Patient Information Guide
2018/2019

PLEASE LEAVE THIS GUIDE IN YOUR LOCKER FOR THE NEXT PATIENT TO READ
Did you know?

Approximately 145 patients are admitted to the RHH each day, and on average our patients stay approximately three days. Over the last year, on average:

- Over 180,000 visits were made to specialist outpatient clinics;
- More than 60,000 Tasmanians visited our Emergency Department;
- Our Department of Medical Imaging processed more than 97,500 procedures (e.g. X-rays);
- More than 1.15 million meals were produced by our Food Services team;
- More than 3,900,000 pages of medical records were scanned;
- Our team of medical orderlies responded to over 108,000 requests for assistance;
- An average of 5.5 new Tasmanians were born each day;
- Our Communications Unit handled more than 55,000 enquiries each month via the main switchboard; and
- Pathology Services performed almost 1.25 million tests.
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Welcome

The Royal Hobart Hospital (RHH) is Tasmania’s largest hospital and the major referral centre. As the major centre of clinical teaching and research, it has a strong collaborative relationship with the University of Tasmania and other institutions.

The RHH provides acute, sub acute, mental health and aged care inpatient and ambulatory services to a population of approximately 250,000 people in the southern region, and currently operates from a maximum capacity of 470 beds.

A comprehensive range of general and specialty medical and surgical services are provided including many Statewide services such as cardiac surgery, neurosurgery, extensive burns treatment, hyperbaric medicine, neonatal & paediatric intensive care and high risk obstetrics.

The RHH provides a 24-hour, seven-day-a-week Emergency Department (ED), and critical care Intensive Care Unit (including cardiothoracic intensive care), and five-bed High Dependency Unit.

Redevelopment RHH

The RHH is undergoing a $586 million redevelopment which will deliver a state of the art facility to meet the health needs of Tasmanians for generations to come.

The RHH has been serving the community on its current site for more than 190 years.

The hospital has undergone a number of redevelopments since its establishment in 1820.

The Australian and Tasmanian Government investment will ensure that the RHH is a modern hospital providing enhanced, high-quality and sustainable health care services for the people of Tasmania.

During construction of the new inpatient precinct, staff will be taking all steps possible to minimise the disruption to patients that comes with a construction project of this scale.

We thank you for your patience and understanding as we work together to deliver improved services and facilities.
Building K-Block

The Royal Hobart Hospital’s new inpatient building known as K-Block is due to be finished construction works in 2019.

It will increase bed capacity, and provide more operating and procedure rooms and contemporary facilities.

It will accommodate mental health, women’s and children’s services, surgical, and medicine inpatient wards, the hyperbaric chamber, and have a helipad for aeromedical retrievals of critically ill patients.

A great deal of work finishing K-Block will be going on within the building’s walls: plastering and painting, installing furniture, fittings and equipment, and doing all the required checks and testing to ensure it is safe and ready to occupy. While this is going on, staff will also be doing their own planning to move patient services into K-Block after it is finished.

There will be some activity within the hospital during this time too. This includes construction works to connect the current hospital with K-Block and upgrades to the hospital’s building services.

K-Block is being built in the least disruptive, safest and most efficient way possible for patients, staff and the community.

Some disruptions will be unavoidable however, and sometimes it may be challenging for staff; patients who are unwell and under-pressure because of their health circumstances; and nearby neighbours and businesses.

The RHH Redevelopment project works with staff to reduce the impacts on patients, wherever possible.

Patients are encouraged to speak with their nurse unit manager if they have any queries.

We greatly appreciate the patient and support of patients, staff and the community during the building works.

For more information on the RHH Redevelopment project, please visit the website: www.rhhredevelopment.tas.gov.au or email the project on redevelopment.rhh@ths.tas.gov.au
Site Directory
A BLOCK
LG Emergency Medical Unit (EMU)
G WP Holman Clinic
1 Oncology and Haematology Clinics
1 Cancer Support Centre
2 General Surgery and Women’s Surgical Unit
3 Paediatric Unit
4 Day Procedure & Endoscopy Units
5 Orthopaedics and Surgical Specialties (including Burns)
6 Acute Older Persons Unit (AOPU)
7 Medical Specialties
8 Day Chemotherapy Unit, Acute Nephrology
9 Oncology Inpatients Unit

B BLOCK
G Baby Feeding Room, Kiosk/Coffee Shop, Reception, Automatic Teller Machine (ATM), Admissions
1 Aboriginal Health Liaison, Chapel
2 Ambulatory Care Centre, Cardiothoracic/ Cardiology Clinics
3 Neurology and Neurophysiology
4 Day of Surgery Admission, Perioperative Unit
5 Short Stay Surgery
6 Pharmacy

