

WELCOME TO ST VINCENT'S HOSPITAL MELBOURNE

Καλωσήρθατε Welcome 欢迎 *Benvenuta chào đón أهلاً وسهلاً بكم*

It is our pleasure to welcome you into our care. For over 100 years, the staff and volunteers at St Vincent's have been committed to providing the highest standards of health care for our patients and residents.

Our focus is to provide the best patient care and to deliver the best patient outcomes. We are committed to our values of compassion, justice, integrity and excellence.

We hope that our Welcome to St Vincent's Hospital Melbourne guide provides you with important information before, during and after you are in our care.

We encourage you to be actively involved with your own health care and to always ask questions. Please tell us if you need more information and support at any time. Your safety, comfort and wellbeing are important to us.

Yours sincerely,

The team at St Vincent's



HOW CAN I SUPPORT ST VINCENT'S?

The Foundation

The Foundation raises funds to support the vital work of St Vincent's Hospital Melbourne, one of Victoria's most respected public health care providers. We rely on the financial contributions of our patients, donors, corporates and charitable trusts, who appreciate the value this unique hospital provides for the Victorian community.

These funds help purchase new medical and surgical equipment, drive innovation and research, improve patient health care and educate our new generation of clinicians.

Every donation counts to provide the best possible patient care and we are grateful for the contributions of our donors.

Donors have the option of asking that their gift support a particular service, department or Care centre of the hospital.

A world first for Neuroscience

Our donors' generously supported our world first research trial to help revolutionise the way we treat neurological diseases. Thanks to their generosity, our passionate St Vincent's neurologists were able to develop a pump that delivers epilepsy drugs directly from the stomach to the brain.

At the age of 27, Natalie - one of our patients, was suffering from the debilitating condition epilepsy, where she was having eight seizures a day. She was finding herself a prisoner in her own home as it was too unsafe to be outside where she could have a seizure. She courageously agreed to take part in the trial of the pump - a world first. This has transformed her life with Natalie's seizures being reduced from eight a day to one a week and she now has her independence back.

The generosity of our donors helps us undertake these trials and they also inspire us to continue to do all we can every day to help change our patients' lives.



A-Z OF USEFUL SERVICES AND FACILITIES ON SITE CONT.

WiFi

There is free wireless internet access available via the hospital network at St Vincent's in Café Vincent (Building E), as well as at Caritas Christi and St George's Health Service. The Username is STV_Guest and no password is required.

Your say

As part of St Vincent's continuous improvement across the organisation, you may be contacted by phone or email when you return home to take part in a survey. Satisfaction surveys help us to find out what we are doing well and how we can improve to better meet your needs.



Do you need an interpreter?

St Vincent's services a diverse community, with almost half of our patients born in a country other than Australia.

We provide a free, confidential interpreting service. If you require an interpreter, please ask your doctor or nurse to organise one for you.



هل أنت بحاجة إلى مترجم؟
تقدم المستشفى خدمة ترجمة مجانية وسرية. الرجاء الطلب من طبيبك أو الممرضة لترتيب مترجم لاجلك.

您需要傳譯員嗎？
本醫院提供免費而保密的傳譯服務。
請要求您的醫生或護士為您安排傳譯員。

ΧΡΕΙΑΖΕΣΤΕ ΔΙΕΡΜΗΝΕΑ;

Το νοσοκομείο παρέχει δωρεάν, εμπιστευτική υπηρεσία διερμηνείας. Παρακαλείστε να ζητήστε από το γιατρό ή νοσοκόμο σας να κανονίσει διερμηνέα για σας.

HA BISOGNO DI UN INTERPRETE?

L'ospedale offre un servizio interpreti gratuito e confidenziale. Chieda al Suo medico o alla Sua infermiera di organizzarLe un interprete.

¿NECESITA UN INTÉRPRETE?

El hospital le ofrece un servicio de intérpretes gratuito y confidencial. Por favor, solicite a su médico o enfermera que lo organice.

TREBA LI VAM TUMAČ?

Bolnica pruža besplatnu i povjerljivu službu tumača. Molimo vas, upitajte vašeg liječnika ili medicinsku sestru da vam to organiziraju.

ДА ЛИ ВАМ ТРЕБА ПРЕВОДИЛАЦ?

Болница пружа бесплатне, поверљиве услуге преводајца. Замолите свог лекара или медицинску сестру да вам обезбеде преводајца.

MA U VAHAN TAHAY TURJUMAAN?

Isbitaaliku wuxuu bixiyaa adeeg turjumaan oo lacag la'aan ah, qarsoodina ah. Fadlan weydii dhaqtaarkaaga ama kalkaaliyahaaga inay turjumaan kuu ballamiyaan.

TERCÜMANA İHTİYACINIZ VAR MI?

Hastanemiz ücretsiz ve gizlilik ilkesine bağlı tercümanlık hizmeti sunmaktadır. Doktorunuz veya hemşirenizden size bir tercüman temin etmelerini rica ediniz.

QUÍ VI CÓ CẦN THÔNG NGÔN VIÊN KHÔNG?

Bệnh viện cung cấp dịch vụ thông ngôn miễn phí và kín đáo. Xin yêu cầu bác sĩ hay y tá sắp xếp thông ngôn viên cho quý vị.

