

NORTH WEST AREA HEALTH SERVICE

# Patient Information Directory

## Mersey Community Hospital





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## WELCOME TO THE MERSEY COMMUNITY HOSPITAL

Our dedicated team of caring and professional staff are committed to providing quality healthcare services to our local community.

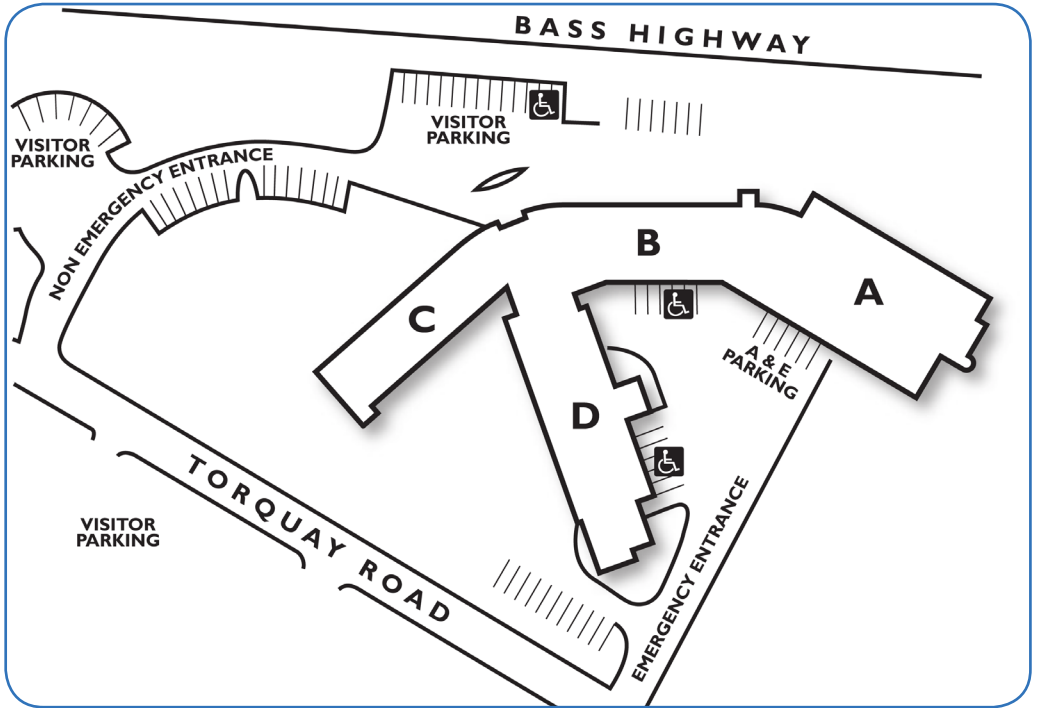
The Mersey forms an integral part of the North West Area Health Service and we work closely with other hospitals and primary health services to meet the needs of patients across the region. The hospital is also fully accredited by the Australian Council on Healthcare Standards until 2010.

I encourage you to take the time to read this Patient Information Directory. It contains useful and valuable information for patients and visitors. It explains some of the important routines, procedures and services available at the Mersey Community Hospital.

If you would like any additional information about the Mersey and its services, please do not hesitate to ask our staff for assistance.

**Jane Holden**  
**Chief Executive Officer**  
**North West Area Health Service**





## PATIENT RIGHTS

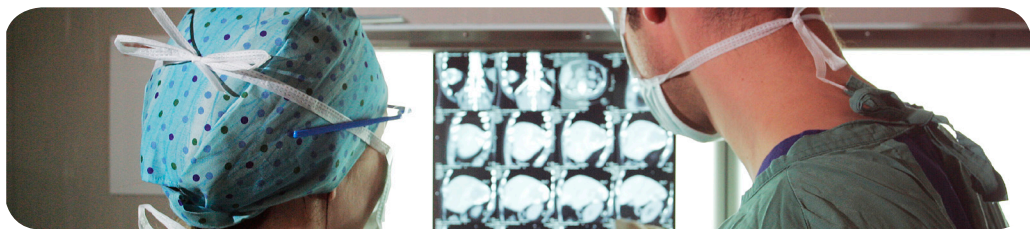
### As a patient you have a right to:

- Receive free public hospital services for acute healthcare, as a public patient. Non acute care may attract a charge in some circumstances.
- Receive treatment on the basis of your health needs, regardless of your financial or health insurance status.
- Be treated with respect, compassion and consideration of privacy.
- Participate fully in decisions about your care including admission, discharge and arrangements for continuing care.
- Be given a clear explanation of proposed treatment including risks and alternatives, before you decide whether you will agree to the treatment and the right to ask for a second medical opinion.
- Give your informed consent (except in exceptional circumstances) before a procedure is carried out, including consent to participation in health professional teaching or medical research.
- Withdraw your consent or refuse further treatment.
- Have access to information contained in your medical record (via written request to CEO).
- Expect that information about your hospital care will be confidential unless the law requires otherwise.
- Receive interpreter services if you are experiencing difficulty communicating with staff.
- Give feedback, compliment or complain about the health care you receive and to be advised of the procedure for providing feedback about your care.

