



**BURNSIDE
HOSPITAL**

Patient Information Directory

2017



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IN ENSURING SAFE PATIENT CARE AT ALL TIMES**

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25 L'Estrange Street, Glenside



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PATIENT INFORMATION

Welcome to our hospital

On behalf of all staff, we extend a warm welcome and thank you for making the Burnside War Memorial Hospital your hospital of choice. Please be assured that your care, comfort and safety are our primary concern, and our staff are dedicated to providing you with the highest standard of care and attention. We want you to feel comfortable and understand what you are experiencing during your stay in hospital. You are encouraged to ask questions about any aspect of your care and participate in planning and decision-making about your treatment.

Please talk to our staff about any aspect of your stay that will enable us to best meet your individual needs.

Our Vision

To sustainably serve current and future generations of the Burnside and broader South Australian communities by delivering excellent outcomes for patients.

Our Mission

To honour the intent of the Deed of Gift of Mr Otto von Rieben by successfully providing safe, contemporary care for every patient, every time in current well equipped facilities.

Our Values

The key values of respect for the individual, teamwork and high quality service are fundamental to the Hospital achieving its primary goal of excellence in patient care and associated services. We value:

- Observing the rights of our patients, focusing on respect for their privacy, dignity and individual needs;
- The professional relationship with our visiting clinicians;
- Providing high quality care and services;
- Delivering service excellence through a collegial approach;
- Managing available resources effectively and efficiently;
- The right of staff to enjoy a safe and healthy workplace; and
- The continuing education and development of individuals.

Heather Messenger

Chief Executive Officer



PATIENT INFORMATION

History in Brief

Building on a Tradition of Care

The idea of establishing a community hospital was raised in August 1943 at a meeting of the Burnside Council's Post-War Reconstruction and Development Committee. In November 1943, the Council adopted the Committee's recommendation that a hospital costing up to £100,000 be built and that it become the district's principal memorial to the fallen service personnel of the two World Wars.

In February 1944, the Mayor announced that local resident, Mr Otto von Rieben, had offered his property Attunga for this purpose. Council unanimously accepted, and launched a community fundraising campaign in support of the project.

In April 1949, Attunga was converted into a convalescent hospital for 21 patients as the first part of the War Memorial Hospital scheme. Over 1,400 patients were cared for before it closed in September 1956. The new 45-bed Burnside War Memorial Hospital opened on 26 October 1956, and admitted its first patients in early November 1956.

Over the ensuing years, the hospital has grown in scale and scope, keeping pace with the latest medical technology and to meet changing community needs.

In March 1989, the Attunga Medical Centre was officially opened, followed in October by the redesigned four-bed High Dependency Unit.

Between 1990 and 1991 the Maternity Unit was completely rebuilt and a \$4 million extension comprising a new, five-theatre operating suite, nine bay recovery area and Day Surgery Unit opened.

During 2002, the last \$12 million redevelopment was completed including the new three-level North Wing, upgraded Maternity Unit accommodation and a state-of-the-art Sleep Centre. \$1.5 million in funding was raised by the Burnside Hospital Foundation in a two year long community fundraising campaign. Benefits of this development included predominantly single rooms with ensuite facilities to enhance patient comfort and privacy, improved amenities for visitors, additional on-site car parking and medical consulting suites.

The Brian Fricker Oncology Centre, a dedicated Chemotherapy Centre was opened in 2005 following a fundraising campaign by the Burnside Hospital Foundation with strong support from the family of Brian Fricker.

In early 2017, a multimillion dollar refurbishment of the hospital's Short Stay Procedure Unit was completed, enabling Burnside to provide premier pre and post-operative day surgery facilities to patients now and into the future.

Associated specialist centres focus on the diagnosis and management of orthopaedic conditions, breast symptoms, cancer, obstetric and paediatric care, respiratory and sleep disorders.

A not-for-profit private hospital with no government funding, we strive to deliver the highest standard of progressive, integrated health care that caters for the needs of the community we serve.



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5076

Athelstone – 8336 7333

320 Gorge Road, Athelstone

Maitland – 8832 2185

69 Robert Street, Maitland 5573

www.medicalhq.com.au

PATIENT INFORMATION

Accommodation

Our comfortably furnished rooms offer ensuite facilities, digital television, radio, a safe and bedside telephone.

Accounts

Patients are responsible for payment of the hospital account. MEDICARE does NOT cover any private hospital charges. If you are a health fund member, hospital staff will submit your claim on your behalf. Depending on your level of cover, private health insurance will cover some or all of the private hospital charges. Any health fund excess or gap, including that applying to "Basic Cover", must be paid prior to arrival. Upon discharge, you must pay any difference between the account and the health fund benefit.