TABLE OF CONTENTS

ABOUT US

- 06 Our vision
- 06 Our mission
- 06 Our values

HOW TO GET TO OUR CAMPUSES

- 07 St Vincent's Hospital Melbourne, Fitzroy
- 08 St George's Health Service, Kew
- 09 Caritas Christi Hospice, Kew

HELP FOR THOSE WITH INDIVIDUAL NEEDS

- 10 Aboriginal and Torres Strait Islander People
- 10 Deaf and hard of hearing
- 10 Smoking

ATTENDING ONE OF OUR SPECIALIST CLINICS

- 11 How long will my appointment take?
- 11 Tests
- 11 Clinic opening times

COMING TO HOSPITAL

- 12 Admission
- 12 Pre-admission
- 12 What should I bring to hospital?
- 13 Where should I go when I arrive?
- 13 How long will I stay in hospital?
- 13 Room types
- 14 MediHotel
- 14 Your personal items

INFORMATION FOR VISITORS

- 15 Patient enquiries
- 15 Visiting and visiting hours

GOING HOME

- 16 Discharge 10am
- 16 Discharge lounge
- 16 Do you have a local family doctor or General Practitioner (GP)?
- 17 Medication
- 17 Patient aids and appliances
- 17 Caring for you when you are home
- 17 Need extra help?

MAP

- 18 Campus Map - Fitzroy

Volunteers

We are fortunate to have about 300 volunteers who give their time across 70 departments. Our volunteers take part in many tasks at the hospital. They always wear an identification badge and a St Vincent's volunteers' vest.

Volunteer Services runs a number of programs using a wide variety of talents and ages.

Our programs include:

- Pet Therapy Program
- Music Program
- Art Program
- Friendly Visitor Program
- Activities Programs e.g. GEM Reminiscence Group
- Gardening Programs
- Angel/Forget Me Not Program – for patients who are a high falls risk, needing meals assistance or would benefit from divisional therapy.

Bus Drivers for outings:

- Palliative Care Program: Caritas Christ
- Reading Program: Port Phillip Prison
- Broadband for Seniors: Prague & Cambridge Houses
- Life Stories: Caritas Christi Hospice Kew & St George's Hospital

- Comfort Cooking Program: Caritas Christi Hospice, Kew
- Supported Conversations: Speech Therapy Program
- Student Program: Friendly visitors

All of our volunteers are fully trained by professional St Vincent's staff and enjoy being part of the St Vincent's family sharing in celebrations, events and on-going training opportunities.

For information regarding volunteering opportunities, please contact the Volunteer Services Department by emailing:

STV.VOLUNTEERS@svha.org.au



A-Z OF USEFUL SERVICES AND FACILITIES ON SITE CONT.

Security

St Vincent's Hospital has security officers on site 24 hours a day to help look after our patients, visitors and staff. Ask your Care team if you need to contact this service.

Television

Our televisions are free to air. Individual patient televisions are available beside each bed. Please have the volume as low as possible and wear headphones when sharing a room to avoid disturbing others.

Students

We are a university teaching hospital for clinical students training in medicine, nursing, allied health and other healthcare disciplines. We appreciate your help in letting students see you as part of their clinical training. If you do not wish to take part, please let us know.

Vending machines

Vending machines are at several locations with a range of drinks and snacks available. They are in the Main Hospital in the foyer of the Emergency Department, in the Day Procedures Unit (Level 1), Building E - Ground floor, St George's Health Service lower ground floor and Caritas Christi in the cafe area.

FINANCIAL INFORMATION

- 20 Payments
- 20 No Medicare card
- 21 Transport Accident Commission (TAC)
- 21 WorkSafe Victoria
- 21 Department of Veteran Affairs
- 21 Using your own health insurance
- 21 Further information

- 27 Accommodation for relatives

- 27 Alcohol
- 27 Allergies
- 27 Art Gallery
- 28 Cafes and shops
- 28 Electrical appliances
- 28 Emergency Department
- 28 Laundry
- 29 Mail
- 29 Meals
- 30 Medical records
- 30 Mobile phones
- 30 Newspapers and magazines
- 30 Pastoral Care
- 31 Public toilets
- 31 Religious services, chapel and quiet room
- 31 Research at St Vincent's
- 32 Security
- 32 Students
- 32 Television
- 32 Vending machines
- 33 Volunteers
- 34 WiFi
- 34 Your say

BE INVOLVED WITH YOUR HEALTH CARE

- 22 Correct identification is crucial
- 22 Tell us about your health
- 22 Know who is caring for you
- 22 Medication
- 23 Falls are the leading cause of hospital injury
- 24 Keeping you infection free
- 25 Stop pressure injuries
- 25 Blood clots
- 25 How to give feedback

YOUR RIGHTS AND RESPONSIBILITIES

- 26 What you can expect from our services

A-Z OF USEFUL SERVICES AND FACILITIES ON SITE

- 27 Aboriginal Health Unit
- 27 Aboriginal Hospital Liaison Officers

HOW CAN I SUPPORT ST VINCENT'S

- 35 The Foundation
- 35 A world first for Neuroscience



ABOUT US

St Vincent's Hospital Melbourne is a private not-for profit provider of public health services. We are part of the St Vincent's Health Australia group of companies and one of the Mary Aikenhead Ministries.

We have 16 sites across Melbourne. This includes a major teaching, research and tertiary referral centre situated in Fitzroy, sub-acute care at St George's Health Service and palliative care at Caritas Christi Hospice.