## PATIENT RESPONSIBILITIES

### As a patient you have a responsibility to:

- Acknowledge that the hospital must give priority to those patients most in need of care.
- Inform your health care professional about any communicable diseases and any physical or psychological conditions affecting you, e.g. allergies, medications you are taking or other treatment you are receiving.
- Acknowledge responsibility for the consequences of your decision to accept or reject advice.
- Follow staff instructions about your treatment and care.
- Treat everyone you meet (including staff, volunteers, other patients and their families) with the care, dignity and respect.
- Be prepared to go to another hospital if your health service cannot give the treatment that you need.
- Be on time for your appointments and let your health care professional know if you want to cancel.
- Ask questions and talk to your family before making any decisions about your health care.



## TEN TIPS FOR SAFER HEALTH CARE

### 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 test 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 (e.g. vitamins and herbs);
  - 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.

## ACCESS TO YOUR MEDICAL RECORD

All patients have the right to request a copy of, or review, their Medical Record. We can provide you with a request form or simply write a letter outlining the information you require. Please be aware that you may be charged a fee. Address your request to the PIMS Co-ordinator who will be happy to assist you.

## ACCOUNTS

Payment of all public hospital invoices can be made at the Pharmacy Department located on the ground floor, D Block, just past the Kiosk on the right. The Pharmacy Department is open from 8.30am to 5.00pm (closed between 12.30-1.00pm), Monday to Friday.

Account enquiries can be made on (03) 6426 5428.

## ADMISSIONS

Upon arrival at Mersey Community Hospital:

- Elective patients (booked admissions) please proceed to the Admissions Office, located on the first floor. Your admission letter will outline your admission details. Elective admissions after 3.00pm please proceed to reception at the main entrance.
- Maternity patients please go directly to the Women's and Children's Health Unit, on the second floor.
- Emergency patients are admitted via the Department of Emergency Medicine, on the ground floor.

You may choose to be admitted to the Mersey Community Hospital as a public patient (Medicare), private patient (insurance or self funded) or Department of Veterans Affairs' patient. Your admission may be covered by Workers' Compensation or Motor Vehicle Accident Insurance, please advise admitting staff.

Overseas visitors: Australia has a Reciprocal Health Care Agreement with United Kingdom, Republic of Ireland, Finland, Malta, Netherlands, New Zealand, Norway, Sweden, and Italy to provide emergency healthcare for their respective citizens. Other visitors will be required to provide details of travel insurance etc.

## ALLIED HEALTH

The Mersey Community Hospital has a very active and dynamic Allied Health Team.

Allied Health staff are health professionals who work with medical and nursing staff to provide assessment, treatment, rehabilitation, assistive equipment, health education programs and support services from a range of disciplines including Occupational Therapy, Social Work, Physiotherapy, Dietetics, Pharmacy and Speech Pathology. Allied Health services are aimed at assisting people to maximise their independence, physically, socially and emotionally.

Allied Health services are available to all Inpatients of the Mersey Community Hospital five days a week, Monday to Friday. Social Work, Dietetics and Speech Pathology offer a limited Outpatient service. Orthotics and prosthetics can also be accessed. Additionally, home assessments are conducted by the Occupational Therapists when necessary.

## ANTENATAL CLINICS

Outpatient Antenatal Clinics are conducted on the second floor on Monday and Tuesdays (afternoons and evenings) and Wednesday, Thursday and Friday (mornings and afternoons). Your General Practitioner can refer you to these clinics. Appointments can be made by phoning (03) 6426 5475.

## Childbirth and parenting classes

A six week program, of weekly two hourly sessions is conducted. A dynamic group of educators cater for individual client needs during these sessions. Visiting speakers from Physiotherapy, Child Health and Parenting Service and the Australian Breast Feeding Association add extra interest. Bookings for classes are essential.

## BED ALLOCATIONS AND SINGLE ROOMS

Allocation of a single room is based primarily on clinical need. Sometimes it may be necessary to transfer you to another area within your ward, or to a different ward within the hospital. Movement of patients between bed spaces is minimised and we apologise for any inconveniences this may cause patients and/or their families.

## CAFETERIA

The cafeteria is open to all people visiting the Mersey Community Hospital. It is located on the third floor at the top of the stairs.

