

*Rehabilitation*

**STV**

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*St George's and St Vincent's*

Information for patients

St Vincent's has three Rehabilitation Units:

- Level 3, Bolte Wing  
St Vincent's Fitzroy
- Level 9, Main Hospital  
St Vincent's Fitzroy
- Level 1, St George's  
Kew

The Rehabilitation Units provide specialist rehabilitation programs for a variety of disorders including:

- Neurological conditions such as stroke, multiple sclerosis and Parkinson's disease
- Musculoskeletal conditions such as fractures, joint replacements and arthritis
- Amputation (Fitzroy only)

During your stay you will be working with a rehabilitation team made up of specialist staff including:

- doctors
- nurses
- physiotherapist
- occupational therapist
- social worker

- speech pathologist
- dietitian
- pharmacist
- prosthetist (Fitzroy only)

Our support staff includes:

- patient service clerk (PSC)
- support service associates (SSA)

Other staff members who may be involved in your program include:

- diabetic educator
- podiatrist
- neuropsychologist
- psychiatrist
- stomal therapist (Fitzroy only)

### ***What happens in rehabilitation?***

Our aim is to work with you to develop a rehabilitation program that helps you to gain as much independence as possible.

Your rehabilitation team will work with you to assess your needs and design a specific program based on your rehabilitation goals.

Your rehabilitation program will generally commence on the first working day after admission. You will be provided with a weekly timetable to assist you in planning your day-to-day routine. The therapy staff meet regularly to ensure your rehabilitation program is closely monitored and coordinated for the best possible result.

You may request to speak with the team or individual members at any time. During your stay, you and your family/carer may be invited to attend a meeting with the team to discuss your goals, progress and discharge plans, and any other matters that you may wish to raise.

Discharge from the ward is carefully planned and you will be given a discharge date well in advance of your actual day of discharge.

Discharge from the inpatient ward does not necessarily mean the end of your rehabilitation. You may require ongoing outpatient therapy. This will be discussed and organised with you.

## ***Rehabilitation routine***

On the day of your admission you will be seen by specialist staff including doctors, nurses and therapists.

During the first week of admission a staff member will be allocated to be your 'key person'. The key person is responsible for coordinating and communicating information to you about your rehabilitation goals, discharge date and any follow-up or community-based therapy.

We encourage patients to wear comfortable casual clothes and shoes as it makes it easier to participate in a rehabilitation program.

A rehabilitation program, detailing your therapy sessions and other activities including ward round times and home visits, will be timetabled for you by the treating team. You will be given a copy of your weekly rehabilitation timetable at the beginning of each week.

Generally, you will be transported to and from your therapy sessions. Some sessions are held in the gym, the therapy kitchen or at the bedside. There is weekend therapy at St George's.

A member of the senior medical staff will see you at least once a week. The doctors who work every day in the unit will visit most weekdays and are available for any medical issues that may arise. If you need a doctor on the weekend, in the evening, overnight or on public holidays, one of the doctors from the hospital will see you.

During your stay, your program may include participation in a breakfast or lunch group. This activity allows you to select and prepare your own breakfast or lunch in the kitchen.

### ***Useful information about the rehabilitation units***

#### ***What to bring***

It is recommended that you bring the following items with you on admission:

- Rubber-soled shoes or runners
- Three to four changes of clothing (tracksuits, shorts, t-shirts, loose shirts, blouse or other clothing suitable for exercise)
- Socks and underwear
- Warm jumper or cardigan
- Bathers, if hydrotherapy is planned
- Night attire and slippers
- Toiletries, electric shaver, hairdryer
- Any other personal items you may need such as books, magazines, cards, games etc.

***Please clearly label all items.***

## ***Electrical equipment***

All personal electrical equipment must be checked and tagged by the hospital before use. Please ask your nurse to arrange this for you.

## ***Valuables***

Please limit the amount of cash, valuables and personal use items that you bring to hospital as St Vincent's does not accept any responsibility for these items. Ask your relatives to take any valuable or nonessential items home. Labelling of any clothing or personal use items brought into hospital is highly recommended.

