

## Total Personal Care...

Welcome to St Andrew's War Memorial Hospital. We hope that the following information on our facilities and services will help make your stay, and those of your visitors, more comfortable.

At St Andrew's we set ourselves apart from other private hospitals through our dedicated commitment to a philosophy of 'Total Personal Care'.

This innovative and holistic approach to healthcare provides expanded support for doctors and medical staff, their patients and families in a coordinated service that goes beyond the traditional boundaries of surgery or inpatient care.

It can include, but is not limited to, personalised pre-admission and post-discharge programs, rehabilitation, education, family or community involvement and emotional support.

'Total Personal Care' pervades all areas and aspects of St Andrew's and helps us to ensure the highest quality service in line with our Mission, Vision and Values.

## Our Mission...

The Mission of St Andrew's War Memorial Hospital is to provide excellence in healthcare delivery to promote the health of our patients and the good of the community as part of the work of God in the world.

## Our Vision...

St Andrew's will be known and highly regarded for its warmth and friendliness. It will be a place where people choose to work and feel they are a respected team member.

The Hospital will further develop its traditions of innovation and best practice as an acute tertiary hospital.

St Andrew's will apply leading technology in its approach to the continuum of integrated care.

The Hospital encourages a commitment to organisational learning and continuous improvement in an environment that promotes professional development.

St Andrew's will be a dynamic organisation responding to the physical, emotional, social and spiritual needs of our community through the provision of Total Personal Care.

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## Who Are We

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## In the beginning...

The Presbyterian and Uniting Churches established St Andrew's War Memorial Hospital in 1958 as a living memorial to those who gave so much, so unselfishly, in the two world wars of the twentieth century.

After nearly ten years of fundraising, land acquisition, hard work and dedication, the hospital's foundation stone was laid on the 14th of May 1958.

On the 2nd of June the same year, the Chairman of the Hospital's Board of Governors, Dr Harold Crawford, performed the hospital's first operation.

In so doing, he began a proud tradition of clinical excellence that still serves to guide the hospital and its staff in their endeavour to provide the highest quality healthcare.

## A Ward Winner...

St Andrew's commitment to its Mission, Vision and Values has seen the hospital honoured with a number and variety of awards.

St Andrew's is the only hospital to have won the Australian Private Hospital Association's National Award for Excellence in Hospitals over 70 beds more than once.

The Australian Quality Council recognised St Andrew's at a National level for the hospital's Progress toward Business Excellence.

The Australian Human Resources Institute awarded St Andrew's high commendation for Leadership in Human Resources two years in a row.

St Andrew's has won both National and State Awards for Excellence in Marketing from the Australian Marketing Institute.

The hospital has also been awarded a State Award for fundraising excellence from the fundraising Institute of Australia.

In 2000, St Andrew's became the first hospital in Queensland to receive an award for customer service from the Australian Customer Service Association (ACSA)

Many of the hospital's staff have received individual awards and commendation for their efforts in providing excellent care and service.

## We're Uniting HealthCare...

In 2000 St Andrew's War Memorial Hospital became part of Uniting HealthCare and joined five other Uniting HealthCare hospitals to provide a network of more than 1000 hospital beds across Queensland.

The Uniting Church in Australia has a long history of establishing special ministries to meet the needs of the community. In Queensland all the Church's major community service comes within Uniting Care. The major service groups are: Blue Care, Family and Community Support, Lifeline, Crossroads and Uniting HealthCare.

Uniting HealthCare aims to provide the highest standard of healthcare through the establishment of a network of associated resources ranging from nursing homes and community care services to high-technology acute care hospitals and Specialist centres.

As a part of this impressive network of excellent resources, St Andrew's has an even greater capacity to provide for the healthcare needs of the community.

## The Future of HealthCare...

St Andrew's War Memorial Hospital is a not-for-profit hospital that is built on a proud tradition of leadership. As a health care facility St Andrew's has been rewarded with industry recognition, business success and clinical outcomes amongst the best in the world.