C BLOCK
G Cafeteria
2 Cardiothoracic & Cardiology Unit
3 Maternity Unit & Pregnancy Assessment (PAC), Neonatal and Paediatric Intensive Care Unit
4 Main Operating Theatres

D BLOCK
G Hyperbaric Unit
G Grief Counsellor

E BLOCK
LG Paediatric Outpatient Clinics, Assessment and Planning Unit (APU), Transit Lounge

G Medical Imaging, Nuclear Medicine
1 Intensive Care Unit
1 Neurosurgical Unit
2 Physiotherapy
Access via air walk over Argyle Street to Wellington Centre - Outpatient Clinics, Pathology South, Accounts/Cashier, Womens Health Clinics

J BLOCK
LG Emergency Department
2 General Medicine
2 & 3 Inpatient Mental Health Services

Telstra Building – 70 Collins Street, Hobart
G Patient Travel Assistance Scheme (PTAS)
5 Diabetes Centre, Persistent Pain Service

Wellington Clinics – 42 Argyle Street, Hobart
1 Outpatient Pharmacy, Accounts/Cashier
2 Pathology South (diagnostic pathology services for outpatients, preadmission and general public)
8 Women’s Clinics
9 & 10 Specialist Clinics (Adult), Preadmission Clinic, Pacemaker Clinic, Holter Monitoring, Hand Physiotherapy, Refugee Health Services
11 Burns Clinic, Dental Clinics, Ear Nose & Throat Clinic, Oral and Maxillofacial, Audiology, Eye Clinic
12 Orthopaedic Clinic, Burns Clinic

Repatriation Centre – Peacock Building, 90 Davey Street, Hobart
LG Whittle Unit
1 Peacock 1
2 Peacock 2 - Acute Rehabilitation Unit
3 Peacock 3

The site map is current as at September 2018.
Coming to the RHH

If your visit to the RHH requires an overnight stay, please bring:

- All current medications including those purchased at a pharmacy, supermarket or health store.
- Any relevant X-rays, scans, reports and referrals.
- Full details of your:
  - Health insurance cover
  - Health insurance book or card
  - Medicare card
  - Pension/concession card
  - DVA card (if eligible for Repatriation treatment)
  - Safety Net card.
- Dressing gown.
- Pyjamas or nightgown.
- Slippers.
- Soap.
- Toothbrush, toothpaste.
- Brush, comb.
- Tissues.
- Shaving equipment (if required).

You may also want to bring a small amount of coins for telephone calls and reading material.

Under the agreement on funding of public hospitals made between the Commonwealth and State Governments, you are required to choose whether you wish to be a public or private patient when admitted for care at the RHH.

As a public patient, you will be treated by doctors nominated by the RHH to provide your medical treatment, and you will not be charged for medical or hospital services. You cannot choose to be treated by a particular doctor and will not normally be provided with a bed in a single room.

Decisions regarding your treatment and health will be discussed with you so you may consent to or refuse treatment. If you refuse treatment or participation in tests, you will be given details of the likely or potential outcome of your refusal. If you refuse, you cannot hold others responsible for the outcome. You may discharge yourself from the RHH at any time.

Aboriginal and Torres Strait Islander Services

An Aboriginal Health Liaison Officer (AHLO) is employed by the RHH to help Aboriginal and Torres Strait Islander people access and fully benefit from care and treatment.
Aboriginal and Torres Strait Islander people are encouraged to identify themselves as this information helps provide improved health care services to meet their needs.

The AHLO provides emotional support, practical help and cultural understanding, to obtain the services required, and will also work with other staff to better meet patient needs.

The Aboriginal Health Liaison service is confidential and available to both patients and their families. The AHLO is available Monday to Friday on 6166 8264 or 0409 523 131.

**Alcohol and Drugs**

Alcohol or drugs are not permitted in the RHH and must not be given to any patients.

**ATM Facilities**

An ATM is located on the ground floor of the Liverpool Street entrance foyer, beside the Central Auxiliary Kiosk & Coffee Shop. Commonwealth and ANZ ATM’s are a short walk from the RHH.

**Allergies**

Please inform medical and nursing staff of any allergies you may have to medications, food or any substance as soon as possible. If you have an allergy, alerts will be placed in your medical record.

**Chaplaincy Service**

The Chaplaincy Service provides spiritual and emotional support to patients and those who care for them. Chaplains are available 24 hours for your support. Chaplains visit the wards regularly, however, you may request a Chaplain at any time by contacting the Chaplaincy department on 6166 8487 or the hospital switchboard on 6166 8308, after hours. Specific religious faith representatives and clergy of all faiths and denominations may also be contacted through the Chaplaincy Service, who will arrange a visit at your request.

