

People first.
People always.

Aurora

Patient Information Guide



Toronto
Private Hospital

Main Entrance

welcome

Welcome

On behalf of Toronto Private Hospital management and staff welcome to our hospital and thank you for the opportunity to care for you on your health care journey.

Toronto Private is part of Aurora Health Care, Australia's largest private specialty health care group focused on mental health rehabilitation, specialty medical and community services in major cities and key regional areas spanning the nation.

We are committed to serving our patients and their families and it is our mission to provide the very best medical care possible. Toronto Private Hospital offers extensive, high-quality services from experienced clinicians, in an environment where teamwork and a commitment to excellence is a top priority.

Our experienced, interdisciplinary team are committed to each patient as an individual, to ensure they receive the best possible care. We aim to enable you to participate in aspects of life that are important to you.

This brochure has been developed with the intention of providing information that is relevant to your unique health journey to you, your family and friends.

If at any time you have any questions regarding your stay, please don't hesitate to discuss this with our friendly staff. Again, from all of us here at Toronto Private Hospital, welcome and we hope you enjoy your stay.



About Us

Who Are We?

Toronto Private Hospital is located on the western side of Lake Macquarie, NSW, on the hill overlooking the township of Toronto. Ideally located to take advantage of its surroundings, the hospital offers views of the mountains and the lake.

We offer a comprehensive range of specialties and on-site medical, palliative, rehabilitation and mental health services, supported by dedicated staff and state-of-the-art facilities and equipment.

Our Values

As part of the Aurora Health Care Group, Toronto Private is committed to building a supportive working environment.

We believe in:

- Putting people above all else.
- Enjoyment through work/life balance.
- Professional Integrity.
- Optimism, creativity and initiative.
- Determination to succeed.
- Commitment.

Our Performance

We evaluate our performance on a continuous basis through a well-structured quality improvement program, including surveys of our patients. Our quality improvement program ensures that an optimal level of healthcare is provided to each patient by continuously improving the delivery of care and services. There is an ongoing review of standards and practices and these are monitored on a regular basis. Quality is not something separate from the care we give; it is an integral part of it health and support services.

Acknowledgement of country

We acknowledge the traditional custodians of country throughout Australia, and their continuing connection to land, sea, culture and community.

Our hospital invites you to join in our acknowledgement of country and pay respect to the traditional custodians of this land, waterways and sky, the traditional people and their Elders, past, present and emerging.

We also acknowledge the broader Aboriginal and Torres Strait Islander community and extend our gratitude for their contributions to health and healing.

Please let our staff know on admission if you identify as Aboriginal or Torres Strait Islander. We will work with you to ensure you receive the care and services that are culturally appropriate for you to contribute to your comfort as a patient at our hospital

Please note that all information collected by our health service is subject to privacy laws to guarantee your information is protected and used appropriately.

We also encourage you to connect with your relevant local or state-based Aboriginal and Torres Strait Islander.

Your rights and responsibilities

Whilst in our care, you have the right to:

- considerate and respectful care, regardless of race, creed, sex or nationality
- know the name of the doctor who has primary responsibility for coordinating your care, and the identity and functions of others who are involved in providing care
- seek a second opinion
- receive information from your doctor, in language you understand, regarding your illness, its likely cause, the expected treatment, the plans for discharge from the hospital and follow up care
- be fully informed regarding your treatment, state of health, accepted alternative methods of treatment (including risks and advantages of each) plus the consequences of refusing treatment, prior to giving consent. Unless the law prohibits, you may refuse recommended treatment, tests or procedures and you may leave against the advice of your doctor at your own risk upon completion of discharge forms
- be informed of estimated costs prior to any treatment
- refuse to participate in medical studies or experimental treatment
- confidentiality of your information, unless written permission is provided by you or

your representative, or it is required by law

- know your discharge plan and any continuing health care you may require, including the time and location of appointments and the name of any doctor who will be providing follow up care
- not be restrained, except as authorised by your physician or in an emergency when necessary to protect you or others from injury
- be visited by people of your choice during daily visiting hours as established by the hospital, send and receive personal mail, and be visited by clergy
- retain and use personal possessions as space permits unless to do so would infringe on the rights of other patients or unless medically contraindicated
- be maintained in a safe and secure environment
- make complaints and have access to advocacy and assistance to resolve such complaints

Each patient has the responsibility to:

- provide accurate and complete information regarding matters relating to your health
- report unexpected changes in your condition to staff
- ask questions if you do not understand your treatment plan or what is expected of you
- follow the treatment plan recommended including following the instructions of staff involved in your care
- keep appointments where able to do so, or informing the hospital/doctor if unable to attend as planned
- provide information concerning your ability to pay for services; ensure your health insurance policy remains financial for the duration of your admission
- accept the consequences of your actions by refusing treatment or instructions
- be considerate of the rights of other patients and hospital personnel
- be respectful of hospital property and the property of other persons in the hospital at all times
- be responsible for your own personal items whilst in hospital

What You Can Expect From Us

You can expect your health care professional to:

1. Actively involve you and your carers in your own health care.
2. Set aside time to allow you to talk about any concerns that they may have.
3. Provide information to you in a language and format that is easy to understand.
4. Take a complete medication history that includes over-the-counter and complementary medicines and treatments.
5. Provide oral and written information about medicines in plain language.
6. Make sure that you get the results of any tests and investigations.
7. Set out all possible treatment options for you to consider.
8. Provide you with complete information if you are to have a procedure.
9. Make sure you know exactly what is going to happen to you if you were to have a procedure and that there is consent to proceed.
10. Discuss discharge planning with you and your carer.



Hospital Services

Lower Ground Floor

- Toronto Therapy Services
- TMS Procedural Suite
- Sleep Studies
- Inpatient Gymnasium
- Access to Car Park
- Slade Pharmacy
- Public Toilet

Mezzanine Floor

- Executive Offices
- Board Room
- Medical Records

Ground Floor

- Reception
- Café
- Inpatient Gymnasium
- Excelsior Unit
- Catalina Unit
- Public Toilet
- Courtyard
- Family Rooms

First Floor

- Woodlands Unit
- Public Toilet

Medical Centre 2

- Day Rehabilitation
- Hydrotherapy Pool
- Consulting Suites
- Healthe Mind Clinic
- Douglas Hanly Moir Pathology



Our Team

Interdisciplinary Team: Our interdisciplinary team consists of a range of specialists that work together to deliver comprehensive care that addresses as many of the patient's needs as possible. This team consists of:

Doctors: Our medical team will coordinate and be directly responsible for you and your care.

