

Patient directory



Contents

Welcome.....	2
About Figtree Private Hospital	3
Your Room	4
Important information for patients	6
Patient Safety / Escalation of Concern	10
Preparing to leave Hospital	14
Information for your visitors	15
Privacy Policy	17
Open Disclosure	17
Compliments and Complaints	17
My Healthcare Rights	18

Welcome

Figtree Private Hospital acknowledges that the Dharawal People are the original inhabitants and custodians of this land, and we pay our respect to the Dharawal elders- past, present, and emerging.

The staff and doctors of Figtree Private Hospital would like to extend a warm welcome to you and your family. Our aim is to provide you with the best possible hospital experience and to make your stay as pleasant as possible.

We recognise that admission to hospital can be a daunting experience. It is a time when a lot of information is given verbally, so we are here for any questions or concerns you may have. This booklet assists you in providing information relating to our hospital's facilities and services, and your admission and stay here.

We would like to take this opportunity to thank you for choosing Figtree Private Hospital and wish you all the best for a speedy recovery.

The Executive team,
Figtree Private Hospital

Steven Rajcany: *Chief Executive Officer*



About Figtree Private Hospital

Figtree Private Hospital has been providing a caring, quality service to residents of the Illawarra for more than 40 years. Operated by Australia's leading private health care provider, Ramsay Health Care. Figtree Private Hospital historically held an outstanding reputation as Illawarra's premier surgical and maternity hospital.

In January 2016, Ramsay Health Care opened the brand-new Wollongong Private Hospital and all surgical, medical and maternity services were moved to the highly anticipated, state-of-the-art facility.

Figtree Private Hospital underwent extensive renovations and was transformed into a rehabilitation facility boasting spacious rooms, brand new gymnasiums, occupational therapy rooms and a NATA accredited Sleep Study Unit.

In 2022, Figtree Private Hospital merged with Lawrence Hargrave Private Hospital, to bring Illawarra residents one central location to access a full suite of rehabilitation services. The 58-bed private hospital, comprises specialised inpatient programs, day programs and outpatient allied health therapies provided by Ramsay Health Plus.

Figtree Private Hospital is also home to the Illawarra Parenting Centre, a unique post-natal support service, guiding families through common parenting challenges such as sleep and settling concerns, feeding difficulties and adjusting to parenting.

Our highly respected Doctors work with our team of skilled nurses and allied health professionals to provide the highest standard of personalised care to all our patients. The team work together to ensure your needs are met prior to admission, whilst in hospital and following discharge.

Our hospital encompasses:

- 47 Rehabilitation / Medical beds
- Day rehabilitation unit
- 7 bed Early Parenting Unit
- 4 bed Sleep Studies Unit

We are committed to meeting all your needs through quality healthcare and teamwork. This booklet provides details about your room, the hospital and services available. We encourage you to ask as many questions as you need to fully understand your care.

Values

The Ramsay values of "People Caring for People" recognises that we operate in an industry where "care" is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers, our patients and our staff.

The Ramsay Way

- We are caring, progressive, enjoy our work and use a positive spirit to succeed.
- We take pride in our achievements and actively seek new ways of doing things better.
- We value integrity, credibility and respect for the individual.
- We build constructive relationships to achieve positive outcomes for all.
- We believe that success comes through recognising and encouraging the value of people and teams.
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for stakeholder loyalty.

YOUR ROOM

The call bell

Your room's call bell system allows you to contact nursing staff 24 hours a day. A button is located on the white handset by your bed, which your nurse will place within your reach. Once the button is pressed, it will remain on until cancelled by your attending nurse. Additional buttons are located in the bathroom. Please don't hesitate to call staff to help you in any way.

Television & radio

Your room's in-house entertainment includes free-to-air television and a range of Foxtel Channels. The system is remote-controlled and located on your white handset. The speakers are located in the handset. You can connect headphones to the handset if you wish.

Bed adjustment

Beds are adjustable and can be repositioned using the up/down arrows located on the handset. In some cases, the bed's position is set by the nursing staff to facilitate your recovery. If you feel uncomfortable, please press the call bell and staff will assist you.

Telephone

Local Calls: Dial 0 to access an outside line. Local calls to land lines are free.

Your direct telephone number to give to family and friends

You may receive calls directly to your inpatient room or alternatively, calls can be received and transferred to you from our main switchboard 02 4555 000.

