

# Patient Information



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**Warners Bay  
Private Hospital**

Part of Ramsay Health Care

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## Welcome

At Warners Bay Private Hospital, we acknowledge the Awabakal people, who are the traditional custodians of this land. We pay our respects to their Elders past, present and emerging, and acknowledge their living culture and their unique role in the life of the region.

The management and staff of Warners Bay Private Hospital warmly welcome you to our hospital and thank you for the opportunity to care for you. At Warners Bay Private Hospital, we are committed to partnering with you in all aspects of your care.

This booklet has been prepared to provide you with information about the hospital and its services. We hope that you find the information useful and that it answers a lot of the questions that you may have about our hospital. Please speak with any of our staff if you require further information.

Information specific to Ramsay Clinic Lakeside can be found at the back of this booklet.

# My healthcare rights

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

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

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



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## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

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

### Respect

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

### Partnership

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

### Information

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

### Privacy

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

### Give feedback

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

## About Ramsay Health Care

Ramsay Health Care was founded by Paul Ramsay AO (1936-2014) in 1964 and has always focused on maintaining the highest standards of quality and safety; being an employer of choice; and operating the business based on a culture known as the “Ramsay Way” with a philosophy based on “People Caring for People”. Ramsay’s operations are split across four regions: **Australia, Europe, UK and Asia**.

Ramsay Australia consists of 72 private hospitals and day surgery units in Australia and is Australia’s largest private hospital operator. Ramsay operations include mental health facilities as well as the operation of three public facilities. In addition, Ramsay has established the Ramsay Pharmacy retail franchise network which supports more than 59 community pharmacies. Ramsay Australia admits more than one million patients annually and employs more than 31,000 people

## About Warners Bay Private Hospital

Warners Bay Private Hospital offers residents of Newcastle and beyond a comprehensive range of specialist medical, surgical, rehabilitation and mental health services. Our staff are dedicated to your safety, comfort, and wellbeing before, during and after your stay. We aim to provide you with individual care and superior customer service.

We strive to provide excellence in a wide range of disciplines. Our surgical focus is in the areas of Orthopaedics, Urology, General, Gynaecology, Maxillofacial, Paediatric and Cosmetic surgery.

Warners Bay has a Rehabilitation Unit with an experienced team of professionals who work together to assist in a patients rehabilitation.

Our mental health unit – Ramsay Clinic Lakeside is the largest provider of mental health services in the area providing both inpatient and day patient services

We also offer a ‘sleep studies’ service.

Resident Medical Officers consult on site Monday to Friday, at all other times an on call service is operated at the hospital.

Warners Bay Private hospital is fully accredited to the National Safety and Quality in Health Service (NSQHS) Standards for Safety and Quality in Health Care through Globalmark.

### Useful contact numbers

**Main hospital Number:** 02 4958 4288

**Ramsay Rule contact number:** 0428 264 945

When making a private call from your bedside phone, please dial “0” first

### Key Contacts

**Switchboard:** 9

**Executive Office:** 3781

**Reception/Hospital Foyer:** 3454

**Cafe:** 1007

**Website:** [www.warnersbayprivatehospital.com.au](http://www.warnersbayprivatehospital.com.au)



## Patient Information

### Accommodation

Warners Bay Private Hospital offers a range of private and shared rooms. Patients are cared for in modern, fully equipped wards with electric beds and ensuite facilities for their comfort and privacy. Whilst every effort is made to meet requests for private rooms, this may not always be possible. This can be due to factors such as occupancy and patient needs. We will, however, provide any requested room changes as soon as practical during your stay.

Wards have a recreational area where TV and complimentary coffee and tea making facilities are available for patients and their visitors.

### Air Conditioning

We understand that not everyone likes the same room temperature. Our air conditioning is set to a 'comfortable' temperature in our wards. Some wards have separate air conditioners for each patient's room. If you are finding the temperature uncomfortable, please let one of our staff know.

### Café

Our café is located at the main entrance to the hospital. The coffee shop hours are:

**Mon – Fri:** 8am – 3pm

**Sat and Sun:** Closed

### Clinical Handover

Each time you are cared for by a different department or shift of nurses, our staff will give the oncoming staff a comprehensive handover of your history and care requirements. This will occur at the bedside if it involves another department or, in the nurse's handover area or bedside at change of shift (excluding Lakeside Clinic). You are an important part of the handover process and we encourage you to be actively involved. If you would like anything conveyed during this time, please inform your nurse.

If you do not wish to take part in clinical handover, please inform your nurse.

When you are discharged, a summary of care will be given to you. A copy will also be sent to your general practitioner.

### Communication Boards

A patient communication board is located on the wall of your room. The aim of this board is to assist you in:

- Identifying the team responsible for providing your care.
- Determining the daily goals that you are aiming for during your hospital stay.
- Recording/remembering any questions or comments you may have for your health care team.

You and your family are encouraged to write your goals and comments or questions on your board in order to prompt communication and discussion with your health care team. Ask your nurse for a pen if there is not one on the board.

## Concerns or Complaints

We strive to meet your expectations and value your feedback. If you have any concerns or you are not satisfied with your care, we would like to know. Your first step should be to talk to the staff caring for you. If you are not satisfied with the outcome, you should ask to speak to the Nurse Unit Manager or Nurse in Charge. If you feel that your concerns have not been adequately addressed, please ask to speak to the Director of Clinical Services or Chief Executive Officer. All complaints will be dealt with in confidence and with discretion.