We also support the community with cancer services, correctional health, mental health services, pathology collection centres, general practice services, dialysis satellite centres and a range of community and outreach services.

Our vision

To lead transformation in health care inspired by the healing ministry of Jesus.

Our mission

As a Catholic health and aged care service, our mission is to bring God's love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.

We draw on the talents of our people and collaborate with others who share our vision and values to continue the pioneering spirit of Mary Aikenhead and the Sisters of Charity. We are committed to providing compassionate and innovative care, enabling hope for those we serve.

Our values

Our values of compassion, integrity, justice and excellence underpin all we do and are demonstrated through our everyday actions, giving our mission life.

You can contact Pastoral Services by calling (03) 9231 3716 or asking a staff member to arrange a visit. Our Pastoral Care team members are available Monday to Saturday from 9am to 5pm.

Public toilets

We ask that visitors use our public toilets and not the patient toilets. Public toilets in the Main Hospital are in the foyers of each Care Centre next to the lifts and in the Emergency Department in the corridor area.

The disabled toilets at the Fitzroy campus are located in Buildings A-F on each of the ground floors, with Building C (Healy Wing) having another disabled toilet on level 2.

Religious services, chapel and quite room

Our Hospital Chapel provides a quiet place for reflection, prayer and rituals. Everyone is welcome. Mass is celebrated Sunday to Wednesday in the St Vincent's Chapel, Healy Wing, Building C and Thursday to Saturday in St Vincent's Private Hospital. Mass takes place at Caritas Christi, Kew each Wednesday and Sunday, and St Georges on every second Wednesday of the month.

The Quite Room is located on the ground floor of the St Vincent's Main Hospital, Building A, for spiritual and religious practices. Free mindfulness meditation sessions are available Monday to Friday from 12:30pm for 15 minutes.

Research at St Vincent's

Our research arm at St Vincent's has the capabilities and clinical expertise to deliver life changing opportunities for many of our patients. Our staff are often involved in research studies for new treatments, or to look at ways to improve treatments and care.

During your stay, you may be asked to join a research study. A full explanation will be given to you so you can decide whether or not you would like to take part. Your support for research at St Vincent's is appreciated.



A-Z OF USEFUL SERVICES AND FACILITIES ON SITE CONT.

Medical Records

Your medical record remains the property of the hospital. The Health Records Act states that you can access your record by asking the Care team who are looking after you. They will organize a time to sit down and read through the information with you. You can ask for help from the Patient Representative Officer on (03) 9231 3108.

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 application and copying fee may be charged. You can apply by calling (03) 9231 2775 and asking for the Freedom of Information Officer.

Mobile Phones

For the comfort of patients, staff, and visitors, mobile phones are used mainly in waiting rooms and visitor lounges. When mobiles phones are used in a Care Centre, the ring tones and conversation should be kept to a low volume.

Mobile phones should not be used in some areas including Intensive Care Unit (ICU). You may be asked to turn your mobile phone off so that it does not interfere with the operation of medical equipment or disturb others.

Newspapers and magazines

Magazines and newspapers can be bought from the Green Shop located on the ground floor of the Main Hospital near the entrance. There is also a newsagency in Building C. See the map on page 18.

Pastoral Care

Our St Vincent's Pastoral Services team are there to offer you emotional and spiritual support no matter what your practices and beliefs. They are sensitive to all religious, non-religious and cultural traditions. Chaplains from many denominations visit our hospital regularly and Sacramental Ministry is available on request. The team care through attentive and reflective listening and can help you access the spiritual resources and needs specific to you.



HOW TO GET TO OUR CAMPUSES

St Vincent's Hospital Melbourne is located in Fitzroy. We also have two other major campuses being St George's Health Service and Caritas Christi Hospice which are both located in Kew.

St Vincent's Hospital Melbourne, Fitzroy

Our St Vincent's Hospital Melbourne campus is bordered by Victoria Parade, Nicholson Street, Fitzroy Street and Gertrude Street in Fitzroy. The entry to the Main Hospital (Building A) is located next to the Emergency Department and faces our courtyard. A map of the Fitzroy campus can be found on page 18.

We have a Main Reception where our receptionist can assist you with any queries. The reception is open from 7am-8pm on weekdays (Monday to Friday). It is open from 8am-8pm on Saturday and Sunday and public holidays.

Our concierge service is available inside Building B to help you with any queries and give directions. This service is staffed by St Vincent's volunteers.

Parking

Our St Vincent's Hospital Melbourne underground car park is located under Building A. You can enter the carpark from Fitzroy Street, off Victoria Parade. A lift from the underground car park goes directly up to the foyer of the Main Hospital.

The St Vincent's Hospital Melbourne multistory car park is located immediately behind St Vincent's Private Hospital. You can enter the carpark from Fitzroy Street, off Victoria Parade. There is a lift but you will need to cross Fitzroy Street to get to the Main Hospital (Building A).

There are six disabled parking spaces in the St Vincent's Hospital Melbourne underground car park and two disabled parking spaces on ground level. There are three low mobility parking spaces on level 1A in the St Vincent's Hospital Melbourne multistory car park. Parking fees are charged per hour. There is a maximum daily charge. You can pay parking fees by cash or card.

There are also disabled parking spaces available in Princes Street, Regent Street, Fitzroy Street and Nicholson street.