Staff can advise you of the times that doctors normally visit the hospital. If you or your relative wish to speak to your doctor outside these times, please notify staff and arrangements can be made to advise your doctor. It is advisable to have a list of questions to ask your doctor. It is important to us that you participate fully in your care, as this will enhance your recovery and help to alleviate any anxiety you may experience.

Nurses: Our nursing team is rostered to assist with your medical and nursing needs, 24 hours a day, seven days a week.

Allied Health: Allied health professionals provide services to enhance and maintain function of their patients with an emphasis on healthy lifestyle and on independence – whether that is physically, psychologically, cognitively or socially.



Our Programs

Rehabilitation Services

Toronto Private Hospital offers a range of rehabilitation services for in-patients and day patients.

Programs have continuous entry and run throughout the year.

Services include rehabilitation in the areas of:

- Orthopaedic Rehabilitation
- Neurological Stroke/Non Stroke Rehabilitation
- Cardiac Rehabilitation
- Pulmonary Rehabilitation
- General Reconditioning
- Amputee Care
- Traumatic Brain Injury
- Multiple Trauma Care

Toronto Private Hospital provides a range of facilities including:

- Hydrotherapy Pool
- Gymnasium
- Treatment Rooms
- Independent Living Area
- Single Rooms with Ensuites
- Specialist Consulting Suites
- On-site Medical Imaging, Pathology and Pharmacy



Mental Health Services

Toronto Private Hospital offers a range of treatments for people who live with mental health issues. This treatment can be undertaken on either an in-patient or day program basis. In addition to this, we are proud to offer the only private hospital service specifically for people with both mental health and drug or alcohol issues in the Newcastle area.

Woodlands Unit is a voluntary mental health unit that assists clients to deal with their mental health issues during the acute phase of their illness.

Toronto Therapy Services offers you a range of day programs that you attend on a weekly basis. The programs are run by a team of qualified therapists led by a Consultant Psychiatrist. They provide new skills and insights to allow you to better manage your mental health and to also promote a sense of wellbeing.

Acute Medical Services

Toronto Private Hospital's acute medical services strive to provide the highest standard of care encompassing the physical, psychological and social needs of our patients, family and carers. Toronto Private Hospital's medical staff cater for a range of acute medical conditions.

Palliative Care Services

The palliative care service is available to anyone living with an incurable illness that requires specialist care. Our aim is to provide coordinated care and service that meets the physical, spiritual, psychological, cultural and social needs of our patients, family, carers and friends.

Sleep Study Services

Aurora Health is committed to safeguarding the privacy of patient information.

Our doctors, nurses and other staff are bound by law and by a strict code of conduct to maintain the confidentiality of patient information.

We comply with the Commonwealth Privacy Act 1988, the National Privacy Principles (NPPs) and with applicable state privacy laws.

Medical Records

A medical record is kept for all patients. Access is strictly limited to those directly involved in your care and treatment. The contents of your medical record can only be released with your consent or, if required, by law. The medical record remains the property of the hospital.

You are entitled to request access to information Toronto Private holds about you. The release of information is a simple process, allowing you to apply in writing with appropriate identification. A charge will apply for copying and printing. It is advisable that a health professional be present if you wish to view your record to adequately explain the content.

Patient Experience Surveys

Your experience as a patient is our highest priority. We encourage patients to tell us about their experience in hospital. This feedback helps to guide important improvements in the care and services we provide. It is also used to make sure our hospitals are meeting or exceeding industry standards.

Your responses will be anonymous and your privacy protected. If you prefer, you can be supplied with a patient impression card to complete and comment on our hospital or services.

How is this information collected?

All Aurora Health staff will endeavour to collect your personal information directly from you.

This may take place when you complete admission or administrative paperwork. It may also occur via the hospital admission process, through the doctor's rooms or over the telephone.

The security of information is important to Aurora Health. Our staff are responsible for maintaining the security of patient information from unauthorised access, to misuse, loss and damage.

Australian Charter of Healthcare Rights

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care.

These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

1. Access: A right to healthcare

You have a fundamental right to adequate and timely healthcare.

Sometimes this may not be at the healthcare facility you first attend as not all services are available everywhere. You can contribute to the right to access by trying to meet your appointments and telling the facility when you cannot attend.

2. Safety: A right to safe and high quality care

If you are unsure about what is happening to you, or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

3. Respect: A right to be shown respect, dignity & consideration

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender.

It is important to tell your healthcare provider of any changes in your circumstances. Respect also includes being mindful of healthcare staff and other patients.

4. Communication: A right to be informed about services, treatment, options & costs in a clear and open way

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you. You can contribute to communication by being as open and honest as you can be.

To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

5. Participation: A right to be included in decisions about care

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you.

Involve your family or carer if this makes you more comfortable and sure.

6. Privacy: A right to privacy & confidentiality of provided information

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers. You can also contribute by respecting the privacy and confidentiality of others.

7. Comment: A right to comment on care & having concerns addressed

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved, please let staff know. The procedures used by health service organisations to comment about your care should be made available to you. You can provide verbal and written comments about the procedures and your experiences.

To commend health workers, to complain about your healthcare and/or to be advised of the procedure of expressing concern about your care, please contact your health service provider's patient liaison representative. It is always best to try and resolve your complaint with your local health service provider.

If you have tried this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commissioner at the NSW Health Care Complaints Commission.

More information can be found at www.hccc.nsw.gov.au



General Information

Visiting Hours

As visiting hours change regularly, we suggest contacting our reception team prior to your visit to confirm visiting hours.

Visitor Facilities

There are tea and coffee making facilities in the patient lounge in the Catalina Unit for any visitors or friends who may wish to use them. We recommend that visitors take care when carrying hot liquids within the hospital.