## Blood and Blood Products

If you require a transfusion of blood or blood products whilst in hospital you will be asked to give your consent to this. Written information on the risks and benefits of blood transfusion will be provided to you. Please let us know if you have had any problems with blood products in the past.

## Computers and Internet

Personal computers and devices may be used within the hospital. High speed Wi-Fi is provided at no charge. Please note that the hospital cannot accept responsibility for your personal equipment when left unattended.

## Day Leave

Under certain circumstances, your doctor may allow you day leave from the hospital. You are required to sign a form and inform the staff of your return time prior to leaving the hospital. If you anticipate returning later than the time you have told our staff, please contact the ward so that they do not worry. Overnight leave is not permitted unless there are extenuating circumstances.

## Dietary Advice

Dietary advice is available onsite from our highly qualified and experienced dietitians. If you would like to talk about your needs with a dietitian, please speak with your nurse.

## Discharge Procedures

The discharge process is an important part of ensuring that you are safe when you go home. You will be informed of your expected discharge day when you are admitted. Our discharge time is 10am. This helps us to ensure that the room is prepared for the next patient.

At the time of discharge, your nurse will:

- Return your medications and provide you with any new medications that your doctor has prescribed. Either your nurse or the pharmacist will explain your medications to you.
- Return all of your x-rays and scans.
- Finalise any appointments and/or services that may be required by you after discharge.
- Explain your care after discharge and ask you to sign paperwork stating that you understand the information

Please check your bedside locker to ensure you have not left any belongings behind. 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 of the ward you were in.

## Doctors Visiting Times

Your doctor will most likely work at sites other than Warners Bay Private Hospital. Staff can advise you of the times that your doctor usually visits the hospital but this cannot always be guaranteed. If you or your relative wish to speak to your doctor, please notify staff and arrangements can be made to advise your doctor of this. It's a good idea to keep a list with you of any questions that you may have for your doctor as it is easy to forget them when the doctor is doing rounds.

## Emergency Procedures

Warners Bay Private Hospital staff are all trained in emergency response. In the event of an emergency, please remain in your room until a staff member advises you otherwise. Any visitors with you at the time should also remain with you.

Our fire alarms are checked regularly. This is announced prior to the alarm being activated.

## Escalation of Care (The Ramsay Rule)

At Warners Bay Private Hospital, our staff are trained in recognising and responding to changes in our patient's condition. We use an early warning system to track and flag changes in your condition.

If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or medical officer of your condition as necessary. If you are not satisfied with their response, then you, a family member or carer can activate the 'Ramsay Rule' by ringing 0428 264 945 (dial 0 first for an outside line when using hospital phones). This phone will be answered by the hospital in Charge nurse. Please don't be afraid to activate the Ramsay Rule. Nobody knows you better than yourself and your visitors.

## Falls Prevention

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.

Our nursing staff will assess you on admission, and again daily for your risk of falling. They will put certain strategies in place to help prevent your risk of falling and will explain these to you.

Please follow their instructions.

Some of the things that you can do to decrease your risk of falling include:

- Taking special care when walking or getting to your feet, especially if you are taking pain relieving medication.
- Making yourself familiar with your surroundings.
- Taking particular care when moving around at night and ensuring that you turn lights on.
- Wearing appropriate footwear, like non-slip slippers and shoes over surgical stockings. NEVER walk on tiled or lino flooring in stockings or socks.
- Using walking aids as required and recommended by our staff.
- Using the nurse call bell if you feel unsteady or have been asked by the nurses to ring for assistance. Wait for the nurse to attend to you.



## Falls Prevention – In hospital

**If you fall in hospital, it can lead to injury, resulting in a longer stay.  
Most people fall near the bed and while getting to the toilet.**

### What causes people to fall?

- Being unwell and in an unfamiliar place.
- Poor mobility and balance (unsafe when walking).
- Badly fitting footwear and clothing.
- Urgent need to go to the toilet.
- Medications that cause drowsiness/dizziness.



Photo© Queensland Health

### Top tips to prevent a fall in hospital:

- **Use your call bell.** Keep it in easy reach and ring **early** if you require assistance. Please wait for staff, especially if you have been told you require assistance.
- **Sit down to shower and use the rails** to get off the chair or the toilet. If you feel unsafe in the bathroom, remain seated, use the call bell and wait for assistance.
- **Familiarise yourself with your room and bathroom.** Be aware of any hazards (e.g. spills and clutter) and advise staff when you see them.
- **Take your time.** When getting up from sitting or lying down. Let staff know if you feel unwell or unsteady on your feet. Use stable objects for support.
- **Use your walking aid.** Always use your own walking aid and keep it within reach.
- **Wear safe footwear.** Wear supportive shoes, slippers or non-slip socks that fit you well – no scuffs or thongs. Do not walk in socks or surgical stockings without non-slip soles.
- **Wear your glasses.** Keep glasses clean and within easy reach.
- **At night.** Use the light button on the call bell to turn on the light before getting out of bed. Turn the light on in the bathroom.

**If you do have a fall - do not get up on your own - wait for help.**

## Hand Hygiene

Germs can be spread by our hands even when they look clean.