Please confirm the direct phone number with the ward staff.

Meals

We understand how important your meals are to you during your stay. We strive to ensure the consistent delivery of high-quality food and food services to patients every day.

Our meals have been created to meet the specific needs of patients in a healthcare environment and are therefore lower in fat and salt content which may affect the taste that you are used to.

We offer menu options which are suitable for patients on a diabetic, low fat, low salt or restricted diet as ordered by the dietician or your doctor. Kosher & Halal meals are also available on request. If you have special dietary needs, please advise our friendly catering staff member or your nurse.

Due to your medical condition, you may be on a special diet. In some cases, your meal option may be altered, after consultation, as a result of changes in your health requirements. Should you require further information regarding the type of diet you are on please discuss with the nurse caring for you or one of our experienced catering staff members.

Meal service times

	Rehab	EPC
Breakfast	7:30am	7:30am
Morning Tea	10am	9:30am
Lunch	12pm	11am
Afternoon tea	3pm	2:30 pm
Dinner	5pm	5pm



Bringing in food for patients

We understand that family and friends may like to bring in food for their loved ones, unfortunately Figtree Private Hospital cannot accept responsibility for food that is prepared outside of the hospital and is brought in for patients by relatives and visitors. Our hospital has a legal obligation to comply with Food Safety Standards. Patients, relatives and visitors are welcome to use storage and reheating facilities in the pantry in each Ward. Please inform the nursing staff about food you bring and clearly label this with the patient's name and the date the food was prepared.

Check with the dietitian, nurse, midwife or speech pathologist first.

Little Fig Cafe

The cafe is located at the front of the hospital for patients and visitors, offering delicious beverages, cakes, sandwiches, and hot snack options.

Opening hours are:

Monday to Friday: 8am to 2pm

Saturday: Closed

Sunday: Closed

Please note that the coffee service finishes 30 minutes prior to closing time. Public Holidays will have reduced operating hours

Laundry

The hospital does not provide a personal laundry service. Please make your own arrangements with the help of family or friends. If this is not possible, please ask your nurse about alternatives.

Clergy and Religious Representation

If you would like a visit from a religious representative, please contact a nurse and they will provide you with a list of local contacts.

Department of Veterans Affairs

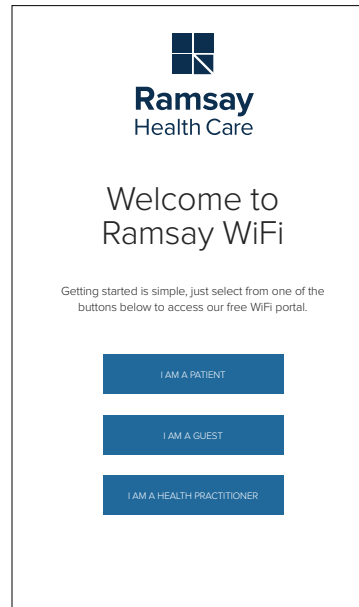
A Social Worker is available from 8:30am-5pm three days a week. please speak to a staff member to avail of the social worker.

Housekeeping services

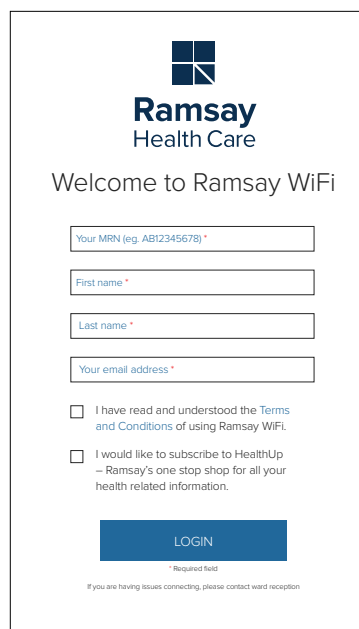
Your room will be cleaned daily. Please notify a member of the nursing staff if you have concerns about any aspect of the housekeeping service.

Internet access

Free Wi-Fi is available to inpatients & visitors. Go to Wi-Fi in your Settings. Choose WiFi@Ramsay. Your Internet Browser will automatically **open**, and you will be prompted with the 'Welcome to Ramsay WiFi' page as below.



Select the appropriate option - Patient or Guest. The option that you select will display a second page where you can register for WiFi as shown in the windows below.