Meals & Food Safety

Menus are delivered to your room each day for you to select your meal for the following day. Completed menus are collected by catering staff each morning. A member of the catering service team or hospital volunteer is available to assist you with menu selection, if required.

Approximate meal times are as follows:

- Breakfast: Between 7.15 am and 7.30 am
- Morning tea: 10am
- Lunch: 12pm
- Afternoon tea: 2.30pm
- Dinner: 5pm
- Supper: Between 6.45pm and 7pm

All your meals will be freshly prepared in the hospital's kitchen, with our menu catering to all dietary needs.

The meals are prepared in consultation with the hospital dietician, who is available for any special dietary requirements.

During your hospital stay your doctor may request that you have a specific diet or supplements. This diet is related to your clinical condition and/or your stage of recovery, and is aimed to aid your path to a full recovery.

Toronto Private Hospital has an accredited Food Safety Plan in place and we would appreciate your assistance to maintain our high standards of food hygiene and food handling practices.

The NSW Food Authority advice to hospital patients is that they can decrease their risk of infection from food stuffs by not bringing any of the following foods into the hospital from home:

- Ready-to-eat foods that have not been stored in the home refrigerator.
- Raw or cooked meat.
- Foods containing raw or cooked meat.
- Smallgoods.
- Dairy products.
- Seafood.
- Processed fruit and vegetables.
- Cooked pasta and rice.
- Foods containing eggs, beans, nuts or other protein-rich foods.

We also ask that you:

- Eat your meals within the specified meal time period.
- Don't reheat food in the microwave (ask staff to do so).
- Don't bring food into hospital. If relatives insist, then this food must be appropriately stored in a labelled container and a Food Safety Form signed by a family member.

Many foods can be harmful if not prepared and stored appropriately, and the hospital cannot take responsibility for foods not prepared on-site or stored appropriately by qualified food handling staff.

If you have any feedback regarding your meal, please do not hesitate to contact our hospital services staff should you need to.

If you have a special dietary requirement, our consultant dietician and diet aides are available to assist you in the selection of appropriate meals. Please advise the nursing staff if you require assistance.

Patient Feedback

Your feedback is important to us.

We strive to provide you with the best experience possible and to meet your expectations, however if you have any concerns or you are not satisfied with your treatment, we will try and resolve issues raised as quickly as possible.

Resolving issues directly with us in the first instance is the fastest and most effective way of resolving your concerns. Your first step should be to let staff know of the problem and if you are not happy with the outcome, you should ask to speak to the:

- nurse unit manager/nurse-in-charge for any nursing enquiries
- allied health manager for any therapy-related enquiries

If you feel that your concerns have not been resolved you can request that an appointment be made with a member of the hospital management team to discuss your concerns.

If you are not satisfied with our response, you should contact the enquiry service of the relevant state or territory listed. These organisations are independent statutory authorities who will investigate your concerns.

New South Wales Health Care Complaints Commission hccc.nsw.gov.au

We encourage patients to tell us about their experience in our hospital. This feedback helps to guide important improvements in the care and services we provide. It is used to make sure our hospital is meeting or exceeding industry standards.

After you are discharged, you will receive an invitation via email, to participate in 'our complicity experience survey'. Please note that taking part is voluntary and your responses will be anonymous and your privacy protected.

Open Disclosure

Every patient has the right to be treated with care, consideration and dignity. At this health facility we respect this, and we're committed to improving the safety and quality of the care we deliver. That's why we have a policy of open disclosure in case things don't go as planned with the care provided. Open disclosure assists patients when they are unintentionally harmed during healthcare.

What is Open Disclosure?

Open disclosure is an open discussion about incidents that cause harm to a patient. If you have been harmed during your treatment, your doctor, nurse or other healthcare worker should talk to you about it. Toronto Private Hospital encourage their staff, as well as patients and their family or carers, to identify and report when things go wrong or when patients are harmed, so that care can be improved.

Financial Information

Your hospital account includes accommodation and procedure fees, consumables and other chargeable items where applicable.

There may be some costs, which are incurred during your stay that are not covered by insurance. These costs are to be paid prior to discharge.

In the event that you require an ambulance or patient transport to another facility or appointment, the cost may not be covered by an insurer or Medicare.

You will be informed of these costs prior to our staff booking transport, unless in the case of a medical emergency.

Services such as pathology and radiology will be billed separately to your hospital account and may be claimable through Medicare, your private health fund or third party insurer. However, rebates may not cover the full cost of the services provided.

Your Room

Bed Allocation

Toronto Private Hospital has a combination of shared and private rooms. Whilst every effort will be made to meet requests for a private room, on occasions of high occupancy and clinical demand, this may not be possible.

We will, however, provide any requested room changes as soon as practical during your stay.

You may also be asked to change rooms during your stay due to the medical needs of other patients. We appreciate your co-operation should this occur.

Nurse Call System

The nurse call system will be explained to you on arrival. There is a buzzer located next to your bed and in the bathroom/shower for your convenience. Please do not hesitate to press your buzzer once whenever you need assistance, particularly at night. Nursing staff will respond as quickly as possible. Your buzzer should only be pressed repeatedly if you require URGENT assistance.

Televisions

Each bed has a television that is tuned to all local TV stations, i.e. NBN, SBS, ABC, Prime and TEN, and includes various Foxtel stations.

Headphones are provided free-of-charge for televisions. Please use the headphones for the comfort of all patients. Due to safety regulations, we would request that any electrical equipment brought into the hospital be brought to the attention of staff. All electrical equipment used in the hospital is required to be tested and tagged prior to use.

Wi-Fi

To access the patient Wi-Fi:

1. Connect to AHC-PATIENT
2. After you connect you will be prompted to enter your Medical Record (MR)* number and Date of Birth.

*Your MR number is printed on the top right of your patient wrist band or can be supplied to you by hospital staff (DDMMYYYY).

Telephone & Fax

A telephone is available at your bedside. For an outside line dial 0. Local calls are free, except for compensable patients. Charges are incurred for all STD, mobile and international numbers. These charges are payable at the time of your discharge.