- Removing these germs by washing your hands or using alcohol-based hand rub (provided throughout the hospital) can help prevent the spread of infection in hospital.
- Soap and water should be used to clean hands if they look dirty, if you are going to eat or if you have used the toilet.
- At other times, hand rub can be used.
- Visitors should use the hand rub when arriving and leaving your room.
- The hospital regularly checks staff hand washing practices. The information is provided to Hand Hygiene Australia three times a year. If a staff member enters your room and does not wash/hand gel their hands, you are quite within your rights to ask them to clean their hands.

## Heat packs

For safety reasons, the use of wheat heat packs, electrical heat pads, hot water bottles and hot wet towels is not permitted in our hospital.

## Hospital Accreditation and the National Safety and Quality in Health Services Standards

The Australian Commission for Safety and Quality in Healthcare is a government agency that has developed the eight (8) National Safety and Quality in Health Service (NSQHS) Standards for safety and quality in health care. The aim of the standards is to protect the public from harm and improve the quality of health service provision across all Australian hospitals. The NSQHS Standards describe the level of care you should expect to receive from a health service organisation in areas that affect the safety and quality of care, and where there is good evidence of how to provide better care. Warners Bay Private Hospital is fully accredited to the NSQHS Standards.

## Hospital Staff Identification

Many staff will be involved in your care during your stay. All of our staff are required to wear identification at all times.

**It can be confusing seeing so many different uniforms. We hope that this helps!**

**Navy shirts** – Nursing Unit Managers and administration staff

**Light blue checked shirts** – Nursing staff

**Green shirts** – Hotel Services Staff

**Red shirts** – Allied Health staff

You will also see theatre staff in scrubs.

## Infection Control for Visitors

If your visitors are feeling unwell, please ask them to stay at home. Some of our patients have compromised immune systems and it may not be good for their health to be exposed to infections. If you or anyone in your family has signs of a cold, influenza, gastroenteritis or diarrhoea, please do not visit until you are symptom-free for at least 48 hours. All of our patient rooms have telephones, so your family are welcome to contact you by phone.

## Housekeeping

Your room will be cleaned each day or more frequently if required. Please notify nursing staff if you have a concern with any aspect of the housekeeping service. While every effort is made to ensure your room is well maintained, please let staff know if you identify any maintenance issues.

## Interpreter Service

Interpreter services are available for non-English speaking and hearing-impaired patients. Please discuss this with the nurse caring for you if required.

## Mail Delivery

Any mail that is sent to you at the hospital will be delivered to your bedside. If you require a letter to be posted, please ask the staff and this can be arranged for you.

## Maintenance Program

If you notice anything in the hospital that requires attention, whether it's a dripping tap or a broken door handle, please bring it to the attention of nursing staff.

## Manual Handling and 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'. To decrease the risk of injury to both you and our staff, you will be assessed on a daily or shift-by-shift basis to determine your level of mobility. After assessing you, the staff will determine which equipment is to be used to safeguard against injury to you or the staff. This may include slide sheets, walking frames, mechanical lifters. All our staff are trained in manual handling techniques and are obliged to use these techniques. If you would like any further information or clarification, please ask to speak to the Nurse Unit Manager

## Meals and Food Safety

Menus are delivered to your room daily 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 is available to assist you with menu selection if required.

Approximate meal times are as follows:

<b>Breakfast:</b>	7.00am – 8.00am
<b>Morning tea:</b>	10.00am – 10.30am
<b>Lunch:</b>	12.00pm – 1.00pm
<b>Afternoon tea:</b>	3.00pm – 3.30pm
<b>Dinner:</b>	5.00pm – 6.00pm
<b>Supper:</b>	7.00pm

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

Warners Bay Private Hospital has an accredited food safety plan in place and would appreciate your assistance in maintaining our high standards of food hygiene and food handling practices. To maintain the integrity of our food service, we ask that you:

- Eat your meal at the time it is delivered.
- Don't reheat food in the microwave (ask staff to do so).
- Don't bring food into hospital. Many foods can be harmful if not prepared and stored appropriately. The hospital cannot take responsibility for foods that are not prepared onsite or stored appropriately by qualified food handling staff. If your relatives insist on bringing food into the hospital, then this food must be appropriately stored in a labelled and dated container in the patient food fridge in each ward. Please notify nursing staff if you have received food from visitors. Food not labelled will be discarded, as will food that has been stored for longer than 24 hours.

## Medical Staff

Our Visiting Medical Officers (VMO's) undertake a thorough credentialing process to ensure you receive quality care. The doctor who admits you is responsible for your medical care while you are in hospital. Onsite medical cover is provided by the hospital Career Medical Officers. They are available for emergency assistance when needed.

## Medications

It is hospital policy that staff cannot administer medication from a Webster-Pack or any dosette boxes.

While you are in hospital, your medications will be locked in the drawer beside your bed in general wards and in the medication rooms in Ramsay Clinic - Lakeside.

The nursing staff will administer your own medications to you as prescribed by your treating doctor. The hospital has a pharmacy onsite that will dispense admission-related and discharge medications to you. Depending on your level of insurance, you may need to pay for any medication you need to take home or for any of your own regular medication that is dispensed to you while you are in hospital.