It is not enough though for us to rest on our laurels, we accept that with accolades come responsibility and expectation.

We have a responsibility within the community to continue pushing the boundaries for the benefit of all our patients, staff and doctors and we look forward to the challenges of the future.



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## A Guide to your room...

- Call Buzzers – there are a number of nurse call systems within the hospital. Nursing staff will demonstrate where these are and how to use them at the beginning of your stay. If you have any questions about this at any time please ask the nursing staff for assistance.
- Telephones - to dial out from the telephone on your bedside table, press '0' followed by the phone number you wish to dial. Local calls are complimentary. Please note that use of mobile phones is strictly prohibited throughout the hospital.
- Television - remote controls are located at each bedside, and feature large on/off and volume buttons.
- Newspaper - newspaper vending machines are located on several wards. Please ask nursing staff for directions.
- Mobile Magazine & Sundries Trolley – this is provided by the hospital auxiliary Monday to Friday.
- Valuables – although personal storage lockers are available for your medication and personal items, we strongly recommend that you do not leave jewellery and other valuables in the hospital.
- Queries /Complaints – if you have any queries or complaints during your stay please don't hesitate to ask a staff member on your ward, or phone extension '99' and ask to speak with the Risk and Quality Services Manager. We are here to help.
- Toiletries – in the bathroom you will find fresh towels, washers and floor mats for your use. All patients are requested to supply their own toiletries, and a wide range of essentials are available at the Pharmacy on level 4.
- Bathroom – in your bathroom you will find either a cord or a button to page the nursing staff if you require assistance. If you have a cord in your bathroom simply pull it downwards to activate the system. If you have a button it will be labelled 'nurses call'; to activate simply press the button inwards.
- Privacy - please advise nursing staff if you do not wish to be disturbed by phone calls or visitors.

## Patient Meals

Patients may select from a wide range of meals from our daily menu, prepared with the assistance of our dietitians. If you have special dietary requirements, please notify the attending nurse when selecting your meal. Visitors' meals can be ordered but will incur an additional charge.

## Mail & E-mail

A letterbox is located outside the main entrance, and is cleared daily. Patients can receive email messages at St Andrew's Hospital via our website, [www.sawmh.com.au](http://www.sawmh.com.au). E-mails will be printed and delivered to the intended recipient as soon as possible.

## Pharmacy

The pharmacy is open Monday to Saturday and is located on level 4. Please ask your ward staff for times and directions.

## Medication

It is important that you have your prescribed medication with you while in hospital. If you have forgotten your medication it is recommended that you organise a relative or friend to collect these from home as soon as possible. We also recommend that you bring in any prescriptions so that the medication you were on prior to admission can be dispensed if required.

**Most health funds only cover medication related to your current admission or treatment. Medication that is unrelated and your discharge medication will be charged to you.** If you have any questions regarding your medication please ask your nurse or doctor.

Every patient is provided with a small locker for medication. The nursing staff carry keys to access them for you.

## Hairdresser

A hairdresser can be contacted to visit you on site. If you would like to organise this please phone Deagon Hair Fashions on 3269 2627. Please speak to the salon for a list of fees and services.

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## Visiting Hours

We ask that general visiting hours be observed. Preferred visiting hours are:

General Ward: 8am – 8pm

Cardio-Thoracic and General Medicine Wards: 10am – 2pm & 4pm – 8pm

Cardiology and Coronary Care Unit: 10.00am - 2pm & 4.00pm - 8pm

Intensive Care Unit: 9.30am – 10.30am, 2.30pm – 3.30pm & 7pm-8pm

As some wards have specific rest periods please confirm times with the nursing staff.

If friends and relatives are unable to visit during these hours please talk to the Clinical Manager of your ward about arranging another time to suit.

It is preferred that each patient has a maximum of two visitors at any time in the Intensive Care and Coronary Units.