Denominational chaplains visit patients in their ward or unit. Inter-denominational chaplains are assigned to particular wards/units and visit patients as, and when appropriate. Services are held in the chapel (first floor, C Block) each Sunday at 11am. Catholic Mass is held during the week and notification will be made over the public address system. Morning prayers are said each weekday. Other services include a weekly music and meditation service and a weekly Bible forum that meets in the Chapel. More information and details can be found by contacting Chaplaincy Services on 6166 8487.
Children

Children are welcome to visit patients except those suffering from infectious diseases. If in doubt, please discuss with the ward staff.

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 just being with your child. Certain restrictions may be necessary so that the nurse can effectively carry out the child’s prescribed treatment. Your cooperation is appreciated in these circumstances.

Compliments and Complaints

The RHH encourages feedback on services and care provided to patients. You may express your opinion by making suggestions, thanking or acknowledging good service provided by the staff, or you may wish to make a complaint.

This can be done by writing a letter to the RHH, completing a feedback form which is available on all wards, or emailing complaints@ths.tas.gov.au.

Alternatively, you may also discuss any concerns with staff or with a representative from the Quality and Patient Safety Service – Consumer Engagement on 6166 8154. All complaints are taken very seriously with a full investigation carried out.

If you are unhappy with the outcome of your complaint, you may wish to contact the Health Complaints Commission on 1800 001 170 (free call in Tasmania), address: 6th Floor, NAB House, 86 Collins Street, Hobart, email: health.complaints@ombudsman.tas.gov.au.

Community Care

Should you require ongoing care after discharge, referrals are arranged through a central contact point for Community Health Nursing and other appropriate home care services (there is a small levy charged). For further information regarding the charges, ask the nurse on the ward for a contact name and number for the service.

Services that can be provided in your home by community based providers include nursing care, personal care, domestic assistance and allied health professionals (e.g. physiotherapists and occupational therapists).

Dentures

Please ask staff for a container which will be labelled for you. Dentures can easily be lost if wrapped and left in your pocket or in the bedside cabinet.

Dining Room

Visitors may purchase meals in the hospital dining room between 7.00am and 7.00pm. The dining room is located on the ground floor, D Block.
Six Ways to Beat Heart Attack

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

2. **Don’t Smoke**
   Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and dis-courage your family and friends from smoking.

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

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

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

6. **Have Regular Check-ups**
   Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.
Discharge Procedures

Wherever possible, the doctor will give you 24 hours notice prior to your discharge. Please ensure that you have transport arranged with a relative/friend/carer, and you are out of bed in time to leave your ward by 10.00am on the day you are to leave the RHH.

Please ask the staff to assist you if required.

When you are discharged, you will receive up to one month's supply of medication. This will give you time to visit your local doctor to arrange further prescriptions. There is a co-payment fee for medications dispensed by the Pharmacy Department for patients at discharge, payable within 30 days.

Any special arrangements for your continued care will have been made by RHH staff, such as appointments for you to return to see a doctor as an outpatient. If you have any belongings/valuables that you need to retrieve before you are discharged, please make these arrangements with the nurse caring for you prior to discharge.

Transit Lounge

The Transit Lounge assists the RHH with the co-ordination of bed management. Patients may be transferred to the Transit Lounge when waiting for discharge medication, education or transport home. Patients wait in a relaxed environment with television, reading material and complimentary tea, coffee and light refreshments provided. Nursing care is available for patients in the Transit Lounge.

Donations, Gifts and Bequests

The RHH appreciates the generosity and support it receives from the community, small businesses, large corporations and the Tasmanian public.

Each year the RHH is well supported by a network of benefactors who raise funds to purchase medical equipment. If you would like to enquire about making a donation, gift or a bequest, please contact the Community Relations Unit on 6166 8846.

Emergency Procedures/ Fire Alarms

In a personal emergency you can call for assistance by pressing the “Nurse Call” button.

In the unlikely event of a general emergency, remain calm and await instructions from staff. Please do not leave the ward/unit unless you are instructed to do so by staff.

Regular fire alarm and fire door checks take place. Prior to any checks commencing, a general announcement will be made over the hospital public address system.
Enquiries

Telephone calls from people enquiring about a patient’s condition will be put through to the wards between 9.00am to 5.00pm.

Due to reduced staffing outside of normal business hours, family and friends are encouraged to minimise non-urgent telephone calls to the hospital during these times. For patient enquiries, contact our main switchboard on 6166 8308.

