

Essential Patient Instructions

People caring for people



Thank you for choosing Joondalup Private Hospital. We look forward to caring for you.

To secure your hospital admission, please action as soon as possible.

www.joondalupprivatehospital.com.au

JOONDALUP
PRIVATE HOSPITAL

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Admitting doctor to provide the following details:

Admission date:	Fasting time: <i>From</i>
Reason for admission:	
Expected length of stay in hospital:	
Anaesthetist name:	Anaesthetist contact number:
Procedure item number/s:	
Prosthesis code/s:	

When completing an online booking, patients will be given a booking reference and booking password. These details should be recorded below as they are required to access your online details for any future admissions to the hospital.

Booking reference:	Booking password:
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Booking passwords are upper and lower case sensitive, please record carefully.

ALL PATIENTS ARE REQUIRED TO FOLLOW THESE INSTRUCTIONS TO BOOK THEIR ADMISSION TO HOSPITAL

This information is essential and in addition to the doctors' form/s. **Please action as soon as possible.**

- Step 1:** Before going online to book your admission, please ensure you have the following items handy as this will save you time and allow the booking to proceed quickly: health fund membership details, Medicare card, DVA card, pension or pharmaceutical cards and a list of your medications.
- Step 2:** Go to www.joondalupprivatehospital.com.au , go to 'For Patients' in the top menu on the screen, then click on 'Online Admission Form' in the drop down menu. Click on 'All other patients' or 'Maternity' as required. You will then arrive at the 'Your Health Portal' page.
- Step 3:** Login to 'My Account' if you already have a Health Portal Account or if not, select 'Create Account'. Once you have created a new account, click on 'Log in to My Account' and then complete and submit a new form. Once submitted successfully you will receive an email confirmation acknowledging receipt of your booking.



We welcome you

Thank you for choosing Joondalup Private Hospital, where excellent medical care, comfortable facilities and our friendly staff combine to create your optimal hospital experience.

At Joondalup Private Hospital, we take a holistic approach to your health and recovery. Your comfort and wellbeing are a priority and our focus is on providing you with the best possible care.

Health fund patients

It is essential that you contact your health fund prior to admission to confirm your eligibility, level of cover and liability for any excesses, co-payments or other out of pocket costs.

Wherever possible we also check with your health fund and provide a written estimate of your out of pocket expenses prior to admission. This estimate should be paid prior to or on admission.

At the conclusion of your hospitalisation, we will submit a claim to your health fund (on your behalf) to cover your hospital expenses. The fund will pay the hospital directly and you will only be requested to pay expenses not covered by your health fund. Should your health fund reject the claim for any reason, the hospital will seek payment in full from you.

Medicare may cover a portion of your doctor's fees and other related services but does not cover any of the hospital's fees. Radiology, Pathology, Allied Health and any specialist consultations during your admission are not included in the hospital account and are invoiced directly by the relevant provider.

During your admission, you may be prescribed medications. Some medications may not be covered by your health fund, including medications that you were taking prior to your admission.

Self-funded patients and non-resident patients

We will provide a written estimate of costs for all self-funded and non-resident patients. This must be paid prior to or upon admission.

Workers' compensation claims

Patients who are admitted as a result of a workers' compensation claim are required to provide written approval from the relevant insurance company on or prior to admission.

If approval has not been received prior to admission, we will provide an estimation of fees.

Note:

Those patients being admitted for orthopaedic surgery, cardiology or vascular interventions in the Cardiac Catheter Lab are likely to have a prosthesis implanted. Prosthetic items vary greatly in use and are expensive. It is essential you obtain accurate details from your admitting doctor on what prosthetic item/s they expect to use. These details should be recorded on page 3 of this booklet for future reference.

Veterans and war widow/ers

Department of Veterans' Affairs (DVA) gold card holders are fully covered for all inpatient hospital services. Please note only shared room accommodation is fully covered by DVA.

If you request and receive a single room, extra fees will be incurred and will be payable by you.

If we place you in a single room because no shared rooms are available then you will not be charged.

White card holders will have their eligibility for admission confirmed prior to admission. If eligibility is not accepted by DVA, we will enquire if you have health fund cover as an alternative.