We urge you to check with your health fund prior to your admission to determine your level of cover, any excess payable and any other out of pocket expenses that may arise during your stay. Maternity patients should check with their funds as to whether their baby is covered, otherwise an excess may apply if the baby is admitted to the special care nursery for treatment.

If you do not have private health insurance, or an approved Workers' Compensation or Third Party Claim, then our Accounts team will provide an estimate of the total cost of your hospitalisation. The estimated fees must be paid prior to the date of admission. For your convenience the hospital accepts payment by cash, BPAY, direct debit and most major credit cards. Please direct any enquiries to our Accounts staff on (08) 8202 7201.

Blood Safety

Your doctor or nurse will provide you with an information brochure before you receive a blood transfusion if required - if you do not receive the brochure please ask for a copy.

You will be asked for your consent before you are given blood (surgical consent includes the requirement to give blood if required). Please advise us if you have had any problems with blood transfusions in the past.

Your nurse/midwife will ask you for your name and date of birth to confirm your identity if you are to have a blood transfusion.

Boarding Facilities

In the interests of safety for patients and others to minimise the number of persons within the hospital after hours, limited in-room boarding facilities for special circumstances are available for one person only i.e. the primary carer/next of kin. A service fee, which is inclusive of continental breakfast will be charged with payment required in advance.

An information leaflet on 'boarding' is available from the hospital reception staff. Information about nearby accommodation is available from the Admissions Office.

Nursing mothers who are being admitted as a patient and elect to bring their baby with them, must organise a carer for the baby, if they are unable to provide such care. Please bring all the baby's requirements into the hospital, e.g. formulas, nappies, clothing. The carer will be accommodated as a boarder, i.e. there are no bed facilities available for carers.

Café Otto

Located on the ground floor, Café Otto sells a range of beverages, snacks, light meals, magazines, gifts, flowers and nappies. Overlooking the Attunga Garden, the café provides a relaxing place to enjoy a freshly made cappuccino. The café hours may vary but ordinarily it is open Monday between 9am and 5.30pm, Tuesday to Friday between 8am and 5.30pm and Saturdays between 10am and 2pm (subject to Antenatal Class). All profits support the hospital.

Car Parking

Entry to the short-term car park at the front of the hospital is off Moore Street. Disabled permit parking is located near the main entrance. Parking is available around the perimeter of the hospital, some of which is time limited. Please carefully observe parking restrictions. When you park your vehicle in the grounds of the Hospital, you do so at your own risk and you remain responsible for your vehicle and any property in or on it at all times. Burnside Hospital accepts no responsibility and will not be liable for any theft, loss or damage that you or your vehicle may suffer.

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St Louis has been looking after the aged care needs of South Australian families for more than 70 years.

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Phone 8272 3344

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- Care, support and meals available

Phone 8272 3344

St Louis Home Care

Help services to keep you active and independent in your own home.
Metropolitan Adelaide 8332 0950
Victor Harbor 8552 1481



www.stlouisagedcare.com.au



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www.bloomsflowers.com.au

Monday - Friday
8:30 - 5:30

Saturday
9:00 - 3:00

100 The Parade,
Norwood, 5067



We Choose



PATIENT INFORMATION

Clergy/Pastoral Care

The Hospital does not provide chaplaincy services, however, at your request, staff will be happy to notify your preferred spiritual representative.

Clinical Handover

A number of different health professionals are involved in your care. The sharing of up-to-date information about your medical condition, past history and treatment while you are in hospital is an important aspect of ensuring your safety and the continuity of care.

Every day at the start of each shift, a handover is undertaken by the nursing/midwifery staff when information related to their patient's health and ongoing care is discussed. One aspect of this process is known as 'bedside handover'. This is a good opportunity for you, your family members or your carer to ask questions, clarify any concerns and participate in the planning of your care including your discharge from hospital.

Complaints/Compliments/ Suggestions

We value feedback from patients and visitors about our services and facilities. Your feedback provides us with an opportunity to improve our services and/or to thank our staff for their care.

At Burnside Hospital we aim to provide you with the highest possible standard of patient care. However, we realise there may be times when you are not satisfied with the service or care you receive. If so, you are entitled to express an opinion or make a complaint, without penalty.

In the first instance, you should discuss the issue with your doctor or the Clinical Manager of the ward and attempt to resolve the situation. Where the problem cannot be resolved, you can convey your concerns in writing to the Chief Executive Officer who will investigate your complaint or concern to resolve the matter as quickly as possible.