The hospital telephone number is

(02) 4950 4477

Personal Electrical Equipment

Personal electrical equipment should not be brought into the hospital for safety reasons. Any essential patient electrical equipment must be checked by the maintenance officer before being used in the hospital.

Hairdresser

A hairdresser is available (for patients only) to visit you in your room on request. This service is offered at the patient's personal expense. For appointment times and costs, please speak with a member of the nursing staff.

Housekeeping

Rooms and bathrooms are cleaned daily. Towels are fresh on arrival and changed daily. For any extra towels, or if you need a vase, please speak with a member of the nursing staff.

Veterans

Toronto Private Hospital employs a Veterans' Liaison Officer who acts as a single point of contact for veterans, their families, carers, ex-service organisations and DVA, with particular regard to resolution of concerns and problems.

The officer will also:

- Provide pre-admission and discharge planning support.
- Assist in the coordination and streamlining of care.
- Refer patients to appropriate services or resources.
- In conjunction with ex-service organisations, coordinate DVA client visiting and information services and establish and maintain communication and linkages between the hospital and the Veteran community.
- Ensure the Veteran community is made aware of the range of services, programs and facilities available at the hospital.

Spiritual, Emotional & Religious Needs

Coming to hospital can often be an emotional experience. Emotional and spiritual health is just as important as physical health. Various denominations of clergy regularly visit Toronto Private Hospital to provide spiritual and emotional comfort. If you have a specific request for your own Minister of Religion or spiritual guide to attend the hospital, please advise the staff, who can make appropriate arrangements.

We also provide a social worker on staff and can source counselling services, if required. Please speak to the nursing staff if you require either of these services.

Aboriginal & Torres Strait Islander

When completing admissions paperwork we encourage those of Aboriginal or Torres Strait Islander descent to identify themselves as such.

Toronto Private Hospital understands that Aboriginal and/or Torres Strait Islanders may identify cultural sensitivities, quality or safety issues that they wish to address.

Toronto Private Hospital Indigenous liaison representative is available to assist Aboriginal or Torres Strait Islanders should they need assistance.

Please ask your nurse to alert the Nurse Unit Manager who will call upon the Indigenous liaison representative.

Communication Services

Interpreter services are available to patients and their carers. Should you require this service, notify the Nurse Unit Manager, who will make appropriate arrangements.

Auslan services are available to patients and their carers. Should you require this service, notify the Nurse Unit Manager who will make appropriate arrangements.

Mail

Incoming mail is delivered to your room each day by staff. Outgoing stamped mail can be given to your nurse or handed in at reception. They will ensure that it is posted. Stamps are available for purchase from reception.

Medical & Other Appointments

If you need to attend an outside medical appointment you will be asked to arrange for a family member or friend to take you. Where a nurse escort is required for medical appointments related to your admission, we will organise the transport and the escort.

Newspapers

A selection of newspapers and magazines are delivered to the hospital and are available to read each day. A variety of magazines are made available in the visitor lounge areas and waiting rooms.

Car Park

The hospital car park is complimentary and located at the rear of the hospital.

Access is via the main hospital driveway and via Brighton Avenue. Entry for the back car park is from 6am to 8pm, seven days a week.

Bus

The Toronto Private Hospital Bus is available for transporting patients who do not have access to other modes of transport, to and from the hospital.

Patients requesting use of the bus service must meet our criteria. Speak to your nurse or a member of the administration team to discover if you are able to access this service.

Café

A Café operates from the foyer of Toronto Private Hospital. As the café's hours change regularly, we encourage visitors to check the hospital website for current hours of operation. The café offers a selection of cakes, sandwiches and coffee for patients and their guests.

Day Leave

Under certain circumstances your doctor may allow you day leave from hospital. The nightly lockdown of the hospital is 8pm. However if this is not possible then we would ask that you advise the staff of your expected return time for security purposes. Time of leave will be negotiated via the Visiting Medical Officer and Nurse Unit Manager. The expectation is that leave is for essential reason such as medical appointments

Medications & Pharmacy

The hospital encourages all patients to bring any medications with you to hospital.

If you are taking longstanding medications for a chronic condition, please ensure that you bring sufficient prescriptions with you. It is hospital policy that staff cannot administer medication from a Webster-pak or any dosette boxes, and that all medication be stored in a locked cupboard during your stay. The nursing staff will dispense your medication to you as prescribed by your treating doctor. If you are unable to bring your personal medication, they will be dispensed by Slade Pharmacy at an additional cost to you.

The hospital uses the services of Slade Pharmacy who will dispense admission-related and discharge medications to you, as well as a medication management profile on admission and discharge.



As a general rule, all medications that are newly prescribed or taken as part of your admission will be covered by your insurance.

At discharge you will receive an account from Slade for the following items:

- Medications that are not related to your hospital admission (pre-existing drugs).
- Medications that are supplied to you on discharge.

There are several items that can assist the pharmacy in relation to accurately billing for your medicines and it is advisable that these all be brought to hospital with you.

- All your current medications and prescriptions.
- Any concession cards (pension, concession, DVA, Safety Net).
- Safety Net printout from your pharmacy.
- Medicare card.

It is also advisable to ask questions in relation to your medicines, such as:

- What is the name of the medicine?
- What does it do?
- How long do I have to take it?
- How does it work?
- What side effects (if any) are likely?
- Will it interact with other drugs?
- What if I miss a dose?

Entitlement cards

In order to dispense your medication at the right price and in the most cost effective way, you will be requested to provide the hospital with details of any entitlement cards you hold. If you have one of the cards shown and believe we may not have your details, please contact the pharmacist as soon as possible.

Paying your pharmacy account Accounts that are not settled at the time of discharge will be automatically sent to your postal address.

You may also pay your pharmacy account over the phone using your credit card by calling (03) 9565 4482 (9am – 5pm, Monday to Friday) or by sending a cheque payable to Slade Pharmacy to 14 Palmer Court, Mount Waverley VIC 3149.

Full details of your pharmacy account are available upon request by contacting Slade Pharmacy Accounts Department on (03) 9565 4482.