## Visitors' Rooms

St Andrew's has a number of comfortable visitors' rooms located on each ward. The rooms feature a television, as well as tea and coffee facilities. While children are welcome to use St Andrew's Visitors' Rooms, it is imperative that an adult accompanies them, and that noise is kept to a minimum for the comfort of our patients.

## Flowers

A small selection of flowers are available from the convenience store located on the corner of North & Leichardt Streets. Please note that flowers are not permitted in Intensive Care and post-operative areas.

## Rooftop Garden

Enjoy the view, or the sunshine, on St Andrew's rooftop garden, located on level three. All patients and visitors are welcome to use this area.

## Auxiliary Gift-Shop

A selection of gifts, confectionery and magazines can be purchased from the gift shop, which is run by the volunteers of our Auxiliary. The gift shop is located within the 'Hearty Highlander' Dining Room on level 2.

## Coffee, Snacks and Meals

The hospital's 'Hearty Highlander' Dining Room is open for coffee and cake, light snacks, meals and sandwiches from 7am to 7pm, 7 days a week. The annex area of the 'Hearty Highlander' is set aside for the use of patients and visitors. We welcome you to use this facility.

## Other Information

A convenience Store / Newsagency is located on the corner of North and Leichardt Streets opposite the front of the hospital. The store sells a variety of convenience items including foodstuffs and general stationery.

There are two ATMs situated near the hospital. The first ATM is located outside Main Roads at 477 Boundary Street. The second ATM is located inside the Convenience Store/ Newsagency on the corner of North and Leichardt Streets. Both are multi-card ATMs.

## Dining Out

### **Hearty Highlander & St Andrew's Place Coffee Shop**

Economically priced, delicious meals can be purchased from St Andrew's 'Hearty Highlander' Dining Room, located on level 2. The 'Hearty Highlander' is open Monday to Friday, 7am to 7pm.

Alternatively, take a short walk across the Level 1 'Airway' to St Andrew's Place Coffee Shop. The coffee shop is open Monday to Friday, 7am to 5pm.

Visitors may also like to sample the cuisine of the many cafes and restaurants on Boundary and Leichhardt Streets.

# Accommodation for Relatives and Friends

The following accommodation options are within close proximity to the hospital.

As some offer discounted rates, please mention that the purpose of the stay is to visit a patient at St Andrew's.

- Aussie Colonial Inns  
Telephone 07 3257 0799
- Queensland Country Women's Association  
Telephone 07 3831 8183 Reservations 1800 675 869
- SDK Apartments  
Telephone 07 3832 3000
- Summit Apartments  
Telephone 07 3839 7000 Reservations 1800 061 358
- The Albert Park Inn  
Telephone 07 3831 3111
- The Grand Chancellor  
Telephone 07 3831 4055 Reservations 1800 773 311

# Transport and Parking

## **Arrive by bus...**

City Council Bus Stops are situated at numerous locations around the Hospital. For bus routes and timetables, please call the bus information line on 13 12 30. Alternatively timetables can be accessed at [www.transinfo.qld.gov.au](http://www.transinfo.qld.gov.au)

## **Take the “Tartan Tripper”...**

St Andrew’s free courtesy bus. The ‘Tartan Tripper’, departs every half-hour for popular city spots, including rail and bus terminals. Please ask a ward receptionist for the timetable.



## **Arrive by car...**

Pay carparks, operated by Secure Parking, are located in the following areas:

- St Andrew’s Place, North Street entrance
- The Chancellor Hotel, Wickham Terrace or Leichhardt Street entrance
- Under St Andrew’s Hospital, North Street entrance

You may find a street park around the hospital but please note that Wickham Terrace and Boundary Streets become clearways at certain times of the day and non-meter parking is limited to two hours.

Free courtesy phones to taxi companies are also positioned at the main entrance to the hospital.

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# Accounts and Billing...

As a part of St Andrew's commitment to 'Total Personal Care' we aim to provide a fully itemised account. Your account includes your accommodation costs, operating theatre costs, prosthetic device costs, telephone costs, your meal costs, 24 hour nursing care and general housekeeping.