Alternatively you may use the "Your Impressions are Important to Us" feedback form available on your bedside locker or on our website <http://burnsidehospital.asn.au/patients/support-information/resources/your-feedback/>

We will strive to quickly resolve any matter of concern to you or your family.

If you think we warrant positive feedback, please also let us know what you believe we are doing well.

Computers/Laptops

Free WiFi access is available for patients throughout the hospital so you may bring along your laptop or mobile device and use it to keep in touch with friends and relatives throughout your stay. Please note however, that the use of this service is entirely at your own risk and Burnside Hospital cannot be held responsible for any loss, damage, virus etc that may result from this service. Please contact our staff at the Front Reception to arrange access to this feature on your arrival. Please note that this service is provided "as is" and support during its use is limited.

Discharge

Your doctor is responsible for authorising your discharge. Planning for discharge usually commences prior to admission when you will be advised of the probable length of stay.

You will be discharged before 10am from the general and maternity wards, and 7.30am in the Sleep Centre. Please pre-arrange for someone to take you home or transport you before you are discharged. Comfortable sitting rooms are available for your use if you are unable to be collected by this time. Nursing staff may also be able to negotiate your discharge with your treating doctor on the evening prior, if the morning departure time presents difficulties for you and/or your family.

At the time of discharge please ensure that you:

- Have all of your belongings;
- Have any x-rays that you may have brought into hospital with you and any new x-rays;
- Have the medications which you brought into hospital with you;
- Have received your prescribed discharge medications (if any);
- Have discussed your medications with either your doctor or the pharmacist prior to your discharge;

PATIENT INFORMATION

- Are aware of when your follow up appointment is with your specialist or GP or other doctor to whom you have been referred; and
- Have any discharge information given to you by staff.

Home supports may be beneficial and should be discussed with your family, nurse and doctor. Our nursing and midwifery staff are available to help arrange any community services or equipment you may need after discharge. The Case Manager/Discharge Coordinator is also available for any complex discharge planning or enquiries.

Before you leave hospital, patient services staff at our main reception desk will help you to complete health fund paperwork and to finalise your account.

Electrical Equipment

For your safety, our maintenance staff must test all electrical appliances brought into the hospital prior to use. Hair dryers are available from ward staff. (Testing will be performed at the earliest convenience).

In consideration of other patients, please use battery-operated radios, MP3 and CD/DVD players with personal headsets.

Email

Whilst an inpatient, relatives and/or friends are welcome to communicate with you via the hospital's email from Monday to Friday.

The email address is:
bwmh@burnsidehospital.asn.au

To ensure accurate distribution of emails please advise your relatives and/or friends to give your full name (given name and family name) on the email.

Environmental Policy

Burnside Hospital is committed to caring for the environment. Minimising the amount of laundering helps to reduce the pollution of waterways and oceans and the demand for this precious resource. To help us in this initiative, please place towels for re-use on the rail behind your bedside locker. Unless soiled, bed linen is not routinely changed each day.

Fire Safety

If you become aware of a fire alarm within the hospital, please follow the directions of the nursing and midwifery staff. Your visitors are also asked to remain in your room. If you are not in your normal ward area, report to the staff in the area nearest to you, they will take care of you. Please do not attempt to return to your ward. Do not use the lifts. Staff are trained in all fire and emergency procedures and will direct you in the unlikely event that any further action should need to be taken. You may also hear the testing of the system during your stay.

Hand Hygiene

Hand hygiene is the single most important factor in reducing hospital acquired infections. Hands may look clean but they can still carry germs - regular hand washing, or the use of a hand sanitiser gel are simple ways to stop the spread of infection in our hospital.

Alcohol based sanitiser gels are located throughout the hospital for use by patients and visitors as well as staff. Doctors, nurses and other staff caring for you are required to cleanse their hands (through hand washing or use of hand sanitiser gel) before giving care to you - often you will see them do it, but please feel free to ask the person caring for you if they have cleansed their hands.

We advise you to wash your hands with soap and water before you eat and after using the toilet - at other times, the hand sanitiser gel is effective (if you cannot visit the bathroom or easily reach the hand sanitiser gel, let your nurse know).

Ask your family members or friends who have a cold, stomach upset or rash not to visit you until they are better.



PATIENT INFORMATION

Health and Safety

The hospital has a duty to create as far as possible a safe environment for everyone in addition, individuals have a personal responsibility not to behave in a way that would cause danger to themselves or others.

If you do have an accident please report it to the nurse/midwife on duty.