Enter your details as required. N.B. Your MRN is created on admission and can be found on your wristband. Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use. Accepting the terms and conditions is necessary if you want to use the WiFi facility. Click on the LOGIN button to proceed to the internet.

Interpreter services

The Translating and Interpreter Service (TIS) is available and provides a free interpreting service for doctors and specialists. If you would like an interpreter at any stage of your hospitalisation, please speak with your doctor or nurse. Figtree Private Hospital is happy to assist with these arrangements. Please be aware, there are a small number of exceptions to the provision of free services. Compensation case patients, non-permanent residents and services not booked under the doctor are not eligible for free services. In these cases, charges apply. We do also have a number of staff who speak different languages and are available to provide assistance with non-medical translation. Please request from the nurse caring for you.

Pathology & Radiology

Southern IML pathology services are used at Figtree. For radiology, we frequently utilise Dr Glen and partners at Wollongong Private Hospital. Private specialist pathology and radiology services provide 24-hour cover to hospital inpatients. If you have a pathology or radiology service performed whilst you are in hospital, a separate account may be sent to you which can be claimed from Medicare and your health fund.

Pharmacy

Ramsay Pharmacy Services provide off-site pharmaceutical services to our patients. Pharmacists will be onsite each Wednesday and attend daily rounds. They will dispense medications as requested by your Specialist and explain new medications to you. Some medications are additional to your hospital charges. If applicable, these will be added to your hospital account and payable on discharge. You will need to collect and pay for your discharge medications prior to leaving the hospital.

Reception hours

Monday to Friday: 8am – 5pm

Saturday: 7am – 11am

After hours all enquiries will be diverted to the in charge of Hospital staff member for assistance.



Important information for patients

Your nursing care

During your stay nurses will be allocated to care for you 24 hours a day. These nurses may comprise a team of Registered Nurses, Enrolled Nurses, Assistant in Nursing and sometimes students and trainees.

Your Allied Care

Your care is multidisciplinary, meaning we have a team of experts available to assist with your recovery. Your treating specialist will refer you to members of our team as you need.

Figtree Hospital offers inpatient and outpatient based allied health services between the hours of 8pm – 4:30pm Monday to Friday and 8:30pm – 12.30pm on Saturdays.

The Allied Health Team will meet with you to discuss your rehabilitation goals and together with your Rehabilitation Physician, will develop an individual plan to meet your requirements.

Our Allied Health Team consists of the following specialities:

Physiotherapy

The Physiotherapists and Exercise Physiologists offer a comprehensive assessments and treatment options for a wide range of physical conditions related to your admission. They will assess your strength, mobility and balance and prescribe a program suitable for you to achieve your goals.

Occupational Therapy

The Occupational Therapists will complete a range of assessments looking at your personal care, domestic tasks, recreational and vocational activities, your social supports and home environment if required.

The Occupational Therapists are skilled professionals who can provide you with specialised equipment, training and strategies to complete your everyday tasks, maximising and promoting independence.

On arrival to the hospital, our Physiotherapists/ Exercise Physiologists and Occupational Therapists will conduct an assessment and provide you with equipment and education to ensure you are safe and comfortable in your room.

The services below are on a referral basis. If you feel you would benefit from any of these, please discuss this with your doctor, nurse, physiotherapist or occupational therapist.

Social Work

Our Social Worker is available to provide you and your family/carer with advice and support with referrals to community support services including My Aged Care and NDIS. Social Work is also available to provide adjustment counselling and support during significant changes in life style. Our social worker can also advocate for you in the hospital and community settings.

Dietetics

Our dietician will assess you and your nutritional requirements. They can provide you with dietary advice and education about a healthy diet for your medical conditions. They can also recommend supplements to help you regain your health and well-being.

Psychology

Counselling is available for managing symptoms of depression, anxiety and stress associated with adjustment to changes to lifestyle as a result of illness or injury. You will require a referral from your admitting physician for this service.

Speech Pathology

Our speech pathologist can assess your swallowing, speech and language. Our speech pathologist can make recommendations about the types of food and fluids you can safely consume and provide strategies and therapy to improve your swallow. The speech pathologist may also provide exercises and strategies to help you communicate, this may involve your family or carer.

Day Program

Following your admission to hospital, there is an opportunity for you to continue your therapy if deemed necessary by the treating team.