You may also receive accounts from the Hospital Private Practice and Heart Institute. These charges are fully covered by your private health fund and Medicare.

Services not included in your daily accommodation charge are pathology, pharmacy (prescriptions), visitor's meals, physiotherapy in accordance with Private Health Fund Contracts or other specialists' services and doctor's fees.

If you have any queries in regards to your account please call the operator on extension 99 and ask to speak with the patient accounts department.

## **Additional fees and bills**

Doctors will bill you individually for their professional service. You may receive bills for one or more of the following:

- Surgeon
- Anaesthetist
- Specialist Physician
- Cardio-pulmonary bypass
- Pathology
- Radiology (X-rays)
- Ultrasound
- CT and MRI scans
- Nuclear Medicine
- Physiotherapy

# What Your Private Health Fund Covers

Depending on your level of cover, your private health insurer may cover all or a percentage of your hospital charges. A Health Fund Verification check is processed where possible by the hospital before admission. It is a requirement of admission that any fund Excesses, co-payments or shortfalls are paid on or before admission. To assist you with your account, St Andrew's will lodge your claim for hospital charges with your health fund on your behalf.

As an inpatient with private insurance your health fund will cover some of the Medicare 'gap' relating to your other provider accounts.

## **Pharmaceutical benefits**

To qualify for pharmaceutical benefits, Government regulations specify that the Hospital Pharmacy must sight all your entitlement cards. Please discuss this with the nursing staff.

## **Workcover**

Approval is necessary before a workers' compensation patient is admitted. Your doctor will arrange this. If a private room is requested, the extra cost for the room is payable by the patient.

## **Veteran Affairs**

Approval is necessary before a Veteran Affairs' patient is admitted. Your doctor will arrange this. If a private room is requested, the extra cost for the room is payable by the patient

Third Party and Public Liability accounts are payable on or before admission to St Andrews.

# Discharge Services...

## **We can help you plan your discharge**

Ideally a responsible adult will take you home. If not, we strongly advise you take a taxi. Normal discharge times are 8.30am to 9am. If you wish to leave before 8.30am please advise your Clinical Manager ahead of time so the Discharge Office can finalise your account. If you are unable to be collected at the appointed discharge time you may be required to wait in our discharge lounge.

Please note that after any period of hospitalisation it is wise to avoid driving a motor vehicle or operating machinery for at least 24 hours.

You should start thinking about your discharge prior to admission. This allows time to establish support networks, or make any necessary modifications to your home that will ensure your health, safety and convenience.



It is important to consider the skills and support you will need to give you a sense of safety, peace of mind and independence in the community.

Your doctor, nursing staff, pharmacist and therapist all work together with you to coordinate your care and future requirements. They will provide you with any information and identify any special needs you may have.

It is a good idea to contact a Case Manager before or during your hospitalisation so that support services can be in place before you arrive home (please ask the nursing staff to organise this). This also helps avoid unnecessary delays in organising service or equipment.

## **Community services**

If you are worried about how you are going to cope after you leave hospital, you may require extra support or reassurance until you recover.

You might need help with everyday tasks like shopping, bathing or house cleaning. Or perhaps assistance with wound dressings or organising day therapy.

Simply ask a member of the nursing staff to contact the Case Managers who can assist in co-ordinating necessary community services, support or equipment.

## **Carers**

You may have someone who is going to help care for you at home. This could be your spouse, a family member or a friend. To assist you during the recovery process, you, and they, may require instruction by hospital staff on certain aspects of your post-hospital care. The nursing staff will be happy to assist in organising this with you.



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# Specialties

St Andrew's is an acute care hospital, specialising in technologically advanced surgical and general medical care.

The hospital has a total of 264 beds, including an Intensive Care Unit, Coronary Care Unit, Day Surgery Unit and Endoscopy Centre.

