinary or faecal incontinence use the recommended incontinence pads and barrier creams to help protect the skin.
- Skin should be washed with a mild soap and moisturized if it is dry after washing, but massaging or rubbing over bony parts of the body should be avoided.
- Special equipment such as air mattresses, booties or cushions may be used to reduce pressure and prevent friction and shearing of the skin.

What can I do?

You and your carer should examine your skin at least once a day to see if there are any sore areas or areas of redness caused by lying in bed, sitting in a chair. Tubing from drains/drips or creases in linen can cause an area of pressure if positioned directly under any part of your body. Tell staff if you have any soreness over a bony area, redness, blistered or broken skin.

It is important for you to eat a well balanced diet to aid healing and reduce your risk of getting a pressure area. If you are unable to eat a normal diet because of your illness or have poor nutrition for other reasons we will arrange for the dietitian to see you to provide advice about nutrition.

Please contact Nursing Staff if any problems arise.

*Adapted from NSW Health Public Hospitals – Pressure Areas Accessed at <http://www.health.nsw.gov.au/hospitalinfo/pressure.html> on 13/02/07. Information adapted from Move Move Preventing Pressure Ulcers. State of Victoria Department of Human Services 2004 Accessed at www.health.vic.gov.au/qualitycouncil on 13/02/07

Falls prevention

Dear Patient, Family and Friends,

Our staff are here to assist you and help you. The expected outcomes of our falls prevention strategies are:

- To decrease patient falls.
- To improve our falls management.
- To ensure the patient is able to return to health in a safe environment and that the family is reassured that the patient's safety is well controlled.
- To maintain/regain patients' independence and mobility and minimise their stay in the hospital.

St George Private Hospital utilises a Falls Prevention Program to maintain the safety of our patients whilst in hospital..

Safety for our patients at risk of falls

Patients may become more susceptible to falling during their stay in hospital. The reasons for this include:

- Unfamiliar surroundings.
- Change of medication.
- Surgery / Anaesthesia.
- General change in condition.
- Change in dependence.
- General stress of hospitalisation.
- Confusion, due to the reasons listed above and disruption of normal routine. During your admission, the Nurse will do a Falls Risk Assessment to evaluate your risk of falling and plan interventions to decrease your falls risk.

To our patients,

It's important to remain active even in hospital. If recommended take a slow walk once or twice a day. For more detailed information please contact your nurse.

Precautions you can take to decrease your risk of falling:

- If asked to do so by a nurse, always ring the call bell for assistance or supervision to mobilise around the room, bathroom or ward. When walking, take your time when turning around.
- Wear closed, non-slip slippers. Don't walk in stockings or socks.
- Always get out of bed slowly. Sit on the side of the bed for a few moments before standing and moving off.
- Move your ankles up and down to get the blood pumping.
- Don't grab onto anything for support unless you know it is fixed and sturdy.
- Ensure your call bell is always close at hand.
- Notify staff about your sleeping routine at home and if you require a night light.
- Notify staff if you use a walking aid.
- Do not go to the toilet by yourself, particularly if you are unsteady on your feet or have recently undergone surgery.
- 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.

To our visiting family and friends,

Precautions you can take to decrease our patients' risk of falling:

- Bed rails can be replaced in an upright position prior to visitors' departure.
- Replacement of restraints if requested.
- The call bell and other important belongings (glasses, books, etc) can be placed within easy reach of the patient.
- Ensure that the room remains tidy, removing any clutter to eliminate environmental hazards.
- Provide non slip shoes.
- Report spills immediately.

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

- Please stop at the Nurses' Staff Station when you have finished your visit or if you leave the room for a brief period. This enables the nursing staff to ensure the patient's safety.
- We encourage our patients to ask for nursing assistance when transferring or mobilising around the room.
- Alert the nursing staff if you notice new episodes of confusion or unsteadiness in the patient.

Possible ways to reduce falling:

Footwear

- Ensure footwear is comfortable, fits securely and supports your feet.

Clothing

- Make sure loose robes are wrapped around snugly and loose belts and ties are fastened securely.
- Make sure hems are not too long.

Safety in the home

- Remove all loose mats or fix with non-slip backing.
- Remove all clutter to ensure clear pathways.
- Night lights are recommended for those who get up during the night.
- Ensure light switches are within easy reach near doorways.
- Sitting in the shower, instead of standing may reduce the risk of falling.
- Make sure you do not hold taps, towel rails or soap holders for support as they are not safe; install hand rails.
- Avoid climbing on chairs to reach high places - store items you use regularly between waist and shoulder height.
- Wipe up spills immediately.
- Make sure your walking aid can be easily reached when you get in and out of bed.
- Consider purchasing a personal alarm that can be worn around the neck or wrist, if you are at risk of falling.