Discharge Procedures

Your discharge will be discussed and planned with you throughout your hospital stay. If you have any concerns regarding your discharge plan, please discuss these with your nurse or allied health professional. The discharge time is 10am daily.

At the time of discharge your nurse will:

- Return to you any medication and prescriptions brought into the hospital and provide a discharge medication profile as well as any treatment to be continued after your discharge.
- Assist with services that may be required by you after discharge.
- Ask you to sign your discharge papers.
- Check your room thoroughly to ensure you have not left any belongings.

Patients are to arrange their own transport home, however, if you are having difficulties please, speak to your discharge planner/case manager.

If you have any concerns after your discharge regarding your condition or progress, it is advisable to contact your treating doctor.

If your doctor is unavailable, please contact the hospital and ask to speak to the Nurse in Charge.

Please note that if you are unable to discharge until the afternoon due to transportation, you may be asked to vacate your room and sit in the patient lounge in order for us to prepare the room for the next admission.

Staff Identification

All hospital staff are required to wear identification at all times. Staff will identify themselves to you by their given name. Please advise staff of how you wish to be addressed.

Many staff will be involved with your care during your stay.

If you have any issues or concerns regarding staff caring for you, please ask to speak to the Nurse Unit Manager.

Students in Training

Toronto Private Hospital has agreements in place with many tertiary organisations for the placement of various student health professionals.

Whilst in hospital, you may be asked to discuss details of your condition and undergo examinations by students who will be under direct supervision of a qualified professional. However, your consent is required, and should you choose not to participate, your right to do so is respected and acknowledged. Students in training are obliged under the Privacy Act to ensure discretion and confidentiality, as is any health professional/ staff member throughout the hospital.

Volunteers

The hospital runs a volunteer program, to assist patients and staff. Volunteers assist by providing patient orientation, patient assistance with meals and diversional therapy.

If you would like the assistance of a volunteer, ask your nurse to arrange this for you.

Pet Therapy

Delta Society Australia is a national not-for-profit organisation with one core belief: that the human-animal bond remarkably improves our quality of life and leaves a lasting paw print on our hearts.

Website

Visit our website at www.torontoprivate.com.au or like us on Facebook <https://www.facebook.com/TorontoPrivateHospital/?ref=bookmarks>



Safety Procedures

Identification Bands

On admission to the hospital you will be required to wear an identification band on your wrist. It is important that this band is not removed during your stay unless done so by a member of staff in the course of providing treatment.

If you have any allergies or risks, please notify the staff. You will be required to wear a red allergy band to identify this to all staff caring for you.

Escalation of care

Patients and their families and/or carers play an important role in providing information to the health care team. If at any stage during your hospital admission you, or your family and/or carer identify deterioration in your condition or have any concerns about your care, you are encouraged to call for assistance immediately.

You can do this by:

- pressing the nurse call button near your bed or chair
- asking to speak to the nurse in charge

Serious adverse clinical events often follow observable signs of deterioration, which our staff are trained to detect. As part of our process we also rely on you or your loved ones to inform us if you are not feeling well.

Please don't ever feel that you or your family cannot report how you are feeling to a member of staff. If you are concerned about a new or sudden change in you or your loved one's condition, we encourage you to escalate your concerns by speaking to your nurse, Nurse Unit Manager or doctor.

Care & Communication Boards

Every bed in the hospital has a care and communication board to assist with communication between the patient, carer and hospital staff.

The board communicates to the patient and carer, the name of Nurse Unit Manager and the healthcare staff and doctors that are looking after you during your stay.

There is a section called 'Tell us what's important to you' for patients and carers to write any questions, comments or concerns they may like looked at the next time a health care professional visits the room.



Hourly Rounding

Hourly rounding provides a proactive patient-centred approach to determine and address patient's care needs. Nurses will attend to an hourly essential assessment, including: personal needs, positioning and safe environment.

Bedside Handover

Bedside clinical handover is conducted with care to maintain your rights for privacy.

Patients in hospital receive 24-hour nursing care. It is important that each nurse involved in your care has up-to-date information about your care. This communication occurs at the end of each shift through a handover, which will take place at your bedside during the day.

PATIENTS ARE INVITED TO....

 TeamUp

TeamUp

- **T**o inform staff of allergies or any past adverse drug reactions
- **E**xpect your photo to be taken on admission
- **A**sk your Doctor about side effects to any of your medications and seek clarification if you're unsure on the medication being administered.
- **M**ake your concerns heard. If something doesn't seem right, ask questions.
- **U**nderstand your role is important. Teamwork is ensuring everyone works together to be the most successful.
- **P**roper patient identification is important. You will be asked to identify yourself when medication is being administered. Your safety is our highest priority.

Toronto Private Hospital Falls Prevention Program

Unfortunately due to various reasons, there is an increased likelihood of a person falling whilst in hospital. The reasons that people fall are called 'risk factors'. In hospital, you may have more risk factors than usual and become more susceptible to falling during your stay. This is because:

- Your general health or medical condition has changed.
- You are in unfamiliar surroundings and it is easier to become disorientated.
- You have been commenced on medication or your medications have been altered, which may make you unsteady on your feet.
- You are spending more time in bed and you may become less agile.
- You are under increased stress from being in hospital.

Toronto Private Hospital has designed a falls prevention strategy to assist in the prevention of falls in hospital. It is surprisingly easy to fall or slip whilst in hospital.

It is an unfamiliar environment and medication, fatigue, surgery and other factors may affect your balance, or you may not be as steady on your feet as you normally are.

On admission to hospital, staff will speak with patients to find out the best ways to offer assistance and ensure that the environment is set up safely. Staff also ensure that mobility aids are accessible and work with the patient to agree on an optimal level of independence for the patient. We ask you to take particular care when standing or moving about, to prevent injury to yourself that may prolong your hospitalisation.