Hospital Foundation

The Burnside War Memorial Hospital is a not-for-profit community hospital with NO government funding. The Burnside Hospital Foundation supports the hospital in achieving its mission of providing care and service excellence by raising funds that help to purchase much-needed medical and surgical equipment, further improve our patient care facilities, and support approved patient care projects at our hospital.

Donations are the single most effective way to provide your support, and all donations of \$2 or over are tax deductible. You can support our hospital by donating online on our website, or by mail; by supporting special events held for the hospital; or by buying a 'Burnie Bear' (available at reception).

For more information about the work of our Foundation, please telephone the Foundation office on extension 248 or (08) 8202 7248 or alternatively, send an email to foundation@burnsidehospital.asn.au

Interpreter

If an interpreter is required, arrangements will be made by the nursing or midwifery staff.

Laundry

Patients are responsible for their own personal laundry.

Special arrangements may be able to be made for country patients or those with special needs.

Liability

Regrettably, the hospital accepts NO responsibility or liability for any personal injury, theft, loss, harm or damage to any personal property, howsoever caused as a result of:

- Personal valuables kept by patients either in their room or safe;
- Using personal appliances or equipment not owned or provided by the hospital;
- Using talcum powder;
- Lost mail, gifts or flowers;
- Food not provided by our Catering Centre or Cafe Otto;
- Climbing on/misusing courtyard furniture or features. Children are permitted in the courtyards or other outdoor areas only when directly supervised by a responsible adult; and
- Parking your car in the hospital grounds/carparks.

Mail

A daily mail collection and delivery service is provided to each ward. Mail may be addressed to:

Your name

C/- The Burnside War Memorial Hospital

120 Kensington Road

TOORAK GARDENS 5065

Telephone: (08) 8202 7222

Facsimile: (08) 8364 0038

Meals

Burnside Hospital offers a wide selection of meal choices to cater for your dietary needs.

Our chefs are all qualified to ensure that the food you receive is as enjoyable, fresh and nutritious as possible so please ask to see a staff member if you need a special diet for clinical, religious or personal reasons. A consultant dietician is available to discuss your special dietary requirements relating to your current medical/surgical condition if this is required on clinical grounds. Please discuss with your doctor to arrange a referral.

Meals times are approximately:

Breakfast 8.00am

Lunch 12 noon

Dinner 5.00pm

Visitors can purchase a light meal at Café Otto.

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Medications

Our doctors, pharmacists and nurses/midwives will ask you about the medications you take at home - please give us details about all of your medications prescribed by your doctor and vitamin and herbal supplements bought over the counter at your local pharmacy or health store.

It is important to advise your doctor, pharmacist and nurse/midwife of any allergies you have experienced or any reactions you have had to medications you have taken in the past.

We encourage you to be involved in the management of your medications - if you have any concerns about your medications at any time, please discuss this with your doctor, pharmacist or nurse/midwife.

Mobile Communication Devices

The use of mobile communication devices i.e. phone/tablets, must be avoided in patient care areas as they transmit radio-waves which may adversely affect the function of some medical equipment. In addition alarm tones on medical equipment may be overlooked if confused with mobile device ring-tones.

Ring-tones may also disturb or alarm patients who are resting and the use of camera phones may compromise patient privacy and confidentiality.

Use of mobile devices must therefore generally be restricted to mobile friendly areas such as Café Otto and the Hospital foyer. However, they may be used in patient care areas where there is no electronic equipment and you are in a room on your own. Please bring your own charging devices.

Newspapers

A complimentary copy of The Advertiser may be obtained from the nurse's station on request. Additional papers or magazines may be purchased from Cafe Otto.

Noise

Please help to reduce excessive noise by avoiding loud conversations and high volumes on TV and radio sets. Patients are encouraged to use personal headsets for CD/DVD/Entertainment devices. Visitors are asked to supervise children at all times, and to be considerate

of other patients. Visitors who fail to do so may be requested to leave.

Nurses'/Midwives Call Bell System

The nurses'/midwives call button is on your bedside handset and in the bathroom and allows you to call for attention at any time. Your nurse/midwife will show you how to use this button. It is only necessary to press the button once as the call lights up a sign outside your door and near the nurses'/midwives station. A delay in response means that staff are otherwise occupied, but please be assured that your call will be answered as soon as possible.

Partnering with Patients and Families/Carers (R.E.A.C.H)

Burnside Hospital professional staff are trained to provide a high standard of care which includes recognising changes in your condition that may require immediate medical attention.

We also appreciate that you, your family or carer know you best and are ideally placed to notice any changes to your health. Please help us by letting the staff caring for you know if you are feeling unwell or have any concerns or questions regarding your condition or treatment.