You may receive an account from the pharmacy if medications have been provided to you that are not covered by your insurance. If you are started on any new medicines while you are in hospital, our pharmacist will supply an information sheet to you about the medicine. Please make sure that you read the information and if you have any questions, please let the nurse know and arrangements will be made for the pharmacist to visit you. If you are on multiple medicines, our pharmacist will visit you before you go home to explain how to take your medicines on discharge.

## Medical Records

A medical record is kept for all of our 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 Warners Bay Private holds about you. If you wish to request access to your record there is a process of written request required. In some instances, the medical officer may decline your request if they think it may not be beneficial to your progress. A charge will apply for copying and printing. It is advisable that a health professional be present if you wish to view your record so that the content can be explained to you.

## Nurse Call System

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

## Parking

Car parking at the hospital is free of charge and is available at the front and the back of the hospital. Parking is also available in the surrounding streets.

## Pathology Services

Pathology services are provided by Douglass Hanly Moir pathology.

## Patient Satisfaction

Your feedback is valuable. It provides us with the opportunity to review and improve our services. If you have provided us with your email address, you will be sent a patient experience survey one to two weeks after you are discharged. We would be very grateful if you would take the time to complete the survey. The information you provide us with guides us in our quality improvement activities. If you would like to make a complaint or raise a concern, please inform a member of staff.

## Pharmacy

The hospital has an onsite Ramsay Pharmacy, which provides pharmacy services to all of our patients whilst they are in hospital. To assist the pharmacy in accurately billing for your medicines, please ensure that you provide us with:

- Any concession cards (pension, concession, DVA, Safety Net).
- Safety Net printout from your pharmacy.
- Medicare card.
- Please be aware you may receive an account for medications from the pharmacy

## Preventing Pressure Injuries

A pressure injury is an area that has been damaged due to unrelieved pressure. It may look minor, such as redness on the skin, but can hide more damage under the skin's surface. In order to prevent the risk of pressure injury, our staff will assess you and discuss strategies that they will put in place to decrease the risk of you developing a pressure injury while you are in hospital. It is important that you follow the nurse's instructions to prevent pressure injuries. It is important that you relieve pressure by keeping active and changing your position frequently when you are lying in bed or sitting in a chair.

If you are unable to move by yourself, the staff will help you change your position regularly. Special equipment, such as air mattresses and booties, may be used to reduce the pressure in particular places. Please tell our staff if you have any tenderness, burning or soreness over a bony area or if you notice any reddened, blistered or broken skin.



# Pressure Injury Prevention Information for Patients & Families

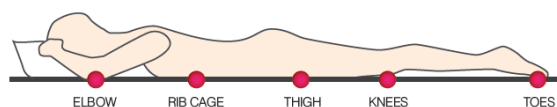
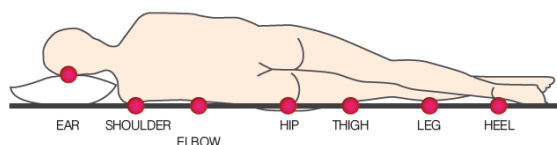
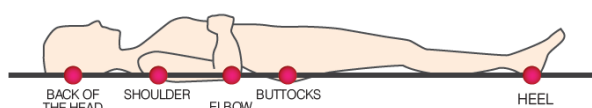
## Pressure Injury

A pressure injury, also referred to as a pressure ulcer or bed sore, is an injury to the skin caused by unrelieved pressure and may occur when you are unable to move due to illness, injury, or surgery.

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.

Pressure injuries may develop under plasters, splints or braces, and around medical equipment such as tubes, masks or drains.

The diagrams below show the areas of the body at risk of pressure injury when lying and sitting.



## People at increased risk

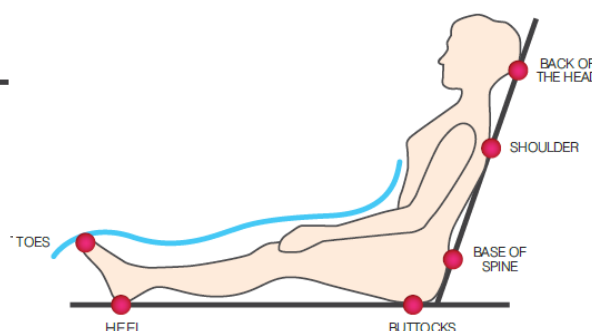
You have an increased risk of developing a pressure injury if you are:

- Older or very young
- Immobile or having an operation
- Underweight, eating poorly or have experienced recent weight loss
- Overweight
- Incontinent

## Signs of a pressure injury

Check your skin and look for the warning signs:

- Redness/skin discoloration
- Tenderness, pain, or itching in affected areas
- Blistering
- Broken Skin





## Privacy

Warners Bay Private Hospital is committed to conducting its services in compliance with all applicable legislative requirements and in accordance with the highest ethical standards. Warners Bay Private Hospital complies with the Commonwealth Privacy Act and all other state/ territory legislative requirements in relation to the management of personal information. Our patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely. In order to provide you with the health care services that you require, we need to collect and use your personal health information. If you provide incomplete or inaccurate information to us, or withhold personal health information from us, we may not be able to provide you with the services you may need.

## Security

The hospital has a combination of static and mobile guards overnight.

All external doors to the hospital will be alarmed at 8pm and re-opened at approximately 6am. Before opening any external doors early in the morning, please check with nursing staff that the alarms have been turned off.