Safety outside the home

Things to look out for:

- Uneven or broken pathways.
- Obstacles such as hoses over pathways.
- Make sure steps have rails and edges are well marked and well lit.



Patient information A - Z

Accommodation

Local accommodation information for your relatives and friends is available on our website www.stgeorgeprivate.com.au.

Address -

The Hospital's street and postal address is:

St George Private Hospital
1 South Street, Kogarah NSW 2217

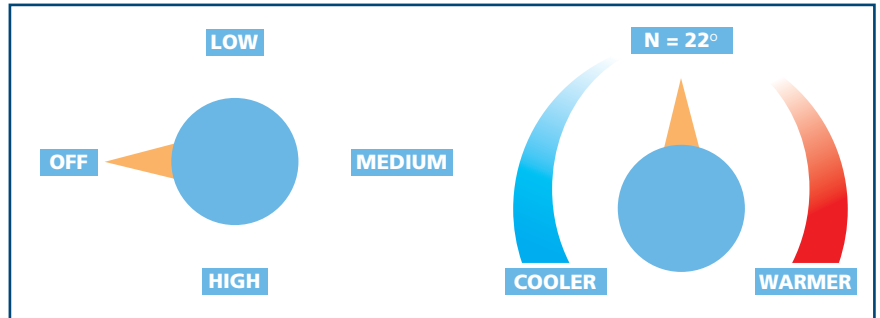
Air conditioning

Your room is fitted with air conditioning which can be altered in your room for your comfort. The air-conditioning controls are fitted in the control board at the head of the bed and consists of two (2) control switches being:

- Fan speed switch; and
- Temperature control switch.

The temperature control can be varied between

18°C and 26°C. The centre of the control reads **N**, which is approximately 22°C. By turning the control switch to the left, this will turn the temperature to a cooler setting. By turning the control switch to the right, this will turn the temperature to a warmer setting. **This temperature control process can take up to one (1) hour to accommodate your requirements.**



Note: the fan must be running for the temperature control system to work

If you find that the air-conditioning system does not meet your requirements after adjustments have been made, please contact your nurse for assistance.

Allied Health Services

A range of services is available. Your nurse will discuss these services with you.

ATM

This service is available in the hospital foyer for your convenience.

Car parking

Two hour limited street parking is available near the hospital.

There is an underground car park accessible from the hospital lifts. Car parking rates are charged according to the schedule of fees displayed at the entrance to the car park and at the pay booth located in the basement car park area. If the booth is unattended or there are concerns with the coin machine and you need assistance, please see Reception staff on the ground floor.

Chaplaincy services

A chaplaincy service is available to offer spiritual and emotional support to patients and their families, irrespective of their religious beliefs.

If you wish to speak with a priest or minister of your choice you are welcome to arrange this with the Nurse Unit Manager.

Children in hospital

The St George Private Hospital supports the continued involvement of parents in the care of their child in hospital. The attending parent(s) are encouraged to be with the child throughout their hospital stay and participate in the child's care. Accommodation for the parent(s) can be arranged with the Nurse Unit Manager.

Coffee Shop

Visitors may purchase snacks and meals from the coffee shop located in the main foyer.

There are also vending machines located on the ground floor, next to the public telephones and on Level 3.

Donations

If you wish to make a donation to the hospital or towards clinical equipment or items for patient comfort, please call the Executive Office on (02) 9598 5421 or extension 5421. Alternatively you may like to make a donation to local research efforts, supported by the Hospital via the St George Medical Research Foundation.

Electrical Equipment

Personal electrical equipment brought in to the hospital is at your own risk.

Emergency procedures

The hospital is fitted with a modern fire and smoke detection system. In the unlikely event of an emergency occurring, do not panic. Return to your room and remain in or near your bed until you are instructed to leave by a fire officer or member of staff, all of whom are appropriately trained to handle such emergency situations.

Environmentally Aware

At St George Private Hospital we are committed to waste minimisation and minimal impact to the environment. Our waste is segregated into a number of different categories and we would appreciate your assistance by handing paper, plastic, aluminium cans or glass to our Housekeeping staff for recycling. Where able, please rehang your towel(s) to be reused by yourself.

Fax

This service is available for patients if required. The hospital fax number is (02) 9598 5000.

Flowers

The florist is located in the main foyer of the hospital and can be contacted on (02) 9598 5096.

Food Services

Catering staff will visit you daily and issue a menu from which to select your meals. All meals are freshly prepared in the hospital's kitchen. The meals are prepared in consultation with the hospital dietitian who is available to attend to any special dietary requirements.