## **Our specific services include:**

### **Inpatient**

- Cardiac Surgery
- Cardiology
- Ear, Nose & Throat
- General Medicine
- General Surgery
- Gynaecology
- Haematology & Oncology
- Neuroscience & Rehabilitation
- Neurosurgery
- Ophthalmology
- Oral & Maxillofacial
- Orthopaedics
- Paediatrics & Paediatric Surgery
- Plastic Surgery
- Thoracic Medicine
- Urology
- Vascular Surgery

### **Outpatient**

- Cardiac Rehabilitation
- Endoscopy Centre
- Haematology & Oncology Day Centre
- Hydrotherapy
- Nuclear Medicine & Radiology
- Prevention and Rehabilitation Centre
- Sleep Centre
- Sports Medicine

## Priority Emergency Centre

In an emergency situation, whether it be chest pain, a fracture or dislocation, or a sudden shortness of breath, it's important to get proper medical treatment as soon as possible.

St Andrew's Priority Emergency Centre is open 24 hours a day, 365 days a year, providing urgent, priority care in the case of accidents, illness and medical emergencies.

The centre features state-of-the-art life saving equipment in resuscitation areas, cardiac cubicles, general examination cubicles, an orthopaedic procedure room, paediatric assessment room and an ENT/eye room.

The Priority Emergency Centre is staffed by specifically trained, highly experienced doctors, nurses and support personnel.



## St Andrew's Heart Institute

St Andrew's Heart Institute was established as Australia's first comprehensive private cardiovascular care system.

It is an alliance between leading Cardiologists, Cardiac Surgeons, Vascular Surgeons, associated Specialists and St Andrew's War Memorial Hospital that combines every element of heart care.



Through a collaborative approach to research, education and training, prevention, diagnosis, treatment and rehabilitation, the St Andrew's Heart Institute provides a continuum of care second-to-none in cardiac services.

St Andrew's Heart Institute aims to consolidate its position as a leader in the field of cardiac care and to become internationally renowned as Australia's leading cardiac care institution.

# Additional Services

St Andrew's Hospital offers several services which enhance your medical care. Please ask your nurse for further information regarding:

- Cardiac Rehabilitation
- Diabetes Education
- Exercise Education
- Hydrotherapy & Physiotherapy
- Massage Therapy
- Nutrition Assessment & Education
- Occupational Therapy
- Speech Therapy





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# Donations

As a not-for-profit organisation, St Andrew's Hospital relies upon the generosity of individuals and organisations in the community – people like you – to help fund critical programs and facilities.

There is an increasing need for our services and increasing costs to provide them. In a complex and competitive healthcare industry, one of the greatest challenges is finding the funds that will allow us to move forward confidently and efficiently into the future.

We'd like to invite you to help us meet these challenges by donating some of your time, talent or money to St Andrew's.

Donations can be designated for a specific purpose in the hospital, or made in memory of a loved one. Many people find that a lasting and meaningful way of supporting St Andrew's is through a bequest in their will.

Every gift, no matter how small or large, makes a difference and is appreciated.

If St Andrew's has touched your life in some way, we encourage you to join the hospital's rich tradition of giving and to consider supporting us in our efforts to provide for the healthcare needs of the community.

For more information, please call us on (07) 3834-4239, or contact us by e-mail at [fundraising@sawmh.com.au](mailto:fundraising@sawmh.com.au). St Andrew's War Memorial Hospital receives no government funding. Donations over \$2.00 are tax-deductible.

# Hospital Auxiliary

Members of St Andrew's War Memorial Hospital's Auxiliary have played an important role in the hospital for well over 50 years. Their fundraising efforts throughout the late 1940s and 1950s helped finance the initial construction of the hospital.

Today, not only do their activities result in significant financial donations to the hospital each year, but more importantly, their compassion and devotion to St Andrew's embodies the spirit of 'Total Personal Care'

For more information about the Auxiliary's activities or about volunteer opportunities at the hospital, please call (07) 3834 4246.