### Opening Times

Morning tea	9.30am – 11.30am
Lunch	11.30am – 1.30pm
Dinner	4.30pm – 6.30pm

Visitors are asked to dine in the visitor dining room which is located next to the staff dining room (after purchasing a meal, turn left upon exiting cafeteria).

## CARDIAC REHABILITATION

The Cardiac Rehabilitation Co-ordinator accepts referrals from various hospitals and/or General Practitioners. This service is available to referred patients whether they have had their cardiac treatment in Tasmania or interstate.

Appointments with the Co-ordinator can be made on (03) 6426 5477. After consultation with the Co-ordinator you may be referred to the seven week Education and Exercise Program held each Thursday morning.

Exercise sessions are conducted in the Physiotherapy Department on the second floor. Education sessions are conducted in the classroom which is also on the second floor, by an Occupational Therapist, Physiotherapist, Pharmacist, Dietician, Social Worker or the Co-ordinator discussing Heart Disease.

## CHAPLAINCY SERVICE

Pastoral care, spiritual or emotional support is provided by a dedicated team of Chaplains.

The Chaplaincy office is located on the second floor next to the Chapel. Our Chapel is available at any time for reflection and quiet time. Prayer, Holy Communion, and special services are available on request either in the chapel or at the bedside.

Chaplains operate in a non-denominational capacity, offering comfort to patients, relatives and staff. If contact with a particular clergy or denomination is required, this can be arranged via Chaplaincy. Your nurse or the receptionist will assist you in contacting a Chaplain on a 24 hour basis.

## CHILDREN IN HOSPITAL

Having a child admitted to hospital can be an anxious time not only for the child but also for you and your family. If you have any concerns or questions, the ward staff are happy to listen, help or advise you.

Most small children miss their families so we encourage immediate family to spend as much time as possible with their child. You can play a positive role during your child's stay in hospital by assisting the hospital team with various routines and by being with your child.

Parents are encouraged to stay with their children and are provided with a sofa bed to enable them to sleep by their child's bedside.

## COMPLIMENTS OR COMPLAINTS

Your impressions are important to us and we appreciate hearing what you think about your care. If you have a suggestion, compliment, or complaint about the treatment you or a relative received during a hospital stay, we invite you to either:

- Complete a **“Your Impressions”** card found at the bedside or hospital foyer.
- Write a letter addressed to the:  
Chief Executive Officer  
Mersey Community Hospital  
PO Box 21, Latrobe, Tas, 7321
- Email - [suggestions@dhhs.tas.gov.au](mailto:suggestions@dhhs.tas.gov.au)
- Call our Patient Liaison Officer via switchboard - 6426 5111

If you have not received a satisfactory response from the hospital regarding a complaint, you may contact the Office of Health Complaints Commissioner on 1300 766 725, GPO Box 960, Hobart, Tasmania 7001.

## CONFIDENTIALITY

Mersey Community Hospital recognises every patient’s right to have their privacy maintained and respected at all times. All staff at the Mersey must maintain appropriate confidentiality as per the Public Service Act 1999.

## CONSENT

Prior to any significant procedure, operation or anaesthetic, your written consent is required. Consent must be voluntary and based on a full understanding of the nature and implications of the treatment or procedure. Special arrangements for consent apply to certain groups, for example, children and those who have limited capacity to make decisions.

If you do not understand the treatment or procedure you are to have, you are encouraged to direct questions to your treating Medical Officer prior to receiving any sedation and before commencement of your treatment or procedure.

## DISCHARGE

The preferred discharge time for routine discharges is 10.00am. Due to the constant demand for beds in hospitals today you may be required to vacate your bed on the day of discharge at 10.00am and wait for your transport in the hospital's Discharge Lounge, which is located in the Day Procedure Unit 1C. Soup and sandwiches will be provided for lunch if required.

Follow-up appointments with your Mersey Community Hospital Doctor, Allied Health team member or community service will be arranged if required. A limited supply of any medications that you may require will also be arranged.

You will need to see your own General Practitioner for additional prescriptions and ongoing care within one week of discharge from the hospital.

If you are going home after a day procedure which involved a general anaesthetic or sedation, you are advised not to drive yourself home or drive for 24 hours.

It may be necessary to implement a more detailed discharge plan for some patients. A discharge plan may have input from a variety of sources; the Allied Health team, discharge planner, other members of the health care team, family members, available carers, external service providers and the patient.

Implementation of a discharge plan is subject to the consent of the patient. If a patient/carer is having difficulty with discharge options we recommend you schedule a meeting with the multi-disciplinary team and your family/carer.

### Discharge at your own risk

If you decide to leave the hospital against the advice of your Doctor, Allied Health team and /or Nursing staff, you will be asked to sign a form stating you do so at your own risk.