The first step to falls prevention is to complete a 'Falls Risk Assessment' and 'Mobility Risk Assessment'. A staff member (usually a nurse or physiotherapist) will follow a set of guidelines to assess your risk of falling and your mobility status. These will involve assessing risk factors, such as your mobility, balance, medications you take, your history of previous falls, and other sensory factors, such as hearing, vision and the number of times you may need to go to the toilet at night. This will be re-assessed on a regular basis for the duration of your stay. Once this assessment has been undertaken you will be assigned a 'falls risk assessment score' and a 'mobility risk assessment score.' This score will determine your chances of having a fall and will be documented in

your medical record. The colourful above- bed boards, and coloured tags on walking aids signify that a patient has been formally assessed and has a plan in place.

What do the coloured flip charts mean? – Falls & mobility risks

The above bed boards allow for quick, easy and professional identification of a patient and their physical needs.

FALLS: the risk of having a fall.

MOBILITY: on and off the bed, standing up from a chair and walking.

SELF CARE: dressing, showering and personal care tasks.

The cards work like traffic lights.

RED: Stop. Physical assistance required. (Falls = high risk).

YELLOW: Wait. Seek assistance. A helper is required to ensure the area is safe and provide support if needed. (Falls = medium risk).

GREEN: Go with care. Safe to move independently, but seek assistance if required. (Falls = low risk).

Handy hints for staying safe:

- Keep active.
- Wear well-fitting footwear.
- Remove clutter.
- Review your medications with your GP.
- Have your eyesight and glasses checked.

Many things can be done to reduce harm from falling. The best place to start is by talking with your GP, physiotherapist or occupational therapist about:

- Balance and leg strengthening.
- Sufficient vitamin D and calcium.
- Hip protectors.
- Knowing how to get up.
- Personal alarms.



How can you help reduce your risk of falling?

- Ask about your likelihood of falling, and your risk factors.
- Know what assistance you require and follow the instructions of staff. If you have been assessed as requiring assistance prior to getting out of bed to go to the toilet or shower, we want you to use the nurse call bell.
- If you feel you need to go to the toilet, press the nurse call bell with plenty of time to spare in case the nurses are busy with another patient. This will allow you time to prepare for getting out of bed and reduce the urgency, if possible.
- Stand up slowly after lying down or sitting. Sit on the side of the bed for a few moments before getting up to prevent feeling dizzy. If you feel dizzy, do not get up!
- When walking about, wear closed in, non-slip, well fitted slippers or flat shoes. If you are wearing surgical stockings, make sure you are wearing non-slip stockings or shoes, especially if you are walking on lino or tiled surfaces.
- Turn the light on at night so you can see clearly when you move in your room. Remember your surroundings are unfamiliar.
- Make sure your nurse call bell is within easy reach when you retire at night, so you can call for assistance if needed.
- Use the handrails when you are in the bathroom and be careful of wet floors and bath mats.
- Wear your glasses or hearing aides (if required) when mobilising. Caution should be exercised with multifocal glasses as these can sometimes alter perceptions of distance.
- Keep the area around your bed/room free of clutter. Familiarise yourself with your surroundings and keep it free of obstructions where possible.
- Follow the instructions of staff caring for you. They are here to help you!

If you do have a fall, staff will:

- Consult you and your family/carer to identify why you fell and repeat an assessment of your risk of falling again.
- Make changes to your care to make you safer.
- Arrange review by a doctor.

Valuables

We strongly recommend that valuables (your personal property) such as money, jewellery, mobile phones, iPads, laptop computers, other personal electronic devices and the like, are not brought into hospital with you.

The hospital does not accept any responsibility for the loss of, or damage to, your personal property whilst you are in hospital. The security of any personal items is your responsibility.

Emergency procedures

In the event of an emergency, please remain calm and follow the directions of our staff who are trained in emergency procedures. Remain in your room or current location if you are attending a group until a staff member advises you if further action is required. Any visitors with you at the time should also remain with you. A staff member will accompany you or direct you to a safe location if required, and are available to help if you need assistance.

Smoking

Toronto Private Hospital is a smoke-free environment with smoking prohibited on hospital premises and grounds. Patients who are smokers are advised to discuss this with the nursing staff on admission. Your doctor can prescribe nicotine replacement therapy to assist you to not smoke during your hospitalisation.

Should you choose to continue to smoke, you will need to leave the hospital premises to do so. Staff are not permitted to accompany patients who choose to leave the premises to smoke, and as such, patients who do so are placing themselves at increased risk of adverse consequences.

Patients who wish to leave the grounds to smoke must advise staff of their whereabouts and organise for a family member or friend to accompany them for safety reasons.



General Clinical Consumer Information

Infection control

Aurora Healthcare recognises its responsibility to provide and maintain a safe and healthy environment for patients, employees, contractors, visitors and all persons accessing its facilities. This commitment extends to ensuring that the operation of our hospital does not place the community or the environment at risk of injury, illness or damage.

We ask that you comply with any such regulations of which you are made aware.

Hand Hygiene

At Toronto Private Hospital we pride ourselves on our very low infection rates.

We maintain these low levels through performing hand hygiene using alcohol hand gel or washing hands with soap and water, in accordance with the '5 moments of hand hygiene'. To assist us with hand hygiene compliance we ask you to also perform hand hygiene regularly and encourage visitors to do so too.

Hand hygiene is the single most important factor in reducing hospital-acquired infections. Our hands may look clean but many germs are invisible to our eyes.

We can unknowingly transmit germs on our hands to others and our environment.

Using alcohol hand rubs

When hands are visibly clean:

1. Remove excess jewellery.
2. Squirt enough hand rub product to cover both of your hands.
3. Roll to distribute over palms, back of hands and between fingers.
4. Rub hands together until dry.



Using soap & water

- Remove excess jewellery.
- Wet hands with water.
- Apply soap.
- Rub all over.
- Rinse off with water.
- Pat hands dry with paper towel.
- Dispose of paper towel in bin.



Working together

Your healthcare worker should always perform hand hygiene in front of you. If you do not see them and are worried, please feel free to remind them.

We can play a major role in stopping the spread of infections to our family and friends.

Advanced Care Planning & Directives

What is advance care planning?

Advance care planning is an important process that helps you plan for future care, for a time when you are not able to make your healthcare wishes known.

The process involves thinking about your values, beliefs and wishes about the healthcare you would like to have if you could not make your own decisions.

It is best if advance care planning happens earlier in life, when you are still well.