## Pastoral Care

A Collection of Prayers  
and Psalms

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# Pastoral Care

A vital part of the Mission of St. Andrew's War Memorial Hospital is to give expression to the Christian values of the Uniting Church. The spiritual and emotional needs of our patients, their families and friends is a priority. Patients are visited by a hospital chaplain during their stay and all support offered is confidential, professional and non-judgemental.

Chaplains of all denominations are available at ALL times, so please don't hesitate to ask nursing staff to contact the Pastoral Care Department for you. You will find a Gideon Bible in your bedside locker.

Our Chapel is always open and can be found on the third level outside the Ward 3A entrance. An ecumenical Worship service is held every Wednesday at Noon. You can listen to this through your television on Channel 34. Our Chapel also holds a general reading library. Please feel free to make use of this service.

## **A Prayer**

Compassionate God, thank you for the encouragement it is to know that You are always with me and know the problems and the difficulties which I am going through.

Thank you that all things are in Your control, even though it is difficult to see the reason why some of these things happen.

Increase my faith, that I may truly learn what it is to trust where and when I cannot see.

Help me to let the day's troubles be sufficient for the day and not to try and live tomorrow as well as today in today's strength.

Thank you for Your love and care for me and my loved ones, even though quite often we fail and seek our own way, not Yours.

Grant wisdom and guidance, understanding and strength, through Jesus Christ our Lord.

Amen.

## **Before an operation**

'Commit your way unto the Lord, trust also in Him and he shall bring it to pass.'

'In quietness and in confidence shall be your strength.'

Isaiah 30:15

## **A Prayer**

Loving God, as I face this surgery, give me the peace and the strength which come only through Your presence.

I know that You have the power to heal and that my life is in Your hands. Please give the surgeon and those who assist the skill that is needed.

Be with my family and those who are concerned for me and give them Your peace – the peace which passes all understanding. I acknowledge that this life which I enjoy is a gift from You and I give it into Your care.

Bless the outcome of this operation so that I may be given the measure of health and strength which You intend for me.

Grant that I may be able to fulfil Your purposes for me.

## **Before sleep**

God of Peace, You know the thoughts which so often make it difficult to settle to sleep.

Take from my mind tonight the anxiety which would keep me from relaxing.

Take from my heart the discontentment and the disappointment which prevent me from really resting. Take from my body the tensions which prevent me from being peaceful in an unfamiliar environment and help me to lean on You and know the strength which comes from Your everlasting arms.

Take from my mind the thoughts and memories which disturb, and if I need to confess anything may I bring it to You. I give myself into Your hands and leave my loved ones in Your care and love also.

In Jesus name I pray.

Amen.

## **23rd Psalm**

The Lord is my Shepherd, I shall not want  
He makes me lie down in green pastures.  
He leads me beside still water.  
He restores my soul; He leads me in the paths  
Of righteousness for His own Name's sake  
Yea, thou I walk the valley of the  
Shadow of death, I will fear no evil.  
Your rod and staff, they comfort me.  
You prepare a table before me in the presence  
Of my enemies  
You have anointed my head with oil  
My cup runs over.  
Surely goodness and mercy shall follow me all the  
Days of my life and I will dwell in the house of the  
Lord forever.  
Amen.

## **A Prayer**

Lord, being in hospital involves many changes to my daily routine. Help me to be able to adjust and to cooperate with those responsible for my welfare. I pray for my family and friends who are concerned for me, please help them and me to cope with any problems which may arise.

May we each experience Your loving care and support and be able to cast all our cares on You, knowing how much You care for us.

Help me to trust You in the areas of uncertainty...diagnosis of my problem...the right treatment...the period of convalescence. Banish all my fears and grant me that peace which You alone can give. Grant me patience to leave each day in Your keeping.

Amen.



## Keeping You Safe & Happy

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## Fire Safety Information

Your safety is of paramount importance to us, and our staff are well prepared for an emergency. In the event that a fire occurs please remain calm and follow directions given by staff. To assist in a fire emergency, please stay in your room or designated area. If there is a need to evacuate your ward, the staff will assist you.