## DIETARY NEEDS

Patients admitted to hospital with special dietary requirements are asked to notify ward and catering staff of special needs. Staff will be happy to assist and will contact the Dietician if required. Menus are circulated daily by the friendly catering team. If you need any assistance regarding the menu they will be only too happy to help.

On admission to the ward, please check with the attending nurse whether you are able to eat or drink. You may be admitted for an operation or some medical imaging procedures where you are required to fast prior to your procedure. If you have had food or fluids (including chewing gum) while you are fasting, your procedure may be cancelled.

## DISCLOSURE OF PERSONAL INFORMATION

From time to time we may need to use or disclose aspects of your personal information for administrative purposes such as quality assurance and evaluation activities.

## DONATIONS

The Mersey Community Hospital welcomes donations or bequests to assist with educational, research and clinical service improvements at the hospital.

If you would like to assist in this regard, please contact the office of the CEO on 64265202.

## ELECTRICAL APPLIANCES

Workplace Health and Safety regulations require all appliances, e.g. hairdryers and electric razors brought into the hospital to be checked by the hospital's maintenance staff. Please advise nursing staff if you have any electrical appliance that you wish to use during your stay so that arrangements can be made for maintenance staff to check your appliance. Maintenance staff are available Monday to Friday 8.00am – 4.00pm.

## EMERGENCY PROCEDURES (Fire etc)

The hospital has highly developed safety and emergency procedures. Staff receive on-going training and each staff member has an identified role. In the unlikely event of an emergency, remain at your bedside until a staff member arrives and provides direction.

## ENDURING GUARDIANSHIP

An enduring guardian is a person you appoint to make your personal or medical decisions if you should lose the ability to decide for yourself because of a disability.

Under Tasmanian law, even if you have granted someone Power of Attorney, he or she cannot make your medical decisions. In Tasmania a Power of Attorney only relates to your financial estate.

If you would like more information please Phone 1300 366 611, Monday to Friday, 9am – 5pm, or Visit Service Tasmania or [www.guardianship.tas.gov.au](http://www.guardianship.tas.gov.au)

If you have enduring guardianship arrangements in place, we encourage you to have the paperwork brought into hospital so a copy can be placed in your medical record. This also includes 'advanced directive' and 'living will' documentation.

## HAND HYGIENE

Without knowing it, you may be carrying bacteria on your hands which can cause infections. To help prevent the spread of infections in our hospital please use the provided hand gels when entering and leaving the hospital or ward. Patients and visitors are asked to use the hand gels at the end of each bed before and after contact with each other and other patients. Hand gels are an effective alternative to washing with soap and hot water and are safe for frequent use.

## HOSPITAL IN THE HOME

Many patients go home with the support of the Hospital in the Home services. These services help patients go home sooner, enabling a faster return to family and familiar surroundings. A wide range of services is provided, such as providing intravenous antibiotics or anticoagulation (blood thinning) management/stabilisation, seven days a week. Your doctor and nursing staff will discuss this with you if they feel this service may benefit you.

## INTERPRETER

An interpreter service is available for any patient from a non-English speaking background who does not speak or understand the English Language competently. A signing interrupter may be required for any patient with a hearing impairment. Please let the staff know if you would like an interpreter or need assistance with sign language. All information of a medical and or personal nature is treated with strict confidentiality.

## KIOSK

The Kiosk is located on the ground floor and operated by the hospital Auxiliary. The following items are available:

- Sandwiches, savoury pastries, coffee/tea/hot chocolate, milkshakes, and cordials
- Confectionary and ice creams
- Magazines
- Toiletries
- Baby items
- Gifts (balloons & flowers)

### Opening Times:

Monday to Friday	9.00am – 4.00pm	6.30 – 8.00pm
Saturday	1.30pm – 4.00pm	6.30 – 8.00pm
Sunday	1.30pm – 4.00pm	
Some Public Holidays	1.30pm – 4.00pm	6.30 – 8.00pm

## LAUNDRY

Laundry facilities are not available for the general ward areas. Please arrange for your personal clothing to be collected, washed and delivered by a friend or relative.

## MAIL

Mail is delivered Monday to Friday and mail addressed to Inpatients will be delivered to them.

To post mail, a mail box is located outside the Kiosk. It is cleared at approximately 3.00pm daily. Stamps are available at the Kiosk.

## MOBILE PHONES

Restricted use of mobile phones is permitted at the Mersey Community Hospital. In the interest of other patients we ask that mobile phones are not used in the ward areas.

## NURSES CALL SYSTEM

On admission to hospital you will be familiarised with your surroundings and shown how to use your call bell. It is only necessary to press the button once as the call continues to register at the Nurses station until it is switched off at your bedside. Please ensure children do not play with the call system.

