

For your own copy of this guide, please scan the code with your smartphone camera and a digital download will begin.



Scan Me

Toronto Private Hospital

PATIENT INFORMATION GUIDE





WELCOME	3		16
ABOUT US	3		16
Who Are We?	3		16
Our Values	3		16
Our Performance	3		16
Accreditation & Standards of Care	4		17
What You Can Expect From Us	6		17
HOSPITAL SERVICES	6		17
Lower Ground Floor	6		17
Mezzanine Floor	6		17
Ground Floor	6		18
First Floor	6		19
Medical Centre 1	6		19
Medical Centre 2	6		19
Our Team	6		19
Our Programs	7		19
UNDERSTANDING PRIVACY & YOUR HEALTH INFORMATION	8	SAFETY PROCEDURES	20
Our Obligation	8	Identification Bands	20
Australian Charter of Healthcare Rights	10	Clinical Deterioration	20
GENERAL INFORMATION	12	Care & Communication Boards	20
Visiting Hours	12	Hourly Rounding	20
Visitor Facilities	12	Patient-Centred Care	20
Meals & Food Safety	12	Bedside Handover	21
Compliments & Complaints	13	Manual Handling & Safe Lifting	21
Open Disclosure	13	Toronto Private Hospital Falls Prevention Program	22
YOUR ROOM	14	Valuables	24
Bed Allocation	14	Fire	24
Nurse Call System	14	Smoking	24
Shower & Water Temperature	14	GENERAL CLINICAL CONSUMER INFORMATION	24
Televisions	14	Hand Hygiene	24
Wi-Fi	15	Advanced Care Planning & Directives	25
Telephone & Fax	15	Blood & Blood Product Information	27
Personal Electrical Equipment	15	Delerium	29
Hairdresser	15	Preventing Blood Clots	31
Podiatrist Service	15	Pressure Injury Prevention	32
Housekeeping	15	Local Community Services for your Information	34
Veterans	15		
Spiritual, Emotional & Religious Needs	16		
Aboriginal & Torres Strait Islander	16		
Communication Services			16
Mail			16
Medical & Other Appointments			16
Newspapers			16
Car Park			16
Bus			17
Café			17
Day Leave			17
Medical Record			17
Medications & Pharmacy			17
Discharge Procedures			18
In-home Nursing Support			19
Staff Identification			19
Students in Training			19
Volunteers			19
Pet Therapy			19
Website			20

WELCOME

Toronto Private Hospital welcomes you and your loved ones to our service. 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, multidisciplinary 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?

We are Toronto Private Hospital and we are 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.

The hospital has been owned and operated by Health Care Australia Pty Ltd since November 2007.

Our Values

As part of the 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 customers. 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.



Accreditation & Standards of Care



Toronto Private Hospital is fully accredited with the Australian Council of Health Care Standards. As an organisation, we are committed to providing high-quality care to our patients and their families that is safe and effective. As a result, we have aligned our hospital with the eight clinical care Standards from the Australian Commission on Quality and Safety in Health Care, as well as a further five indicators from the Australian Council of Health Care Standards. In short, this means that everything we do is always based on current best practice guidelines. As an organisation we look forward to communicating and working in partnership with you and your family.

Standard 1: Clinical governance



- Toronto Private Hospital has policies, practices and systems in place that effectively manages your safety and risks.
- All care provided to you by our staff is guided by best practice guidelines.
- Managers and the clinical workforce have the right qualifications, skills and approach to provide you safe, high-quality health care.
- Patient safety and quality incidents are recognised, reported and analysed, and this information is used to improve our safety systems.
- Your diversity and rights are respected and the engagement in your care is supported.

Standard 2: Partnering with consumers



- Toronto Private Hospital forms partnerships with consumers and carers through our consumer advisory group, providing input into our future planning.
- Toronto Private Hospital encourages consumers and carers to actively provide feedback on your patient experience and health outcomes.
- Consumers and carers receive information on Toronto Private Hospital's performance, and contribute to the ongoing monitoring, measurement and evaluation for continuous quality improvement.
- Toronto Private Hospital encourages you as a patient to be involved in your own care to the extent that you choose.