During your stay you may be on a special diet. This will be explained to you, and information provided, by your nurse.

Should you have any enquiries regarding the services provided please request to see the Catering Manager.

Meal Service Times -

Breakfast:	7.00am – 7.45am	Afternoon Tea:	2.30pm – 3.15pm
Morning Tea:	10.00am – 10.45am	Dinner:	5.00pm – 5.45pm
Lunch:	12 noon – 12.45pm	Supper:	7.15pm – 8.00pm

Food Safety - Food Safety is important and our catering department ensures that food safety standards are maintained throughout the various stages of food delivery, storage and preparation. To assist with this please ensure that you do not bring your own food into the hospital.

If your immune system is suppressed or you are pregnant, you need to avoid certain foods that are high risk (for example Listeriosis). It is important to make the appropriate menu choices if you are at high risk. Staff can advise you as required.

Foxtel

As part of your 'comfort pack' a range of Foxtel stations are available on the in house TV system

Housekeeping services

Your room will be cleaned daily. Please notify a member of the nursing staff if you have concerns about any aspect of the Housekeeping service.

Internet access – Business Centres

The internet can be accessed via our dedicated computer terminals, located in the lift lobby on levels 1, 3 and ground floor. A small fee will be charged for this access or tokens are available from your ward receptionist as part of your 'comfort pack'. If you have your laptop computer WiFi access is available at the hospital as part of the 'comfort pack'. A safe is provided in your room to store your equipment in.

Laundry

Please arrange with relatives or friends to attend to your laundry requirements as personal laundry facilities are not available.

Mail

Mail is delivered to your ward daily. Outgoing mail may be given to the ward clerk or left at the main reception desk on the ground floor. Stamps are available from the pharmacy. The Hospital's address is St George Private Hospital, 1 South Street, Kogarah NSW 2217.

Medical Certificate

If you require a medical certificate during or after your hospital stay, please contact your doctor.

Medication

For your safety you should inform nursing staff about any medication you are currently taking and have brought with you. Your medication(s) will be securely locked into the top drawer of your bedside dresser.

Mobile phones

Please refrain from using your mobile phone where monitoring devices are in place.

Nurse call button

A nurse can be contacted by pressing the nurse call button on the handset control or by pressing the call button located in the bathroom. Your nurse will be with you as quickly as possible.

Please do not touch the red emergency button on the wall beside your bed - this button is for the use of staff only.

Patient accounts

Following discharge, the hospital will forward your account directly to your health fund, provided you have signed the claim form. For additional out of pocket expenses or uninsured patients, you are requested to finalise your account on discharge at the Front Reception desk. For any account enquiries please contact our accounts Team Leader on extension 5155 or if calling from outside the hospital (02) 9598 5155. You will receive a separate account from your Doctor, Anaesthetist and Intensivist (if you were admitted to ICU) and for any radiology or pathology services

Hospital Medical Officers

The hospital provides 24 hour Hospital Medical Officer coverage in liaison with your Specialist to assist with your care in hospital.

Smoking

Smoking is discouraged. For the health and safety of patients, visitors and staff, smoking is prohibited within the hospital and outside the main entry. Smoking is permitted in the courtyard outside Ward 1 South and near the front of the hospital, in the seated area under the umbrella. Patients must have a relative / carer in attendance when off the ward.

Telephone

Your bedside phone is provided for your comfort and convenience. Local calls are provided free of charge dial "0" for an external line. If you wish to make STD, mobile or international calls, contact our switchboard by dialling '8'. There will be a charge for this service which the switchboard staff will inform you of. The Hospital's telephone number is (02) 9598 5555.

Televisions

In shared accommodation, we ask that television sets be switched off at 9:30pm or please use the ear piece supplied, to allow for the comfort of all patients. Foxtel is only available to patients who have opted for our 'Comfort Pack'

Transport

- The Hospital is located at 1 South St, Kogarah.
- Public transport to and from the hospital is very accessible. The Kogarah Train Station is a short walk from the Hospital and a range of buses travel along the Princes Highway and into the Kogarah area. For information and timetables for Sydney public transport see www.131500.com.au or telephone 131 500.
- A taxi phone is available at the Hospital Reception for free connection to the local taxi company.
- The Sydney airport is a 20 minute drive from the Hospital and very well sign posted. The train also goes directly to the airport from Kogarah station.

Valuables

Please note that St George Private Hospital is not responsible for patients' personal property. Please send your valuables home or store them in the safe provided in your room. Please speak with your nurse for further information.