## ONCOLOGY / MEDICAL DAY UNIT

The Oncology/Medical Day Unit operates from Monday to Friday. Services include providing chemotherapy, education & supportive care to people with cancer and also those with some blood disorders. Same day medical procedures such as iron infusions and blood transfusions can also be done as a day patient. Staff are available to answer any queries related to cancer and haematology treatment.

## OUTPATIENT CLINICS

Outpatient Clinics are conducted daily Monday to Friday by consultants/registrar and visiting consultants.

Your General Practitioner can refer you to these clinics, and appointments can be made by phoning (03) 6426 5477 or 1800 636 455.

Upon arrival for your Outpatient appointment, please register at the reception desk in the Outpatient Clinic area. Outpatients is located to the right after entering the main entrance.

## PATIENT IDENTIFICATION BAND

All Inpatients are required to wear two identification bands, specifying their full name, date of birth and unit record number. Please leave your identification bands intact during your hospital stay. New babies also wear two identification bands and we ask parents only to remove them once they have been discharged from the hospital.

## PREVENTING A FALL - ADVICE TO PATIENTS

We want to prevent you or your relative having a fall so we offer the following advice:

### While you are in bed please ensure...

- Your call bell, phone and water are in easy reach;
- Your bed is set in a low position and bed rails in a safe position;
- The wheels are locked on your bed and wheelchair;
- You have assistance when going to the toilet, (arrange a schedule to go to the toilet with your nurse); and
- You have assistance to transfer from the bed.

## When you are out of bed please ensure the following:

- Wear closed toe and heel footwear with a non slip heel/sole;
- Use the safety belts and rails where appropriate;
- Sit on the edge of your bed for a minute before standing up;
- Move your ankles up and down to get blood circulating;
- Nose over toes before standing up;
- Push off, not pull up;
- Wait a minute before walking;
- Use your walking aid;
- Take your time when turning, count each step; and
- Don't grab for furniture and watch out for furniture with wheels.

**Remember** - good nutrition and adequate fluid intake. Stop and think before you move suddenly.

## PHARMACY

The hospital Pharmacy is open for Inpatient and Outpatient dispensing from 8.30am to 5.00pm daily, Monday to Friday. (Closed between 12.30-1.00pm)

The Pharmacy is only able to dispense from hospital prescriptions, all other NHS prescriptions must be taken to a community pharmacy for dispensing.

Pharmacy staff are available for any medication information required. Payment of hospital accounts may also be done at the Pharmacy.

## RELATIVES ACCOMMODATION

Accommodation for relatives of adult patients is generally not provided. If assistance is required, please contact a Social Worker.

## SECURITY

All external doors are locked at 8.30pm. When visiting hours end at 8.00pm all visitors will be asked via the public address system to leave the building promptly.

Entrance and exit to the hospital during the night, 8.30pm to 6.30am, is via the Emergency Department entrance only, not the front door at the main reception.

## SMOKING

Smoking is NOT permitted anywhere in the hospital grounds, except in designated areas. Staff, patients and visitors using these areas voluntarily assume all risks associated with active and passive smoking. There is no clinical supervision in these areas and no staff will be able to accompany patients.

## TELEPHONES

Telephones are available at all bedsides for incoming and internal calls only. The number for your friends and relatives to call you direct is on your phone.

Public telephones are located in the foyers on the ground floor as well as the second & third floors.

Phone cards are available for purchase from the Kiosk on the ground floor.

## TELEVISION

Televisions are provided at each bedspace. A user-pay rental agreement can be arranged between each patient and the service provider, TV Rentals Pty Ltd.

Please complete the TV form and leave it in the locked box in the corridor, near the ward desk. Forms can be found near the locked box or in the patient information envelope at your bedspace. Patients are visited by a representative of the TV service provider each afternoon (between 4.00 – 5.00pm) to arrange hire of televisions. This service is not the responsibility of the hospital or its staff.

Free televisions are available in each patient lounge.

## TRANSPORT

A Metro bus service is provided with a bus stop located outside the hospital in Torquay Road. Enquiries can be made at reception regarding the timetable of services departing from the hospital. For direct communication with the bus service, phone 1300 367 590 or [www.merseylink.com.au](http://www.merseylink.com.au)

An inter-town bus service operates with some services stopping near the Hospital. Phone 1300 360 000 [www.redlinecoaches.com.au](http://www.redlinecoaches.com.au)

The local taxi service may be contacted on 03 6424 1431.

## VALUABLES

The Mersey Community Hospital does not accept responsibility for any money or valuables brought into the hospital. It is preferable that valuables are returned home with family or friends. If this is not possible, please request nursing staff to arrange for your valuables to be stored in the hospital safe.