## ***Room changes***

Because of the constant demand for hospital beds, it is sometimes necessary to rearrange beds in the units. If you are asked to change rooms during your stay we request your understanding and cooperation.

## ***Visiting hours***

Visiting hours are from 10.00am until 8.00pm daily. While we encourage

visitors, please note that your therapy sessions are your priority.

## ***Parking***

There is visitor parking at the rear of the St George's grounds. There is short-term parking directly in front of the hospital off Cotham Road for discharge, drop off or pick up.

At St Vincent's Fitzroy there is metered parking on the streets surrounding the hospital. Parking fines are common so please remember to return to your car in time. St Vincent's Fitzroy underground and multi-level car parks are accessed by turning left into Fitzroy Street, off Victoria Parade. The Museum car park can be accessed from Nicholson Street.

For discharge, drop off or pick up there is short-term parking in the Bolte Wing driveway and at the front of the Bolte Wing on Nicholson Street.

See the maps on the last pages of this booklet.

### ***Mealtimes***

Breakfast – 8.00am

Morning tea – 10.00am

Lunch – 12.00 midday

Afternoon tea – 2.00pm

Dinner – 5.00 to 6.00pm

Supper – 7.00pm

Breakfast group is from 8.00 to 9.00am

Lunch group is from 11.30am to 12.30pm

### ***Food***

No responsibility can be taken for food or drink prepared outside the hospital. If food or drink is brought into the hospital please check with staff about its suitability and storage or if there are restrictions with your food or drink.

It is important to note that under legislation, prepared food brought in can only be kept for 24 hours and must then be disposed of. For further information please refer to the *Can I bring food for patients and residents?* brochure.

### ***Telephones and televisions***

There is a telephone and television at each patient's bed at St George's. There is also a television located in the patient lounge at both hospitals.

At St Vincent's Fitzroy the television and telephone system, VinTel, operates on a prepaid system. There is a telephone and television at each patient's bed. You can choose to have a direct dial-in telephone number so that family and friends can ring you. You may also choose access to free-to-air TV stations and a selection of pay TV stations. Please ask the nurse for a brochure on how to arrange this.

Mobile phones are permitted, however we take no responsibility for the security of your mobile phone. It is recommended that you keep it with you at all times.

### ***Hairdresser***

Please ask your nurse if you wish to have an appointment with the hairdresser.

## ***Laundry facilities***

Please arrange for your washing to be taken home for laundering. For emergency situations there is a washing machine and dryer available at St Vincent's Fitzroy only. If you would like to use these, please ask your nurse.

## ***Volunteers***

St Vincent's has a vibrant volunteer program and volunteers are available to assist patients in numerous ways.

## ***Pastoral care***

We have a dedicated team of pastoral care workers who are available at your request. Please tell your nurse if you require this service. Prayer service times and places at St Vincent's Fitzroy are:

- Monday, Tuesday and Wednesday at 12.00 midday in the Healy Wing Chapel
- Thursday, Friday, Saturday at 11.00am in the St Vincent's Private Chapel
- Sunday 11.00am in the Healy Wing Chapel

## ***Your medical record***

Your medical record remains the property of the hospital. However, in accordance with freedom of information legislation, you can have access to your records by asking the medical staff who are looking after you. They will organise a time to sit down and read through the information with you.

Copies of the information in your medical record can be obtained by applying through the Freedom of Information Officer who is located in Health Information Services. An administration and copying fee is charged.

You can apply by ringing (03) 9816 0526 for St George's or (03) 9288 2775 for St Vincent's and asking for the Freedom of Information Officer.

## ***Complaints***

The St Vincent's Patient Liaison Officers are available to assist you to resolve any matters or concerns about the care you have experienced during your stay.

If you have a complaint please speak directly to a member of staff or request to see the ward or department manager. If the staff member or manager is unable to address your complaint satisfactorily, St Vincent's provides a Patient Liaison service to assist patients and relatives with complaints.