Figtree Private Hospital offer a Day Program, which is a service that enables patients to attend a group-based exercise program with other specialised allied health intervention. Patients will typically attend the program twice a week for 1.5-2hrs each session, using their private Health Insurance hospital cover, DVA or Workers compensation/CTP funding. The Day Program has a number of specialized groups to ensure the needs of each patient are met.

There is additionally a private allied health service available, Ramsay Health Plus. Typically patients will attend this service for individual 1:1 sessions or a group class. Patients will utilize their ancillary (extras) cover or pay privately for this service.

The Ramsay Rule

The Ramsay Rule is about keeping our patients safe.

The Ramsay Rule is a three-step process where you or your family or carer can escalate their concerns and call for rapid assistance when they believe that something is 'not right' with your clinical condition.

Initially concerns are raised with the nursing staff and the Nurse in Charge of the ward. If you or your family are still concerned about your clinical condition, the final step is to ring a dedicated hospital phone number which alerts a senior clinical staff member. This call initiates a timely clinical review by an experienced clinician.

In addition, the objective of the program is to acknowledge you and your family's concerns and take appropriate action. (Step by step instructions can be found on page 10.)

Partnering with consumers

As a patient you will notice that the staff will include you and your family / carers in your treatment by seeking information from you and giving information to you to ensure that we are providing the right treatment to the right patient and regularly monitoring your care.

Patient Centered Care (PCC) is an important part of your care. It is a broad term used to describe healthcare that is respectful of and responsive to the preferences, needs and values of you, as patients and consumers. PCC is an important measure of healthcare safety and quality.

PCC is more than customer service, in that it involves actively consulting, collaborating and partnering with patients, carers and families to not only improve your perceptions and experience of healthcare, but to also support your healthcare rights and responsibilities, improve your health literacy and the quality and safety of the wider system of healthcare.

We may at times seek input from patients regarding patient information publications, new processes or equipment to ensure that they are either easy to understand and informative, or what patients are needing in hospital.

Preventing & controlling healthcare associated infections

Strategies and education are in place to dramatically reduce your risk of acquiring an infection from your hospital stay. The nursing staff will provide education to you regarding your role in participating in our infection control program. Please ask should you have any questions.

Hand Hygiene

Hand hygiene is the single most important factor in reducing hospital acquired infections. Everyone plays an important role in stopping the spread of infection by ensuring they regularly sanitise their hands.

Please ask your visitors to sanitise their hands on entering and exiting your room. All staff should also always perform hand hygiene in front of you. Please feel free to remind staff if you are concerned this has not been done. Alcohol hand rub is available in every room and throughout the hospital.



Clinical Handover

As part of the management of your progress it is important that all members of the healthcare team communicate to you about your treatment and care effectively. There may be many situations where you will hear staff talking about you or your care. These discussions will generally take place with you in attendance. If you hear information that is incorrect or that you don't understand we encourage you to speak up to staff to explain or repeat the information. Within the rooms there is a white board which will be used by the staff who will be looking after you to write their names and any other significant information including your goals for the day.

Medications

Please inform nursing staff about any medication you are currently taking, including any herbal or complimentary medications.

For safety reasons these will be securely locked in your bedside cabinet and made available for use during your stay with us. For your safety, the nursing staff will administer ALL your medications whilst you are in the hospital from their original labelled pharmacy containers. Legally we are unable to use any alternative containers, such as webster packs and dosette boxes as we may be unable to identify the medications. We suggest these be left at home.

If however, you believe an error has been made in regards to your medications please speak up and talk to the nurse caring for you.

Additionally, it is likely that you will be prescribed extra medication whilst in hospital. Should you have any questions or concerns please discuss these with a staff member or request to speak to a pharmacist.

You may administer your own medications after a discussion with your treating team.

On your discharge, an up to date medication list will be provided for you to take home.

Medication Safety

Our staff that administer medications are qualified to do so and are assessed regularly to ensure they remain competent. We utilise systems that ensure that we match you to your intended treatment. Each time the nurses administer medication to you they will ask you to identify yourself, or check your identification band, and ask you about any allergies that you may have. Any medication errors that may occur are reported, thoroughly investigated and analysed to learn from them and prevent reoccurrence.

Patient Identification

We are committed to the delivery of safe patient care by adopting the Australian Commission for Safety and Quality in Health Care's National Specification for patient identification. The hospital has developed and implemented an organisation wide system for patient identification using key identifiers and questions to correctly identify you each moment of care, these include:

- What is your full name?
- What is your date of birth?
- Can I please check your arm band?

