

CALVARY MATER NEWCASTLE

PATIENT INFORMATION GUIDE

INTERPRETERS

You have the right to a free, qualified and confidential interpreter. If you require an interpreter for communicating medical, social or other information, please call a member of the staff and point to this paragraph.

Interpreters are available for the following languages – Arabic, Armenian, Assyrian, Bosnian, Chinese, Croation, Farsi/Dari, Filipino, French, German, Greek, Hindi, Hungarian, Indonesian, Italian, Japanese, Khmer, Korean, Lao, Macedonian, Maltese, Polish, Portuguese, Russian, Samoan, Serbian, Spanish, Thai, Turkish, Ukrainian, Vietnamese.

DISCLAIMER

The Executive of this hospital is grateful to the advertisers who make this book possible. However, an advertisement in this directory does not imply endorsement by the Executive.

WELCOME TO CALVARY MATER NEWCASTLE

Please take some time to read this book, which is designed to help you to understand how your hospital works.

We understand that you may have questions on entering hospital and if this booklet does not provide you with the answers then please ask the staff caring for you.

Calvary Mater Newcastle is fully accredited by the Australian Council on Health Care Standards. The hospital has an agreement with the Hunter New England Health Service to provide services in:

- Clinical Haematology
- Medical Oncology
- Radiation Oncology
- Psycho - Oncology
- Palliative Care
- General & Oncology Surgery
- Melanoma
- General Medicine
- Drug & Alcohol
- Emergency Service
- Coronary Care
- Intensive Care
- Clinical Toxicology
- Consultation Liaison Psychiatry

These services are supported by a wide range of clinical and non-clinical support services including Pharmacy, Allied Health, X-ray, PET and CT scanning, Nuclear Medicine, Medical Record Management, Computer Services and Pastoral Care.

The staff of the hospital has a genuine commitment to provide you with the best care and service possible.

I hope that your stay with us will be as comfortable as your particular circumstances allow.

The General Manager

HISTORY

The year 1921 marked the beginning of the Newcastle Mater Misericordiae Hospital and the provision of health care by the Sisters of Mercy, (Singleton) for the people of Newcastle.

The hospital first operated from a single building known as Enmore Hall situated on the Mater's current site. As services developed, new buildings were added. Many of these received generous support from the Hunter community. These include the Mercy Hospice, Villa Units and Mater Institute which all received funds through locally conducted telethons.

Following negotiations in 2006 it was agreed that control of the Newcastle Mater Misericordiae Hospital would be transferred from the Sisters of Mercy (Singleton) to the Sisters of the Little Company of Mary and that the Hospital would become part of Little Company of Mary Health Care. The transfer formally occurred on 9th November 2006. The hospital changed its name from Newcastle Mater Misericordiae Hospital to Calvary Mater Newcastle on 1st July 2007. The hospital continues to provide services to the community in the Catholic tradition.

LITTLE COMPANY OF MARY HEALTH CARE

Little Company of Mary Health Care (LCM Health Care) is a Catholic health care organisation with an Australia-wide reputation for high quality hospital, health, aged and community care. We are inspired by the charism of the Sisters of the Little Company of Mary and guided by the traditions of the Catholic Church.

Since the first arrival in 1885 of The Sisters of the Little Company of Mary (LCM), LCM Health Care has built up a strong reputation for providing high quality values based care and support for those who are sick, dying and in need.

Today LCM Health Care operates 26 health care facilities in New South Wales, South Australia, the Northern Territory, Victoria, Tasmania and the Australian Capital Territory, always striving to excel in the spirit of our founder – Venerable Mary Potter's vision of 'being for others'.

Our health care services include sub-specialist and general medical and surgical services, maternity, rehabilitation, alcohol and other drug services, breast screening, outpatient medical and allied health services, emergency departments, inpatient and outpatient mental health services, community based palliative care and rehabilitation, respite care, artificial limb services, community nursing and other outreach services.

MISSION and VALUES

The Spirit of Calvary – *we strive to excel in the spirit of 'being for others'*

Our mission identifies why we exist

To bring the healing ministry of Jesus to those who are sick, dying, and in need through 'being for others'.

- In the Spirit of Mary standing by her Son on Calvary
- Through the provision of quality, responsive and compassionate health, community and aged care services based on Gospel values, and
- In celebration of the rich heritage and story of the Sisters of the Little Company of Mary.

Our vision identifies what we are striving to become

To be, and to be recognised as, a leader in strengthening and developing Catholic health at regional and national levels through the creation of integrated models of care where excellence and leadership are pursued by all to meet best the needs of the people and communities we serve.

Our values are visible in how we act and treat others

As stewards of the rich heritage of care and compassion of the Little Company of Mary, we are guided by our values:

- **Hospitality:** demonstrates our response to the desire to be **welcomed**, to feel wanted and to belong. It is our responsibility to extend this to all who come into contact with our services by promoting connectedness and listening and responding openly.
- **Healing:** demonstrates our desire to respond to the **whole person** by caring for their spiritual, psychological and physical well being. It is our responsibility to value and consider the whole person and to promote healing through reconnecting, reconciling and building relationships.
- **Stewardship:** recognises that as individuals and as a community all we have has been given to us as a **gift**. It is our responsibility to manage these precious resources effectively for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the mission of the Sisters of the Little Company of Mary.
- **Respect:** recognises the **value** and **dignity** of every person who is associated with our services. It is our responsibility to care for all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour which is contrary to our values.