Standard 3: Preventing & controlling healthcare associated infection



- Toronto Private Hospital has effective policies and systems in place to prevent and control infections associated with a hospital stay.
- Patients who present with, or acquire an infection during their care are identified promptly and receive the necessary management and treatment.
- Information on hospital-acquired infections is provided to patients, carers, consumer and service providers.

Standard 4: Medication safety



- Toronto Private Hospital has effective policies and systems in place for the safe management of medicine.
- On admission, our doctors and nurses accurately record your medication history and this history is available in your medical record throughout your stay.
- Our doctors and nurses provide a complete list of your medicines to the receiving clinician when handing over care or changing medicines.
- Our doctors will inform you about your options, risks and responsibilities for an agreed medication management plan.

Standard 5: Comprehensive care



- In partnership with yourself and your carer, a goal-directed comprehensive care plan will be developed, integrating screening and assessments relevant to your needs in order to minimize and prevent harm.

Standard 6: Communicating for Safety



- Toronto Private Hospital has effective policies and systems in place to ensure that your information is documented and handed over to relevant clinicians in a timely manner for the delivery of safe and continuous care.
- Toronto Private Hospital actively encourages you and your carers to be involved in key handovers so you can clarify information and ask questions.

- On admission and during your stay you will have an arm band with three approved patient identifiers unique to you, which are used when providing care, therapy or services.

Standard 7: Blood management

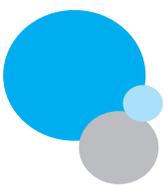


- The doctors and nurses accurately record your blood and blood product transfusion history and indications for use of blood and blood product.
- You and your carers are informed about the risks and benefits of using blood and blood products, and the available alternatives when a plan for treatment is developed.

Standard 8: Recognizing & responding to acute deterioration



- Toronto Private Hospital clinicians are trained in recognising when a patient's condition is deteriorating and appropriate action is taken to escalate care.
- Appropriate and timely care is provided to patients whose condition is deteriorating.
- Toronto Private Hospital encourages carers to inform the clinicians if they are concerned a loved one is deteriorating. This is to ensure care is escalated.



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 1

- Hunter Imaging Group

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.

UNDERSTANDING PRIVACY & YOUR HEALTH INFORMATION

Our Obligation

As Australia's largest privately owned private healthcare group, Health Care Australia 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.

Information we collect

We collect your personal details and medical history so we can provide you with treatment and advice. Test results, and further information collected while you're being treated in hospital, are kept with your medical record.

We only collect information that is relevant and necessary for your treatment and to manage our service.

While the hospital maintains its own paper-based medical records, some of the information stored electronically is linked on an organisation basis.

We take all reasonable steps to ensure information we collect about you is accurate, complete, up-to-date and stored securely.

We are required by law to retain medical records for certain periods of time depending on the type of record and facility.

Information we collect may include:

- Name
- Date of birth
- Address
- Email address
- Contact numbers
- Financial details (e.g. health fund details, person responsible for the account)
- Health history

- Family history
- Information that we consider necessary to assist our staff in your diagnosis and treatment.

Why is this information collected?

If you are to receive or have received a service from any Healthe Care facility, we will collect and hold your personal information to:

- Provide the required treatment, service and advice.
- Administer and manage those services, including charging, billing and debt collection.
- Contact you to provide advice or information relating to your treatment.
- Conduct appropriate health insurance eligibility checks.
- Improve the quality of our services through research and development.
- Conduct regular surveys to gain an understanding of individual needs.
- Maintain and develop business systems and infrastructure to improve the service we provide.
- Provide feedback through Cemplicity.

How is this information collected?

All Healthe Care 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.