You can get a disabled parking permit from your local council. Forms can be found on your local council website or at their offices their websites. You will need your General Practitioner (GP) to sign the form.

HOW TO GET TO OUR CAMPUSES CONT.

Patient drop off

There is a 15 minute zone in Fitzroy Street for patient drop off and pick up. There is also a drop off zone outside the front of Building A next to the Main Hospital entrance.

Meter parking spaces are also available in the streets near the hospital. Council parking officers are always in the area. Please note the signed parking restrictions and clearly display Disabled Parking Permits to avoid a fine.

Public transport

The Fitzroy campus is less than a ten minute walk from Parliament Station. Trams and buses also travel frequently along Victoria Parade, Nicholson Street and Brunswick Street. St Vincent's Plaza is a major interchange of the Melbourne tram network on Victoria Parade. It is a five minute walk to the Main Hospital. Visit www.ptv.vic.gov.au for more details.

Taxis

Taxi phones (free call) are located in the foyers of the Emergency Department, St Vincent's Clinics and the Bolte Wing on Nicholson Street. There is also a taxi phone at the front desk of the Main Hospital. There is a taxi rank at the front of the Main Hospital. See the map on page 18.

Please ask Reception in the Main Hospital for the locations of our available public phones.

St George's Health Service, Kew

Our St George's Health Service (SGHS) is located at 283 Cotham Road in Kew. We provide a range of rehabilitation and aged care services. This includes rehabilitation, evaluation and management, residential aged care and acute psychiatry. There are also a range of community-based assessment and treatment services.

Parking

Paid and disability parking is available on-site. You can enter the carpark by Normanby Road. There is also parking on the streets around the campus. Parking restrictions do apply.

There are nine disabled parking spaces in the car parks for those with a valid disabled parking permit.

Public Transport

St George's Health Service is accessible by tram and bus. Visit www.ptv.vic.gov.au for more details.

Contact details

283 Cotham Road, Kew Vic 3101
Telephone: 03 9231 8000
Facsimile: 03 9231 8001

Mail

Mail to patients is delivered every working day and should be addressed to:

Patient's name
Floor level (if known)
Main Hospital
St Vincent's PO Box 2900
Fitzroy VIC 3065

Mail for patients at St George's Health Service and Caritas Christi is collected and delivered to these locations.

Meals

Breakfast is normally served between 7am and 8am, lunch between 11.30am and 12.30pm, and dinner between 5pm and 6pm.

Meals are prepared fresh each day. Our menu has been assessed for its nutritional content by our St Vincent's Food Service Dietician. It meets the standards of the 'Nutrition Standards for Menu Items in Victorian Hospitals and Residential Aged Care Facilities', published by the Department of Health and Human Services Victoria.

Tea and coffee making facilities are available in every Care Centre. Ask our staff where the kitchen is located if you are unsure.

St Vincent's cannot accept responsibility for food made outside the hospital and that is brought in for patients by relatives and other visitors.

Patients, relatives and visitors are welcome to use storage and reheating facilities in the kitchens on each floor. Perishable food brought into the hospital must be consumed straight away or it will be thrown out. For more information, please ask for a copy of the 'Can I bring food for patients and residents?' brochure.



A-Z OF USEFUL SERVICES AND FACILITIES ON SITE CONT.

Cafes and shops

There are a number of cafes at the Fitzroy campus. These are marked on the map on page 18.

Our shops at Fitzroy include a Commonwealth Bank branch and ATM, florist, pharmacy, newsagent with drycleaner and Tattsлото service.

Flowers are not allowed in some patient areas such as the Intensive Care Unit (ICU). Ask staff for help with other gift options.

A cafe is on-site at St George's Health Service.

Electrical appliances

For your safety and that of others, our hospital electrical must test any personal electrical appliances before they can be used at St Vincent's. Personal electrical appliances include hair-dryers, radios and chargers. Please tell your Care team about any appliances you have brought with you.

Emergency Department

Patients attending our Emergency Department are sorted (triaged) into a category based on the urgency of the medical condition. The most unwell or injured patients will be treated first. This means some patients will need to wait longer for treatment than others.

The Emergency Department will organise the investigations, treatment and consultations of your medical condition when they see you.

If you need inpatient admission after your visit to our Emergency Department, a bed may not be available straight away depending on how busy we are at the time. We will make sure an appropriate bed is sourced for you as soon as possible.

Laundry

Please make your own arrangements to have your clothes laundered. If no one is able to do your washing, please let our staff know.



Caritas Christi Hospice, Kew

Caritas Christi Hospice is part of the Palliative Care Services of St Vincent's Hospital Melbourne. Caritas Christi was founded by the Sisters of Charity in 1938. It was the first inpatient palliative care facility in Victoria. We also have the following services located on site:

- Caritas Christi Aged Care Day Centre which runs on weekdays
- Caritas Christi Day Hospice which runs on Wednesday and Thursday
- St Vincent's Hospital Artists in Residence Program
- St Vincent's Volunteer Program
- The Centre for Palliative Care which aims to increase the quality of palliative care being provided to the community through research and education
- The Body Image & Eating Disorders Treatment & Recovery Service (BETRS) which is a collaborative partnership between the mental health programs of Austin Health and St Vincent's Melbourne

Parking

There is limited parking on site. There is parking available in the side streets. There are two disabled parking spaces in the Caritas Christi Hospice car park for those with a valid disabled parking permit.