## Smoking

With the exception of the mental health unit, smoking is prohibited on the hospital premises and grounds. Staff are not permitted to accompany patients who wish to smoke and as such, patients who do so are placing themselves at increased risk of harm.

## Spiritual and Emotional Needs

We understand that coming to hospital can be stressful. Emotional and spiritual health are just as important as physical health. If you feel the need to speak with a religious or spiritual leader, please inform the nursing staff, who will be able to arrange this for you. Your own religious or spiritual leader is also welcome to visit you. Warners Bay Private Hospital has social workers and psychologists onsite. If you would like to speak with the social worker or psychologist, please inform your nurse.

## Students in Training

Warners Bay Private Hospital has agreements in place with many tertiary organisations for the placement of various student health professionals. While 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. Your consent is required for this to occur. If 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.

## Telephones

Telephones are available at each bedside for free local calls. To make a call, press '0' and then the required number.

## Televisions

Each bed has a digital television, which is tuned to all local TV stations. A selection of Foxtel channels are also available. Ear phones are available for the comfort of those around you. Please be mindful of excess noise, particularly if you are in a shared ward

## Tests and Treatment

Occasionally, patients are required to attend external facilities for tests. If your doctor says that you are well enough to travel via car, private transport may be arranged with a family member or hire car. If this is not appropriate for your condition, an ambulance or patient transport will be arranged. Depending on your condition, a nurse may accompany you.

## Valuables

We are unable to take responsibility for any valuables that are lost or damaged whilst you are at the hospital. For this reason, we strongly recommend that valuables such as jewellery, mobile phones, laptop computers, etc. are not brought into hospital with you. Only small amounts of cash, if any, should be held in your possession.

Items such as dentures and spectacles can be easily misplaced and should be placed in an appropriate container or glasses case with your name clearly marked. If you don't have anything to place your dentures into, please ask the staff for a denture container.

## Veterans' Liaison Officer

Warners Bay Private Hospital employs a veterans' liaison officer, who acts as a single point of contact for entitled persons, their families and carers, ex-service organisations, and the DVA. They give particular attention to resolving concerns and problems.

The officer can 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.



## Visiting Hours

Visiting hours are generally from 3.00pm – 8.00pm daily. However, we understand that visiting at these times is not always possible. Please talk to the nurse involved if your visitors can only visit outside of this timeframe.

Please be considerate of other patients sharing a room. If you are visiting a patient in the rehabilitation or mental health ward, please be advised that the patient may be taken to therapy whilst you are visiting. It is very important that the therapy proceeds.

If you or anyone in your family has signs of a cold, influenza, gastroenteritis or diarrhoea, please do not visit until you are symptom-free for at least 48 hours.

NB whilst we are still in a pandemic and you are experiencing respiratory symptoms, please do not visit until you have had a negative COVID 19 result.

Please also be aware during the pandemic that visiting hours are subject to change based on NSW health and Ramsay Healthcare directions.

## Wireless Internet Access

How to connect

1. Ensure your wireless enabled laptop or mobile device is turned on and has its wireless signal/switch activated.
2. Go to the available Wireless Network Connection List as displayed on your laptop or mobile device.
3. Click on **WiFi@Ramsay** and then click on the Connect button. Your Internet Browser will automatically open and you will be prompted with the 'Welcome to Ramsay WiFi' page as per the window below.
4. Select the appropriate option: Patient or Guest. The option that you select will display a second page where you can register for WiFi as shown in the windows below.
5. Enter your details as required. NB. Your MRN is created on admission and is usually on your wristband. Please enter all 10 characters of the MRN.
6. Review the Usage Policy and Terms and Conditions and tick the box to accept the terms of use. Accepting the terms and conditions is necessary if you want to use the WiFi facility.
7. Click on the LOGIN button to proceed to the internet.

## Zero Tolerance

Warners Bay Private Hospital does not tolerate aggressive behaviour towards staff/patients or members of the community. If you have any concerns, please ask to speak with the Nurse Unit Manager.



# The Ramsay Way

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



**Ramsay**  
Health Care

## Venous Thromboembolism Prevention Clinical Care Standard – Quick Facts for Consumers

### What is venous thromboembolism (VTE)?

Venous thromboembolism (VTE) is the name given to blood clots that may form in people during illness, injury, or after surgery. These clots can be serious, so it is important you know how to reduce your risk of developing them, starting from when you are first admitted to hospital.

There are two different kinds of blood clots:

- **Deep vein thrombosis (DVT):** occurs when blood clots form in veins, usually deep inside the legs or in the pelvis, where they may cause symptoms like pain, tenderness, redness, or swelling of the leg.
- **Pulmonary embolism (PE):** occurs when a blood clot breaks off and moves through the veins to block blood vessels in the lungs. This may cause symptoms like shortness of breath, coughing up blood, chest pain, faintness, and loss of consciousness. If the clot blocks enough blood vessels in the lungs, the person can die.

### Take an active role in your health care

The *Venous Thromboembolism Prevention Clinical Care Standard* contains seven quality statements describing the care you should expect to receive during and after your hospital stay to help prevent blood clots. Each quality statement outlined below describes what your clinician should do, and what you can do to help reduce your risk.



#### What your clinician should do



#### What you can do

#### 1 Assess and document your risk of blood clots

An important part of your care is assessing and recording your personal risk of developing blood clots, and whether you need preventive care.