Pressure injury prevention

- A pressure injury (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to prolonged or unrelieved pressure. Pressure injuries may look minor, such as redness on the skin, but they can hide more damage under the skin surface.
- The best thing that can be done to relieve pressure is by keeping active, and changing your position frequently, whether you are lying in bed or sitting in a chair.
- If you are at an increased risk, your staff will develop an individualised care plan with you. Staff will also inspect your skin daily to identify if a pressure injury is developing.
- Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.
- Keeping your skin and bedding dry helps to keep the skin in good condition. It is important to let staff know if your clothes or bedding are damp.
- Avoid massaging your skin over bony parts of the body. Use a mild soap and moisturise dry skin.

For more information, speak with the nursing staff caring for you, or ask for a patient information pamphlet.



Patient Safety / Escalation of Concern

The Ramsay Rule is our commitment to patient safety and partnering with you and your family allows us to provide excellent care.

If you are worried about a patient in hospital, first talk to your nurse or doctor. If you are still worried, ask to speak to the nurse in charge. If you are still worried, call the number below (whether in facility or outside) and ask to speak to a 'Ramsay Rule Clinician'

The Ramsay Rule
FOR PATIENT SAFETY



Ramsay
Health Care

Ph 0448 145 645

Falls prevention

It's surprisingly easy to fall or slip whilst having treatment. Medication or fatigue may affect your balance, or you may not be as fit or as steady on your feet as you normally are. That's why we ask you to take particular care when standing or moving about because your safety and well-being are important to us. On admission we will assess your risk of having a fall and will implement strategies to reduce your risk of falling. The following describes a few ways you can reduce the risk of a fall.

Medication

Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

Unfamiliar surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

Flooring

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

Your condition

Ask your doctor or nursing staff to fully explain your condition so you know if you should ask for help withstanding or walking. Your physiotherapist can also give you advice with balance or mobility.

Visiting the bathroom

You may need to use the toilet unexpectedly or more often than usual whilst having treatment. If you need help or think you may need to visit the toilet more frequently, please ask the nurses, they are here to help you feel as comfortable as possible. Our team here is dedicated to keeping you safe, please use your nurse call bell when you require our assistance.

Clothing

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip. Make sure these are the right length for you.

Footwear

Check that your slippers or other footwear fit securely.

Our Falls Management Program aims to ensure that minimal, if any falls occur, however if they do the frequency and severity of injuries from falls is decreased.

Why would I need a blood or blood product transfusion?

Some patients may need a blood transfusion during their admission. This will be a decision you make once you have thoroughly discussed your available options with your treating doctor.

Potential risks

Although Australia's blood supply is safe; blood and blood component transfusions are not risk free. Complications can occur, as with all medical procedures. Severe reactions to blood transfusions are very uncommon.

Is there anything I need to do during the transfusion?

- During the transfusion you will be closely observed.
- Your physiological observations and general condition will be monitored by the nurse caring for you.
- Report to the nurse as soon as possible if you notice any chills, fever, problems with breathing, rash, if you are worried or feeling unwell in any way during the transfusion.
- Before any procedure is carried out, you will be asked to give your permission or consent. You should make sure you understand the reasons, risk and benefits when you are asked to give consent for a transfusion.
- In some cases alternatives to blood product transfusion may be suitable. Ask your doctor if this may be so in your case.
- Should you wish to read further about blood product transfusions please ask the staff caring for you for an information booklet entitled "Blood and Blood Component Transfusions"
- If you have objections to blood transfusions, it is extremely important to discuss this with your doctor.

Patient manual handling system (PMHS)

We aim to optimise patient quality care as part of our ongoing quality improvement process. We have implemented patient handling work practices for staff that eliminates lifting of a patient's full body weight when handling, transferring and mobilising our patients. Your nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurses will encourage you to be as independent as possible. If you need assistance the staff may use equipment or aides that will facilitate your movement, making it more comfortable and safer for you, whilst reducing the risk of injury to you and staff assisting.

Electrical safety

Whilst we wish to support your stay in hospital and make it as pleasant as possible, we have an obligation to maintain a safe environment. As we cannot ensure the safety of your own personal electrical items, we request that you keep these to a minimum. All electrical equipment, including laptop computers, electric shavers, hair dryers, radio/stereos and clocks, have the potential to affect our electrical network. Please consult with ward staff to have your electrical items checked prior to use in the hospital.