Public transport

Caritas Christi Hospice is accessible by tram and bus. Buses travel directly past Caritas Christi Kew and trams can be caught at Kew Junction. Visit www.ptv.vic.gov.au for more details.

Contact details

104 Studley Park Road (located opposite Xavier College - junior campus) Kew Vic 3101
Telephone: 03 9231 5000
Facsimile: 03 9231 5666

HELP FOR THOSE WITH INDIVIDUAL NEEDS

Aboriginal and Torres Strait Islander People

St Vincent's recognises Aboriginal and Torres Strait Islander people as the traditional custodians of our lands. We seek to create a safe and welcoming hospital environment for Aboriginal patients and their families. We have Aboriginal Hospital Liaison Officers who are available Monday to Friday. Please ask a staff member to call the Liaison Officers if you are an Aboriginal or Torres Strait Islander patient or family member.

Deaf and hard of hearing

We are a deaf and hard of hearing friendly health service. We provide a special service for people who have hearing difficulties. You can access speech pathologists and Auslan interpreters upon request.

A speech pathologist can:

- Check your hearing aids
- Get your hearing checked
- Loan you a device to help you hear
- Loan you a telephone or headphones to make it easier to hear.

Please ask a staff member to contact Speech Pathology for more information.

Smoking

We are a smoke free hospital. Smoking is not permitted in the buildings or the hospital grounds in certain areas. If this is going to be difficult during your stay, please speak to our medical, nursing or pharmacy staff.

A-Z OF USEFUL SERVICES AND FACILITIES ON SITE

Aboriginal Health Unit

St Vincent's Aboriginal Health Unit manages Aboriginal and Torres Strait Islander cultural events, community partnerships, staff training, research and cadetships. The Aboriginal Health Unit can be contacted on (03) 9231 4283.

Aboriginal Hospital Liaison Officers

We employ Aboriginal Hospital Liaison Officers who you can see Monday to Friday. These staff members work closely with our Care teams. Please ask a staff member to call the Liaison Officers if you are an Aboriginal or Torres Strait Islander patient or family member and would like to contact to leave a phone message for the Aboriginal Hospital Liaison Officers. The contact number is (03) 9231 3436.

Accommodation for relatives

St Vincent's has an Accommodation Liaison Officer to help rural, regional and interstate patients and their families with accommodation. The Accommodation Liaison Officer can provide information about local accommodation and possible government rebates.

If you need help finding somewhere to stay while at St Vincent's, please contact our Accommodation Liaison Officer on (03) 9231 2268.

Alcohol

Alcohol is not available at any of our campuses. Please do not bring alcohol onto the hospital grounds or to any of our locations.

Allergies

Please tell your nurse if you have any allergies including to foods, medications, latex, tapes or dressings. Information regarding allergies will be noted as an alert on your medical record so that our staff can ensure your safety.

Art Gallery

Our St Vincent's Art Program includes a public art gallery, an artist in residence program and collection of over 1300 art works on public display across our facilities. The Art Program assists in brightening up our public areas and providing a culturally enriched hospital environment for our community.

The Art Gallery, situated on the ground floor of the Daly Wing is free and is open Monday to Friday. It has a rotating annual display of exhibitions from community groups, staff and artists in residence. Many of our artworks on display are for sale. For queries relating to any aspect of the St Vincent's Art Program, please contact our Art Curator monique.silk@svha.org.au



YOUR RIGHTS AND RESPONSIBILITIES

What you can expect from our services

At St Vincent's we have a responsibility to:

- Provide you with high quality care in line with our values of compassion, justice, integrity, and excellence in a safe environment
- Give you a clear explanation of your condition, problem or disease
- Inform you about treatment options and choices
- Help you to participate fully in decisions made about your treatment and care
- Provide you with access to the services of a professional interpreter or Aboriginal Hospital Liaison Officer as needed
- Gain your informed consent before any treatment begins, except in emergencies
- Ensure confidentiality about your care in hospital unless the law requires such information be given to some person or authority
- Respond as quickly as possible to any need or concern you may have.

You or your representative

e.g. next of kin has a responsibility to:

- Provide information relating to your health including past illnesses, stays in hospital and medications
- Cooperate with hospital staff and ask questions if directions and procedures are not understood
- Confirm your identification details before every test and medication
- Tell us if you need an interpreter or to see an Aboriginal Hospital Liaison Officer
- Follow the prescribed treatment or tell us if you choose not to
- Be considerate of other patients in limiting noise and the number of visitors
- Keep appointments or advise staff if an appointment needs to be changed
- Let hospital staff know if your health changes while you are in our care
- Treat staff with courtesy and respect at all times. We want you to ask questions but threatening or aggressive behaviour will not be accepted. Violence and aggression against healthcare workers is never OK - no matter what the situation.

In some areas of St Vincent's, such as the Mental Health Service, patients have additional rights and responsibilities. Staff in these areas will provide you with this information.

ATTENDING ONE OF OUR SPECIALIST CLINICS

Your local family doctor (also called your GP) may refer you to see a specialist doctor or health professional at our St Vincent's Clinics.

St Vincent's Specialist Clinics are located in the Ground Floor of the Daily Wing and the 6th Floor Daily Wing, 35 Victoria Parade, Fitzroy. See map on page 18.

There are also a number of Specialist Clinics offered at St George's Health Service Kew.