Ask if you are at risk of blood clots, and tell your doctor about all of your medical conditions and any medicines you are taking.



#### 2 Develop a clot-prevention plan, balancing the risk of clots against bleeding

Your clot-prevention plan needs to balance your risk of developing blood clots against your risk of bleeding. This is because some methods used to prevent blood clots are more likely to cause bleeding for certain people. Some clot-prevention methods are better suited for some patients than others.

Be involved in the development of your clot-prevention plan by asking what will be done in hospital to help reduce your risk of blood clots and how this affects your risk of bleeding.



## What your clinician should do

## What you can do

### 3 Inform and partner with patients

Your clinician will inform you about blood clots and the likely benefits and risks of available clot-prevention methods.

Ask for information about blood clots, how you can tell if they are developing, and what you can do to help reduce your risk (for example, whether you need to do any physical activity such as walking). Where there are options, talk to your clinician about your preferences for clot prevention.



### 4 Document and communicate your clot-prevention plan

Your clot-prevention plan should be written down so it can be seen by all the people involved in your care.

Know that all of the people involved in your care should be able to see your clot-prevention plan.



### 5 Use appropriate clot-prevention methods

If you need to have clot prevention, then it's important your plan follows your hospital's clinical guidelines, and is suited to your needs.

Ask questions to make sure you understand how to use your clot-prevention methods correctly, and the risks and benefits of their use.



### 6 Reassess your risk and monitor for clot-related complications

Your clot-prevention plan should be regularly reviewed in case it needs to change, for example, if your health changes. You should also be aware that some blood clots may occur despite prevention, and if so they need to be treated.

Tell your clinician if you think your condition has changed, or if you think you have any problems as a result of your clot prevention (such as bleeding), or symptoms that might be caused by a clot that is developing (such as pain, tenderness or swelling of the leg, shortness of breath or chest pain). Do not ignore any symptoms of blood clots that you might experience.



### 7 Organise your safe discharge from hospital and any ongoing care

A blood clot may occur up to three months after leaving hospital so your clot prevention may need to continue for some time. In this case, it is important that you, your doctors, and other clinicians who are caring for you after leaving hospital are fully aware of the on-going clot-prevention plan.

Before you leave hospital, ask what you need to do to help reduce your risk of blood clots after you have been discharged (for example, whether you need to see your general practitioner). It is important that you continue any care that is recommended to prevent blood clots after a hospital stay.



Find out more: [www.safetyandquality.gov.au/ccs](http://www.safetyandquality.gov.au/ccs)

The Australian Commission on Safety and Quality in Health Care has produced this clinical care standard to support the delivery of appropriate care for a defined condition. The clinical care standard is based on the best evidence available at the time of development. Healthcare professionals are advised to use clinical discretion and consideration of the circumstances of the individual patient, in consultation with the patient and/or their carer or guardian, when applying information contained within the clinical care standard. Consumers should use the information in the clinical care standard as a guide to inform discussions with their healthcare professional about the applicability of the clinical care standard to their individual condition.

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

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Venous Thromboembolism Prevention Clinical Care Standard Quick Facts for Consumers Fact Sheet | Published October 2018



# Ramsay Clinic *Lakeside*

## Extra information

### Official Visitors Program

The Official Visitors Program aims to ensure mental health care and treatment is always given in a humane and dignified way.

#### Who are official visitors?

Official Visitors are people with experience in mental health treatment and care. They are appointed by the Minister for Mental Health and are independent from NSW Health. With a purpose to keep the humanity in mental health care, they visit public and private mental health facilities and emergency departments every month.

#### What can Official Visitors do for you and your carers?

Official Visitors can assist you to talk to hospital staff, advise you about your rights and about any concerns you may have about your mental health treatment.

#### How can I talk to an Official Visitor?

The Official visitors visit the hospital monthly. Our staff will inform patients ahead of time of their arrival. There is also a mail box on each ward in which patients can place a note for the official visitors.

To find out more, visit the Official Visitors Program website.

## CLINICAL INFORMATION

### Client Care Category / Alert Status

In order to ensure you are cared for in the least restrictive environment and whilst maintaining a safe environment for all patients, a formal risk assessment will be completed daily. This is to ensure that your safety needs are assessed, identified and appropriate interventions implemented throughout your admission.

A nurse will check in with you at random intervals throughout the day. The category sightings take place around the clock and staff will do their best to ensure that your sleep is not disturbed during this process.

Categories are as follows:

**Category 1: Unrestricted** – you may take leave for external appointments or commitments without being accompanied for a period of up to two hours. Extension to this time may be granted in conjunction with your treating psychiatrist.

**Category 2: Restrictions to Leave** – whether you are permitted to leave the hospital will be at the discretion of your treating doctor and / or nurse in charge. If you are permitted leave you will need to have a staff member, a family member or carer with you and you have leave up to one hour. Extension to this time may be granted in conjunction with your treating psychiatrist.

**Category 3: Restricted to Hospital** – unit staff will need to know your whereabouts in the Hospital Clinic at all times.