Your accommodation preference

While most rooms at Joondalup Private Hospital are single, they are subject to availability and clinical priority and we cannot always guarantee single or shared rooms.

Please note some insurers may require you to pay a co-payment for single rooms and you will be charged for accommodation occupied.

Account enquiries and payments

Contact Hours

8.30am – 4.30pm WST
Monday - Friday (excluding public holidays)

Phone

(08) 9400 9632

Email

ar.jhc@ramsayhealth.com.au

Payments can be made by cash, cheque, EFTPOS, BPay, MasterCard and Visa only. Cheque payments on the day of admission can only be made by bank cheque.





Day and overnight booked patients

Initial Consultation

Your doctor will notify the hospital of the proposed date of your procedure/operation and inform you of your date and time of admission. They will also complete these details in this booklet. Your doctor will explain your procedure or operation and complete the consent form with you.

Pre-admission Service

You may be contacted by telephone prior to your date of admission by our perioperative nurse. A brief medical history will be taken and admission and discharge details will be discussed. Please take this opportunity to raise any concerns regarding your admission.

You may also be requested to attend an appointment at the Specialist Medical Assessment Clinic. At this appointment you will be seen by a nurse who will speak to you about your hospital stay, ensure your paperwork is complete, advise what to bring to hospital and address any concerns you may have.

In addition, you may be reviewed by an anaesthetist. Please bring any medications you are taking, including the doses, to show the anaesthetist.

Two days prior to admission, you will be contacted by the hospital with your scheduled admission date and time.

Fasting and medications

Please follow your doctor's instructions in relation to eating and drinking prior to your admission.

Fasting means nothing to eat or drink and no chewing gum for a specific time prior to your operation.

Please check with your doctor to see if you should continue to take your regular medications on the morning of admission. If you are taking aspirin or blood thinning medication, you will need instructions from your doctor.

For patients staying overnight, please bring all your regular medications (in their original containers) and any repeat scripts and/or special authority prescriptions. Your medication will be administered by nursing staff as ordered by your doctor. Any unused medication will be returned upon discharge.

In the interest of safety, please do not keep any medication in your possession.

Patient Identification

In order to ensure that you receive the correct treatment in hospital, please be aware that staff will ask you a series of questions to verify your identity and procedure to which you have consented. Please do not be alarmed as this is a safe practice and is in your best interest.

Infection prevention strategies

It's very important that patients and visitors clean their hands. When someone is unwell, it's easier for them to develop an infection from their own and others' germs and it could make them sicker and

take them longer to get well. Our hands may look clean but many germs are invisible to our eyes and we can unknowingly transmit germs to others.

Please clean your hands when you enter and leave the ward and also:

- after going to the toilet
- after blowing your nose
- before, during and after preparing and eating food
- when your hands look dirty.

Staff at Joondalup Private Hospital participate in the National Hand Hygiene Initiative. You will observe staff cleaning their hands before and after contact with you.

During your stay you may see our trained auditors observing compliance with this patient safety initiative. Please do not hesitate to ask staff if they have cleaned their hands.

Due to the spread of influenza within the community and to ensure the safety of our staff and other patients, please advise staff if you have a high temperature/fever with a sore throat or cough. We advise that you contact your doctor immediately if you are too unwell to undergo a procedure.

If you are having a surgical procedure, you may be requested to wash with an antibacterial soap or body wash containing Chlorhexidine on the morning of your admission. The soap is available at supermarkets and local pharmacies.

What to bring checklist

Please use the following checklist to ensure you remember to bring all the items you need:

- doctor's admission letter and any forms, notes or reports from your doctor
- any paperwork relating to your hospital stay not already returned to the hospital
- PATS forms for country patients if applicable
- Medicare card and health fund details if applicable
- pension health benefits card and pharmaceutical card if applicable
- any medications you are currently taking (in original containers)
- all relevant x-rays/scans or test results (to be returned to you prior to your discharge)
- any special equipment you may require e.g. CPAP for sleep apnoea
- toiletries
- night attire, if staying overnight
- shoes/slippers that fit you well with a non-slip sole
- reading material
- glasses and physical aids e.g. walking sticks, hearing aids, etc.
- comfortable clothes to go home in

Please note: Luggage should be kept to a maximum of one overnight bag. Please ensure that all belongings brought to the hospital are labelled with your name.