Electrical heating pads or blankets are not permissible due to the inherent fire hazards associated with them. Non-electrical heat packs are available on the ward for your comfort.

Violence/ aggression

The Hospital's staff and patients are entitled to work and be cared for in a safe environment, one that is free from violence and aggression. Physical and non-physical violence towards staff and/ or others in the facility will not be tolerated. Any such acts may lead to discharge and may result in the police being notified and legal action being taken.

Medical records

A medical record will be kept of your admission and treatment. This will be confidential with access being limited only to the healthcare professionals directly involved in your treatment. This record will remain the property of the hospital. The contents of your medical record will be divulged only with your written consent, or where required by the law. You may request to review your medical record at any time. Please contact the Nurse Unit Manager to organise this.

Medical staff

The doctor Visiting Medical Officer who admits you is responsible for your medical care whilst you are a patient in Figtree Private Hospital. Any questions that you have regarding your treatment should be directed to your admitting doctor or members of the team. It would be helpful if you could nominate one person to be the main contact when communicating with the medical staff regarding your condition. You or your nominated contact person may find it helpful to make some notes regarding any questions you wish to raise with the medical staff.

Each doctor will have a different time of the day that they will visit the hospital.

Career Medical Officer (CMO)

The hospital provides 24-hour Resident Medical Officer coverage in liaison with your VMO to assist with your care in hospital.

We have a system in place to flag changes in your condition. If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or medical officer of your condition as necessary.

Cultural and Spiritual Support

Figtree Private Hospital recognises people from religious and/ or culturally and linguistic diverse backgrounds may have special needs that require services to be delivered in a manner more responsive and sensitive to their needs. A diverse environment is fostered where cultural and religious differences are respected.

Hospital staff are willing to contact an appropriate Chaplain, Clergy or lay Pastoral Care Worker in the community to visit you during your stay. Please provide contact details to the staff member.

Students in training

As a teaching hospital of a number of local universities, we are involved in the training of medical, nursing and other health care students. We hope you appreciate the importance of their training. However, if at any time you do not wish to be seen by students, please let the Nurse Unit Manager or nurse caring for you know.

Stop the clot

As you may be restricted to bed or have limited mobility, you are at risk of complications of blood clots. The nursing team will assess you daily and your doctor will decide your treatment. To reduce the risk of clots you are encouraged to keep your fluids up and get moving as soon as possible - remember to do gentle exercises for your feet and legs while you are in bed.

Your doctor may prescribe some or all of the following:

- Mechanical devices such as graduated compression stockings - these are elastic stockings over the calf of your leg and should be worn until fully mobile.
- Anti-clotting medicines work by reducing the blood's tendency to clot. They can also increase the risk of bleeding so your doctor will aim to get the dose right for you.

Security

Surveillance cameras are positioned in common areas within the hospital providing 24-hour security as well as on-call security guards.

Emergency procedures

The Hospital has well organised safety and emergency procedures in which each staff member has a key role. In the unlikely event of an emergency, remain in/ by your bed until a staff member arrives to assist you.

Smoke-free environment

In accordance with the Department of Health Policy, smoking, including use of vapes or E- cigarettes is not permitted at Figtree Private Hospital.

Staff identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. Additionally, our staff wear different uniforms depending on their role within the hospital

Valuables

We strongly recommend that you do not bring any valuables to hospital. Figtree Private Hospital does not accept responsibility for patient's valuables.

Preparing to leave Hospital

Discharge planning services

Discharge Planning is a process which commences on admission to Figtree Hospital and it is addressed throughout your stay. It is common for the nursing and allied health staff to ask on arrival about where you are planning to be discharged to and what supports you may already have in place.

The team will discuss your expectations and goals for your discharge and develop a discharge plan. You and your family/carer can alert us if your circumstances are such that you may need extra support in the community. Your treating team will discuss the discharge plan with you regularly throughout your admission and provide you with relevant information and/or education to your family/carer.

The allied health team will conduct any necessary home visits, arrange equipment, liaise with community services and arrange referrals for ongoing therapy.