What is an advance care directive?

An advance care directive records your specific wishes and preferences for future care. This includes treatments you would accept or refuse if you had a life-threatening illness or injury.

An advance care directive will only be used when you do not have capacity to decide for yourself or to communicate your wishes.

Choosing who should make decisions for you if you do not have capacity is an important part of advance care planning. Capacity means that you can understand the information and choices presented, weigh up the information to determine what the decision will mean for you, and communicate your decision.

In NSW, there is no set form to record your wishes.

Where can I get more information?

- You may also discuss your wishes with your GP. Your GP or other healthcare professional can provide information related to your health and ageing. You may wish to include your family in this discussion.
- The Public Guardian has information about appointing an Enduring Guardian. They can be contacted on (02) 8688 6070 or informationssupport@opg.nsw.gov.au or you could visit their website www.publicguardian.justice.nsw.gov.au for more information.

Top tips for safe health care

1. Ask questions. You have a right to understand information provided about your health and health care.
2. Find good quality and reliable health information. Obtain credible information to make informed decisions about your health care.
3. Understand the risks and benefits of medical tests, treatments and procedures. Before making a decision, it is important you fully understand.
4. Keep a list of all the medicines you are taking. Include vitamins and supplements, and inform your pharmacist or doctor.
5. Confirm what will happen before your operation or other procedure.
6. Ask who is in charge of your procedure and what they will perform.
7. Ask about your care when you leave hospital. Request that family or a carer is involved with discharge planning discussions.
8. Know your rights. Be informed, involved and respected.
9. Understand privacy and accessing your medical record. Your medical record is required by law to be kept confidential, and you can register online to access it.
10. Your feedback helps improve health care quality and safety. It helps providers understand what they do well, and what can be improved.

Violence and aggression

Our hospital is committed to maintaining a healthy and safe environment for all persons. In recognising the significant problems caused by aggressive physical and verbal behaviour, violence and damage to property, as an Aurora Healthcare facility we have a zero tolerance approach to aggression and violence. The hospital will not tolerate threatened or actual violence, aggression, abuse or harassment against any persons within the hospital.

Preventing Blood Clots

Sometimes blood can pool and thicken inside normal, healthy veins and block the flow of blood through the body. This is known as a blood clot. Blood clots can be minor and have no signs or symptoms, but they can also cause significant health issues and, in some cases, lead to death. Most blood clots occur in the deep veins of the legs or groin. Occasionally, clots break free from the area and move to other parts of the body, including the lungs. Blood clots that move to the lungs are particularly serious. Blood clots are a leading cause of preventable death in Australia. Early detection and treatment of clots can help reduce the risk of harm. However, preventing clots is much easier, safer and more effective.

Causes of a Blood Clot

Being a patient in hospital increases your chance of getting a blood clot, particularly if you are having or have recently had surgery or a procedure, or if you are unable to move around as usual.

A clot could occur during your stay in hospital or after you return home following treatment in hospital. Your risk of developing a blood clot is increased if:

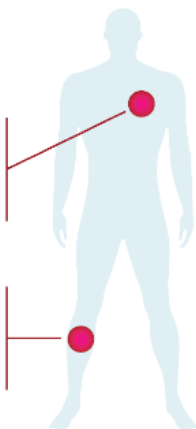
- You are over 60 years old
- You are overweight
- You have had a blood clot before
- Someone in your family has had a blood clot
- You are pregnant, or have recently given birth
- You have cancer or are undertaking cancer treatment
- You are on the contraceptive pill
- You take hormone-replacement therapy
- You have a chronic illness (like heart disease) or a blood disorder.

Signs and symptoms of a possible blood clot

Tell your doctor or nurse if you experience any of the following:

Chest pain, sudden shortness of breath or coughing up blood-stained mucus

Pain and/or swelling in the legs. Skin may be red or warm to touch



Signs and Symptoms of a possible blood clot

Tell your doctor or nurse if experience any of the following:

- Chest pain, sudden shortness of breath or coughing up blood-stained mucus
- Pain and/or swelling in the legs. Skin may be red or warm to touch.

What you can do to help prevent a blood clot while in hospital?

- **Drink water:** Water helps blood flow. Check with your doctor how much water you should be drinking per day.
- **Stay active:** Staying as active as you can will help to keep your blood flowing. Ask your doctor if it's ok to walk around.
- **Keep your stockings on:** If you've been given compression stockings to wear, keep them on as directed.



What your doctor will do

To help prevent you from developing a blood clot, your doctor may need to prescribe an anti-clotting medicine and/or a mechanical device. If you think you are at risk, please discuss with your doctor.

Anti-clotting medicine

This is a medicine that slows down the formation of a clot, making it less likely to form. Your doctor will choose the best medicine suited to you. It may be an injection or tablet that you will be given each day while you are in hospital, or until you start moving around as usual. You may need to continue taking the medicine when you go home.

Medical terms for blood clots

Deep Vein Thrombosis (DVT) is the medical term for a blood clot in the deep vein of the arms, legs or groin. Pulmonary Embolism (PE) is the term for a blood clot that has travelled to the lungs. DVTs and PEs are collectively known as venous thromboembolism (VTE).

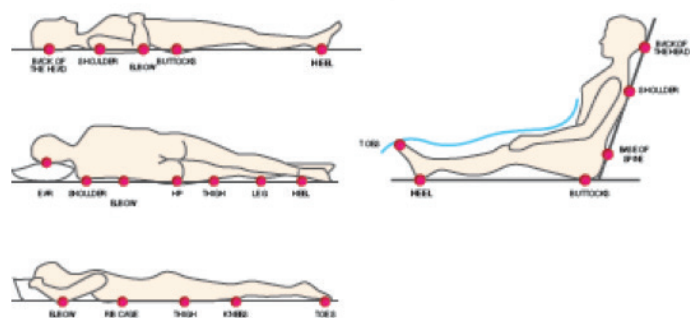


Pressure Injury Prevention

Pressure Injury

A pressure injury, also referred to as a pressure ulcer or bed sore, is an injury to the skin caused by unrelieved pressure.