The St George's Patient Liaison Officer can be contacted on (03) 9816 0444 and the St Vincent's Patient Liaison Officer can be contacted on (03) 9288 3108. Both services operate Monday to Friday between 8.00am and 3.30pm.

For further information please refer to the *Complaints, compliments or suggestions* brochure.

## ***Discharge planning***

In planning for your discharge the following are addressed:

### ***Home assessment***

The occupational therapist may need to take you to your home or other discharge destination to assess what environmental and social supports may be required. Recommendations will be given about the aids and equipment you may need.

### ***Day or overnight leave (trial leave)***

Staff may request you spend a period of time at home prior to your discharge. This is called trial leave. Trial leave allows for issues or problems to be identified and corrected prior to your final discharge date.

### ***Community supports***

The rehabilitation staff, and in particular your social worker, will work closely with you to ensure you have the best possible community supports available after discharge. A member of the nursing team will also arrange home nursing if this is required.



## ***Follow-up therapy***

If required the rehabilitation team will plan a follow-up rehabilitation program with you prior to discharge, and make the necessary arrangements. Options include outpatient therapy at St Vincent's or a local Community Rehabilitation Centre, or a home-based therapy program.

## ***Discharge day***

You and your family will be expected to organise transport from the hospital to your discharge destination.

- Discharge time is 10.00am and you may need to vacate your room by 9.00am.
- A letter will be sent directly to your local doctor and other specialists involved in your care. This will include a summary of your hospital treatment, discharge arrangements and a list of your current medication.
- You will receive a Patient Information Discharge Letter,

which outlines the services you will receive after discharge: nursing, community supports, follow-up rehabilitation, equipment provided, outpatient medical appointments and any other relevant information.

- A Pharmaceutical Benefit Scheme (PBS) supply of discharge medication will be prescribed and dispensed. You will be asked to pay for this medication on discharge. The pharmacist will discuss your medications and their cost with you.

## ***Feedback***

We are always looking for ways to improve. If you have any concerns or suggestions please ask the ward or department manager.

After you have been discharged from hospital you may be contacted by the Victorian Patient Satisfaction Monitor (VPSM) and asked to provide feedback on your hospital stay. This survey is confidential and is undertaken on behalf of the Victorian Department

of Health. We encourage you to complete this survey as the feedback helps us improve our services.

If you do complete the survey it is important that you only provide feedback on your stay in the rehabilitation unit.