Nursing staff will make any necessary arrangements with regards to your medication for discharge; making sure that the patient is discharge with all medications, scripts (if required), or if a pre-packaged Webster packs is needed they will arrange for this to be dispensed from your usual pharmacy on discharge. Our Pharmacist is onsite every Wednesday, if you would like to discuss any of your medications with the pharmacist please let your nurse know and she will inform the pharmacist. If follow up appointments are required post discharge the nursing staff will inform you of these or assist in arranging them for you.

Please consider who will be taking you home on discharge and confirm your plans with your nurse. Any discharge services that may be required will be confirmed with you, if this has been arrange by the Hospital. Please confirm with your nurse if you are uncertain.

You may receive a follow up phone call after discharge from the staff to discuss your progress at home.

Discharge time

The discharge time is 10.00am. It is preferable for you to arrange your transport home by 10.00am. Patients remaining after this time are welcome to use our Discharge Lounge.

Important information on discharge day

Once you have achieved your rehabilitation goals you will be discharged home. On your discharge day you will have all the necessary information (discharge letter) and equipment required for a smooth transition from hospital to home.

Before you leave hospital, please make sure you have the following:

- a discharge letter
- all personal x-rays
- all current medications, including medications stored in fridge.
- Updated Medication list
- follow-up appointment requirements and bookings
- all personal belongings.

As you leave please see staff at the Nurses Station on your ward to ensure you have completed the discharge process.



Information for your visitors

Visiting Hours

Your visitors are welcome to Figtree Private Hospital during visiting hours. Please respect the rest period scheduled to ensure the optimal recuperation for you and other patients. Our general hours for visiting are listed below, please check with your nurse to confirm the visiting hours for your ward.

We do accommodate visiting outside general hours with consultation with the nurse unit manager

General Visiting Hours:

Weekdays – Afternoon / Evening: 4.00pm – 8.00pm

Weekends – Afternoon / Evening: 12pm – 8pm

Visitors who are unwell should not visit the hospital. This includes flu like symptoms, diarrhoea and fever.

Parking

For your convenience we have designated parking areas for visitors onsite and on the street. Parking for disabled and less mobile visitors is also available onsite.

Please observe restricted parking spaces for doctors and other designated areas.

Public transport

Figtree Private Hospital's nearest train stations are Unanderra station. From the station the hospital is about a 15- 20 minute walk. The bus service has a bus stop 50 yards from the hospital.

Accommodation for relatives and friends

Figtree Private Hospital is unable to accommodate relatives or friends on-site. A list of local accommodation options is available for download from our website [Welcome to Figtree Private Hospital](#)

Parents are welcome to be with their child during admission to hospital and one parent can be accommodated overnight with their child.

Children who are not patients must always be under the direct supervision of a responsible adult. The responsible adult must not be a patient of the hospital.

Tips for Better Health

Australia has one of the best health care systems in the world. This means When you visit a health care service, you can expect the highest standards of health care available.

With your help, systems in health care can continue to be improved so that problems are less likely to occur.

No single person or group can improve health care systems on their own. Improving safety in health care is not only the business of doctors, nurses or other health care professionals. Everyone has a part to play - especially you, the patient receiving care.

Be actively involved in your own health care

- Taking part in decisions about your treatment is the single most important way to help prevent things from going wrong and to ensure the best possible care for yourself.

Speak up if you have any questions or concerns

- You have the right to ask questions and to expect answers you understand, however, your health care professional can only answer your questions if you ask them. You have the right to ask for another professional opinion. A family member, carer or interpreter can be present to help you if required.

You may wish to say:

- I'm not sure I understand what you said
- I'm worried that...
- Could you please explain that to me again?
- Can I come back with my family to talk about this again?

Learn more about your condition or treatments by asking your doctor, nurse or other health care professional and by using other reliable sources of information

You may wish to ask:

- Can you please tell me more about my condition?
- What can I do to help myself? When should I come back to see you?

Make sure you understand the medicines that you are taking

- Make sure the medicine you have been given is exactly what your doctor prescribed. If you are starting a new medication or told to stop taking your medication, be sure you understand what side effects may occur and when to restart if required.

Make sure you get the results of any test or investigation

- If you do not get your results when expected, do not assume that everything is automatically alright. Call your doctor to check your results, and ask what they mean for your care.