You will receive a letter with your appointment date and time. If you are unable to attend your appointment, please tell us. We can change your appointment to a suitable date. You will also receive a text message (SMS) reminder a few days before your appointment if you give us your mobile number. Again, please tell us if you are unable to attend.

Please bring your appointment letter along with your:

- Medicare card
- Tablets or medicines that you are currently taking
- Relevant test results or x-rays
- Contact details of your local doctor (GP).

How long will my appointment take?

We see patients in time order of appointment. Some patient appointments may take longer than others. We recommend that you arrange childcare or time off work to avoid anxiety in case you are delayed.

Tests

As a patient at our Specialist Clinics, you may need tests, such as a blood test or urine test, or to visit Medical Imaging for an x-ray, CT scan ultrasound or MRI. These tests can be done at St Vincent's.

Clinic opening times

Our Specialist Clinics are open during business hours Monday to Friday. Different clinics run on different days of the week. We do our best to ensure that we schedule a time that is suitable to you however the day of the week is not always flexible.

No weekend appointments are available.



COMING TO HOSPITAL

Admission

Unless you are admitted by the Emergency Department, you will receive a phone call or letter to let you know when to come to hospital.

It is very important that you contact St Vincent's to confirm your booking. We may have to cancel your admission if you do not confirm the date.

Pre-admission

You may be asked to attend a pre-admission clinic prior to your surgery. We will phone you or send you a letter with your appointment details and where you need to go.

What should I bring to hospital?

Please bring the following important items with your admission details if you have them:

- Medicare card
- Pension card
- Health fund membership details
- Health Care Card
- Veteran's Card
- Current x-rays
- Victorian Patient Transport Assistance Scheme form.

If you are eligible for WorkCover or you are being admitted to hospital following a road accident, we need your claim number and insurance details

During your stay in hospital you will need:

- Pyjamas / dressing gown
- Non-slip, supportive slippers or shoes
- Toiletries including tissues
- Comfortable clothes
- Tablets or medicines that you are taking - please give this to your nurse when you arrive.

You may also like to bring items to pass the time such as books, magazines or craftwork.

You are advised to leave your valuables at home.

Stop pressure injuries

Pressure injuries or bedsores form when you spend a long time sitting or lying in the same position. They involve an area of skin but can also affect muscle and bone. Bony parts of the body like the heels, tailbone or toes are most at risk. To help avoid pressure injuries:

- Keep moving – change your sitting or lying position often
- Keep weight off bony parts like your heels, toes or tail bone
- Keep your skin dry and avoid lying on an injury if you already have one.

Blood clots

Your risk of developing a blood clot in your legs, arms or lungs can increase in hospital. This can be due to medication, surgery or being in bed for long periods. Doctors will assess your risk of developing a blood clot.

Please ask your doctor or nurse about your level of risk if you are worried.

- Make sure you take any tablets or injections that your doctor prescribes to reduce your risk of developing a blood clot
- Keep your compression stockings on
- Avoid sitting down or lying in bed for long periods
- Walk as often as your doctor, nurse or physiotherapist recommends



- Tell your nurse if you experience any pain, swelling or redness in your legs or arms, pain in your lungs or chest, or if you are having difficulty breathing.

How to give feedback

If you would like to tell us how we are going or have a concern, we encourage you to speak directly to a staff member at the time. That way, we can resolve your issue as quickly as possible.

You are welcome to ask to speak to the person in charge. You can contact the Patient Representative Officer on (03) 9231 3108 Monday to Friday between 8am and 4pm if you feel the matter has not been resolved.

The St Vincent's Patient Representative Officer is available to hear your feedback and concerns about the care you, or your friend or relative, have experienced at St Vincent's.

BE INVOLVED WITH YOUR HEALTHCARE CONT.

Keeping you infection free

- Germs that cause infection are often spread on our hands. Please use hand rub or wash hands with soap and water before eating and after coughing, sneezing or going to the toilet. If you find it difficult to get to the handbasin, please ask our staff for a packet of disposable hand wipes to use during your stay with us
- Visitors should wash hands or use hand rub when arriving and before leaving the hospital and your Care Centre
- Do not touch bandages, dressings or drips. If the IV lines, tubes or drains inserted into your body become red, swollen or painful, tell your nurse or doctor
- Make sure our staff clean their hands before touching your wound or intravenous drip
- Don't be afraid to ask our staff if they have cleaned their hands
- Please tell sick family and friends not to visit until they are well.

Where should I go when I arrive?

Medical and surgical patients:

- Enter at 55 Victoria Parade and cross the central courtyard to the Main Hospital. See map on page 18.
- The Main Hospital entrance is to the left as you approach both the underground and multi-storey carparks from Fitzroy Street
- Take the lift to the floor of your particular Care Centre or the Day Procedures Centre. If you are unsure which floor you need to go to, please ask at the Main Reception located in the ground floor foyer of Building A
- You will be greeted at the Care Centre or the Day Procedures Centre reception desk where our staff will help you to get settled.



How long will I stay in hospital?

The number of days you spend in hospital depends on many factors including your age, general health and the reason for your admission. Please ask your Waiting list officer or doctor prior to your admission for an expected discharge date so that you can arrange transport home.

Room types

St Vincent's has a range of room sizes. Single rooms are limited and mainly used for the sickest patients, so it would be unusual for you to have a room to yourself. Most rooms have two beds or four beds. You may need to stay in a mixed-sex room. We will try to avoid this where possible.