In certain circumstances or in an emergency, we will collect personal information from third parties who can help us provide you with safe quality care. Third parties may include:

- Employers
- Health service providers/professionals
- Family members, friends or carers
- Individuals with Power of Attorney
- Pharmacists

Use & disclosure of personal information

We will use and disclose your information for purposes directly related to your treatment and in ways you would reasonably expect for your ongoing care.

This may include, but is not limited to: the transfer of relevant information to your nominated GP, to another treating health service or hospital, to a specialist for a referral, for pathology tests and x-rays.

The main purpose of collecting information about you is to provide ongoing medical treatment and advice.

We are required to disclose some information to State and Commonwealth government agencies to comply with laws regarding the reporting of notifiable diseases and statistics. Your personal information may be required as evidence in a court when subpoenaed.

We are permitted to use patient information for indirect purposes to operate our facility. For example, we may disclose patient information to a debt collector or credit checking agency, to your health insurance fund, to the Department of Veterans' Affairs, to our insurers, to an external company subcontracted to evaluate patient satisfaction, or for clinical audit and quality assurance activities.



If there has been a break in the continuity of patient care, we might need to seek your consent before releasing information to a new doctor or health professional. If the situation is an emergency, consent isn't required.

We cannot use your information for direct marketing purposes unless you provide authorisation.

Our staff may convey to your next of kin or a close family member, general information about your condition while in hospital. This is in accordance with the accepted customs of medical practice, and will only be done if you don't request otherwise.

Our policies and procedures ensure our staff treat your information confidentially and discreetly.

Storing personal information

We store personal information in a variety of ways, including paper and electronic formats.

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

Access to your information

You are entitled to request access to all personal information held by the service, including your medical record. Access to personal information may be declined in special circumstances, such as where giving access would put you or another person at risk of harm, or if it would unreasonably impact on someone else's privacy.

If you believe the information we hold about you is incorrect and an error has been made, please let us know and we will correct the information.

If we believe the information is correct, you may request that your view be noted on the record.

You may request access to your medical record by writing to the Chief Executive Officer/ Director of Nursing at the address below. A response will be provided to you within 30 days.

It may be that on a rare occasion we cannot grant access, and we will provide you with a reason if this is the case.

Please note that there may be a charge associated with your request.

Toronto Private Hospital
Cnr Cary Street & Excelsior Parade
Toronto NSW 2283
Fax: (02) 4950 4106
Email: torontoprivate@healthcare.com.au

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.

Compliments & Complaints

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.

Feedback can also be made by discussing issues with the:

- Nursing Staff
- Allied Health Staff
- Doctors
- Deputy Director of Nursing/Nurse Unit Manager

- Allied Health Manager
- Hotel Services Manager

If unresolved, the Department Manager will escalate the complaint to the Chief Executive Officer/Director of Nursing.

The hospital executives will discuss the issues with you and explain the complaint management process.

Compliments and complaints may also be made in writing to the Chief Executive Officer/Director of Nursing at:

Toronto Private Hospital
Cnr Cary Street & Excelsior Parade
Toronto NSW 2283
Fax: (02) 4950 4106
Email: torontoprivate@healthcare.com.au

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.



When would open disclosure occur?

Most things that don't go to plan in healthcare are minor and are found before they affect you.

For things that don't result in harm, your doctor or nurse will talk with you about what went wrong in the same way they talk with you about other aspects of your treatment. They should talk with you as soon as they are aware of the incident.

If you are seriously harmed, you will be informed as soon as possible and an open disclosure meeting will be held.

If you think a serious incident has occurred that has not been acknowledged, tell your doctor, nurse or other health service staff.

What is the benefit of open disclosure?

Open disclosure is designed for when things don't go to plan in healthcare. It will:

1. Inform you and help you to understand what went wrong with your care.
2. Let you know what is being done to investigate what went wrong.
3. Explain the consequences of the incident for you and your carer.
4. Assist you with any support you might need.
5. Let you know the steps Toronto Private Hospital will be taking to make care safer in the future.

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.