At Burnside Hospital we use a system called R.E.A.C.H which is a communication process designed to help you share your concerns with us that are worrying to you and have not yet been addressed or acted on by staff. On your admission to hospital, staff will refer you to further information regarding the R.E.A.C.H process and how you can use it.

Oncology Centre

Patients attending the Brian Fricker Oncology Unit are welcome to bring a support person but must limit this to one person and at times of high activity that support person may need to wait outside the unit periodically. It is advisable that patients are driven home following their chemotherapy treatment. We do not allow children in the unit and discourage visitors who are pregnant from entering the unit as the level of evidence regarding the safety of the unborn child and exposure to chemotherapy

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is limited. All chemotherapy patients will be invited to attend a pre-admission education session prior to the commencement of their treatment so that they are fully equipped to manage any side effects at home. The Oncology Centre is open from 8am to 4pm Monday to Friday. For more information please refer to the Oncology webpage on the Burnside Hospital website. <http://burnsidehospital.asn.au/services/cancer-care1>

Our Commitment to Service

Our commitment to service seeks to provide our patients, staff, visiting practitioners and community with reassurance regarding the ambience of our hospital and the quality of care and service we provide.

To look after you:

- Personalised service is guaranteed;
- We will look after you with a level of care and skill that meets the highest standards, practices and ethics;
- Your dignity will be respected;
- Our staff will treat you, your family, friends and carers courteously;
- We will respect your culture, religious beliefs and right to privacy;
- Regardless of age, nationality, gender or disability you will be treated fairly; and
- You will be cared for in a safe environment.

Your right to know... we will:

- Provide you with information about your current health condition including the names and responsibilities of the professionals involved in your care;
- Respect your privacy and the confidentiality of the personal information we hold concerning you in compliance with the Australian Privacy Principles and the Privacy Act 1988 (as amended). This information will only be released if it is important to your health and your permission is obtained and/or is required by law; and
- Do our best to answer your questions about health services or the professionals involved in your care and we will advise you about community organisations which may be of assistance to you.

Your choice... we will:

- Encourage and assist you in planning for your discharge;
- Always obtain your consent to treatment except in circumstances in which you are unable by reason of your health to do so. In such instances we will obtain the consent of your next of kin or nominated representative; and
- Ensure that you understand the cost of your hospital care, to the best of our ability.

We're listening... we are:

- Committed to listening to your concerns and to helping you in any way possible; and
- Interested in learning how you and your family felt about the care you received. We invite you to let us know your thoughts and impressions by completing our "Your Impressions are Important to us" leaflet or on-line at <http://burnsidehospital.asn.au/patients/support-information/your-feedback/> or contacting the Director Clinical Operations or Chief Executive Officer who will be pleased to discuss any issues with you.

Patients' Rights and Responsibilities

At Burnside Hospital we are committed to providing our patients with the best possible care and services. We recognise our patients' right to know about their care and their right to choice. We are interested in understanding how our patients experience our care and services and we invite every patient to let us know their thoughts and impressions. The Australian Charter of Healthcare Rights (available in the bedside compendiums) describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that wherever and whenever care is provided, it is of a high quality and is safe.

Each patient whilst in the care of the staff and visiting clinical practitioners (medical practitioners and allied health professionals) of Burnside Hospital has a right to:

- Quality care appropriate to their needs;
- Full information about their state of health and available treatment/s;

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- To know the names and professional status of those providing care and services;
- To be treated with dignity and respect, without exploitation, abuse or neglect;
- Personal privacy and to be maintained in a safe, secure environment;
- Be treated and accepted as an individual with personal preferences;
- Freedom of speech;
- Maintain control over and about their own body and health;
- Information about their rights, care and accommodation and any other information which relates to them personally;
- To receive information on the likely costs of treatment and any out-of-pocket expenses; and
- Make complaints, have access to advocacy and assistance to resolve personal clinical ethical issues;

Each patient has a responsibility to:

- Respect the rights and needs of fellow patients, hospital staff and visiting practitioners;
- Inform their medical practitioner and other health professionals, to the extent they are able, about their relevant medical history and their current health; and
- Involve themselves to the extent possible in their own care and to inform themselves about their health care.

Patient Identification

Patient identification is vitally important, so please ensure you always wear your identification band (usually placed on your wrist) and check that the information (spelling of names and the date of birth) on this band is correct.

Staff members will check your identification before you undergo any tests and before giving you any medication. While it might seem repetitive, this is an important safety measure.

Naturally identification works both ways and you need to know who we are. Each Burnside Hospital Staff member wears a name badge, so if you are not sure who someone is, please do not hesitate to ask.