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ACCOMMODATION

Villa Units and McAuley Lodge (Level 6 McAuley Centre)

Limited motel-type accommodation is available at the Villa Units for patients from rural/remote areas receiving treatment from the Oncology Departments. Patients may have support persons stay with them.

Each villa unit has an ensuite, refrigerator, television, clock/radio, telephone, and tea making facilities, whereas McAuley Lodge has single rooms and shared bathroom facilities. Both facilities provide a shared lounge room, laundry and kitchen facilities for the preparation of light meals. Bed linen and towels are provided. BBQ facilities are available.

The entrance to the Villa Units is situated off Villa Road, Waratah. There is a set-down area near the main door to the units where luggage may be unloaded before moving the vehicle to a parking space.

An accommodation fee is charged.

Accommodation enquiries

Monday - Friday 8:00am - 4:00pm Telephone: (02) 49211405
or if unanswered page the Accommodation Nurse via the Hospital Switchboard on (02) 49211211

Outside of these hours bookings can be arranged by asking the nurse in your ward/unit.

Please ask the Accommodation Nurse how you can make your accommodation payment.

Additional information

- Residents of the Villa Units will need to provide their own breakfast. There are cooking facilities for patients to cook their own lunch and tea. Meals may also be purchased through "Flavours Café" Level 4 south block building.
- Patients who are eligible for Veteran's Affairs and Isolated Patient's Travel Accommodation Assistance (IPTAAS) will be able to seek reimbursement of these fees.
- For those patients who may have entitlement enquiries or financial concerns, please ask to see a Social Worker.

ADMISSION ARRANGEMENTS

Except in an emergency, your Doctor will have planned your admission to hospital. On arrival to the hospital you should present to the Information Desk which is located in the foyer Level 2 (the ground floor) of the hospital – Platt Street entrance. From here you will be directed to the Ward where you will be admitted.

On arrival at the ward, the ward staff will explain the area's layout and procedures.

ADVANCE DIRECTIVES

Advance Care Planning refers to the process of preparing for likely scenarios near the end of life and usually includes assessment of, and discussion about, a person's understanding of their medical history and condition, values, preferences, and personal and family resources. An advance care directive (ACD) sometimes called a "living will", is a document that describes one's future preferences for medical treatment in anticipation of a time when one is unable to express those preferences because of illness or injury. Completion of an ACD ideally should be one component of the broader advance care planning process.

Patient and families requiring advice are requested to ask the ward nurse to have their Admitting Medical Officer discuss the policy.

ALLERGIES

It is vital that the medical and nursing staff is aware of any allergies from which you suffer. This includes foods, bites, stings and other materials eg. iodine and lotions, in addition to medications. If you do not tell the staff, they may not have any other way of gaining this information, and your health may suffer as a consequence.

AMIGO SHOP TO GO

Located on Level 3 opposite the Chapel. Amigo Shop to Go sells a flexible range of product categories to suit differing customer needs throughout the day. The key product categories range includes 'grab and go' meals and snacks, potato chips, confectionary, cold drinks, hot beverages, newspapers, magazines, gifts, books, cards, toiletries and flowers. A key benefit to customers is the purchase of all these items at one location – delivering real convenience. Amigo's design includes clear zones for convenience, browsing and food to go making it easier for customers to find and select products in today's fast paced world.

CAFÉ – 'Delimarche'

Located on Level 3 - to the left of the main entrance. Delimarche design heritage is European in feel with a sense of classic café's found across Europe with strong touches of today found through it's clean design lines, food and beverage focused theatre and merchandising. Delimarche offers a fresh, healthy focused deli style menu range including a signature baked 'front of house' pastry range. The Delimarche brand is underpinned by its vision 'Delicious food, delicious coffee, every time!'

Coffee Cart

The Coffee Cart is available for the convenience of patients and visitors to the hospital and is located on Level 2 in the South Block building near the Emergency Department. It offers staff, patients and visitors light snacks, as well as Italy's favourite coffee recognised for its quality and flavour throughout Australia, 'Lavazza'.

A great place to visit for a great coffee, and a friendly face.

Operating Hours: Monday to Friday 6.30am to 2.30pm

CANCER COUNCIL INFORMATION CENTRE

Coping with a cancer diagnosis can be distressing and confusing for you and for your loved ones.

The Cancer Council Information Centre at Calvary Mater Newcastle has been established to connect cancer patients, their carers and families with information and support services.

The centre offers:

- Free booklets about cancer, treatment and emotions
- Internet access to cancer-related web sites
- Information about a range of available support services
- Telephone access to the Cancer Council Helpline
- Trained volunteers to help you find what you need

Visit us on weekdays at:

Level 3, adjacent to the Medical Centre

No appointment necessary.

Cancer Council Helpline 131120

CHAPLAINS/CHAPEL

Calvary Mater Newcastle values the religious and cultural needs of those for whom we care. Religious representatives of all faiths are welcome to visit patients from their community of faith. Most Christian denominations and other faiths have an appointed Chaplain/representative to the hospital. They are available to visit as requested. If you do not wish to be visited by an appointed Chaplain please advise staff.

Chapels for quiet reflection and prayer are located:

- in the hospital foyer Level 3
- in the Hospice, adjacent to the entrance

Both Chapels are available for use by patients, families, visitors and staff.

For those patients whose religious tradition values Sacramental Care, Holy Communion, Anointing of the Sick, and Reconciliation are readily available. Arrangements can be made through the Pastoral Care staff or nursing staff.