Shower & Water Temperature

Many patients comment regarding the temperature of the water whilst showering. The hot water temperature is determined in guidelines set by the NSW Department of Health. The water temperature must be no hotter than 42°C for adults and 38.5°C for children.

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 hcpatient.
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.

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 and the hospital fax number is (02) 4950 4106.

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.

Podiatrist Service

A podiatrist is available to visit you here at the hospital. This service is usually offered at the patient's personal costs, however, please ask at the time of request as your fund may cover this. 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.



Australian Government
Department of Human Services



- 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 the reception 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. We would appreciate if you could return to Toronto by 8pm, prior to the nightly lockdown of the hospital. However if this is not possible then we would ask that you advise the staff of your expected return time for security purposes.

Medical Record

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.

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.



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.
- Return all x-rays and other scans brought in to hospital.
- 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.

In-home Nursing Support

Health Community (formerly known as Hunter Nursing) is owned by the same company as Toronto Private Hospital. Health Community/Hunter Nursing has a long and successful history of providing community nursing, allied health and support services to older people, veterans, people with disabilities, and other members of the community.

Health Community offers a flexible and innovative range of home care services delivering quality care with a personal touch, individually tailored to meet your needs now and into the future. Services include Home Care Packages, Veterans' Nursing and Home Care, NDIS and private care.

If you require home nursing or domestic assistance following your discharge, please ask your nurse about a referral or alternatively call (02) 4959 6711.

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.

Clinical Deterioration

At Toronto Private Hospital, we are committed to ensuring that our processes for recognising signs of clinical deterioration are based on best practice, well-resourced and understood clearly by staff, patients and carers.

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.

Patient-Centred Care

Patient-centred care is about making sure that you remain the focus of your care. Ensuring your specific needs are met. We invite you to partner with us and be involved in the delivery and planning of your care to the degree that you wish to. We encourage you to talk to your nurse about your needs during your stay.

Bedside Handover

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.

What is the bedside handover?

Bedside clinical handover is the sharing of clinical information about you between your treating nurse and the nurse who will be taking over your care.

What happens during the handover?

We aim to perform handover during non-visiting hours.

While the handover takes place, visitors will be given the option to remain or leave according to patients wishes.

During handover:

- You will be introduced to your nurse for the next shift.
- Your identification and patient ID band will be verified at this time.
- Information shared may include:
 - o Relevant medical history and your current condition.
 - o Tests and procedures you have had or are going to have.
 - o The level of assistance you require with everyday tasks i.e. showering, or going to the toilet.
 - o The plan for your discharge.
 - o The nurses will also review your medical charts and equipment.

- The patient communication Board will be updated.
- The nurses will use discretion when discussing sensitive information.

Manual Handling & Safe Lifting

Manual handling involves any activity requiring the use of force to lift, lower, push, pull, carry, move, hold or otherwise restrain an object or person.

Toronto Private Hospital utilises a safe manual handling system. You will be assessed on a daily, or shift-by-shift basis to determine your level of mobility. This level will then determine the safest technique for us to assist you to move about and, where required, determine what equipment staff should use to safeguard against injury to you or the staff.

All staff are trained in manual handling techniques and are obliged to use these techniques.

Some equipment that you may encounter during your stay includes (but is not limited to):

- Pelican belts
- Slide sheets
- Patient lifting devices
- Leg lifters
- Wheel chairs
- Commode chairs
- Walking frames



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.

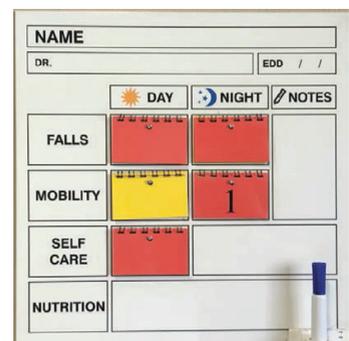
What do the coloured flip charts mean? – Falls & mobility risks

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.

Fire

Toronto Private Hospital is committed to the safety of all patients, visitors and staff. Candles and naked flames are not permitted in the patient areas of the hospital. Emergency protocols are in place and all staff are competent in fire evacuation procedures.