Valuables

Please do not bring any valuables or large amounts of cash to the hospital. Joondalup Private Hospital does not take any responsibility for personal belongings during your stay.

Day of admission

Please wear clean clothes that are comfortable and easy to remove and do not wear jewellery, make-up or nail varnish.

Please report to private reception, located on the ground floor of Joondalup Private Hospital, unless advised otherwise by the hospital.

Both day procedure and overnight stay patients will usually go to the Day Procedure Unit (although some patients may go to a ward) where your nursing admission will be completed. All necessary preparation will be attended to and you will be reviewed by the surgical team and anaesthetist prior to your operation.

Whilst every effort is made to ensure your surgery proceeds as scheduled, in some cases there may be a delay due to unforeseen circumstances. We will keep you informed of any delays and advise that you bring a book or magazine to read prior to your surgery.

Day procedure patients

Day procedure patients must be able to provide the nursing staff with the contact name and phone number of the adult person responsible for collecting you on discharge. It is very important that you have an adult to stay with you overnight.

Please note: visitors are not permitted in the Day Procedure Unit.

IMPORTANT:

You cannot drive for 24 hours following a general anaesthetic.

Dietary Requirements

This information can be given when making your booking, however on admission, please remind your nurse of any special dietary requirements.

Electrical Equipment

All electrical equipment including hairdryers, shavers, laptops, chargers, etc. must be checked and certified safe by the hospital's Engineering Department before use. Please ask the ward staff to arrange this for you.

Telephones and TV

If you are admitted to a ward, a bedside telephone may be available to you. To dial an external number, please dial '0' first, then dial the required number.

You may also be provided with a television with free to air and selected Foxtel channels, free of charge.

Telephones and televisions are not available in the Day Procedure Unit.

Coin operated public telephones are available in the main foyer of the public reception of Joondalup Health Campus.

Mobile Phones

As mobile phones may interfere with electronic medical equipment, we ask that you and your visitors keep their use to a minimum within the hospital.

WiFi

Free WiFi is available to overnight private patients for the first 72 hours following admission. For further information on WiFi, please ask your ward staff or contact private reception on (08) 9400 9916.

Newspapers

Newspapers are delivered to the wards every morning and are available free of charge to private patients.

Interpreter Service

Should you require the use of an interpreter during your stay with us, please ask the ward staff in your area. We will aim to provide this service where possible.

Pastoral Care

Our non-denominational Pastoral Care team is available 24 hours 7 days a week to provide support and comfort during your hospital stay. If you would like to arrange a visit from Pastoral Care, please ask a nurse or ward clerk on your ward during your stay or call (08) 9400 9458.

A Prayer and Reflection Room is also located on-site – ask your ward staff for details.

Boarders

If you have special needs that require a carer to stay with you overnight, please discuss this with ward staff. Other boarders, including infants, may only stay at the discretion of the ward manager. A fee may be charged.

Visiting Hours

Visiting hours are between 10.00am and 8.00pm though some wards encourage patients to rest between 1.00pm and 3.00pm. The maternity ward has a strict no visitors period between 12.00pm and 3.00pm.

We are not normally able to accommodate visitors in the Day Procedure Unit, however staff can provide an approximate time to collect you.

Falls Prevention

A combination of factors, including medication and tiredness may make you more susceptible to being unsteady on your feet and prone to slipping or falling. Take care when standing or moving about your room and ask a nurse if you need assistance.

Your Care

We are committed to being responsive to patient, carer and consumers' input and needs. If you or your carer have any concerns about your care, condition or general wellbeing while you are in hospital, we encourage you to speak with any member of staff.

At any time during your hospital stay, if you, your carer or relative notice that your condition has deteriorated, please call the nurse immediately. For urgent assistance, press the yellow 'Staff Assist' button at your bedside.

Smoke-free Site

Joondalup Private Hospital is a smoke free environment. Smoking is not permitted within the hospital building or anywhere on the hospital grounds.

