A handbook for patients, their family or carers travelling to the

North West Regional Hospital
The Department of Health and Human Services (the Department) is pleased to provide this information booklet. This booklet has been designed to provide you with much of the information you will need to get around the hospital and the local area. It includes information about transport, carparking, banking, chemists, accommodation and other support services.

The accommodation list is provided for information only. All the listed accommodation providers have agreed to publish the information in this booklet. The Department is not affiliated with any of these businesses and has no responsibility to inspect or control operations on the premises. The Patient Travel Assistance Scheme Coordinators would appreciate knowing if the accommodation does not meet patient expectations.

All accommodation and other rates are subject to change without notice. Visitors should contact the individual accommodation providers for further details (e.g. check in/out times, cancellation policies, etc.). Any concerns with the facilities should be discussed and resolved with the accommodation provider.

Updated June 2011
North West Regional Hospital

The North West Regional Hospital (NWRH) is an accredited teaching hospital providing high quality health care and specialist services to North West Tasmania and King Island, offering services in medical, surgical and allied health specialties through inpatient and outpatient departments.

Contact Details

23 Brickport Road, Burnie, Tasmania 7320
(PO Box 258)
Phone: (03) 6430 6666
Fax: (03) 6430 6685

The Reception counter for this Hospital is located at main entrance.

Opening Hours

The NWRH is a 24 hour facility; however various departments within the hospital have their own operating hours. Recommended general visiting time is between 2.30pm and 8.00pm. Special rules apply to the Intensive Care Unit, the Rehabilitation and the Paediatric Wards.
Social Work Department

Social Workers work with individuals, families and community groups who:
• Want to talk through their situations in confidence so they can work out what to do;
• Want information about/or referral to community services;
• Need several different kinds of services working together for them; and
• Want a service not presently offered in their community.

Social Workers are also available to other people working in community agencies for information, referral, consultation and research.

At times people have problems with their health:
• Income support issues;
• Relationship problems;
• Discrimination;
• Loss;
• Grief;
• Abuse;
• Physical disability;
• Adjustment to health related issues; or
• The burden of caring for family members.

Stress and anxiety can also come from lifestyle changes due to:
• Growing up;
• Growing older;
• Separating and surviving relationships;
• Getting on at work;
• Getting sick;
• Having children; or
• Retiring.

These issues can deeply affect a person’s well-being and may cause stress, worry, anxiety and feelings of powerlessness.

When people choose to go to a Social Worker, they can expect:
• Respect for themselves in their unique situations;
• Privacy and confidentiality;
• Full accurate information; and
• Respect for their right to decide for themselves.

Qualified Social Workers have prepared themselves for working with people by doing a four year university degree which includes:
• Case work and counseling;
• Group work and leadership;
• Community work and development;
• Legal issues and administration;
• Sociology and psychology;
• Organisational studies; and
• Research.

Social Workers can be contacted on

Location: North West Regional Hospital (Ground Floor)
Phone/Fax: (03) 6430 6586
Email: nwrhsw@dhhs.tas.gov.au
Patient Travel Assistance Scheme (PTAS)

The Patient Travel Assistance Scheme provides financial assistance with travel and/or accommodation costs to Tasmanian permanent residents to access a range of specialist medical services where the services are not available locally.

This is a partial assistance scheme and you are expected to make a patient contribution.

Am I eligible for PTAS?

You will be eligible for financial assistance under the PTAS if you:

- are a Tasmanian permanent resident; and
- are being referred to
  - the nearest dialysis/oncology treatment centre more than 50 km (one-way) from your home; or
  - a specialist medical service/lymphoedema treatment more than 75 km (one-way) from your home or not available in Tasmania; and
- are travelling by a normal form of transport (the scheme does not meet ambulance costs);
- have a PTAS application form signed by your referring medical specialist, oral/maxillofacial surgeon or a rural General Practitioner referring you to the nearest appropriate specialist; and
- receive treatment claimable under Medicare from a recognised medical specialist; and
- are not entitled to financial assistance through another scheme e.g. Motor Accident Insurance Board (MAIB), Department of Veterans Affairs (DVA), Workers Compensation, or other compensable schemes.

What financial assistance is available for travelling in Tasmania?