CHILD PROTECTION RESPONSIBILITIES

The NSW Government advises that one of the primary concerns of any community should be the health and well being of its children and young people. Health staff provide treatment and care to children, young people and families. The role of health staff in child protection is to recognise and report children and young people who are at suspected risk of harm from abuse and neglect to the Department of Community Services (DOCS). Health staff who make a report to DOCS are not breaching their responsibilities with regard to confidentiality.

COMPLIMENTS and COMPLAINTS

Calvary Mater Newcastle is committed to meeting the needs and expectations of our patients in providing a service of excellence. We will strive to ensure that your stay with us is comfortable and that your needs are met by our staff. If you would like to make a compliment about a staff member, volunteer, ward or service, we encourage you to do so at the address below. If you have any concerns, or would like to make a comment on your care at Calvary Mater Newcastle, we encourage you to speak, in the first instance, with the staff in your ward/unit. Alternatively, you may wish to discuss your concerns with your doctor. Should you, however, wish to make a formal complaint, or if you would like to discuss your care with a member of the Hospital Executive then you are welcome to address your telephone call or correspondence to:

General Manager, or to either of the Directors of Clinical Services, Medical or Nursing.
Telephone numbers are as follows:

Hospital Switchboard	(02) 49211211
General Manager	(02) 49211348
Director of Clinical Services, Medical	(02) 49211266
Director of Clinical Services, Nursing	(02) 49211357

Address: Calvary Mater Newcastle
Locked Bag 7
Hunter Region Mail Centre NSW 2310

CONFIDENTIALITY

Details of your treatment and care at Calvary Mater Newcastle are documented in your medical record. Records are both paper and computer based.

You have the right to:

- Expect that details of your condition and treatment will be kept confidential and only used in accordance with approved guidelines. All hospital staff are bound by a duty of confidentiality;
- View information in your medical record in the presence of a member of the health care team. Whilst in hospital you may ask your doctor for any relevant information. After discharge you may request access by writing to the Director of Clinical Services (Medical).

Note that it is acceptable and appropriate for information to be given to approved persons in accordance with NSW Health Privacy guidelines for a variety of purposes. These purposes are clearly identified in the hospital's 'Information Privacy Brochure for Patients'. Please ask ward/unit staff for a copy if needed.

CONSENT

As a general rule your consent is required before you receive any treatment in hospital. In certain circumstances, such as emergency treatment, however, it may not be possible to obtain consent prior to treatment. Consent does not always have to be in writing and may be implied from your obvious agreement with the more routine treatments. In some circumstances you may be asked to give verbal consent to a specific treatment or test.

You should always be given sufficient information about the outcome, consequences, risks and alternative treatment options to assist you to make a decision. Do not hesitate to ask for more information or to seek clarification before giving consent. You may withdraw your consent and refuse further treatment at any time. The same applies for diagnostic tests. Consent should always be informed and freely given. Do not feel obliged to give consent if you do not wish to. Always ask for alternate options if you are in doubt about what is in your best interests.

Your consent is required if the proposed treatment is experimental, that is, if your treatment is related to medical research. In these circumstances a very detailed explanation will be given and your participation is voluntary. No inducement or coercion is permitted. You have the right to withdraw from a research program at any time, without compromising the care given to you. Should you have any concerns about a research program in which you are involved, please contact either your doctor, the Director of Clinical Services (Medical), or the Professional Officer of the Hunter Research Ethics Committee on telephone (02) 49214950.

Consent procedures are also in place to authorise the Exchange of Clinical Information.

You also have the right to leave the hospital at any time. However, you are advised not to leave against your doctor's advice. If you do so, you are required to complete the Voluntary Discharge Form. The hospital reserves the right to attempt to convince you not to leave the hospital if to leave is not in your best interest.

DISCHARGE ARRANGEMENTS

Planning for discharge commences prior to admission when you will be advised of the probable length of your stay in hospital.

You will be discharged between 10am and 11am. Please arrange for someone to take you home at this time. At the time of discharge please ensure that you:

- Have all of your belongings;
- Have any private x-rays that you may have brought into hospital with you;
- Have any of the medications which you brought into hospital with you;
- Have received your discharge medications (if any);
If changes were made to your regular medications during your admission the Pharmacist is able to discard any unwanted medications
Please note: You are encouraged to discuss your medications with either your doctor or a pharmacist prior to your discharge.
- Are aware of when your follow-up appointment is with your specialist or general practitioner or another doctor/service to whom you have been referred;
- Have any discharge information given to you by the staff;
- Have any discharge equipment prescribed by the staff (if applicable).

DONATIONS

Donations, no matter the financial value, are always appreciated by the hospital because they enable us to purchase new equipment and patient facilities or to apply the donation to any purpose specified by the donor. Donations may also be given to the hospital in the form of bequests. All donations over \$2.00 are tax deductible. If you wish to make a donation please complete the enclosed donation form. A receipt will be forwarded to you from the Hospital Cashier. Donation forms may be obtained from the nurse in your ward/unit.

FIRE PROCEDURES

If you become aware of a fire alarm within the hospital, we ask that you follow the instructions of nursing staff. If you are not in your normal ward area report to the staff from the area nearest to you. They will take care of you. Do not use the lifts. Please do not attempt to return to your ward.

Regular training is provided to all staff to ensure that the correct response is initiated and carried through. If you smell or observe a fire, please notify a member of staff **immediately**.