Patient and Visitor Lounges

You will find a lounge room on each floor of the Hospital for the comfort of you and your visitors.

Pathology

A full specimen collection service is provided on-site.

Personal Bedding

You are very welcome to bring into hospital such items as doonas, tri-pillows, etc. Although every care will be taken with these items, in order to reduce the likelihood of loss, we request that they be labelled with your name and covered in a coloured/patterned fabric to ensure they are easily distinguishable from the hospital's linen.

Personal Effects and Valuables

Please leave all valuables including credit cards at home (this includes day surgery patients). The person accompanying you on admission or discharge should bring with them any money required to settle accounts. Regrettably, we accept no responsibility for loss of, or damage to, personal property kept by patients.

All patient rooms are fitted with small personal safes which you can use and select your own security code. Patients are strongly encouraged to use these for any small valuables they choose to keep with them. Your nurse will be able to assist you with instructions for use.

Physiotherapy

Where clinically required, physiotherapy services will be arranged via a referral from your doctor.

Preventing a Fall

Falls can be a major cause of injury while in hospital. They can cause serious injury or disability. We want to protect you from a fall during your hospital stay and you can help us by taking the following precautions:

- Always make sure you can reach your call bell - if you can't reach it, ask your nurse to move it to within your reach;

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- If you need help do not hesitate to press your call bell;
- Let your nurse know if you forget things or are confused; your nurse will be able to remind you of the things to do to prevent a fall;
- At night, turn on the light if you need to find your call bell or telephone - ask your nurse to help you locate the light switch;
- Wear supportive, flat, non-slip shoes - do not walk around in your socks or pressure stockings (TED stockings), as this can cause you to fall;
- If you use them, have your walking stick and/or your walking frame with you while in hospital and keep them close to your bed;
- If you use them, have your glasses (spectacles) and/or hearing aid with you while In hospital;
- Make sure your bed height is at an appropriate level to make it easy for you to get in and out of bed - if your bed is too high, your nurse will adjust it for you;
- Locate your nearest toilet;
- Our staff may suggest you sit in a chair near your bed to walk or exercise because it will help you with your recovery and make you more steady on your feet;
- While in bed, be careful not to overstretch in an effort to reach something - use your call bell to ask for help;
- While in bed, try to position yourself in the middle of the bed (that is, do not lie on the very edge of the bed) to ensure you do not fall out of your bed; and
- If you are concerned that you might fall, please use your call bell to ask for help - a staff member can help you to walk safely to the toilet.

Your family can help prevent you from falling by:

- Spending time with you;
- Leaving your room tidy and free of clutter (particularly chairs);
- Bringing in appropriate shoes if you do not have them with you; and
- Ensuring your call bell is within your reach.

Preventing Pressure Injuries

Pressure injuries (also known as bed sores) occur when you lie or sit in the same position for too long.

To prevent a pressure injury:

- Tell your nurse if you have any area of skin that is sore;
- Change your lying or sitting position as often as possible;
- Keeping your weight off the bony parts of your body such as your heels or tail bone;
- Do not lie on a pressure injury if you have one;
- Keep your skin clean and moisturised to prevent any flaking; and
- Be sure to eat a balanced diet from a wide variety of foods.

Protecting Your Privacy

Burnside Hospital respects and upholds your rights to privacy protection in compliance with the Privacy Act 1988 (as amended) and the Australian Privacy Principles.

The personal information we collect from you will be used primarily to ensure that you receive optimal healthcare and treatment. It may only be used for other related purposes with your consent.

Our Personal Information Management (Privacy) Policy is available at hospital reception. Please direct any questions you may have about this policy to our Privacy Officer who can be contacted via the hospital switchboard.

Quality Standards

The Australian Council on Healthcare Standards (ACHS) has accredited Burnside Hospital continuously since 1985 and continues to do so accrediting the Hospital against the new National Standards for Quality and Safety in Health Service Standards through the EQUIP National Program. This ensures the highest standards of care and service for our patients and demonstrates our commitment to continued quality improvement in all we do. Your impressions of your stay are important to us. Please use the form provided in your room titled 'Your Impressions are Important to Us' or via the Hospital's website to make comments or suggestions for improvement. You may also receive a more detailed questionnaire after leaving the hospital. Your valuable feedback helps us to monitor and maintain high standards of care.