## Electrical Safety

You are welcome to bring electrical items such as electric shavers to the hospital. If your electrical item needs to be connected into a powerpoint, please advise staff so that they may arrange for our maintenance department to test and tag the item. By doing this we can ensure your safety and the safety of others by preventing any electrical incidents.

## Patient Safety

All patients are assessed on admission to identify any possible safety risks that may apply to them. Depending on the results of this assessment a safety level is assigned to each patient. Due to a number of risk factors, including medications, unfamiliar surrounding, different lighting and a different bed, falling is one of the potential patient risks within a hospital. The hospital has several safety measures in place to reduce your risk of falling. Your safety level may require that bedrails be up at various times. You can assist in reducing your risk of falling by:

- Waiting for the nurse to help you out of bed the first time after you have had an operation or procedure.
- Wearing slippers that support your feet.
- Wearing pyjamas or a nightdress that are shorter in length to prevent you getting into a tangle as you get up.
- Not using talcum powder while in hospital, as the powder can make the floor surface slippery.
- Ringing the nurse if you need support walking or getting articles from around you.
- Following the instructions given by staff.

# Patients Rights & Responsibilities

## **As a Patient, You Have a Right:**

- To be treated with courtesy and understanding of your individual spiritual, emotional, social, physical and cultural needs.
- To be involved in the planning of your continuing health care, from admission through to discharge from our hospital, and be informed where appropriate of the need for extra services, such as home and community care.
- Where possible and therapeutically appropriate, to have a family member or another nominated person present when you receive information about your condition.
- To ask questions and seek clarification about matters of concern to you.
- To have your medical history and personal information kept confidential to the extent followed by law.
- To be informed of the hospital's requirements regarding your conduct and that of your visitors.
- To be informed of the name and roles of the key health care providers involved in your care and be able to refuse a particular health care provider at any time.
- While the hospital considers teaching and research important, you have the right to refuse to participate without reason.
- To expect reasonable safety in hospital work practices, and in the hospital environment.
- To receive an itemised final account for services within the Hospital's control.
- To be able to express an opinion or make reasonable verbal or written complaints regarding your treatment, or any facilities and services, which you feel are below your reasonable expectations.

## **As a Patient, You Have a Responsibility:**

- To inform the hospital staff of any particular requirements or treatment restrictions relating to your ethnic, cultural or religious beliefs.
- To give the hospital accurate information about your health and all your current treatment and medication.
- To inform the hospital of the existence of any Advance Health Directive or Power of Attorney for Health and/or Personal matters.
- To understand that there may be a reason why a service is not available at a particular time.
- To show respect for hospital property as well as the property of other persons.
- To be considerate of staff and other patients and to ask your visitors to be considerate.
- To weigh the consequences of refusing to comply with instructions and recommendations.
- To adhere to a prescribed treatment plan and to discuss any desired change.
- To finalised all accounts pertaining to your hospitalisation.
- To tell the hospital staff and your doctor immediately, if you have any concerns about your condition, if you are unsure or unhappy with any aspect of your treatment, or if you prefer not to follow the advice given.

# Queries & Complaints

## **Meals**

Should your meal be unsatisfactory, please notify your attending nurse, so we can ensure quality meals for the remainder of your stay. There is also an opportunity to give feedback to the Patient Services Manager on the back of your menu.

## **Service**

As St Andrew's Hospital is committed to 'Total Personal Care', a formal and efficient complaints management procedure has been implemented to ensure that your voice is heard.

We appreciate any feedback our patients can provide regarding the quality of our service. Comments can be made via our confidential 'Total Personal Care Customer Feedback' form on departure, which can be returned to the locked boxes, or posted reply-paid at a later date.

Alternatively, if you have a complaint regarding our service, we encourage you to contact either the Clinical Manager or the Risk & Quality Services Manager. You can contact the above people by ringing switch on extension 99 or asking your attending nurse for contact details.