GUARDIANSHIP

The Guardianship Tribunal appoints guardians and financial managers for people 16 years and over who are incapable of making their own lifestyle and financial decisions and have no suitable formal arrangements in place. Hospital social work staff are able to discuss guardianship issues with patients and families as well as assist in the application process where appropriate.

HEALTH FUND

If you choose to use your private health insurance at Calvary Mater Newcastle it means that you will have:

- No out-of-pocket expenses;
- 100% coverage on all of your inpatient service accounts *excluding self insured*;
- Your choice of doctor;
- All accounts processed for you by our Simplified Billing Service
- Access to single room accommodation (if available).

Calvary Mater Newcastle is a registered Simplified Billing Agent with HIC (Medicare) and will process your inpatient service accounts through Medicare and your private health fund on your behalf.

These accounts include: hospital doctors, pathology, X-ray and some visiting medical officer accounts.

It is important that you understand that if you present to the Emergency Department and are admitted, that you can request to be classified as a private patient and can be transferred to the care of the doctor of your choice if he/she has admitting privileges to the hospital. This can occur after your admission under the Specialist of the day on the admitting emergency roster. You may also request transfer to a private hospital. The staff are obliged to facilitate this for you.

If you require further information about using your private health insurance please contact the Manager Revenue Services on (02) 49211386 during business hours.

HEALTH TEAM (MULTI-DISCIPLINARY)

Medical

Patients are sometimes confused because they are seen by numerous doctors.

The following is a guide as to who's who in our hospital

You are admitted under the care of a specialist, who is known as a Visiting Medical Officer or a Staff Specialist, generally called an Admitting Medical Officer. He/she is responsible for supervising your treatment, which may be carried out on a day to day basis by a Registrar or a Resident Medical Officer or an Intern. If you wish some free time outside of ward rounds to talk with one of your doctors, please ask the nurse in your ward/unit to arrange this. The registrars and residents will set time aside for extra discussions but they need to know that patients and families desire this.

A relative, friend or care-giver is able to speak with medical staff, with your permission. This can be arranged with the nurse in your ward/unit who will make a time with the medical staff to discuss your care.

Nursing

Your care is given by registered and/or enrolled nurses. They report to the Nursing Unit Manager who is in charge of your ward. A clinical nurse consultant may also be involved in your care. Student nurses are generally accompanied by an educator. Occasionally agency nurses are called in when our own staff are unavailable.

Cancer Care Coordinator

A Cancer Care Coordinator is a nurse specialising in particular cancers i.e. breast, lung and gastrointestinal; that works as a member of the multidisciplinary team. They can assist you in coordinating your care by being your primary contact person. They also assist with making referrals and communicating with other members of the multidisciplinary team and help you and your family with any concerns or questions that you may have regarding your treatment.

Nutrition and Dietetics

Our clinical dietitians specialise in nutrition assessment, nutrition support and in nutrition counselling. If you have a difficulty eating, any special dietary needs or are seeking nutrition information, please inform your doctor or nurse and a dietitian will see you as soon as possible.

Occupational Therapy

The occupational therapist assists people of all ages who may be limited by physical or psychological factors or illness, to achieve their optimum independence. This includes all aspects of living such as self care, work, leisure and rest. Occupational therapists have access to a variety of equipment and can educate patients and carers on management strategies. Please ask a nurse if you would like to contact the occupational therapist service.

Pastoral Care

Pastoral care personnel attempt to visit each patient during his/her time at Calvary Mater Newcastle to provide emotional support and spiritual care. Priority is given to those who are dying and those who are emotionally distressed or fragile. The team is also available for families, friends, carers and staff.

For those patients whose tradition values Sacramental Care, i.e. Holy Communion, Anointing of the Sick, and Reconciliation, the Pastoral Care Team is on hand to talk to you about your needs.

All enquiries can be made through the Pastoral Care team or a member of the nursing staff.

Pharmacy

A pharmacist advises on selection of new drugs, dispenses your medication, is a medication specialist, monitors your drug therapy, provides drug information and is available to discuss any concerns regarding your medications. Please ask a nurse to arrange this.

Physiotherapy

Physiotherapy is a health profession which deals with the prevention, assessment and treatment of general mobility issues, pain related to musculoskeletal problems and respiratory problems. Our mission is to assist people to solve their problems of function to their satisfaction within available resources.

The service is available to outpatients and inpatients with special services for Oncology and Palliative Care. Your medical team arranges referral to the physiotherapist.

Social Work

Social workers provide patients and their families/carers with free and confidential counselling and support. They provide assistance with social and emotional issues associated with a patient's illness and assist clients to achieve the maximum benefit from health care services and community resources. Nursing staff in your ward/unit will arrange for a social worker to speak with you at your request.

Speech Pathology

Speech pathologists assess and manage patients with verbal communication and swallowing difficulties. These types of problems may occur if someone has had a stroke or cancer-related illness, as well as other medical conditions. Any member of the multidisciplinary team can arrange referral to the speech pathologist for communication or swallowing difficulties.

Support Services

Support services personnel who may be working in your ward/unit include administrative, catering, computer services, domestic, maintenance staff and wardspersons.

HOSPITAL GUESTS – Information for Carers

The hospital recognises that when a patient is very ill, relatives and carers may wish to remain with them after hours when normal visiting hours have finished. The security of our patients, staff and visitors is important to us and we have a procedure in place to record who is in the hospital after hours **(8.30pm to 5am)** when the hospital is locked.