PATIENT INFORMATION

Further information regarding the National Standards is detailed in this booklet in the sections Blood Safety, Clinical Handover, Patient Identification, Partnering with Patients and Families, Medications, Hand Hygiene, Preventing a Fall and Preventing Pressure Injuries. In addition, the hospital's website can provide you with information on the hospital's quality and safety performance. <http://burnsidehospital.asn.au/about/about-us/our-quality-safety-performance/>

Radiology and Medical Imaging

X-Ray, CAT scan, ultrasound and bone densitometry services are available on site.

X-Rays remain the property of the patient and must be taken by the patient on discharge. Burnside Hospital does not keep x-ray films, scans, etc. for patients and you need to take all x-rays home with you when you leave, which may include new x-rays taken during your current admission - please check with the nurse/midwife.

Security

The hospital has in place a number of policies and processes to protect patients, visitors, staff, volunteers and property. Video surveillance cameras are located in numerous locations around the hospital. The hospital entrance is secured strictly between the hours of 10:20pm to 5:45am. We ask that you report anything or anyone you regard as suspicious to staff. Ground floor patient areas external doors are automated to lock between 9pm to 8am.

Our staff and volunteers are here to help you and so they are entitled to work without fear of intimidation or assault. With the help of police we will actively pursue prosecution of anyone who threatens or assaults any member of our staff or causes wilful damage to our facilities and/or equipment.

Short Stay Procedure Unit

When undergoing a same day procedure it is important to leave all personal items at home e.g. jewellery, money as the hospital cannot be responsible for their safe keeping.

If you do not have someone who can stay with you at home for 24 hours after your procedure, your surgery will need to be rescheduled.

When undergoing a same day surgery procedure, it is vital that a responsible adult accompanies you home and stays with you for the next 24 hours. You must not drink alcohol, drive your car, operate machinery or use public transport during this period. It is unsafe, no matter how well you may feel.

Smoking

Burnside Hospital is committed to protecting the health of staff, patients and visitors by eliminating exposure to tobacco smoke. On site smoking is not permitted in any buildings, cars or car parks or anywhere on the hospital site. Patients and visitors who smoke are responsible to comply with the hospital's Smoke Free Policy by always smoking away from the Hospital grounds and by arranging for a family member to accompany them off site if they must smoke. Attunga Gardens is also a smoke free zone and signage to that effect is in place by the City of Burnside.

The hospital accepts no liability for any personal injury, however caused or suffered by you, either off the hospital property or in transit due to smoking.

Electronic cigarettes are also NOT permitted for use by patients visitors or staff – these products are illegal for use in Australia as they have not been evaluated by the TGA and the impact on the community could be harmful.

Staff (including nurses) are not able to accompany you outside to smoke.

It is also important to note that cigarette smoke is filled with harmful chemicals including nicotine, hydrogen cyanide and carbon monoxide. Smoking increases the chance that your bones and tissue may not heal well or that the surgical area may become infected. New research also shows that some smokers may have more pain after surgery than nonsmokers. Chemicals in cigarette smoke may increase inflammation and affect the way the body interprets pain signals. Combined, this may increase the amount of pain experienced by smokers, which may persist long after the wound has healed.

Talcum Powder

For safety reasons talc is not to be used in the hospital. Please refer to the Liability section.

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PATIENT INFORMATION

Taxis

A free-call direct line to a taxi service providing a priority service is located in the front foyer on the ground floor.

Telephones

Telephones are located at each bedside and local calls are free of charge.

Pre-paid phone cards, with instructions on the reverse side, can be purchased at the Patient Services desk for STD, ISD and mobile calls.

To make a phone call dial '0' and then the number.

To temporarily 'hold' calls, contact the switchboard by dialling 9 and request that your calls be 'held'. Please also notify your nurse. Remember to advise the switchboard operator and your nurse/midwife when you wish to take calls again. Mobile telephones may only be used in patient care areas where there is no electronic equipment and where you are in a room on your own, otherwise you can use the 'mobile-friendly' areas such as Café Otto and the hospital foyer.

A pay phone is located in the main front foyer.

Televisions

Wall mounted, digital televisions are installed at each bed and are made available without charge. Please consider nearby patients by keeping the volume low.

A patient information channel, and radio stations 107.1 SAFM, Mix 102.3, 103.9, ABC Classic FM and 101.5 Radio Adelaide are also available through the TV, along with digital radio channels from the ABC and SBS.

Visiting Hours

Visitors can make a significant contribution to a patient's recovery. As such, Burnside Hospital has adopted liberalised visiting hours during the day to ensure that our patients' needs in relation to their personal and care requirements are met.

Patients are encouraged to discuss their preferred visiting arrangements with family and friends (who should come and when) and confirm these with their nurse/midwife on admission. In addition, please give consideration to the number of visitors able to visit at one time.