Financial assistance is available towards approved air/sea and road travel, and accommodation (where applicable) expenses. You can either make your own travel and/or accommodation arrangements, and claim reimbursement on your return home from the specialist treatment, or organise with your local PTAS Coordinator to pre-book your travel and/or accommodation.

The reimbursement rate for you and an escort(s) if approved are as follows:

**Travel**
- the cost of return economy bus tickets, or
- private vehicle travel (19 cents/km) to and from the medical facility.

Residents of King Island and the Furneaux Islands
- the cost of a return economy airfare (island resident rates), plus the cost of the most economical, appropriate form of transport from the destination airport to and from the medical facility.

**Accommodation**
- a maximum of $46 per night for commercial accommodation for each approved person.
Can I have someone to travel with me?

The Scheme also assists with the travel and accommodation costs of an escort accompanying you if you are under the age of 18 years.

If you are aged 18 years or over, an escort may be eligible for financial assistance if the escort is necessary to actively assist you during your travel or treatment.

In some exceptional circumstances, approval may be given for financial assistance for more than one escort. Your local PTAS coordinator can advise as to eligibility criteria for an escort.

What contribution do I make?

Travel
Health Care Card or Pensioner Concession Card Holders are required to contribute $15 towards the cost of each return journey. Non-card holders are required to contribute $75 towards the cost of each return journey.

In any one financial year, the maximum contribution for a card-holder is $120, and for a non-cardholder is $300. If these limits are reached no further contributions will be required for that year. You and any approved escort are required to meet the additional costs incurred if they choose a more expensive form of transport than that approved (e.g. travel by air when road transport is assessed as appropriate).

Accommodation
You and your approved escort are required to meet the cost where the accommodation cost is over the $46 per night per approved person.

Non-card holders and your escort are required to pay the first two nights’ accommodation costs for each stay.

How do I apply for assistance?

Your referring medical specialist or rural general practitioner will normally provide you with the PTAS application form when you are referred for a specialist medical service. They should complete Section A of the PTAS application form at this time and give it to you to deliver to your local PTAS Coordinator.

It is important to note that the lodgement of an application form does not in itself represent approval.

Patient Travel Assistance Scheme Office

Location: Parkside building, Strahan Street, Burnie 7320
Phone: (03) 6434 6984
Fax: (03) 6434 6998
Switchboard phone: (03) 6430 6666
Transport

Public Transport

There is a Metro bus stop outside the Main Entrance of the North West Regional Hospital.

Airlines

Regional Express 13 17 13 http://www.rex.com.au
Tasair 1800 062 900 http://www.tasair.com.au

Note: if you require wheelchair access or assistance, please organise when booking flights. Most airlines will provide support to and from flights.

Taxi

Burnie /Wynyard Taxis (03) 6431 2199
Taxi Combined Services – Devonport (03) 6424 1431

Cancer Patient Transport System (Transport 2 Treatment)

The Cancer Council Tasmania provides transport for Tasmanian cancer patients and their carers travelling to treatment through a program called transport 2 treatment. The transport 2 treatment program provides a range of transport options as well as travel assistance for cancer patients around Tasmania. The program can also reimburse travel costs to people transporting friends or relatives to treatment and offers financial assistance to patients who can drive themselves but have difficulty meeting the high costs of travel.

Phone: (03) 6233 2030
Email: infotas@cancertas.org.au

North West Bus Service (Cancer Support Service)

The transport 2 treatment bus service operates Monday to Friday from Cancer Support Centres in Burnie and Devonport travelling to the WP Holman Clinic, Launceston & return. The bus picks up patients from the Burnie and Devonport Cancer Support Centres and other designated stops along the way. Connecting transport is arranged for people unable to get themselves to the designated pick up points. Specially trained volunteer drivers take all care with their passengers and schedule comfort stops as necessary. Transport 2 treatment is a free service for cancer patients (and their carers where possible).

Carpark

North West Regional Hospital has a free onsite carpark for visitors.
Other services

Commonwealth Carelink Centre

Commonwealth Carelink Centres provide an information service to help put older Australians, people living with disabilities and those who care for them in touch with a wide range of community, aged care and disability services.