The Mercy Hospice is locked 5pm to 5am. Should relatives and carers wish to stay then the arrangement needs to be formalised with the nurse in charge of the ward. The nurse in charge of the ward will direct the relatives and carers to the Information Desk to register and be issued with a numbered badge that is required to be worn at all times. The Hospice has similar arrangements in place and maintains its own register for its guests.

IDENTIFICATION BANDS

On admission you will be issued with identification bands which you are required to wear for the duration of your admission.

INFECTION CONTROL

The control of infection within the hospital is of vital importance. Staff, patients and visitors can assist in controlling the spread of infection by:

1. Practising good hygiene such as hand-washing after toileting or blowing your nose especially when entering intensive care, haematology and oncology wards.
2. Covering your mouth and turning your head away when coughing or sneezing to help to prevent the spread of colds and flu.
3. Covering any wounds or abrasions with fresh dressings prior to attending the hospital for treatment.
4. Alerting your doctor if you think that you may have an infection.
5. Asking visitors to wash their hands before entering your room and refrain from sitting on your bed.
6. Asking your visitors to delay their visit if they are unwell
7. Discouraging visitors/relatives from bringing in high risk foods e.g.: food that requires re-heating, fruit salads, seafood or meat products.
8. Not storing high risk or open food products in the ward pantry refrigerators
9. Asking staff to wash their hands before examining you.

N.B. Any high risk food or opened food/drink left in pantry refrigerators will be discarded by staff.

INFORMATION ABOUT YOUR CARE AND TREATMENT

Patients may nominate two persons who can be contacted if there are any concerns regarding your progress and treatment. Patients should nominate just one contact person who can make all enquiries to the hospital on behalf of their partner and family. This will assist us to ensure your privacy. The telephone number for information about patient location is (02) 49211620 or the ward number is available from staff.

LAUNDRY

The hospital is unable to undertake personal laundry for patients. It will be necessary to make alternative arrangements for washing of personal clothing with friends or relatives. Hospital clothing may be available for use in emergency circumstances.

LEAVING THE WARD

Should you need to leave the ward or treatment area for any reason, please inform a member of the nursing staff before leaving.

LIFTS – USE OF DURING & FOLLOWING POWER FAILURE

During power failure the lifts **must not** be used. If there is an urgent need to use a lift contact a staff member and he/she will contact the Medirest Helpdesk to determine which lift can be used, depending upon the particular circumstances.

LOST AND FOUND PROPERTY

Property found (or left at the hospital) is forwarded to Novacare Help Desk for storage. Any enquiry regarding lost and found property should be referred to the Help Desk on telephone (02) 49211111.

MAIL

Your mail will be delivered to the ward Monday to Friday. If you wish to post outgoing mail it must have a stamp affixed and you should hand it to a member of the ward nursing or clerical staff. Stamps are available for purchase by asking a staff member.

MATER ACUTE CARE COMMUNITY SERVICE (MACCS)

MACCS is a 'hospital in the home' service that allows continuation of treatment and care at home. This enables you to be discharged earlier than would otherwise be possible. Your treatment may include intravenous injections, blood tests, monitoring of medication changes, wound management, physiotherapy or education. If your condition is suitable for this program you will be given the choice/at the discretion of treating physician of continuing your treatment in the comfort of your own home.

MEALS

Meal Service Times

The following meal schedules are for general patients and commenced on January 9th 2008.

Meal	In-Patients
Early Breakfast	6:30 am – 7:30am
Breakfast	7:00am – 8:00am
Morning Tea	10:00am – 11:00am
Lunch	12:00md – 1:00pm
Afternoon Tea	3:00pm – 4:00pm
Dinner	5:00pm – 6:00pm
Supper	7:00pm – 8:00pm

Should any item be inadvertently missing from your tray, or if your meal is not satisfactory, please notify a member of the nursing staff.

Food that is not stored or handled properly can become contaminated with harmful bacteria. These harmful bacteria can cause serious and sometimes fatal illness to people who have a weakened immune system. The hospital strongly advises patients not to consume meals that have been brought in by relatives/carers as the food may contain harmful bacteria. If you have a particular dietary requirement, please advise the nurse in your ward.

All food provided by the Calvary Mater Newcastle has been certified as safe for consumption by patients with weakened immune systems.

MESSAGES

The ward staff will give you any telephone messages or inform you of any visitors whom you may have missed.

NEWSPAPERS and MAGAZINES

Newspapers and magazines are delivered daily to the wards and are charged at normal retail rates.

NURSE CALL BUTTON

Each bedside is provided with a call button that allows you to call for attention at any time. Your nurse will show you how to use this button. These buttons are also located in the toilets and bathrooms. It is necessary to press the button only once, because the call lights up a sign outside your door and at the nurses' station. Delay in response means that the nurses are otherwise occupied. Be assured that your call will be answered as soon as possible.

ORGAN and TISSUE DONATION

Anyone can choose to donate organs and tissue – there is no age limit on the donation of some organs and tissue. While your age and medical history may need to be considered you should not assume that you are not healthy enough or that you are too old. By recording your wish on the Australian Organ Donor Register and drivers licence you can ensure that your intentions about organ and tissue donation for transplantation will be recorded on the Donor Register. Inclusion on the Donor Register is voluntary and you can choose which organs and tissue you will be prepared to donate. Registration forms are available at any Medicare Office.

Hunter New England Area Health Service Organ Donation Co-ordinator - contact Mobile 0408274313 or ring the John Hunter Hospital switchboard (02) 49213000 (available 24 hours) and ask to page the Organ Donation Co-ordinator.