COMING TO HOSPITAL CONT.

MediHotel

Our MediHotel is located at St Vincent's Hospital in Fitzroy. It provides comfortable accommodation to medically suitable patients before or after treatments, procedures and investigations in hospital.

The MediHotel cares for patients with low nursing needs that are able to look after themselves e.g. showering and dressing. MediHotel patients look after their own medication and health issues. There is a nurse on duty at all times.

We will talk to you about the MediHotel if we think it might be appropriate for you. A referral needs to be made by a St Vincent's doctor or nurse.

Your personal items

It's a good idea to only bring items you need for your stay. We suggest that you clearly label your belongings with your full name.

If you come to the Emergency Department and you are admitted to hospital, we advise that you arrange to have valuables taken home. Please ask your nurse to secure them in a safe until you can make arrangements.

If you wear dentures, please ask one of the nursing team to supply you with a labelled denture cup for storage. Do not wrap dentures in tissue or place them under a pillow as they may get lost or damaged.



Falls are the leading cause of hospital injury

- Bringing your medicines into hospital will:
 - Help our staff know about all the medicines you are taking
 - Make sure you continue to be given the correct medicines in hospital
 - Find any problems that you may be having with your current medicines
 - Make sure you have enough of the medicines you need when you leave hospital
 - Your medicines will be stored securely during your stay
 - Only take the medicines provided to you by St. Vincent's staff while in hospital
 - Ask for an updated list of medicines before you go home. This list will be helpful for your local doctor and pharmacist
 - Don't be afraid to ask what medicines you're receiving and why. Remember we're here to help.
- Falls are the leading cause of hospital injury
 - Make sure you can reach your call bell and ring for help when needed
 - Turn the light on so you can see clearly
 - Don't walk in socks and always wear supportive, flat, non-slip shoes
 - If you use glasses or hearing aids, a walking frame or stick, bring them to hospital with you
 - Make sure your bed is low enough if you need to get out and never climb over bed rails
 - Listen to the advice of our staff as it takes time to recover from an illness and you may need more help with walking than you think.

BE INVOLVED WITH YOUR HEALTHCARE

Correct identification is crucial

- Ensuring your identification is correct is key to every aspect of the care we provide to you at St Vincent's
- It is important your identification band is worn at all times and has your correct name and birth date on it
- It is a legal requirement for us to confirm these details before every test or dose of medication to make sure that we provide you with the best possible care.

Tell us about your health

- We encourage you to be actively involved in your own healthcare. Please ask questions or tell us how you're feeling, what you need and what you're worried about
- Patients who speak up often get well faster. Staff will ask you many questions while you are in hospital. The way you answer these questions will guide staff in assessing the risks to your health and safety. It is very important that you provide accurate answers to these questions. This will help us to best meet your needs and keep you safe while in hospital.
- Please tell us if you are worried about a recent change in your condition. Our staff are trained to notice and respond to changes in your health, but we need to hear from you too.

Know who is caring for you

All St Vincent's staff should be wearing an identification badge. If you can't see their badge or aren't sure who someone is, please ask.

Medication

We encourage you to bring your own medicines and medicines list from home. This will help us to record a complete and accurate list of all the medicines you were taking before coming into hospital. Please let us know if you have any allergies or reactions to medicines, foods or other substances.

- Where possible, please bring your medicines in their original packs
- Medicines to bring include:
 - All medicines that you have been taking before your hospital admission
 - Medicines prescribed by a doctor or other health professional
 - Medicines you have bought from a pharmacy or supermarket e.g. pain relief medicines, cold and flu medicines, eye drops, creams and lotions
 - Complementary & alternative medicines e.g. products containing herbs, vitamins, minerals, nutritional supplements, homoeopathic medicines and traditional Chinese medicines

INFORMATION FOR VISITORS

Patient enquiries

Please call the Patient Enquiries Desk on (03) 9231 4360 to check visiting hours or to find out where you need to go. Phone calls about the condition of the patient will be transferred to nursing staff.

Visiting and visiting hours

Medical and surgical patients

Visitors are welcome at St Vincent's between the hours of 8am and 8pm every day including public holidays. Please call the Patient Enquiries Desk on (03) 9231 4360 for more information.

Mental Health Services

Visiting hours are 2pm to 4pm and 6pm to 8pm every day. Please call (03) 9231 4141 for more information.

Geriatric Evaluation & Management (GEM)

Visitors are welcome from 10am to 8pm. Please call the Patient Enquiries Desk on (03) 9231 4360 for more information.

Rehabilitation Unit

Visitors are welcome from 10am to 8pm. Please call the Patient Enquiries Desk on (03) 9231 4360 for more information.

Intensive Care Unit (ICU)

The Intensive Care Unit is a highly specialised area. Visitors are limited to next of kin. Only two people can visit a patient at the same time.

If your friend or relative is in intensive care, we will work closely with you to make visiting arrangements that take into account the needs of your loved one. No visits can take place during ward rounds.

Please do not bring flowers into the Intensive Care Unit. Mobile phones must be turned off at all times.

More information is available about the Intensive Care Unit on (03) 9231 4485.

GOING HOME

Discharge 10am

Discharge time is 10am each day. Arrangements for your safe and timely discharge start when you first have contact with the hospital and continue until you go home. It is very important to let us know if there are any issues or concerns you have about going home.