It may occur when you are unable to move due to illness, injury or surgery. A pressure injury can develop at home or in hospital. They may develop from poorly-fitted shoes, under plasters, splints or braces, and around medical equipment such as tubes, masks or drains. Pressure injuries can happen quickly, from lying or sitting in the same position for too long. They can be painful, take a long time to heal, and may lead to other complications. The diagrams below show the areas of the body at risk of pressure injury when lying and sitting.



People at increased risk

You have an increased risk of developing a pressure injury if you are:

- Elderly or very young
- Immobile or unable to reposition yourself
- Underweight, eating poorly or have experienced recent weight loss
- Overweight
- Incontinent (bladder and/or bowel)
- Experiencing reduced sensation/feeling

Warning signs of a pressure injury

- Redness or skin discolouration
- Tenderness, pain, or itching in affected areas
- Blistering
- Broken skin

Reducing your risk of pressure injury

There are a number of simple things you can do to help reduce your risk of developing a pressure injury.

- Move frequently to relieve pressure. Reposition yourself, or ask your carers to assist you to change your position. You can also ask them to regularly remind you to change your position
- Eat a healthy diet and drink fluids regularly unless you are on fluid restriction. You may benefit from nutritional supplements if you are underweight, have recently lost weight, or have been eating poorly
- Keep your skin clean and dry. Regularly change incontinence pads. Use a soap-free cleanser and moisturiser, if appropriate
- Look after your feet. Check for signs of pressure injury on your feet. If you have diabetes or reduced sensation, check your feet regularly. Wear comfortable, well fitted shoes
- Use appropriate equipment. Ensure any equipment you are using is in good working order and regularly maintained. Specialised pressure-relieving equipment, such as cushions and mattresses, may be required if you are identified as being at risk of developing a pressure injury, or currently have a pressure injury
- Check your skin where possible, check your skin at least daily for signs of a pressure injury. If you are experiencing any warning signs speak to a health care professional for advice.
- Keep active – shift your position slightly every 20 minutes or so when in bed or sitting in a chair.
- Don't lie flat on your back for long periods.
- Special equipment (airflow mattresses) may be used if deemed appropriate.
- Let staff know if you have sore spots.
- Take care of your skin – keep skin dry after washing and moisturize if required.
- Eat and drink well – if you are unable to eat a normal diet, our dietician is available to assist.



Rehabilitation programs

It is reassuring to know that when a medical event, illness or injury derails your ability to live life to the fullest, active participation in rehabilitation will enable you the best opportunity to return to doing all of the activities that you want or need to do, each day. These may be walking, simple day-to-day self-caring tasks which allow you to live at home safely, or ensuring you have the capacity to access your community for enjoyment, work or the necessities of life.

Rehabilitation involves a specialist team who will work with you to recognise the barriers you face and to help you to plan a pathway to the best outcomes possible for your health and wellbeing.

Your rehabilitation team will conduct thorough assessments with you and then sit with you to set your realistic goals and plan your individual treatment program. The best environment for your care will be recommended – this may be in hospital, a day therapy environment or within the community.

Your treatment sessions may be one to one with therapists or may be as part of a group, for example exercise or education groups.

The length of your rehabilitation program will be estimated following assessment – this may then vary depending on your progress towards your goals.

The rehabilitation team will continue to talk with you throughout your program about what you see as the priorities to work on to confidently achieve your own goals.



Referrals to other health professionals

Depending on your needs, your psychiatrist may refer you to either an Aurora Healthcare or external health professional for additional support.

Psychologists

Individual psychology sessions are not provided. Some people choose to attend individual therapy in addition to groups and other treatments. This may be helpful for issues that you are not yet ready to discuss in a group setting.

Ask your psychiatrist for a referral if you feel that seeing a psychologist will be beneficial for you.

Occupational Therapists

Occupational therapists can assist you with assessing your abilities in practical life skills, ways of maintaining your independence, use of your leisure time, developing new interests and getting motivated.

Social Workers

If external issues such as accommodation, domestic violence, financial matters, respite care, legal problems and/or family problems are impacting you during your hospital stay, referral to a social worker can help you to access the information, support, and community resources available to help you with these issues.

Dietitians

Dietitians can support you to make adjustments to your eating habits and patterns in order to help you manage your health, prevent disease and reach or maintain a healthy weight.

Telehealth: Aurora Cloud Clinic

Aurora Cloud Clinic is an Aurora Healthcare telehealth service with psychologists available to provide one-on-one support. If you find accessing face-to-face support difficult after hospital discharge, then the Aurora Cloud Clinic is a great option for you as it can be accessed from anywhere in Australia, so long as you can join your individual psychology sessions either online or by telephone. You will require a referral from your GP or psychiatrist to be eligible for a Medicare rebate, and you can enquire about the service on 1800 955 665.

Tell us what you think

Your feedback will help to improve the care and services we provide.

We encourage all our patients to share their experience of Toronto Private Hospital's Day Program.

Your thoughts and suggestions help us to continue enhancing our services and to recognise where we and our staff are excelling.

All feedback is voluntary and provided anonymously to protect your privacy.

We encourage you to speak to your Group Facilitator or Therapist if you have any questions.



MCO684 Patient Survey TORONTO

Tell us what you think

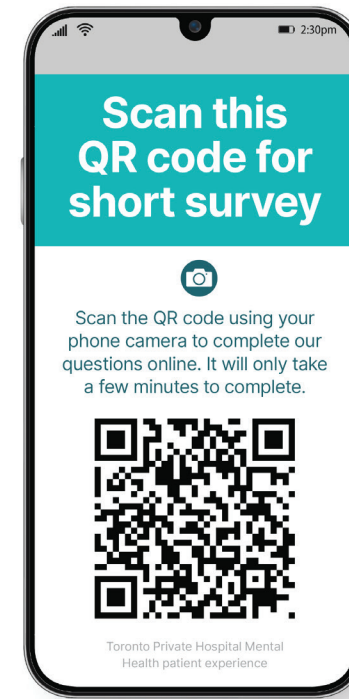
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All feedback is voluntary and provided anonymously to protect your privacy.

We encourage you to speak to your nurse if you have any questions.





Aurora

People first.
People always.