To assist staff in managing the number of telephone calls, it is preferable that one relative be nominated as the information provider for your family, relatives and/or friends. Further information may be given personally to a patient’s next-of-kin, but details of your illness are confidential and will not be given without consent.

Hearing Aids

Please advise staff if you wear a hearing aid as this information will assist those involved in your care.

Informed Consent

Before any medical procedure is carried out, you will be asked to give your permission or consent. You will be given information about the procedure, its effects, likely success, risks, benefits and alternatives. This is called informed consent. If you do not understand any aspect of your treatment, ask questions until you are satisfied.

In most instances, medical treatment cannot be given unless you have given consent (although there are some circumstances where medical care can be given without consent, for example in an emergency).

In non-urgent situations where you are unable to make your own decisions, consent will, when practical, be sought from the person responsible for you (next of kin) or your enduring guardian.

While you are able to make your own decisions, you have a right to choose which of the treatments offered you wish to undergo. You can also change your mind and withdraw your consent at any time.

The RHH is a teaching hospital, working in close partnership with the University of Tasmania. Many students in the health care professions are taught within the hospital, and interviewing and examining patients is an important part of their education and training. We ask for your co-operation and encourage you to participate in our teaching and research activities. Your consent is required before students can interview or examine you.

Identification of Patients

While you are staying at the RHH it is important you are correctly identified by hospital staff. Correct identification will make sure that you receive the treatment procedure, tests or medications which have been prescribed especially for you.
On admission you will be issued with an identification band. You need to wear your identification band at all times during your hospital stay. Please check your personal information details and advise staff if any information is incorrect.

For your safety, staff will check your identification band to make sure that your first and last name and date of birth are the same as those on your medical charts when prescribing your treatment, procedure, test or medication. Please tell the doctor or nurse if your identification band comes off during your stay, or if the information on it is incorrect.

**Identification of Staff**

During your admission you will be cared for by a team of doctors, nurses and allied health professionals, as well as clerical, catering and housekeeping staff. All staff are required to wear an identity badge which displays their photograph, name and job title.

**Interpreter Service**

If English is not your first language, arrangements can be made for an interpreter if required. Please consult nursing staff on the ward to make these arrangements.

**Internet Access**

There is no internet access available within the RHH. However, there are internet cafes located in the Elizabeth Street Mall and Liverpool Street.

**Interviews with the Doctor**

You are encouraged to discuss your illness or any associated problems with your ward doctor.

With your permission, your next-of-kin may also speak with your doctor. In both instances, it is best to give prior notice to enable the doctor to arrange a convenient time to meet. Alternatively, ask your nurse to arrange a suitable time.

**Kiosk**

The Central Auxiliary Kiosk & Coffee Shop is located on the ground floor near the Liverpool Street entrance. Hot food, sandwiches, fruit, cakes, hot and cold drinks along with gifts, flowers and balloons are available for purchase. All profits from the Central Auxiliary Kiosk & Coffee Shop are directed to buy special equipment for the RHH.

**Hours of opening:**

**Monday - Friday:**

8.30am to 6.30pm.

**Saturday, Sunday and Public Holidays:**

11.00am to 6.30pm.

The Central Auxiliary Kiosk & Coffee Shop operates a trolley service to wards (Monday to Friday). Newspapers, magazines, fruit, drinks and personal items are available for purchase.
Laundry

The RHH is unable to launder patients’ personal clothing. If you have no clean personal clothing due to an emergency admission, the hospital will supply pyjamas or gowns.

Leaving the Ward/Unit

You are asked to tell the nurse before leaving the ward/unit area as they are directly responsible for your safety while in the care of the RHH.

Library Service

A mobile library service, provided by volunteers, visits wards each week.

Mail

Personal mail is delivered to the ward daily. Incoming mail should be addressed as follows:

Name of Patient and ward number/name
Royal Hobart Hospital
GPO BOX 1061
HOBART TAS  7001

Medications

Bring any medications and supplements that you take, or have taken recently, with you to hospital. This includes anything that you may have purchased from a pharmacy, supermarket or health food store.

This will assist the medical staff make an appropriate assessment of your future drug therapy requirements. Please also bring any eye drops, puffers, patches or creams/ointments that you are using. These medications will be checked by hospital staff and stored safely until you are ready to leave.

Do not take your own medications while you are an inpatient, unless specifically told to by a RHH nurse, pharmacist or doctor. The RHH provides the majority of the medications you will require.

When you are discharged (or when you attend as an outpatient), you will receive up to one month’s supply of medication. This will give you time to visit your local doctor to arrange further prescriptions.