If you experience severe difficulties with not being allowed to smoke while at Joondalup Private Hospital, please speak to your doctor.

If you would like assistance to quit smoking, please ask your ward staff.

Leaving the Hospital

If you stay overnight, please note that we ask you vacate your room by 10.00am so we can prepare for the next patient.

Please check with your nurse before leaving the ward to: collect any x-rays or medication; ask for a medical certificate; or confirm if you have any follow-up appointments. Please also ensure any cannulas have been removed from your arm. The hospital foyer is available for you to wait for your transport upon discharge.

Should there be any delay in discharge we may require you to wait in the Discharge Lounge which is located on the ground floor near the main public entrance to Joondalup Health Campus. Whilst in the Discharge Lounge, you will continue to be cared

for by nursing staff until your departure.

If you are a day patient and have undergone a procedure, the nursing staff can contact the person collecting you from hospital at your request.

If you have had general anaesthetic or sedation, you will not be allowed to drive.

In the first 24 hours after a general anaesthetic, please do not:

- drive a motor vehicle
- use any machinery or tools
- make important decisions e.g. signing a legal document
- drink alcohol
- do anything which requires a high level of alertness or coordination.

Pain and nausea

In the first 24 hours post procedure or surgery you may have some discomfort. As a result of the anaesthetic you may suffer from a sore throat, headache and general aches and pains. Take pain relief as recommended by your doctor.

You must have a responsible adult stay with you overnight.

Following an anaesthetic, some people can experience nausea, which may progress to vomiting. If this happens, take small frequent sips of water. Call your doctor if it does not resolve or you are concerned about it.

Do not take aspirin as a painkiller as this can cause increased bleeding at the site of the operation or irritation of the stomach. If you have excessive unrelieved pain, swelling, headaches or are generally concerned about your condition, please contact your doctor.

These instructions are only a general guide and are not a substitute for medical care.

Your recovery at home

Once you are over the acute phase of your surgery or illness, it is anticipated that you will continue your recovery at home. Before you come to hospital, you will need to consider how you will manage daily living activities such as:

- Meals
- Personal care
- Shopping
- Home care

You are welcome to contact us after you go home if you have any queries or concerns. Please contact your specialist (during standard business hours) or call (08) 9400 9999 and ask for the manager on the ward from which you were discharged. Alternatively, please contact your treating GP.

Your rights and responsibilities

Joondalup Private Hospital respects your individual rights and recognises your role in making decisions about your health care.

Access

A right to health care.

You have a fundamental right to adequate and timely health care. You can contribute to this process by meeting your appointments and telling the hospital when you cannot.

Safety

A right to safe and high quality care.

If you are unsure about what is happening to you

or if you think something has been missed in your care, alert your health care provider. Let your provider know any circumstances that might make your health care riskier.

Respect

A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your health care provider of any changes in your circumstances.

Respect also includes being mindful of health care staff and other patients.

Communication

A right to be informed about services, treatment, options and costs in a clear and open way.

Health care providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

Participation

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you feel more comfortable and sure.

Privacy

A right to privacy and confidentiality of your personal information.

You are able to apply for a copy of your records under the Privacy Act.

In some situations your health information will need to be shared between health care providers.

You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed.

Health care providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved, please let staff know.

The procedures used by the hospital to comment about your care should be made available to you. You can provide verbal or written comments about the procedures and your experiences.

A guide for patients, consumers, carers and families

For more information on the charter and how you can contribute to achieving health care rights, visit www.safetyandquality.gov.au

Feedback

We welcome compliments and feedback relating to your stay with us.

You may be invited to provide us with feedback on your patient experience during your stay. Alternatively you can submit feedback to us verbally or via our website.

Consumer Liaison Service.

If you have any concerns about your care please speak to your caregiver or ask to speak to the Nurse Manager of the ward. Most issues are easily resolved whilst you are still in hospital. If you are not satisfied with the response, please contact our Consumer Liaison Service on (08) 9400 9672, Monday - Friday, 9.00am - 4.00pm.

Privacy Policy

Ramsay Health Care and Joondalup Private Hospital are bound by the Australian Privacy Principles under the *Privacy Act 1988 (Cth)* and other relevant laws about how private health service providers handle personal information.