An automatic fire detection system is fitted throughout the hospital. Following a fire alarm, please remain calm. A staff member will inform you as to the reason for the alarm and, if necessary, provide you with instructions to ensure your personal safety.

The fire/smoke doors will close in all areas of the hospital and our trained fire wardens will attend to the emergency and manage the situation until qualified members of the NSW fire service arrive.

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

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.

Why perform hand hygiene?

When we are fit and healthy we can usually defend ourselves against many germs. Having healthy, intact skin is one of the main ways we can do this.

Often our natural defenses are weakened when we are not well, or after an operation. It is very important that each time you visit someone in hospital you clean your hands, even if your hands look clean. Healthcare-associated infections can result in:

- Illness.
- A longer stay in hospital.
- Slower recovery.
- Additional stress for all concerned.

Your healthcare worker should always perform hand hygiene in front of you. If you did not see them and are worried, please feel free to remind them. We can all play a major role in stopping the spread of infections to our family and friends.

When should you clean your hands?

Hand hygiene is a general term referring to the use of soap and water or a waterless hand rub to cleanse your hands. It is important to perform hand hygiene as you enter and leave our hospital and also:

- After going to the toilet.
- After blowing your nose.
- After smoking.
- After handling/patting animals.
- Before, during and after preparing food.

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

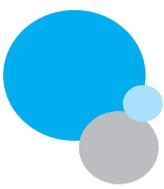
Your healthcare worker should always perform hand hygiene in front of you. If you do not see them and are worried, please feel free to remind them.

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.

Why do I need to think about advance care planning?

Medical technology advances mean that there are treatments that may prolong your life, and that can keep you alive when you are seriously ill or injured.

Some people have firm ideas about how they want to live the rest of their life, including conditions that they might find unacceptable.

Advance care planning can include one or more of the following:

- Conversations between you and your family, carer and/or health professional.
- Developing an advance care plan on your own or with help from another person. An advance care plan is the documented outcome of advanced care planning. It records your preferences about health and treatment goals.
- Appointing an enduring guardian. An enduring guardian can legally make decisions on your behalf about medical and dental care if you lose the capacity to make the decision.
- Making an advance care directive.

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.

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.

It is recommended your advance care directive be written and signed by you and a witness.

An advance care directive is valid & legally binding if:

- You had decision-making capacity when you made it.
- You were not influenced or pressured by anyone else to make it.
- It has clear and specific details about treatment that you would accept or refuse.
- You have not revoked it.
- It extends to the situation at hand.

NOTE: Advance care directives made in other states and territories are enforceable in NSW.

When would an advanced care directive be used?

- Only when you are unable to express your healthcare wishes.
- To assist the 'person responsible' with consenting on your behalf.

Can I change my directive?

Yes, it is recommended that you review your directive regularly, including following a change in your health.

What cannot be included?

An advance care directive cannot contain instructions for illegal activities, such as euthanasia, assisted suicide or assisted dying.

Who is the person responsible?

In NSW, if you are unable to consent to a medical and/or dental treatment, the health practitioner should seek consent from your person responsible.

The person responsible is:

- An appointed guardian, including an Enduring Guardian; if none, then
- A spouse, de facto spouse or partner where there is a close continuing relationship; if none, then
- An unpaid carer; if none, then
- A relative or friend with a close and continuing relationship.

NOTE: A Power of Attorney cannot make medical or dental decisions for you.

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.

Blood & Blood Product Information



What happens when I receive a blood transfusion?

A blood transfusion is a procedure where you receive blood through an intravenous cannula (IV) inserted into a vein. You may need a blood transfusion if your body cannot make parts of your own blood, if your blood cells are not working properly, or if you have lost blood.

It is often possible to reduce or avoid the need for a transfusion.