There is a co-payment fee for medications dispensed by the Pharmacy Department for patients at discharge and when seen in an outpatient clinic.

Co-payments are based on the cost of the medication and whether the patient possesses a valid concession or entitlement card.

Pharmacy provides patients with an invoice which needs to be paid within 30 days of receiving the medication. There are several payment options, which are detailed on the invoice.
Meals and Dietary Requirements

You will be provided with a choice of meals and a variety of menu plans. Menus are delivered with breakfast and collected between 9.30am to 12.00 noon. Some patients may be prescribed a special diet by their doctor as part of their treatment. If you are normally on a special diet at home or have a specific food allergy, please tell the nursing staff.

Meal times are:

- Breakfast: 7.00am to 8.00am
- Morning Tea: 10.00am
- Lunch: 12.00 noon to 1.00pm
- Afternoon Tea: 3.00pm
- Evening Meal: 5.00pm to 6.00pm
- Supper: 7.00pm

A hot beverage is served at meal times.

Newspapers

Newspapers are available from the Central Auxiliary Kiosk & Coffee Shop (ground floor, Liverpool Street entrance) or from the kiosk trolley, which visits wards each weekday (Monday to Friday).

Non-acute Inpatients

The RHH is an acute care hospital, providing treatment and care for patients who are sick or injured. Sometimes patients may remain at the RHH after they have moved from the acute phase of their illness or injury. This is likely to be because they are unable to return home (for example they may have lost some independence) and there is difficulty finding alternative accommodation and care for them.

When patients are classified as non-acute, they are required to pay a daily hospital fee, as required under the Australian Healthcare Agreement.

This fee will contribute to the day to day expenses of being in hospital, including food, accommodation and therapy. Patients may be eligible to access Rental Assistance from Centrelink to help with this cost (please discuss this with your Social Worker – call 6166 8354).
The District Nurses has been caring for Tasmanians at home since 1896.

We provide a full range of government funded services including:

- Nursing
- Help with showering and dressing
- Assistance with house hold tasks
- Shopping assistance
- Gardening
- Home Care Packages
- Support to Veterans

All of our services can be purchased privately.

03 6208 0500  @thedistrictnurses
thedistrictnurses.org.au
Patient Medical Records

You have the right to ask to see information about you retained by the RHH, in accordance with the Right to Information Act 2009. A fee may be incurred if you require electronic or paper copies. Confidentiality of your records is required under the Personal Information Protection Act (PIP Act) 2004. Confidential information including treatment details will not be voluntarily released without your consent. To access your medical record, you can call the Health Information Officer on 6166 8898.

Private Patient Classification

If you choose to be admitted as a private patient you will be treated by your nominated doctor, provided the doctor has a right to practice at the RHH and agrees to undertake your care. As a private patient you will be able to request a single room, if one is available. Single rooms are in limited supply and may not be available because other patients have a clinical need for a single room (for example a patient who needs to be treated in isolation). You will also be eligible for free television rental.

The RHH will generally accept your private health fund payment as full payment of hospital accommodation charges. As a private patient in a public hospital, you should have no out of pocket expenses. Medicare will cover 75% of your doctor’s bill (specialist medical services fees, including medical tests) and your private health insurance fund will cover the other 25%. While you are an inpatient, diagnostic tests will be covered by Medicare and your health fund.

The cost of any surgically-implanted prosthesis (an artificial device that replaces a missing body part) is also normally covered by your private health fund. However, you should discuss this with your Doctor, prior to admission, to ensure that there will be no out of pocket expenses associated with your particular prosthesis. By using your private health insurance, the money received assists the hospital to buy additional equipment, maintain facilities and provide improved services to the Tasmanian community.

Patients who elect to be treated as private patients, but who do not have private health cover, will be responsible for accommodation fees and any prosthesis used. As an inpatient, you may claim any diagnostic tests through Medicare, but you will be required to pay the balance as an uninsured patient.
Rights and Responsibilities - What you should know as a patient

Your Rights are:

- To receive free public hospital services as a public patient.
- To receive treatment on the basis of your health needs, regardless of your financial or health insurance status.
- To have access to public hospital services regardless of where you live in Australia.
- To be treated with respect, compassion and consideration of privacy which takes into account your background, needs and wishes.
- To participate fully in the decisions about your care including admission, discharge and arrangements for continuing care.
- To be given a clear explanation of the proposed treatment including risk and alternatives, before you decide whether you will agree to the treatment.
- To seek a second medical opinion.
- To give your informed consent (except in exceptional circumstances) before a procedure is carried out, including consent to participation in under-graduate health professional teaching or medical research.
- To withdraw your consent or refuse further treatment.
- To have access to information contained in your medical record.
- To expect that information about your hospital care will be confidential unless the law allows otherwise.
- To receive interpreter services if you are experiencing difficulty communicating with staff.
- To commend health workers, to complain about your health care and/or to be advised of the procedure for expressing concern about your care.