We are committed to complying with all applicable privacy laws which govern 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. For further information or to receive a copy of our full Privacy Policy, please ask a staff member or visit the 'For Patients' section of our website www.joondalupprivatehospital.com.au.

You can also write to our Privacy Officer to request more information.

Ramsay Health Care will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay Health Care may collect, use or disclose personal information:

- for use by a multidisciplinary treating team;
- to liaise with health professionals, Medicare or your health fund;
- in an emergency where your life is at risk and you cannot consent;

- to manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- for the education of health care workers;
- to maintain medical records as required under our policies and by law; or
- for other purposes required or permitted by law.

Personal information may be shared between Ramsay Health Care facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may contact you seeking feedback about your experience with Ramsay Health Care.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services, we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with Ramsay Health Care to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay Health Care will usually collect your personal information directly from you, but sometimes may need to collect it from someone else (for example, a relative or another health service provider). We will only do this if you have consented or where your life is at risk and we need to provide emergency treatment.

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- you have consented;
- the use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- we have told you that we will disclose your personal information to other organisations or persons; or
- we are permitted or required to do so by law.

You have the right to access copies of your personal information from your Health Record. A copy of your Health Record needs to be requested via a formal application process. Please contact our Privacy Officer on (08) 9400 9612 for the application forms, and any guidance required on accessing your personal information.

Forms and information are also available on our website at www.joondalupprivatehospital.com.au

Getting Here

Parking

Joondalup Private Hospital is located on-site at Joondalup Health Campus, on the corner of Shenton Avenue and Grand Boulevard in Joondalup. On-site parking for Joondalup Private Hospital is available in P12 (directly in front of the Joondalup Private Hospital main entrance) or in P9 (accessible via Lakeside Drive).

Public Transport

A CAT bus route services the hospital running from the Joondalup Train Station to the hospital on a 15 minute frequency, Monday to Friday (excluding public holidays).

It is a short walk to the entrance of the hospital from the Shenton Avenue CAT stop.

Please see our website for more information www.joondalupprivatehospital.com.au

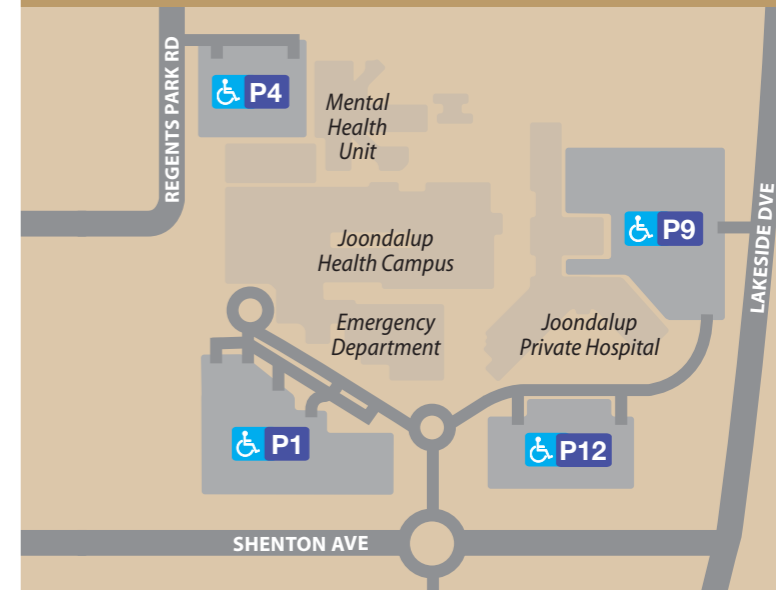
Major bus routes also service the area surrounding the hospital. Transperth can be contacted on 13 22 13 or visit www.transperth.com.au for timetable information.

A taxi phone is available in the main public foyer of Joondalup Health Campus. You may also ask reception staff to call on your behalf.

Special Transport

Some veteran patients may be eligible to have transport arranged for them through the Department of Veterans' Affairs. The Department can be contacted on 13 32 54 for further information.