However, treatment times, educational requirements (particularly in the Maternity Service) and the need for rest are also important considerations so it is advisable to check with the patient and /or nurse before visiting.

Visitors are requested to approach the Staff Station prior to visiting a patient for the first time and to observe signage on room doors as treatments may be in progress or a patient could be resting. We suggest that visits which include children be limited to 30 minutes; it is preferable not to bring very young babies to visit. Children are the responsibility of the adult visitor and should be closely supervised during the visit. Friends or family with infections e.g. coughs, colds, flu, diarrhoea or vomiting must not visit until they are free of symptoms as they may still be infectious.

For security reasons the hospital is secured between the hours of 10pm and 6am each day so visiting during these times must be negotiated with hospital staff and will be granted on a need only basis.

The hospital has a zero tolerance to aggression/violence towards our staff. If visitors display inappropriate behaviour, this will be discussed with them and if necessary they will be asked to leave. The police will be called if required.

Volunteers

The volunteers at Burnside Hospital are a dedicated group of people who complement the service of the Hospital. They add to the quality of service delivered at Burnside Hospital by helping visitors and the community through their assistance in the Café, at the courtesy desk and in helping and supporting some hospital departments through assistance in a variety of clerical duties. The volunteers at Burnside allow us to bring the "community" into the Hospital.

If you are interested in volunteering at Burnside Hospital please contact the Volunteer Coordinator on 8202 7270 and visit our web site at <http://burnsidehospital.asn.au/about/about-us/volunteer-for-us/become-a-volunteer/> to download an application form.

PATIENT INFORMATION

Your Safety

Whilst we strive to ensure that the hospital environment is safe for our patients, visitors, contractors and staff, you should be responsible for your own safety by following any specific directions given to you by the staff or by specific signage.

If you have any particular concerns regarding your safety and welfare, please do not hesitate to speak to staff in your area to discuss these. If the staff are unable to answer your questions, they will obtain an answer from those with appropriate expertise.

Please ensure that you wear well-fitting non-slip footwear, not socks alone or bare feet and observe wet floor signs (refer to the section on Preventing Falls). All visitors are also requested to wear footwear at all times.

Disclaimer

Burnside Hospital is grateful to advertisers whose support made this information guide possible. However, an advertisement in this guide does not imply our endorsement.

10 tips for safer health care



This summary card has been produced by the Australian Council for Safety and Quality in Health Care, which has been set up by Commonwealth, State and Territory governments to improve the safety of health care in Australia. These *10 Tips** can help you to become more active in your health care. More questions you might want to ask your health care professional are contained in the *10 Tips for Safer Health Care* booklet.

* These 10 Tips have been adapted from the US Agency for Healthcare Research and Quality patient fact sheets (available on the Internet at www.ahrq.gov/consumer).

1 Be actively involved in your own health care

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

2 Speak up if you have any questions or concerns

Ask questions.

Expect answers that you can understand.

Ask a family member, carer or interpreter to be there with you, if you want.

3 Learn more about your condition or treatments

Collect as much reliable information as you can.

Ask your health care professional:

- what should I look out for?
- please tell me more about my condition, tests and treatment.
- how will the tests or treatments help me and what is involved?
- what are the risks and what is likely to happen if I don't have this treatment?

4 Keep a list of all the medicines you are taking

Include:

- prescriptions, over-the-counter and complementary medicines (eg vitamins and herbs); and
- information about drug allergies you may have.

5 Make sure you understand the medicines you are taking

Read the label, including the warnings.

Make sure it is what your doctor ordered for you.

Ask about:

- directions for use;
- possible side effects or interactions; and
- how long you'll need to take it for.

6 Get the results of any test or procedure

Call your doctor to find out your results.

Ask what they mean for your care.

7 Talk about your options if you need to go into hospital

Ask:

- how quickly does this need to happen?
- is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

8 Make sure you understand what will happen if you need surgery or a procedure

Ask -

- what will the surgery or procedure involve and are there any risks?
- are there other possible treatments?
- how much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9 Make sure you, your doctor and your surgeon all agree on exactly what will be done

Confirm which operation will be performed and where, as close as possible to it happening.

10 Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Make sure you understand your continuing treatment, medicines and follow-up care.

Visit your GP as soon as possible after you are discharged.

Find out more about the Safety and Quality Council or obtain copies of 10 Tips for Safer Health Care by calling (02) 6289 4244 or from its website at www.safetyandquality.org



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



Basic Life Support

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

D

Attach Defibrillator (AED)

as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return



January 2016



**NEW ZEALAND
Resuscitation Council**
WHAKAHAUORA AOTEAROA