The most important thing to do is tell your family (senior next of kin) of your decision about organ and tissue donation. Remember “Tell some one who cares”!

PARKING

The hospital property includes parking areas via Platt Street (multi level car park), Lorna Street car park via the Lorna Street and Villa Road entrances. Parking areas have a fee charged to access the boom gates. Some areas have restricted parking. It is essential that certain access roads within hospital grounds are kept free of unnecessary traffic.

Your co-operation and that of your visitors is sought in observing these parking restrictions. It is especially important that entrances to the Emergency Department, and the Medical Centre are not blocked.

The hospital does not accept responsibility for any loss or damage to cars or other property. You are advised to take responsible security measures such as locking your car and concealing or removing valuables.

PATIENT RIGHTS AND RESPONSIBILITIES

As a patient of our hospital you have the right to be informed and make decisions about your own health care. Some of these rights are protected by law whilst others are recognised as basic human rights. At Calvary Mater Newcastle, we recognise your rights and responsibilities as patients using our health care services and we require that our employees and volunteers are aware and committed to the importance of these rights.

You have the Right to:

- Access appropriate, safe, effective and efficient health care.
- Participate in all decisions regarding your health care and provide consent prior to any treatment.
- A clear, concise explanation in terms you can understand of your conditions, illness or disease and treatment. This information should include:
 - proposed procedures, including tests and examinations.
 - expected outcome and risks, including possible side/after effects or adverse outcomes.
 - cost and availability of service.
 - waiting time for procedure.
 - whether the procedure is experimental or will be used in research.
- Seek referral to a trained interpreter. This service is free and confidential.
- Seek alternative health care or a second opinion.
- Know the identity, professional status and qualifications of the health care worker involved in your care.
- Be treated with respect and dignity whilst receiving health care.
- Be free from mental and physical abuse.
- Access your health records in the presence of a nominated health care professional.
- Receive adequate education and instruction from the health care professional in your home or health care facility, in order to achieve a high level of independence.
- Refuse treatment and withdraw consent at any time, except in cases of some infectious diseases or if you are a person receiving treatment under the NSW Mental Health Act.
- Nominate a family member, friend, advocate or representative to participate in the decisions regarding your health care. This allows parents to exercise these rights on behalf of their children or wards and guardianship.
- Refuse services by students, or treatment of an experimental nature.
- Comment on, or complain about health care services without fear of bias or repercussion. Provide opinions and suggestions to us which can assist in improving the services.
- To receive considerate and respectful health care, given without bias or discrimination regardless of age, socio-economic status, sex, race, national origin, religion, political belief, medical conditions, sexual orientation, disability or ability to pay.
- Have access to the Aboriginal Liaison Officer if this is relevant for you and/or your family.
- Have information regarding those who will have access to your health record and the use of this information.
- Receive a prompt response in emergencies.
- Have information of your condition kept confidential, except if the law requires that this information be provided to some other person with the authority to review the information.
- Contact any person including a relative to discuss a problem with anyone of your choice.
- Refuse to see any visitors by informing the Nursing, Medical, Social Work or Pastoral Care staff.

- If you are dissatisfied with any aspect of our services you have a right to draw this to our attention and discuss any matters with us. Please direct any complaints or concerns, in the first instance, to the nurse or doctor caring for you.

Your Responsibilities:

- Provide frank and honest information that enables the health care worker to provide adequate advice and care.
- Provide full and accurate information about your own and your family's medical history, including all medications being taken.
- Treat seriously any agreement or action plan negotiated with the health care professional. If you decide not to comply, inform the health care worker and accept responsibility for making this decision.
- Keep appointments or inform those concerned of an inability to attend.
- The hospital discourages patients and their carers bringing food to the hospital due to our strict food handling regulations, therefore we ask that you do not bring any food/meals to the patients during their stay at the hospital.
- Recognise that choices concerning lifestyle will affect health.
- Give respect and consideration to health care professionals/carers/other patients.
- Where parents are exercising rights on behalf of children, they equally have a responsibility to provide appropriate care and nurturing of their children.
- Be well informed about your treatment by asking questions and consulting relevant people in order to understand and avoid unnecessary worry.
- Inform the health professional of concurrent treatment being received from another health professional for the same conditions, advise treatment for same conditions, advise alternative therapies, especially other medicines.

Providing a healthy and safe environment for you:

- Under the Occupational Health & Safety Act, (2000) we have a responsibility to ensure the health, safety and welfare of staff and patients. Therefore, it is the responsibility of both parties to ensure that:
 - The work environment is safe and free of any risks (including smoke).
 - Appropriate equipment and techniques are used for lifting, mobility and personal care.
 - The work environment allows for safe work practices to be performed.

Should you observe or identify a hazard or a dangerous occurrence please report the issue to the Calvary Mater Newcastle Nurse/Employee located in your area.

PROPERTY AND VALUABLES

The hospital does not accept responsibility for any loss or damage to cars or other property. You are advised to take responsible security measures such as locking your car and concealing or removing valuables.

PRIVACY and PERSONAL HEALTH INFORMATION

The hospital is committed to safeguarding the privacy of patient information and has implemented measures to comply with its obligations under the Health Records and Information Privacy Act. All staff in the health system are bound by laws that contain strict confidentiality and privacy clauses.

When you are a patient of the Calvary Mater Newcastle personal information is collected which may be used for your ongoing treatment and care; protection of public health; education and research; management of the healthcare system; and supervised training of students.