## VISITING

General visiting hours are 2.00pm – 8.00pm.

A rest period is encouraged in some wards:

- High Dependency Unit: 1.00pm – 3.00pm
- Women's and Children's Health Unit: 12.30pm – 2.00pm

High Dependency Unit - Please ring the door bell, staff will open the door for you as soon as possible. We request that only two visitors at a time visit a patient in the High Dependency Unit.

## VISITORS' CODE OF BEHAVIOUR

- Family, friends and accompanied children are welcome. We request visiting hours 2.00 – 8.00pm are observed. Please discuss special circumstances with the Unit Nurse Manager.
- Please treat everyone you meet (including staff, volunteers, other patients and their families) with care, dignity and respect.
- No acts of violence, swearing, loud abusive language, threats or verbal abuse towards another patient, relative or staff member will be tolerated. Visitors who are disruptive will be asked to leave. Security may be called to escort the visitor off the premises.
- Visitors are not permitted to bring alcohol, drugs or medication unless requested to by hospital staff.
- Patients may request not to have visitors or have visitors restricted.
- Visiting children should be under the direct supervision of a responsible adult whilst in the hospital.
- Visitors may be asked to leave the room during procedures and treatment or when

the doctor or nurse needs to consult with the patient.

## **VOLUNTEERS**

Hospital Auxiliary - Members have been providing a voluntary service to the Mersey for about 60 years and in that time have raised over 3 million dollars for equipment and patient comforts. The Auxiliary has 80 members who work in the kiosk on a roster basis.

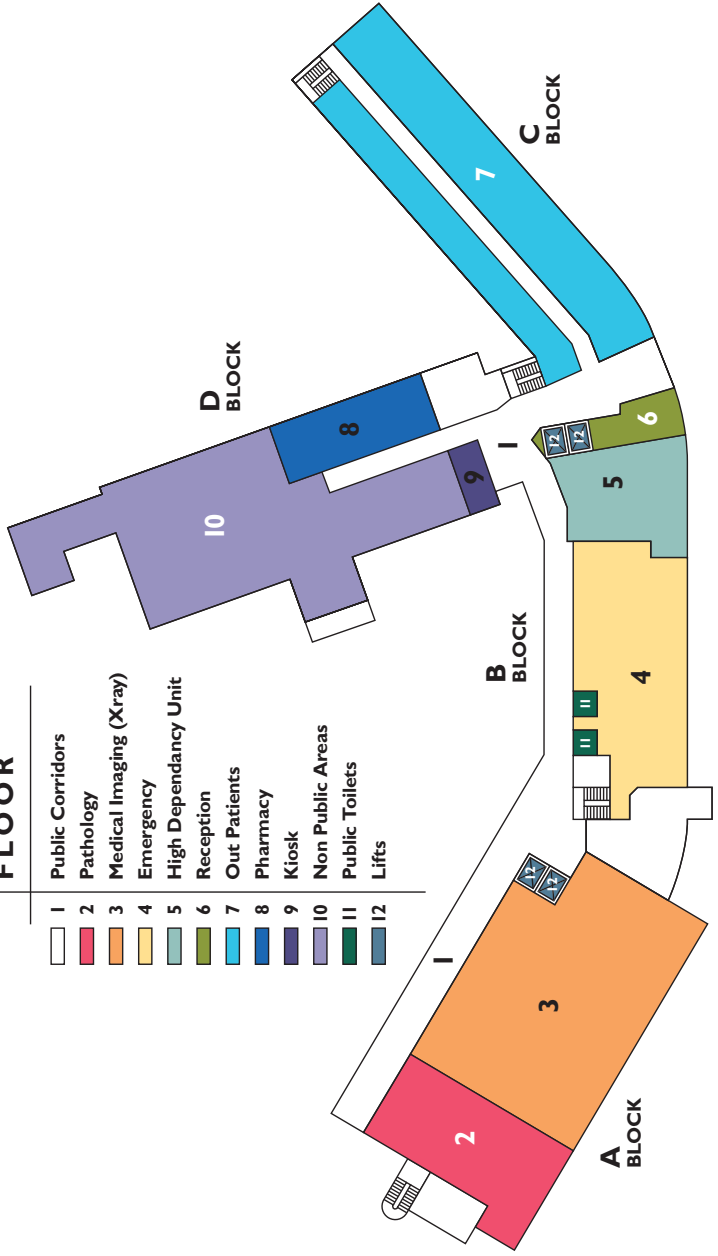
New members are always welcome.

Red Cross – Red Cross volunteers provide a visiting service to the hospital and distribute magazines and books for patients to read.

Chaplaincy – Pastoral care, spiritual or emotional support is provided by a dedicated volunteer team of Chaplains.