Make sure you, your doctor and your surgeon all agree on what course of action will be taken during your operation

- Although carrying out the wrong operation or on the wrong side is extremely rare, even once is too often. Examples include operating on the left knee rather than the right knee, or removal of the appendix instead of the gall bladder. Ensure you confirm the operation details with the surgical team, just prior to the operation.

Before you leave hospital; ask your doctor or another health care professional to explain your future treatment plan

- When people are discharged from hospital, doctors can sometimes think their patients understand more than they really do about their continuing treatment and follow-up.

You may wish to ask:

- Who will be following up on my care and when do I need to see them?
- How long will I be taking this medicine?
- Will I require physiotherapy or other rehabilitation services?
- When can I return to work?
- When can I play sport?
- When can I drive?
- Will I be given a written summary of my care to give to my doctor?
- Remember to visit your doctor after you are discharged.

In hospital you can expect your health care professional to:

- Actively involve you in your own health care
- Set aside time to allow you to talk about your concerns
- Provide information in a language and format that is easy to understand
- Complete a full medication history that takes into account over-the-counter medicines, herbs, vitamins, alcohol and recreational drugs taken
- Provide verbal and written information about medicines in plain language
- Make sure that you get the results of your tests and investigations
- Provide complete information about your treatment if you are to have surgery or a procedure.
- Ensure that you know exactly what is going to happen in surgery and that you have consented in full
- Discuss discharge planning. Start planning as early as practical - if possible, before the time of hospital admission

Where can you go for more information?

A good place to start finding information about your condition is the health Insite website www.healthinsite.gov.au. Your local library may help you with access to the internet.

You may also like to contact a support group for people with similar conditions.

The FREE 10 Tips Booklet is available at the Australian Council for Safety & Quality in Health Care website <https://www.safetyandquality.gov.au>.

Privacy Policy

Ramsay Health Care Australia (Ramsay) is bound by the Australian Privacy Principles under the Privacy Act 1988 and other relevant laws relating to how private hospitals handle personal information (including but not limited to patient health information).

We are committed to comply with all applicable privacy laws which govern how Ramsay collects, uses, discloses and stores your personal information.

If you require further information on the RHC Privacy Policy please speak with the NUM.

Open Disclosure

Every patient has the right to be treated with care, consideration and dignity. At Figtree Private Hospital we respect this right, and we are committed to improving the safety and quality of the care we deliver. We have an Open disclosure policy for when things don't go as planned with the care we provide. You can find more information at this website

[Open Disclosure resources for consumers | Australian Commission on Safety and Quality in Health Care](#)

Compliments, concerns & complaints

We welcome compliments and feedback relating to your stay with us. This enables us to evaluate and improve our services to our patients. Feedback can be anonymous, however if you wish to write a specific and signed letter, your points will be acknowledged and dealt with appropriately.

If you are concerned about your care or the hospital services we encourage you to speak to the Nurse Unit Manager on the Ward, the Director Clinical Services or the Chief Executive Officer during the day and the In Charge of Hospital out of hours. It is important that you endeavour to resolve any matter with the hospital.

Whilst an inpatient, please be assured that:

- we want to resolve your concerns to your satisfaction
- you can expect any complaint to be dealt with quickly and confidentially
- your complaint will not adversely affect the treatment / service you receive

Should you feel that the matter requires independent hearing, feel free to write to:

The Director General

NSW Ministry of Health
73 Miller Street
North Sydney NSW 2060

or

The Commissioner

Health Care Complaints Commission
Level 13, 323 Castlereagh Street
SYDNEY NSW 2000

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



Why do we keep asking who you are?



It is very important that we confirm you are the right person and that you receive the right care, treatment and results.

At Ramsay Health Care facilities many people are involved in your care.

It is vital that your safety and confidentiality is maintained e.g. when you receive test results.

Do not be worried if from time to time staff ask for your:

- Name
- Date of birth
- Address
- Reason for your visit
- What test you are expecting to have

Staff might ask when you are:

- Making and/or attending an appointment
- Entering the hospital/healthcare setting
- Receiving medication or treatment
- At times of staff shift changes (handover)
- Having a procedure e.g. X-ray or blood test
- Being visited or contacted in your home





Figtree Private Hospital is committed to providing a smoke free campus to support the well-being of patients, staff and visitors. Smoking is prohibited on all areas of the campus. This includes but is not limited to, all buildings, public areas, walkways, roadways, grounds, gardens and carparks.




**Figtree
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Part of Ramsay Health Care

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People caring for people.