Discharge Lounge

If you are unable to be collected by the 10am discharge time, you may go to the Discharge Lounge to wait for your lift home.

Do you have a local family doctor or General Practitioner (GP)?

A General Practitioner (GP) is your local family doctor and is your main point of contact when you go home from hospital. If you do not have a local doctor, please ask your Care team to help you find one before you go home. They can give you a list of doctors close to your home or you can find a general practice at <https://about.healthdirect.gov.au/nhsd> and type in your post code.

Your local doctor will receive information about your hospital stay to help them provide on-going care. This includes prescriptions for medication and information about other health services to help your recovery.

Transport Accident Commission (TAC)

If your visit to hospital is related to a transport accident, you should lodge a claim with the TAC. Please visit www.tac.vic.gov.au for more information.

WorkSafe Victoria

If your visit to hospital is related to a workplace accident or injury, you should lodge a claim with WorkSafe Victoria. You will need to provide your claim number and employer details to us so we can send them to WorkSafe for payment. Please visit www.worksafe.vic.gov.au for more information.

Department of Veteran Affairs

Veteran Affairs' card holders can receive treatment and care for certain conditions at the expense of the Department of Veteran Affairs. Please show your Veteran Affairs' card when you visit St Vincent's Hospital Melbourne. If you need help, please contact our Patient Accounts Manager or visit www.dva.gov.au.

Using your own health insurance

If you have private health insurance, you can choose to be admitted to St Vincent's as a private inpatient. This does not apply to non-inpatient visits, overseas visitors, TAC or WorkSafe claims, or Department of Veteran Affairs entitled patients.

There will be no out of pocket cost to you except for discharge medications but it can make a big difference to the hospital. Using your private health insurance helps generate much needed funds for the hospital. It helps us to make improvements in patient care and offer the best possible services to our community.

If you would like more information about using your own health insurance, please speak to our staff or ask for our St Vincent's Public Melbourne Welcomes Private Inpatients brochure.

Further information

The Patient Accounts Manager
Telephone: (03) 9231 1544
Email: patient.accounts@svhm.org.au



FINANCIAL INFORMATION

Payments

Payments can be made at the Central Cashier. The cashier is located in the Main Hospital, Ground Floor, Building A.

The cashier is open Monday to Friday from 9am to 4pm. Or you can call on (03) 9231 4250. Cash, Eftpos, Mastercard and Visa are accepted.

Please refer to your invoice for details to pay by phone, Bpay or the internet.

There is also a cashier at our St George's Campus. Please contact St George's for hours of operation and the location on (03) 9231 8000.



No Medicare card

St Vincent's Hospital Melbourne is a public health care facility. All patients who use this facility must have a valid Medicare card to receive services free of charge

You may be classed as a Medicare Ineligible Patient if you are an overseas visitor or you are from a country that Australia does not have a Reciprocal Health Care Agreement with. This does not apply if you are an asylum seeker of have refugee status

As a Medicare Ineligible Patient, you need to pay for all medical treatment received. It is your responsibility to make sure you have the finances to cover the cost of your healthcare. Health or travel insurance may enable you to claim reimbursement.

Medicare Ineligible Patients need to arrange payment with our Overseas and Compensable Patient Accounts Officer before elective procedures or before going home in emergency situations

More information is available at <https://svhm.org.au/home/patients-and-visitors/costs>

For further information, contact our Overseas and Compensable Patient Accounts Officer:

Telephone: (03) 9231 2879

Email: patient.accounts@svhm.org.au



Caring for you when you are home

We offer many services when you are at home or from our community based centres:

- Home based nursing care including help with medications, wound management, continence assessment and diabetes education
 - Home based and centre based rehabilitation and support in managing acute and chronic conditions
 - Care coordination of the services and supports you need
 - Access to immediate short-term support after going home including home help and personal care in partnership with the North Richmond Community Health.
- All services are based on your needs and will be organised by your inpatient Care team.

Need extra help?

There are a number of other support services available to help you when you go home. These include Home Care Services or Delivered Meals and Food Services sometimes known as "Meals on Wheels". Please ask your Care team for more information. Often these services are provided by your local council.

Medication

The Pharmacy department will give you a supply of required medications when you go home. You will need to pay for this medication. You may need to see your local doctor to review your medications after you go home,

Patient aids and appliances

A member of your Care team will organise any aids or appliances that you need to safely go home. These items may include aids to assist you to walk or equipment for your home. We will let you know the costs for hiring or buying this equipment.

ST VINCENT'S HOSPITAL MAP



- (A) Building A**
Main Hospital
Medical Imaging
Intensive Care
Day Procedures
Wards
ATM
Information
Public Telephone
- (B) Building B**
Medical Centre
Medical Suites
Main Entry
Pathology
Private Radiology
ATM
Café
Pharmacy
Public Telephone
Shops
- (C) Building C**
Healy Wing
Breast Screen
Consulting Suites
Executive
Heart Centre
MRI Centre
Chapel
- (D) Building D**
Daly Wing
Specialist Clinics
Cancer Centre
Public Telephone
- (E) Building E**
Aikenhead Wing
Conference Centre
Gym
ATM
Public Telephone
Restaurant
- (F) Building F**
Bolte Wing
Geriatric Evaluation and Management
Rehabilitation Centre
Respiratory Lab
Therapy Services
Public Telephone