Your Responsibilities are:

There are a number of things that you can do to help health workers provide better care for you. You should:

- Provide information that enables health care professionals to give you appropriate care and advice.
- Treat seriously any decision made in partnership with a health professional regarding your treatment.
- Comply with your prescribed treatment or tell your health care professional of your intention not to do so.
- Conduct yourself in an appropriate way so as not to interfere with the well-being or rights of other patients or staff.
Parking

Patients and visitors to the RHH can access a range of parking facilities.

Argyle Street Car Park
Open: 7.00am to 10.00pm, 7 days a week.
This information was correct at time of publication. For updated information, please refer to www.hobartcity.com.au.

Market Place Car Park
Open: 24 hours a day, 7 days a week.

Vodafone Central Car Park
Corner Argyle and Bathurst Street, Hobart.
Open: 24 Hours a day, 7 days a week.

Street Parking
Metered parking spaces are available outside the hospital in Argyle and Collins Streets.

Short Term Parking
Short term parking for people with disabilities, and/or for patient drop off/pick up is available outside the Hospital at the Argyle and Liverpool Street entrances.

Hospital Access
The Liverpool Street entrance to the hospital is accessible 24 hours a day, 7 days per week. The Argyle entrance is closed between the hours of 8.30pm to 6.00am. The Campbell Street entrance is currently closed due to redevelopment works.

Drop Off/Pick Up Areas
Patients can be dropped off/picked up at the Argyle and Liverpool Street entrances. However, due to the redevelopment of the hospital some drop off/pick up areas and entrances may be closed due to building work.

Postal Service
Stamps can be purchased from the Central Auxiliary Kiosk & Coffee Shop and an Australia Post standard mail box is located opposite the hospital at 33 Argyle Street.

Public Telephone
A public telephone is available in the main Liverpool Street entrance foyer.

Public Toilets
Public toilets are available on each floor of the RHH.

Refugee/Migrant Services
A Refugee/Migrant Liaison Officer is employed by the RHH to assist refugees and humanitarian arrivals with access to a wide range of health care services.

Information is also provided to clients about preventative health care in Australia, particularly maternal and child health care, immunisation and screening programs.
If English is not the first language of the client, we provide professional interpreters to assist with the exchange of medical/clinical information.

Support is also provided to the various health care professionals who work with these clients.

**Smoking**

The RHH is a smoke free site. Tobacco use and smoking is prohibited on the RHH site (including entrances and hospital grounds). This ban also applies to the Repatriation complex in Davey Street, the Renal Unit at St John’s Park in New Town and Mental Health. Our medical orderlies are authorised Tobacco Control Officers and patients/visitors to the RHH site will be asked to cease smoking, or may receive an on-the-spot fine if they persist.

Any breach of the Public Health Amendment (Smoke Free Areas) Act may result in prosecution in accordance with the Act.

Quitline is a free, confidential telephone based support service designed to help smokers quit smoking. For the cost of a local call, smokers can request a free information pack or receive advice about quitting from trained advisors – contact the QUITLINE 137 848.

**Television Service**

Overhead televisions are available for hire. Please enquire about details upon admission. Patients are discouraged from bringing their own electrical appliances including televisions and stereos into the RHH. However, if you expect to be in hospital for a considerable length of time, you may use your own television/stereo subject to certain RHH requirements being met, including the inspection and tagging of the equipment by an authorised electrician to ensure compliance with electrical safety standards. Further details on the RHH policy can be obtained from ward/unit staff.

**Travel Assistance Scheme**

The Department of Health & Human Services Patient Travel Assistance Scheme (PTAS) provides assistance for Tasmanians who have to travel long distances to access medical services either in Tasmania or interstate. The scheme provides a subsidy only and does not cover all of the costs associated with travel. For more information on the scheme, please contact the RHH Scheme Coordinator on telephone 6166 8225.
Valuables

Please do not bring valuables such as jewellery, large sums of money, electronic games or computer equipment with you as the RHH is unable to accept responsibility for any loss of items during your stay.

If you would be upset at the loss, please don’t bring the item into the RHH.

Visiting Hours

On, or shortly after admission, a registered nurse/midwife will discuss the family presence and visitor guidelines with patients. Patients can then choose about family presence and visitors. A flexible approach will ensure that the needs and preferences of each patient can be met.