**Category 4: Restricted to Unit** – if you wish to leave the Unit you must be accompanied by a staff member.

## Group Therapy Program

While you are in the Clinic a large component of your time will be taken up with Group Therapy. It is expected that you will attend at least 3 groups per day. The Group Program is an integral part of your treatment and, to optimise the therapeutic value of the Group Program, we ask that you adhere to the Group Guidelines set out below:

- Arrival on time is necessary to show consideration for other participants.
- Confidentiality is a keystone in creating safe spaces to share: anything said inside a group is to remain there.
- When speaking in group, be mindful of our tendencies to speak a great deal, or too little, so that the full meaning of 'sharing' may be realised.
- Please sign attendance sheet outside room before joining group.

On admission you will receive your My Recovery Workbook and My Stay Well Discharge Workbook and the guidelines and treatment program will be explained to you by the Psychology staff. It is essential you use your therapy program book throughout your admission.



## Lakeside Clinic – Therapy Program guide

### **YELLOW – RECREATIONAL THERAPY**

Open to everyone. These sessions provide a range of relaxation, craft, or game activities during which you can start to connect socially, try something new or fun in a supportive casual way. Includes group walks, mindfulness, yoga, breathing techniques, board games, craft, outdoor games.

### **RED – STRUCTURED THERAPY**

In the Red stream you will receive structured information and skills to start practising. These groups are focused and structured and while we discuss the skill or information generally, there is no requirement to share your personal story.

### **GREEN – PROCESS THERAPY**

In the Green Stream you will be invited to join in discussions about key topics affecting mental health. There is more opportunity for you to share and hear from each other, but the groups still operate within the Group Guidelines.

### **BLUE – SOCIAL THERAPY**

The Blue Stream will suit you if you are just getting to understand a new illness, if you haven't experienced groups before or you find the other sessions have too much information or are too long to concentrate.

### **WHITE – KEY TOPICS FOR EVERYONE**

These groups cover Key Topics such as Discharge Planning, Sleep, and Health and Movement. It is strongly encouraged that all patients attend these Key groups. To help this happen we open the sessions to ALL streams.

## **Gymnasium**

Lakeside Clinic has an onsite gymnasium. The times of operation are included in your weekly group timetable. To arrange an assessment with the Exercise Therapist, please speak with the nursing staff.

## **Late Night Entry to the Clinic**

You will be expected to return to the Clinic by 8pm if you have been out on leave, unless you have made specific arrangements with your psychiatrist and treating team. If the entry doors have been secured, please ring the buzzer located on the wall near the main glass doors. A staff member will let you into the Clinic. All patients must be present in the Clinic overnight.

## **Leave**

Leave is granted based on your Client Care Category. If you are unsure of how much leave you can take please ask Unit staff. If you require more leave than is permitted you may speak to your doctor to see if you can have extended leave, this will be recorded in your file.

For example: Category 1 patients may take two hours leave and Category 2 patients may take one hour's leave, accompanied by another responsible adult that is NOT a patient. To help with the transition from hospital to home you may be granted day leave. Generally this means that you will need to return to the Clinic by 8pm.

## **Room Search**

A room search may be conducted when a patient or group of patients demonstrate symptoms or behaviours which suggest the use of non-prescribed or illegal drugs, alcohol, or exhibit a potential for self-harm. Should the need arise, we would ask you to be present.



## General Information

### Animals

No animals are to be brought on site. The only exception to this is registered Assistance Dogs. Prior to the dog being permitted on the premises, a risk assessment will be attended. Copies of certificates of registration as an Assistance Animal is required to be provided to the hospital prior to the animal being on the premises.

### Attire

You are encouraged to wear comfortable, casual clothes while in the Clinic and are requested not to wear night attire out of and around the Clinic. Footwear must be worn at all times.

### Caffeine Energy Drinks

At Ramsay Clinic Lakeside, we strongly discourage the use of energy drinks due to their high content of caffeine and the effects that this can have on a client's mood and the subsequent medication interactions.

Caffeine is a psychoactive drug, meaning it alters mood, thinking and / or behaviour. Caffeine is also a stimulant drug. Stimulants increase the body's state of arousal by speeding up the production of nerve impulses, which increases the activity of the brain.

The effects of caffeine in large doses (i.e. more than 600mg or eight average cups of coffee) include headache, hand tremors, impaired coordination, nervousness, diarrhoea and even delirium. The recommended safe dose of caffeine by doctors for those suffering from stress, anxiety and / or are pregnant is less than 200mg/day (*Health Inside 2009*).

Regular use of more than 600mg of caffeine per day may cause chronic insomnia, depression, stomach upset, persistent anxiety or heart palpitations and can lead to tolerance and dependence.

Withdrawal symptoms from caffeine include severe headaches, poor concentration, flu-like symptoms, irritability, and tiredness / fatigue. These symptoms usually begin 12 to 24 hours after the last dose of caffeine and may last for up to one week.

Beverage	Caffeine Content in mg
Mother	160
V	109
Red Bull	80
Pepsi Max	69
Instant Coffee	65
Pepsi Light	55.5
Mountain Dew	55
Diet Mountain Dew	55
Diet Coke	45.6
Diet Sunrise Orange	41
Sunkist Orange	40
Pepsi	37.5
Diet Pepsi	36
Coke	34
Instant Tea	30
Green Tea	15
Instant Decaf Coffee	3

### Cameras

Taking photographs at the hospital may compromise other patients' confidentiality. For this reason, photography is not permitted at the hospital.

### Confidentiality

Please respect the privacy of all other patients at Ramsay Clinic Lakeside by not disclosing the identity of a patient, or the nature of a patient's illness, outside of the Clinic. Please encourage your visitors to do the same. This includes the use of electronic / social media, e.g Facebook.