- Discuss the best way to treat anaemia (low number or quality of red blood cells) with your health care team.
- If you are having surgery, discuss the need to stop or withhold certain medications with your health care team, so your risk of bleeding is reduced.
- Your healthcare team may suggest having your blood collected and returned to you, during some types of major surgery.
- If you do need a transfusion, you should receive only what is needed to relieve your symptoms. For example, once you have received one bag of red blood cells, you should then be reviewed to see if another bag is needed. One bag may be enough.



Parts of blood that may be needed

Red cells carry oxygen to body tissues and organs. They may be given if your levels are low, or you have lost blood.

Platelets help blood to clot and are given to prevent or stop bleeding.

Plasma contains factors that work with platelets to help blood to clot, and may be given to prevent or stop bleeding.

Other blood products are given for a wide range of reasons, for example: to improve the immune system or to replace some clotting factors.

What does the doctor do?

A doctor will decide whether a patient needs a transfusion after careful consideration. The doctor will discuss the reasons for transfusion and any alternative before obtaining consent from the patient.

Then the doctor will write a medical order (prescription) to administer a particular blood component (e.g. red cells, plasma or platelets) over a specified time.

Use this quick checklist to help you make this choice.

- Do you know why a transfusion has been recommended?
- Have you asked about ways to avoid or reduce a transfusion?
- Do you understand the risks?
- Have all your questions been answered?

What are the risks?

Australia has one of the safest blood supplies in the world. However, as with all medical procedures, a blood transfusion is not completely free from risk.

Most common risks of transfusion include:

- Minor reactions, including a mild temperature, or skin rash.
- Fluid overload, causing breathing difficulties – especially in older patients and those with heart disease.

Other less common risks of transfusion include:

- Receiving blood that is not matched to you.
- Severe reactions, for example: allergy or acute lung injury.
- Transmission of infection, for example: bacteria or viruses.

What does the hospital transfusion laboratory do?

The blood component is cross-matched for each patient. A sample from the patient is checked for blood type and matched with the component the doctor has ordered. The transfusion laboratory attaches a label to the blood pack with the patient's details as part of the process.

What checks will staff do just before the transfusion?

Checking the patient's identity against all the details on the matched blood pack is a vital safety step to ensure the right patient receives the right blood component.

These checks and matches must occur before the transfusion proceeds:

- Patient details on the prescription, the blood pack and patients identity band are all identical.

- Prescription and blood pack label are compared to make sure the right component type has been sent, blood groups are all compatible and all the special requirements that a patient needs are present.
- Pack is intact with no leaks or signs of contamination and it is within expiry date and time.

If any discrepancy is found, the transfusion can't go ahead. If you need to have more than one bag of blood, or type of blood product, staff will do these checks every time.

What happens next?

The transfusion is started by one of the two people who performed the check.

Blood is transfused through sterile plastic tubing that connects to an intravenous drip. Red cells must be given within four hours, while platelets and plasma are usually given over 30 to 60 minutes.

Reactions to blood can occur. Because of this, the patient is closely observed until the transfusion is completed. This means measuring your pulse, blood pressure and temperature at regular times. Most people feel no different during a blood transfusion, but if you feel unwell in any way, tell staff immediately.

What happens if a patient has a reaction to the blood product?

Most reactions during transfusion are minor (fever, itchiness or skin rash) and they are relieved with simple medications or by stopping the blood transfusion. Some reactions and symptoms may be more serious such as: shakes, feeling cold, feeling short of breath or wheezy, or facial swelling.

Each reaction is treated and investigated. If it's suspected the reaction is related to the blood component rather than a reaction to the transfusion, the blood service is contacted and can investigate further.

For more information, visit:
www.transfusion.com.au

Delirium

Any person going to hospital can find the experience stressful. For a person with cognitive impairment – who may be having difficulties with their memory, thinking or communicating – the experience can be overwhelming.

A patient with cognitive impairment will need extra care and supervision to stay safe during their hospital stay. People with cognitive impairment have difficulties with memory, thinking or communicating. These difficulties can be temporary or long term. For older people who are in hospital, dementia and delirium are common causes of cognitive impairment.