Family and visitors are asked not to come to the hospital if they are feeling ill or have recently been exposed to contagious illnesses or infections.

Next of Kin and Immediate Family

There are unrestricted visiting hours for next of kin and/or immediate family members in all settings, at any hour.

Friends and Other Family

All other extended family members and friends are welcome to visit patients from 12.00 noon to 9.00pm Monday to Friday, and 9.00am to 9.00pm Saturday and Sunday, unless exceptions apply.

All family members and visitors are asked to minimise visits during the handover period from 1.30pm to 3.00pm.

Family and visitors will not be denied access to the patient without a legitimate reason as deemed reasonable by the Nurse Unit Manager or Associate Nurse Unit Manager and Clinical Director, in collaboration with the patient and next of kin.

To aid rest and recovery, noise should be kept to a minimum and family and visitors must be mindful and sensitive to the needs of other patients.

Exceptions

Special circumstances that may limit visiting patients including:

- Clinical and emotional needs of the patient.
- Family members or visitors inability to meet hospital infection control policies.
- The need to maintain a sterile environment.
- A limitation as requested by the patient or patient’s next of kin.
- Space limitations in the patient rooms or bed spaces.
- Patient, family, visitor or employee safety issues.
- There may be unique and extenuating circumstances.

Patients in police custody and/or correctional services custody will not be permitted to have visitors.
Unit Specific Restrictions
Some restricted units have specific requirements and restrictions. These include:

- Maternity.
- Neonatal and Paediatric Intensive Care.
- Department of Critical Care Medicine.
- Emergency Department.
- Inpatient Mental Health.

Please check with the relevant unit prior to visiting.

Volunteer Network
Approximately 100 volunteers, male and female, who vary in age, bring a diverse range of skills to the hospital. Volunteer duties include staffing information/welcome desks, hospital guides, assisting with patient activities on various wards, operating the refreshment service in outpatient clinic areas, as well as more general administration roles including a courier service, mailroom assistance, and generally providing support to patients and staff. All volunteers are provided with comprehensive training and, in addition, each volunteer undertakes an orientation period, which varies in time depending on duties required and the service group they join.

If you would like to become an RHH volunteer, please contact our Volunteer Service on 6166 7087.

Wheelchairs
Patients who first arrive at the hospital and require wheelchair assistance to transfer to appointments or locations within the hospital are encouraged to arrange their own wheelchairs. The medical orderly team provides wheelchair transfers for inpatients and those being discharged.

Wills
Should you wish to make a Will while you are in the RHH, you are advised to contact a solicitor or trustee company.
Keep yourself **safe** during your hospital **stay**
Your rights

• You have a right to high quality, safe care in our hospital
• Your healthcare rights are written into the Australia Charter of Healthcare Rights
• Ask for a copy of the charter if you would like one.

Preventing falls

• Wear well-fitted, non-slip footwear or non-slip socks
• Take extra care in the bathroom
• Be careful when you get up as some medicines may make you feel unsteady
• If you have glasses or a walking aid, keep them in easy reach
• Tell us if you need assistance to move about
• Ask for a Stay on Your Feet booklet for more information.

Preventing infection

• Wash your hands, or use hand wipes, after going to the toilet, and before meals
• Cover your mouth and nose with a tissue, or your elbow, when you cough or sneeze. Place the tissue in the bin and clean your hands.
• If you are worried a staff member may have forgotten to clean their hands, you or your family can remind them
• Ask your visitors to use the alcohol based hand gel provided when they visit, and not to visit if they are unwell
• If you have a wound, a drip in your vein, a catheter in your bladder or any medical device inserted into your body this must be kept clean
Your medicines

- Tell us if you have any allergies to medicines or food, or if you have had a serious reaction to any medicines
- Ask about possible side effects and what your medicines are for
- Talk to your doctor, nurse or pharmacist if you have any questions or concerns about your medicines.

Pressure injuries

- Try to keep moving, even in bed, and change your position often
- We can help you if you cannot move yourself
- Tell us if you notice any areas of your skin changing.

Identification

- Tell us if any of your personal information is wrong (ID band, address, GP, next of kin). This helps us when we check to make sure we are giving you the right care
- Correct identification helps us to give you the right care and allows you to receive the correct medicine, tests or procedures
- Tell us if you have any allergies.