## Electrical Items

On admission and during your stay, you are requested to present any personal electrical items to be checked by the nursing staff to ensure they are safe. Only fans provided by the hospital are to be used.

## Laundry Facilities

The laundry is set up with a washing machine and dryer. Ironing boards and irons are not available. Washing powder is complimentary and patients can attend the laundry anytime during daytime hours. It is the patient's responsibility to supervise their own laundry.

Please do not remove the plastic backed mattress protector from your bed at any time during your admission. The mattress protectors belong to the hospital and do not go to the central laundry service. If you require this changed during your admission please talk with housekeeping staff and they will assist you with this.

## Motor Vehicle Policy

During your hospitalisation and if out on leave, you are not permitted to drive a motor vehicle. Should you arrive with a motor vehicle you will be required to hand your keys to staff and make arrangements with a family, friend or carer as soon as possible for the vehicle to be taken home. Please do not leave your vehicle on site as there is limited parking available.

## Sleep Hygiene

For your own benefit, and in consideration of others, you are requested to retire to bed by 10.00pm. Please speak to nursing staff if you are unable to sleep at this time.

## Smoking

Warners Bay Private Hospital is a non-smoking facility. Please note that smoking inside the Clinic will trigger smoke alarms. Quit Smoking Support is available by speaking with your medical officer and nursing staff.

A smoking area has been provided. The provision of a designated smoking area does not endorse smoking but recognises the particular needs of some patients and visitors.

Patients and visitors who choose to smoke must do so in the designated area only and at their own risk.

Patients who fail to comply with this and smoke within the confines of the building or outside the designated smoking area may be discharged from Warners Bay Private Hospital.



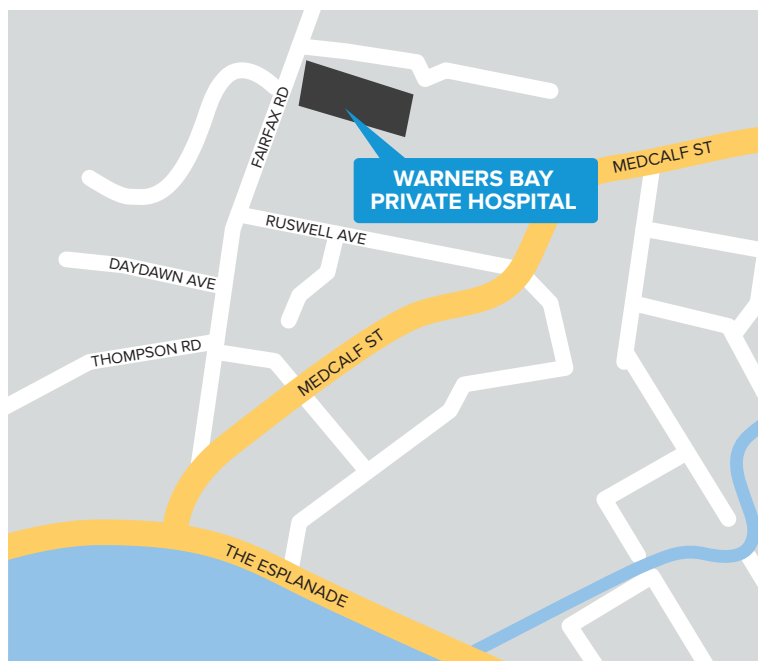
## Tips to Navigate Lakeside

Below are some recommendations which will help guide you through your admission:

- **We encourage positive social interactions however please do not enter or approach other patient's in their rooms (even if the other patient says they don't mind)**
  - It is important that every patient has a private space in which they can feel safe and restful.
- **It is recommended that patients do not share personal contact details, this includes phone numbers and social media.**
  - This kind of communication can become burdensome and difficult to manage during your admission but also once discharged.
- **Be mindful of the information you share and receive.**
  - Please be mindful of appropriate sharing of information with other patients. This includes within direct verbal interactions but also interactions in surrounding common areas where others may hear. If you notice this is creating difficulty for you or you are concerned about interactions or topics someone else is sharing outside of group therapy then please approach Lakeside staff.
- **Be respectful of others boundaries but also your own.**
  - Boundaries and limits may be related to a person's time, personal space, verbal interactions, physical contact, emotional needs and materials.
- **Know your limits.**
  - At times you may connect or recognise familiar aspects of your situation within another's. Please refrain from discussing these issues with patients individually as this is the role of our treating teams.
- **When leaving your unit don't forget to inform your nurse AND sign the leave book on exit and return e.g. going to the café, going on leave or going to the smoking area.**
  - It is important that we know where you are.
- **If you have any issues or concerns that arise during your admission, please approach Lakeside Staff.**







## Warners Bay Private Hospital

Fairfax Road  
Warners Bay NSW 2282  
Ph: 02 4958 4288  
[warnersbayprivate.com.au](http://warnersbayprivate.com.au)



## Ramsay Mental Health

**Ramsay Clinic Lakeside**  
Fairfax Road  
Warners Bay NSW 2282  
Ph: 02 4941 3779 or 02 4941 3701  
Fax: 02 4941 3714  
[ramsaymentalhealth.com.au](http://ramsaymentalhealth.com.au)

People caring for people.