Parking Map



Campus Map

- Public Parking
- Staff Parking
- Accessible Parking
- Corridors (ground floor only)
- Building Entry
- Lifts



After Hours GP	Ground Floor	O	High Dependency Unit	1st Floor	F	Pharmacy	Ground Floor	O	Public Obstetrics	2nd Floor	C
Antenatal Clinic	Ground Floor	O	Intensive Care Unit	1st Floor	F	Physiotherapy	Ground Floor	A	Public Orthopaedics	2nd Floor	L
Café	Ground Floor	O	Joondalup Private Hospital		H	Private Conference Room	2nd Floor	H	Public Reception	Ground Floor	A
Clinical School		I	Medical Imaging (Perth Radiological Clinic)		B	Private General Medical and Aged Care	4th Floor	H	Public Rehabilitation	Ground Floor	L
Community Health Building		V	Mental Health Unit		M	Private Obstetrics and Birth Suites	1st Floor	H	Public Surgical	1st Floor	L
Coronary Care Unit	1st Floor	F	Occupational Therapy	Ground Floor	A	Private Reception	Ground Floor	H	Renal Dialysis	3rd Floor	C
Day Procedures Unit	1st Floor	D	Oncology & Haematology	Ground Floor	O	Private Rehabilitation	Ground Floor	D	Special Care Nursery	2nd Floor	C
Day Therapy Services	Ground Floor	A	OT Hand Therapy	Ground Floor	F	Private Rehabilitation	Ground Floor	H	Specialist Medical Assessment Clinic		K
Dental Health Clinic		U	Paediatrics	3rd Floor	C	Private Surgical	2nd/3rd Floor	H	Specialist Medical Centre (East)		G
Dietetics	Ground Floor	F	Pastoral Care/Prayer Room	Ground Floor	F	Public Birth Suites	2nd Floor	A	Specialist Medical Centre (West)		O
Discharge Lounge	Ground Floor	A	Pathology (Western Diagnostic Pathology)		G	Medical Admissions Unit / Public Medical	1st Floor	C	Speech Pathology	Ground Floor	F
Emergency Department		E	Patient Hire Equipment	Ground Floor	F	Public Medical	1st Floor	A	St John Ambulance Depot		Y
Endoscopy Unit	1st Floor	D							Wanneroo Wing		L
Florist	Ground Floor	O									

Getting Around

Private Reception

Reception is located on the ground floor of Joondalup Private Hospital, marked as block 'H' on the campus map. Parking can be found in either P12 at the front of the hospital (turn right at the roundabout as you enter Joondalup Health Campus) or in P9 at the back of the hospital.

Specialist Medical Assessment Clinic (SMAC)

The SMAC is located on the corner of Regents Park Road and Grand Boulevard, Joondalup, marked as block 'K' on the campus map. Access is from the rear on Hampton Court. Parking can be found directly outside the building on Hampton Court, or in P4 off Regents Park Road.

Day Procedure Unit / Endoscopy Unit

The Day Procedure Unit (DPU) / Endoscopy Unit is located on level 1, D block at Joondalup Health Campus. To find the DPU / Endoscopy Unit, take the lifts located in the main public hospital foyer (located at A block on the campus map) to level 1, turn left when you exit the lifts, then turn left again before taking the first corridor on your right. The DPU / Endoscopy Unit reception can be found behind the first glass door on your left.

Patient Equipment Hire

Patient Equipment Hire is on the ground floor, at F block on the campus map. Short term parking for pick-up and drop-off only is available in P11 which can be accessed by turning left at the roundabout as you enter Joondalup Health Campus, then first right into the Emergency Department car park. Follow the car park around to the left. The entry can be found through the corridor that connects Joondalup Private Hospital with the main hospital building.

Discharge Lounge

The Discharge Lounge is on the ground floor next to the main public hospital foyer. This is located at A block on the campus map.

Joondalup Private Hospital

Cnr Lakeside Dve & Shenton Ave
Joondalup WA 6027

Telephone: 08 9400 9999

Facsimile: 08 9400 9054

www.joondalupprivatehospital.com.au

LOCATED ON-SITE AT

JOONDALUP
HEALTH CAMPUS

People caring for people



JOONDALUP
PRIVATE HOSPITAL