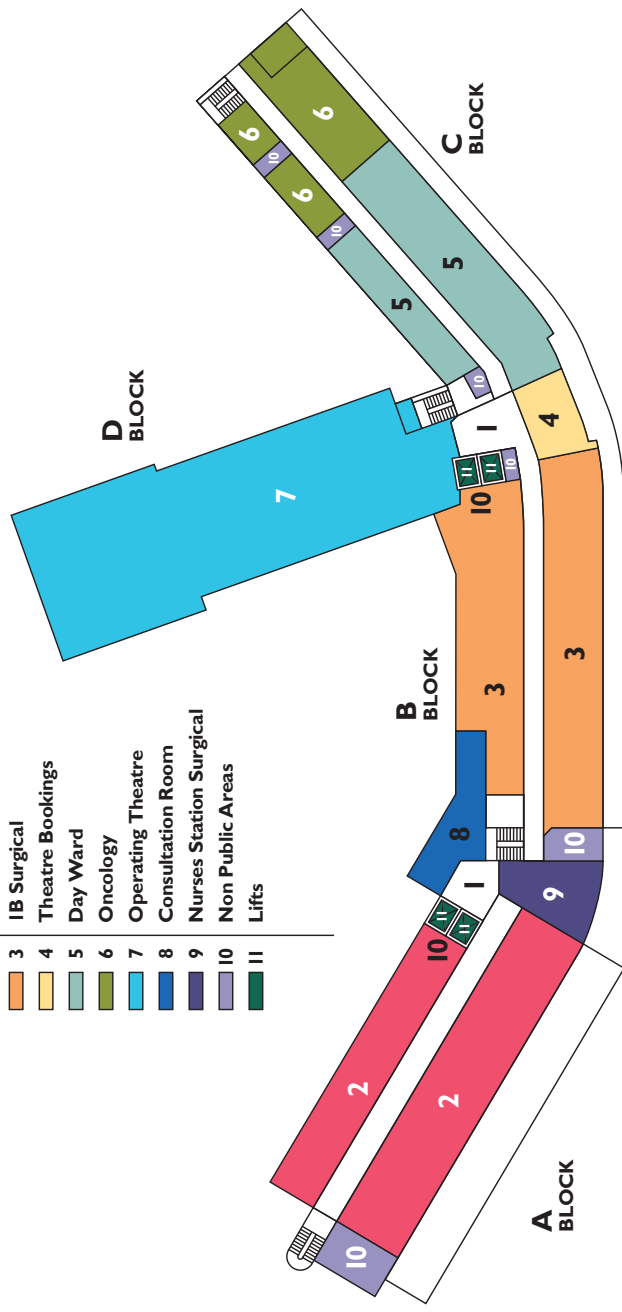
# GROUND FLOOR

- 1 Public Corridors
- 2 Pathology
- 3 Medical Imaging (Xray)
- 4 Emergency
- 5 High Dependency Unit
- 6 Reception
- 7 Out Patients
- 8 Pharmacy
- 9 Kiosk
- 10 Non Public Areas
- 11 Public Toilets
- 12 Lifts