Delirium is an acute medical condition that occurs suddenly and may only last a short time. A person may feel confused and disorientated, and may be unable to pay attention.

Carers and families will usually report that the person is not their normal self. Delirium may be caused by many different things, including a severe infection, lack of fluids and/or reactions to medicines. Delirium can have serious consequences if not identified, but can be reversed if the causes are found and treated.



Dementia is a collective term for a number of disorders that cause decline in a person's memory, judgment or language, and it affects every day functioning. Dementia is different from delirium because the decline is gradual, progressive and usually irreversible. The most common type is Alzheimer's disease. A person living with dementia is more likely to develop delirium during their hospital stay than someone without dementia.

What can I do if I have cognitive impairment and I am in hospital?

- Let the doctors and nurses know if you are experiencing any changes in your memory or thinking, particularly if you feel that it has happened recently.
- You may be asked questions to test your memory and to obtain background information about your health. These questions will help the staff to determine if there is a need for further investigation, and to make decisions about your care and treatment.
- While you are in hospital, let your clinician know what assistance you may need.
- Participate in discussions and decisions about your health condition and possible treatment as much as you are able and choose to. Ask that your carer or a family member also be involved, if that is what you want.
- Let the doctors and nurses know what is important to you, if you have any treatment preferences or if you have completed an advance care plan.
- If you are unable to make your own healthcare decisions, your clinician will find out who is able to make decisions on your behalf and will consult them.

This person is called your substitute decision-maker.

- If you don't have a carer or a family member who is able to visit you, you may wish to nominate someone whom your clinician can contact to inform them of your hospital admission.

What can I do if I am a carer or family member of a patient with cognitive impairment?

- Let clinicians know if you have any concerns about the memory, thinking or behaviour of the person you care for. Also let the clinician know if the person has been diagnosed with dementia.
- If possible, keep an up-to-date list of all prescription and non-prescription medicines and the dosages of these medicines that the person you care for is taking, and bring all medicines to hospital.
- Let the clinician know if the person you care for is not their normal self on admission or at any time during their hospital stay. The person may have developed delirium.
- If the person you care for is not able to, tell the clinician if you know their healthcare preferences, or if the patient has documented their wishes in an advance care plan.
- If the person you care for is not able to, inform the clinician if the person has appointed someone to make decisions on their behalf, or if they have an order of a tribunal.
- Let clinicians know about the person you care for, in particular their routine and how they can be comforted if they are distressed in your absence.



- Assist in the care of the patient if you choose to. Clinicians may encourage you to bring in familiar objects and activities for the person you care for because this will help prevent delirium.

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 experience any of the following:

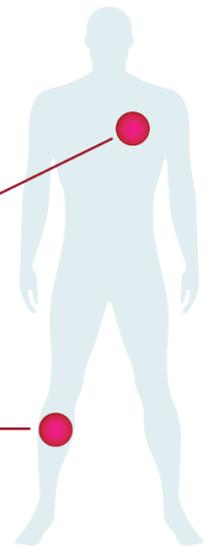
- Chest pain, sudden shortness of breath or coughing up blood-stained mucus.
- Pain and/or swelling in the legs. Skin may be red or warm to touch.

Signs and symptoms of a possible blood clot

Tell your doctor or nurse if 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





What can you 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).

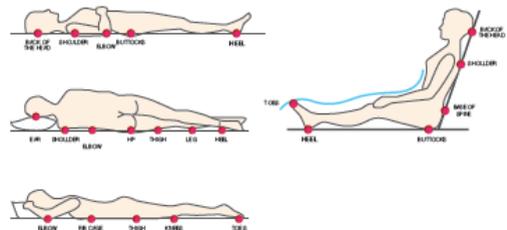
Pressure Injury Prevention

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 healthcare professional for advice.

Local Community Services for Your Information



The following pages contain information on a curated range of local community services chosen to help you and your visitors during and after your stay.