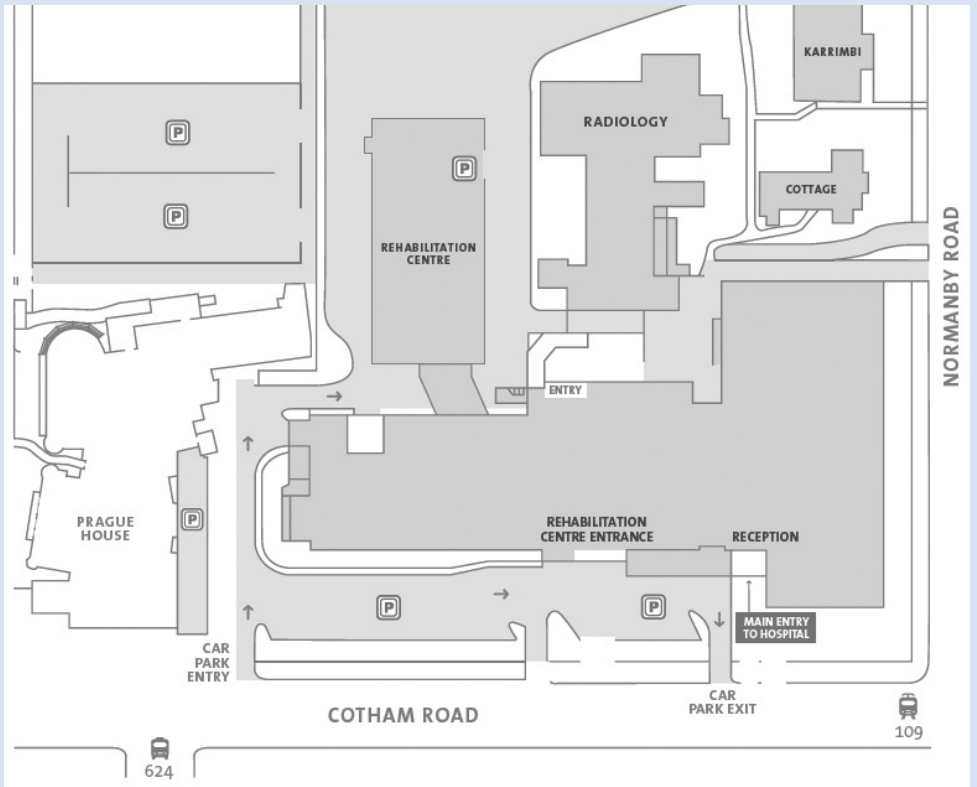
### ***St Vincent's Foundation***

Your support is very much appreciated by the staff and patients of St Vincent's.

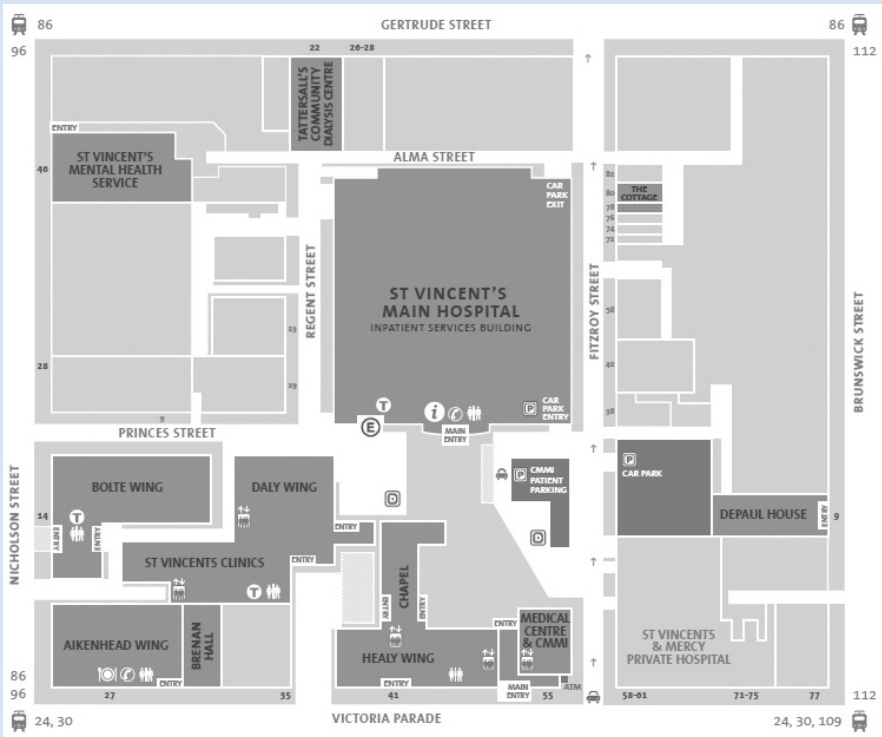
For further information about helping us, please contact St Vincent's Foundation on (03) 9288 3365.

St Vincent's respects the privacy of all current and prospective supporters. If you do not wish to receive mail from St Vincent's Foundation, please call (03) 9288 3365 or fill in the coupon in the St Vincent's *Privacy* brochure, available from the reception desk.

# Rehabilitation



St George's  
Level 1, 283 Cotham Road Kew



## St Vincent's Fitzroy Level 3, Bolte Wing and Level 9, Main Hospital

Aug 2011

### Mission

*Our health service is based on and driven by our quest for:  
Compassion – Justice – Human Dignity – Excellence – Unity*