Veteran Affairs Liaison Coordinator

The Veteran Affairs Liaison coordinator is available to speak with Veteran Affairs patients and their family/carers if you require further information on services provided by the Department of Veteran Affairs. Please ask your nurse to contact the Veteran Affairs Liaison Coordinator.

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. Physical and non-physical violence towards staff and/or others in the facility will not be tolerated. Any such acts may lead to discharge, and may result in the police being notified and legal action being taken.

Visitors

Visitors are recognised as an important part of a patient's recovery. Visitors are requested to follow directions and requests from nurses to ensure optimal care for the patient. Please refer to The 'Going to Theatre' section to understand the theatre process and waiting times.

Visiting Hours - Visiting hours are:

- 10am to 12 pm & 3pm to 8pm daily in the general ward area, parents of paediatric patients may visit outside of these hours.
- 3pm to 5pm then 7pm to 8pm in maternity. Partners of maternity patient's and parents of babies in Special Care Nursery may visit outside of these hours.
- Rest period for all patients is 12 midday to 3pm. Arrangements for visiting during these hours must be made in consultation with the Nurse Unit Manager.

Visitors may be asked to leave the patient's room whilst a procedure is in progress, or to restrict the number of visitors for patient comfort.

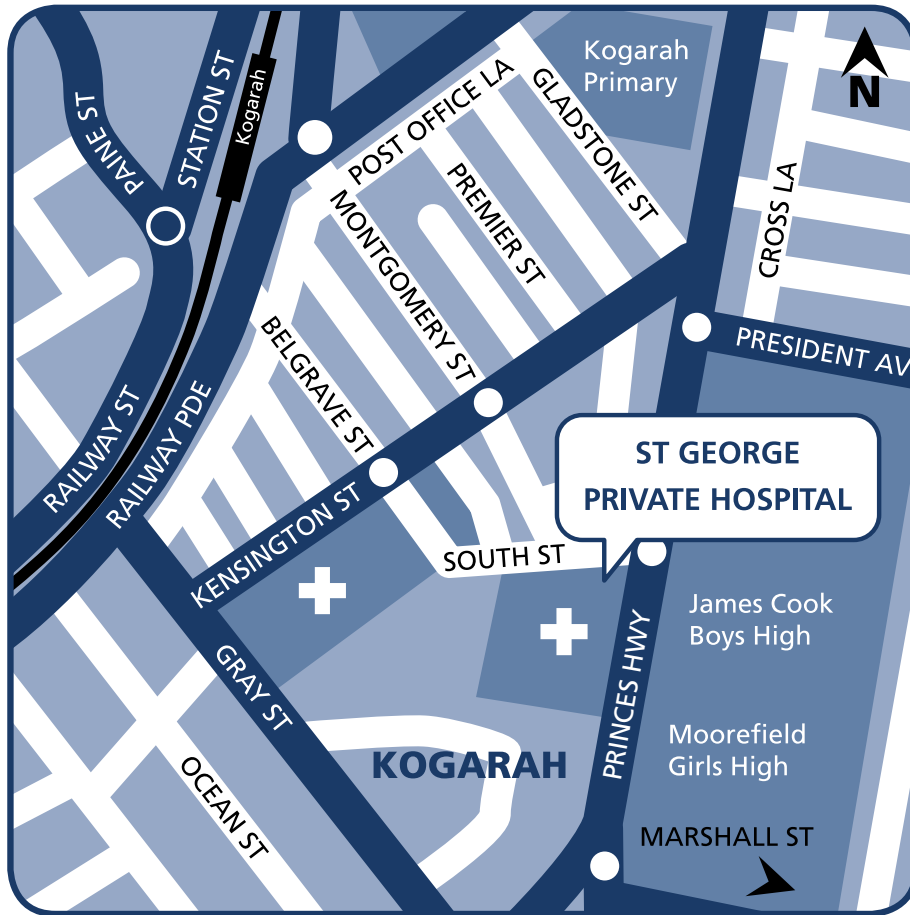
For health reasons visitors are requested not to use the patient's ensuite toilets. Visitor toilets are located in the lift lobby on all floors.

Volunteers

Our Volunteers make a highly valued contribution to the Hospital. Volunteer staff provide a range of services for patients, family members and friends.

Services include tending of fresh flowers, maintaining the Enquiries Desk in the main foyer and assisting with general duties. If you are interested in joining our well-established Volunteer Program, please contact our Volunteer Coordinator on (02) 9598 5288.





The Hospital Staff pride themselves on being courteous and compassionate and wish you a speedy recovery



St George Private Hospital
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www.ramsayhealth.com.au