Blood Transfusions

- If you need blood while in hospital, we will discuss this with you
- Tell us if you have had any problems with blood / blood products in the past
- Tell us if you do not want to be given blood or blood products
- Ask for a Blood Transfusion fact sheet for more information.
Preventing blood clots

- Wear your hospital stockings if advised and try to move as often as you can
- Try to do simple leg and ankle exercises
- Drink fluids as recommended
- Take blood-thinning tablets or injections as advised

Be involved in your care

- Remember that we are here to help you
- Your doctors and nurses may have meetings about your care at your bedside – join in!
- Ask questions if you are worried or do not understand
- Always tell us if you or your family are concerned that you:
  - do not feel well and think you are getting worse
  - think information about your health has been missed
- If you have talked with your nurse and doctor and are still concerned, ask to speak with the nurse in charge.

Leaving hospital

- Before you leave, please make sure you have:
  - your medicines and you know what they do and how to take them
  - a number to call if you have questions or concerns
  - a follow-up appointment with your doctor if you need one.

Used with permission of Guy’s and St Thomas’ NHS Foundation Trust, London, UK
Patient Safety Service – June 2018
How to raise concerns about a patient’s health with staff

Are you a patient, a family member, carer or friend of a current hospital patient and have concerns about patient health?

Feel as though something is not right? Concerned a patient is not improving as expected?

Please feel free to come and talk to staff about your concerns.

**STEP 1 - Tell Staff**

Talk to the ward nurse/midwife, doctor or an allied health professional about your concerns.

If you are still worried or concerned with the response…..

**STEP 2 - Ask Again**

Ask to talk to the nurse/midwife in charge or a senior doctor.

If you are still worried or concerned with the response…..

**STEP 3 - Call this number**

Telephone us:

(03) 6166 6744

Tell the operator that you are making a “CARE Call”

If you are unable to access a phone, please ask staff to assist.

You will be asked to provide the following information:

- Your name and phone number
- The location (hospital, ward)
- The name of the person you are worried about.

A member of the CARE Call team will speak to you, listen to your concerns and act on your concerns.

If you have feedback regarding matters other than patient health, please ask staff about the Consumer Feedback process.
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What does Home Care mean to you?

- Having the costs covered so you can attend exercise classes such as swimming and Pilates
- Activities and assistance tailored to your interests and needs
- Transport to appointments, shopping, banking and even to cafés for lunch out
- Help with cooking, gardening, cleaning and more
- Access to our day centre which includes going on a wide range of excursions and participating in activities all year round
- NDIS registered provider of support

For more information, visit our website:
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What does Home Care mean to you?

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- Help with cooking, gardening, cleaning and more
- Access to our day centre which includes going on a wide range of excursions and participating in activities all year round
- NDIS registered provider of support

If you have an injury, illness or disability we can help you prepare for and find positions you can thrive in.

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5 REASONS WHY ESTATE PLANNING IS SO IMPORTANT...

1. You need more than just a Will
   Estate planning is not just reviewing and updating your Will or drafting a new Will, it also involves considering the succession of your non-estate assets such as superannuation, life insurance and assets held in family trusts.

2. Avoiding disputes
   Estate planning looks at strategies to avoid disputes between your beneficiaries and minimise the risk of a challenge to your Will by a disappointed family member.

3. If you don’t have a valid Will, legislation decides how your Estate is distributed
   This outcome might be unexpected and it may not be what you want.

4. Ensuring the protection of assets in life and beyond
   When we review your estate planning we consider your long term objectives. For example, not only how your assets are currently held but also whether they can be structured in such a way that allows them to pass safely to your beneficiaries and not into the hands of third parties or creditors.

5. Planning for possible incapacity
   Estate planning also involves making decisions now so that your wishes can be carried out even if you are not able to communicate them. For example, an Enduring Power of Attorney will allow those you trust to act on your behalf in financial matters and the appointment of an Enduring Guardian will do the same in relation to medical and lifestyle decisions.

Every person is different. Each family is different. Every situation is different.

We are the right people to help. We have prepared a comprehensive information pack that you may find useful in understanding what is involved and we can send you the pack if you email us at danielle@tfrlawyers.com.au

Alternatively, if you want to speak with one of our team, please contact Bridget Rheinberger or Zac Nicholson on 6218 2811.
EXPERT ADVICE IS JUST AROUND THE CORNER

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SANDY BAY 6223 5556
205 SANDY BAY RD (NEXT TO WOOLWORTHS)

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RACECOURSE
SOUTH LAUNCESTON

HOBART 6223 3044
144 MURRAY ST (NEAR HARVEY NORMAN)

LINDISFARNE 6243 8399
36 LINCOLN ST (NEXT TO WOOLWORTHS)

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2 GORDON ST (OPPOSITE MITRE 10)

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