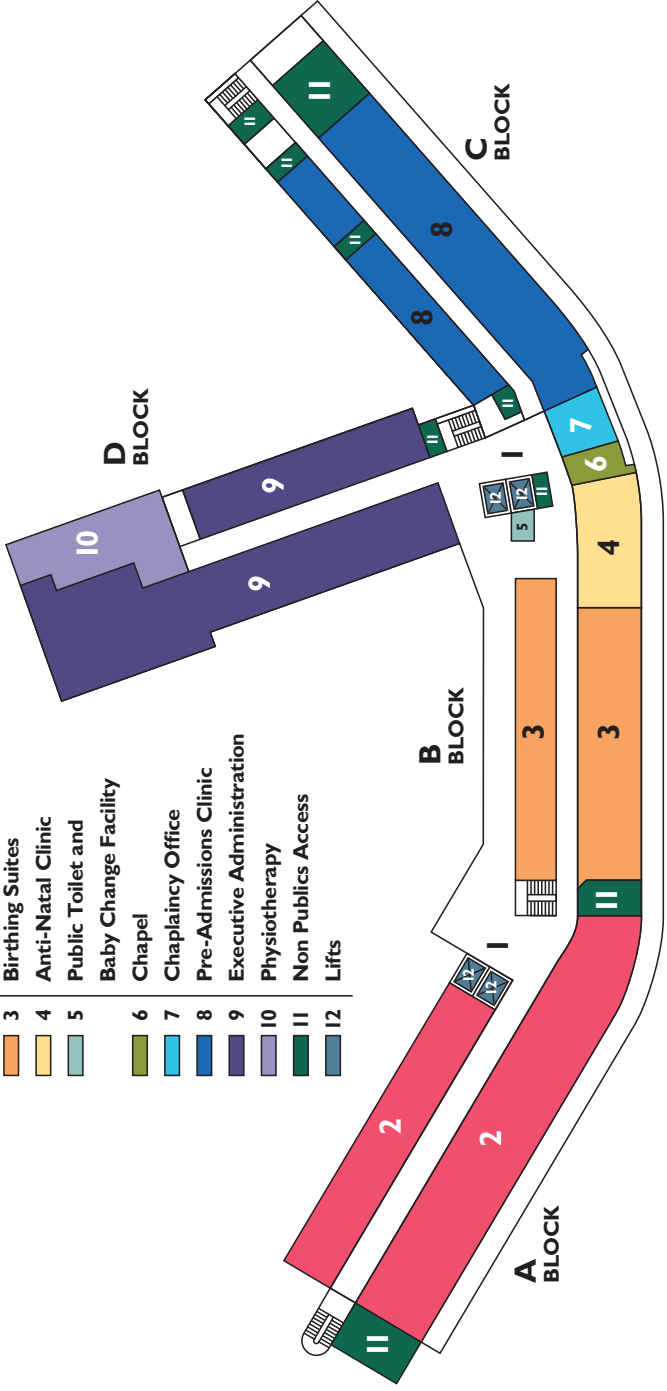
# FIRST FLOOR

1	Public Corridors
2	IA Surgical
3	IB Surgical
4	Theatre Bookings
5	Day Ward
6	Oncology
7	Operating Theatre
8	Consultation Room
9	Nurses Station Surgical
10	Non Public Areas
11	Lifts



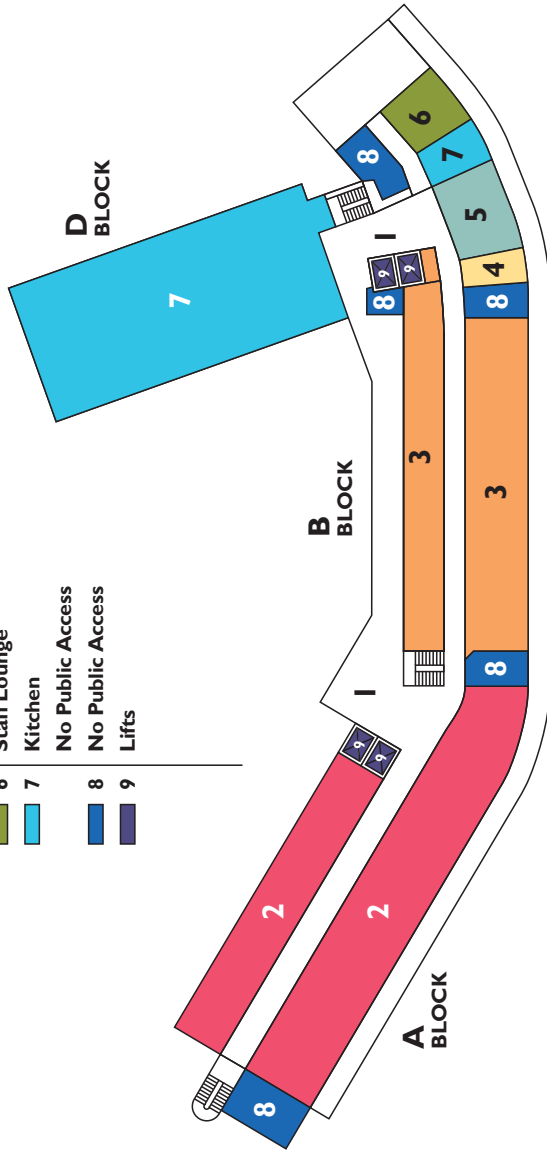
# SECOND FLOOR

- |    |  |
|----|--|
| 1  | Public Corridors                       |
| 2  | Women's and Children's Ward            |
| 3  | Birthing Suites                        |
| 4  | Anti-Natal Clinic                      |
| 5  | Public Toilet and Baby Change Facility |
| 6  | Chapel                                 |
| 7  | Chaplaincy Office                      |
| 8  | Pre-Admissions Clinic                  |
| 9  | Executive Administration               |
| 10 | Physiotherapy                          |
| 11 | Non Publics Access                     |
| 12 | Lifts                                  |



# THIRD FLOOR

1	Public Corridors
2	3A Medical Ward
3	3B Medical Ward
4	Visitors Dining
5	Staff Dining
6	Staff Lounge
7	Kitchen
8	No Public Access
9	Lifts



**Mersy Community  
Hospital**

PO Box 21 Latrobe

Tasmania 7307

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**Tasmania**  
Explore the possibilities