Though a service's feature in the publication doesn't imply an endorsement on behalf of the hospital, we want to thank these service providers for their support, without which this publication would not be possible.

Please take the time to look through their services and consider their usefulness to you.





Get in touch
1800 864 846
ask@uniting.org
uniting.org

Uniting aged care services

Helping you live your life, your way.

With 100 years of experience providing care and support for older Australians, you're in expert hands with Uniting.

Uniting retirement and independent living

For retirees looking for secure and maintenance-free living within a caring community.

Uniting residential aged care

Personalised care including 24/7 nursing, respite and dementia care.

Uniting home and community care

For people wanting to stay independent in their own home, who need some extra help.

Uniting healthy living for seniors

Programs, activities, and gyms specially designed to support the health of older people.



Scan me
with your
smartphone

Uniting




SUMMITCARE
WARMTH WORTH WELLBEING

WHERE LIFESTYLE, CARE AND COMMUNITY COME TOGETHER

For over 50 years SummitCare has supported the wellbeing of thousands of people through our respite services and residential aged care homes.

SummitCare offers families more choice, with a wide range of support solutions and clinical care that encompass every aspect of living and ageing well.

Our focus is your wellbeing. Call us for more information or to book your tour at our Wallsend location today.

Book your tour at SummitCare today:

SummitCare Wallsend

Phone: (02) 4944 1500 | **Email:** wallsend@summitcare.com.au

Website: www.summitcare.com.au

Accommodation located only 600m from Toronto Private Hospital.

The Brighton boasts magnificent views of the lake just minutes from Toronto's restaurants.

Offering refurbished studio rooms along with one and two-bedroom apartments.

When travelling away from home, it's the little things that mean a lot.

Like the warm welcome you receive when you arrive and the hospitality you'll experience throughout your visit at The Brighton.

In this pandemic and global fight against Covid-19, we have stepped up precautionary measures to ensure that our apartments are a welcoming sanctuary for guests. We have established exhaustive measures that focuses on all touchpoints of any interaction, to ensure that every stay with us is safe, clean and comfortable, and that the wellbeing of our employees is safeguarded.



Ph. 02 4935 8888 – info@thebrighton.com.au
157 Brighton Ave (Cnr Victory Pde) Toronto NSW 2283



Catalina MOTEL

- Kitchenettes
- Free Wi-Fi
- Affordable
- Located 2 minutes from Toronto Private Hospital
 - Friendly Service
 - Family Rooms
- Ground floor rooms with parking out the front
- Accessible room available



Call us today on **4959 4833** or visit
www.catalinamotel.com.au

211 Awaba Road
Toronto

UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people
of all ages with all forms of dementia

WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

Need information or wish to talk about
your concerns with experienced advisors?

**NATIONAL
DEMENTIA HELPLINE**
1800 100 500



OR CALL
131 450
FOR LANGUAGE ASSISTANCE

FIGHTDEMENTIA.ORG.AU



Check out Alzheimer's Australia's
brain health program for tips on how
to maximise your brain health at
yourbrainmatters.org.au

**YOUR
BRAIN
MATTERS**
YOURBRAINMATTERS.ORG.AU

Become a blood donor



at your nearest
Red Cross Blood Bank

Barbara King 

— Funeral Director —

In a time of need turn to someone you can trust

FDA of NSW. Family Owned and Operated.

(02) 49 731513



Pre Arranged Funeral Plan in

Association with



www.barbarakingfunerals.com.au

Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia



We're all about you

We focus on your health, wellbeing and day-to-day living with tailored care for every stage of your life's journey.

Home Care

- Personal Care
- Meal Preparation
- Nursing Care
- Home Modifications
- Health & Wellness programs
- Transport plus more

Residential Aged Care

- Charles O'Neill Hostel, Mayfield West
- St John's Villa, New Lambton
- Our Lady of Loreto Gardens, Hamlyn Terrace

Find out more at [catholichealthcare.com.au](https://www.catholichealthcare.com.au)
or call **1800 225 474**