The supply of your information is voluntary, however, healthcare providers have an obligation to record details of the services they provide to you. You should be aware that withholding information may limit staff ability to provide the most appropriate care to you. Information is stored in paper based and electronic systems and linked on an internal Hunter New England Health Area basis.

If you supply us with the name of your current General Practitioner (GP), information will be sent to your GP for continued care as appropriate.

Under legislation, some authorities are legally entitled to information about matters such as Medicare eligibility; child protection; and circumstances of death, drink driving and notifiable diseases.

Whilst a patient of the hospital you can ask your treating healthcare professional for details of your care. You may also apply in writing with appropriate identification to request access to information the Calvary Mater Newcastle holds about you. The Medical Record Department can advise you about this process.

You have the right to request an internal review be undertaken if you consider a breach of privacy has occurred.

For further information about Information Privacy please ask to see a copy of the hospital's 'Information Privacy Brochure for Patients' or speak to your treating healthcare professional.

REDEVELOPMENT

The hospital has been undergoing a redevelopment since December 2005 and is due for completion in June 2009. The new hospital will provide new and modern facilities to people of the Hunter New England region.

Calvary Mater Newcastle is the first hospital in New South Wales to be built, maintained and operated under a Public Private Partnership.

The redevelopment commenced in December 2005, by Novacare, and consists of a three and a half year construction program, as well as Facility Management until 2033.

It will involve the construction of new hospital buildings, refurbishment of the old Mater Hospital, transfer of the James Fletcher Mental Health Hospital onto the Mater campus and ongoing maintenance of buildings, car parks and grounds. Services provided on site by Novacare include:

- Patient, visitor and staff catering
- Retail Services
- Cleaning Services
- Material Management
- Building and Grounds Maintenance
- Security Services
- Energy Management
- Help Desk

We apologise for any inconvenience caused by the lack of parking areas, noise or traffic disruption. Thank you for your understanding as we work towards creating a new and improved hospital facility for the community of the Hunter New England region.

SAFE MOVING PROGRAM

One of the continual improvements to patient care you will find during your stay is the 'Safe Moving' program. While you are in our care, the staff will use a number of techniques and types of equipment for moving/lifting you as the patient, to ensure the safety of both the staff and patients. These may include the use of various pieces of equipment like Slide Sheets, Bed Ladders, Mechanical Lifters and Walking Frames, Electric Recliner chairs, and other pieces of equipment.

Staff may also offer instruction on differing self-help techniques that you can use as a patient, to maintain your own independence and mobility. We would ask that you listen to the staff in these instances, and discuss any concerns you might have, and cooperate with the 'Safe Moving' program to the benefit of your stay at the hospital.

SAFETY CONCERNS

Whilst we strive to ensure that the hospital environment is safe for our patients, visitors, contractors and staff, you should be responsible for your own safety by following any specific directions given to you by the staff or by particular signage.

If you have any concerns regarding your safety and welfare, please do not hesitate to speak to the staff in your area to discuss these. If the staff are unable to answer your questions, they will obtain an answer from those with appropriate expertise.

Please ensure that you wear good fitting non-slip footwear, not socks alone, and observe wet floor signs. Wearing socks without shoes or slippers can cause nasty consequences if you slip and fall.

SECOND MEDICAL OPINIONS

You have the right to ask for a second medical opinion on your condition or treatment. You should discuss this in the first instance with your treating specialist. Should your doctor refuse to refer you for a second opinion please ask him/her that the Director Clinical Services (Medical) be contacted, or contact the Director Clinical Services (Medical) yourself, or through a family member or friend.

In a life threatening emergency it may not be safe to wait whilst a second opinion is sought. This should be discussed with your specialist.

SECURITY

The hospital has in place a number of policies and processes to protect patients, visitors, staff and property. Security Officers conduct regular patrols of hospital grounds and buildings and video surveillance cameras are installed in some locations.

Improved lighting has been installed in the grounds and car parks. Between the hours of **8.30pm and 5am** entrance into the hospital is restricted to entry via the Main Hospital entrance – Edith Street.

Despite these measures we cannot however take responsibility for any valuables lost or stolen. We do ask that you report anything or anyone you regard as suspicious to staff.

SMOKING AND ALCOHOL POLICY

The hospital campus is 'SMOKE FREE'.

It is a condition of entry that visitors, patients and staff do not smoke in our hospital buildings, grounds, in cars or in car parks. Our hospital works in accordance with NSW Health Department policy.

Alcohol is not permitted unless authorised by the treating medical officer. If you would like assistance to quit smoking or alcohol please ask staff.

Access to "Quit" programs is available in a confidential manner. Your family need not know about this issue. Your privacy will be respected.

STAFF IDENTIFICATION

All members of staff are required to wear photographic identity badges including name, photograph and job title. Do not hesitate to ask the identity of anyone not wearing a badge. If a person without an identity badge approaches you, and you are concerned, please alert a member of the nursing staff. You are not required to receive non-staff persons whom you do not wish to see. Troublesome visitors should be notified to a member of the nursing staff.

STUDENTS

Please refer to the below mentioned section 'Teaching Hospital'. The hospital has a policy on student participation in hospital activities, including patient care, and if you would like to see a copy of this please ask any nurse in your ward/unit.

SUGGESTIONS

Suggestions are welcome from patients.

Any ideas may be submitted in writing to the General Manager, Calvary Mater Newcastle, Locked Bag 7, Hunter Region Mail Centre, NSW 2310.

A suggestion box is located at the Information Desk.

TEACHING HOSPITAL

Calvary Mater Newcastle is a teaching hospital in affiliation with many teaching institutions and in particular the University of Newcastle. Medical, Nursing, Allied Health, Diagnostic and Therapeutic Radiography, and other students of the health professions are periodically placed at Calvary Mater Newcastle and may be involved in your care. If you wish to refuse to allow access of these students to either yourself or to your medical records, please inform your doctor. Otherwise it is assumed that students are permitted access to you and to your records. If you are undergoing an operation under general or local anaesthesia then you should consider whether you wish to exclude medical and nursing students from the operating theatre.

TELEPHONES

Public telephones are located:

- Level 3 Edith Street entrance of the hospital;
- Hospice;
- Level 2 Platt Street entrance of the hospital

Telstra *Phoneaway* cards are available for purchase at the Emergency Department Reception or the Cashier.

Bedside telephones are available in some wards. These are connected to the Telstra Phone Card network. Patients will be able to charge calls to their home telephone or use Telstra *Phoneaway* Cards. There will be no charge made for a bedside telephone where installed. This enables patients free access for incoming calls. Any outgoing calls, including STD and International calls may be then made using a phone card. *Phoneaway* cards may be purchased when you arrive at the Hospital from the Emergency Department Reception or the Hospital Cashier, or of course, you may bring your own card, available from various retailer outlets.

Mobile telephones must not be turned on inside the hospital buildings because of their potential interference with patient care equipment such as intravenous drip monitors and electrophysiological equipment such as cardiac and other monitors.

TELEVISIONS & RADIOS

Most wards have televisions. If you require a television arrangements can be made with the ward staff for the hire of televisions.

For radios you will need to bring your own small **battery operated** radio.

You are requested to wear an earphone/headphone for the comfort of other patients.

TRANSPORT

Taxi: Taxis are available by telephoning 133300 or 131008.

Hire Car: Hire cars are available by telephoning (02) 49601800. This is a 24 hour service.

Government Bus Services:

Bus stops are located in Edith Street (at the front of the hospital).

Bus timetables are available at Emergency Department Reception and Information Desk, Level 3

VALUABLES

Do not bring large sums of money or valuables, such as jewellery, with you to the hospital. **Calvary Mater Newcastle is unable to accept responsibility for any such personal items.**

Arrangements for depositing cash and valuables may be made through the ward staff. A receipt will be issued. Please note that deposited valuables can only be returned during normal business hours.

VISITING HOURS

Your visitors are most welcome but in the interest of your care and recovery, they are asked to observe the following hours:

General wards and Intensive Care:	11am - 8pm	Patient rest period	1 - 3pm
Coronary Care Unit:	10am - 8pm	Patient rest period	12 - 3pm
Mercy Hospice	Unrestricted visiting hours		

Special arrangements for visiting at other times can be made where appropriate. Please talk with the nurse in charge.

If you do not wish to see a visitor or to receive telephone calls, please inform the nurse caring for you.

VISITORS' RESPONSIBILITY

Visitors are asked to observe the following:

- Children are welcome but must be under adult supervision at all times;
- The number of visitors is restricted to two or three. In Intensive Care and Coronary Care, visitors are restricted to immediate family, except in extenuating circumstances, with only two visitors at a time;
- Your visitors may be asked to wait in the waiting room if you require treatment. However, if you wish a person to remain with you please ask the doctor or nurse.
- Limit the length of time when visiting to allow you adequate time to rest;
- Negotiate with the Nurse-in-charge to make special arrangements to visit outside of the set visiting times.

VOLUNTEERS

Calvary Mater Newcastle's volunteer program has volunteers as members of the patient care team, who work toward the mutual aims of providing the best possible care and support for patients and their families. All volunteers have undergone comprehensive education training prior to working in any service within the hospital or outreach service. All volunteers are easily identified by their large GREEN volunteer name badges.

WHAT TO BRING TO HOSPITAL

Bring with you:

- Toiletries – soap, toothbrush, comb, tissues, shaving gear and other personal items;
- Clothing – sleepwear, dressing gown;
- Well fitting non-slip slippers or shoes must be worn (bare feet or thongs are trip/slip hazards);
- Pen to fill out menus;
- Spectacles, hearing aids (do not forget your batteries), walking stick or other aids which you normally use;
- Medicare card and other medical/hospital benefit book/card;
- Healthcare/pensioner benefit card/Veteran's Affairs card (where applicable);
- Private x-rays and other investigation reports;
- Medications which you are taking at home including over the counter preparations and complementary medicines;
- A small amount of money for newspapers and so forth.

DO NOT bring

- Electrical appliances such as television, hairdryer;
- Mobile phones (these can interfere with medical equipment);
- Food;
- **Talcum powder** as it can cause patients to slip and fall;
- Thongs (they are a trip/slip hazard);
- Valuables and large sums of money. The hospital cannot accept responsibility for these;
- Alcohol, cigarettes, illegal drugs or weapons such as guns, knives or other implements.
- Any chemical (or hazardous) substances.

WIG SERVICE

The hospital has a free wig service which offers wigs and turbans to patients who have experienced hair loss as a result of chemotherapy or radiotherapy treatment.

The service, located in the Medical Centre, is managed by a group of professional volunteers experienced in hairdressing and wig fitting, and operates on the 2nd and 4th Monday of each month. The staff in your ward/unit can give you a brochure and arrange an appointment.

MESSAGE OF THANKS

Little Company of Mary Health Care (Newcastle) Limited and Hospital Management thank the advertisers who have contributed to the publication of this Patient Information Guide.