192 Wilson Street, Burnie
Mon - Fri 8.00am - 5.00pm
1800 052 222
http://www.centrelink.gov.au

Centrelink Customer Service Centre

Suite 1, 10-11 Marine Terrace, Burnie
Mon - Fri 8.00am - 5.00pm
(03) 6440 7520
http://www.centrelink.gov.au

Medicare

Shop 2, Columnar Shopping Centre, 22 Wilmot Street, Burnie
Mon - Fri 8.30am - 5.00pm; Sat 9.00am - 12.30 pm (excluding Public Holidays)
13 2011

Banking

There is a RediATM Automatic Teller Machine, available within the hospital near the reception area. Extra charges may apply.

Bank branch services:
ANZ
Bendigo Bank
Commonwealth Bank
MyState Financial
National Australia Bank
Westpac Bank
16 Cattley Street, Burnie
Cnr Wilson & Cattley Streets, Burnie
25 Cattley Street, Burnie
49 Wilson Street, Burnie
37 Cattley Street, Burnie
93 Wilson Street, Burnie

Chemists

Priceline Pharmacy
Top Of The Town Pharmacy
Boland R M & P R
Burnie Amcal Max Pharmacy
Elshafie Pharmacy
Wilkinson's Pharmacy
Good Price Pharmacy Warehouse
35-37 Mount Street, Burnie
205 Mount Street, Burnie
67 Wilson Street, Burnie
56 Bass Highway, Cooeee
11 Wiseman Street, Burnie
Cnr Wilmot & Wilson Streets, Burnie
32 Cattley Street, Burnie
Supermarket

Coles Supermarket  Burnie Plaza Shopping Centre, 26 Mount Street, Burnie
Woolworths Supermarket  5 Wilmot Street, Burnie
              230 Mount Street, Upper Burnie

Food

The hospital cafeteria, providing a cafeteria service for the hospital staff and visitors at a reasonable price, is open for breakfast between 7.30am to 8.00am, lunch between 11.45am to 1.15pm and for dinner between 5.00pm to 6.15pm.

There are some cafés and restaurants located in the city of Burnie. A list of cafés and restaurants can be found in the Yellow Pages.

Map of Burnie
Please note: the numbers in blue indicate the location of accommodation listed overleaf.
Hospital onsite accommodation

There are six new one-bedroom and six two-bedroom patient accommodation units on site at North West Regional Hospital. These units are self contained with kitchen and laundry facilities. Each unit has a car parking space.

These units are available for patients and their support person/s who live a significant distance from the NWRH hospital such as Smithton, King Island and the West Coast. Patients who need accommodation the night before or after their treatment will also be able to use the units.

These units are still under construction and are due to be finished mid 2011. (More information about when these units will be operating and how to book will be available in due course).

There are some existing units that are already provided for use by parents or relatives who may need to stay with a family member admitted to the hospital. These units are generally self-contained but do not have laundry facility. A laundry facility is available in Upper Burnie, Cnr Abbott & Mount Streets (10 mins drive) from the units. Further details are available from NWRH Reception staff. Booking is essential – please phone (03) 6430 6519.

Commercial accommodation

**BOOKING:** Please state that you are attending or with someone attending the North West Regional Hospital when booking accommodation. Prices correct as of 1 June 2011. (Note if you are an accommodation provider and not listed in the current handbook and wished to be listed in a future version please contact the local Patient Travel Assistance Office on 03 62228225.)

P.O.A. = Price on application

<table>
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<tr>
<th>1</th>
<th>Bayside Burnie</th>
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<tbody>
<tr>
<td>139 Wilson Street</td>
<td>Cost per night</td>
</tr>
<tr>
<td>BURNIE TAS 7320</td>
<td>$99 per room</td>
</tr>
<tr>
<td>Phone: (03) 6431 4455</td>
<td>Cost per week</td>
</tr>
<tr>
<td>Fax: (03) 6431 1026</td>
<td>$570 per room</td>
</tr>
<tr>
<td>Email: <a href="mailto:res@baysideburnie.com">res@baysideburnie.com</a></td>
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Off-street complimentary parking, wireless internet, restaurant, shower over bath, on Metro bus route.

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<tr>
<th>2</th>
<th>Beach Hotel</th>
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<tbody>
<tr>
<td>1 Wilson Street</td>
<td>Cost per night</td>
</tr>
<tr>
<td>BURNIE TAS 7320</td>
<td>$60 single</td>
</tr>
<tr>
<td>Phone: (03) 6431 2333</td>
<td>$70 double</td>
</tr>
<tr>
<td>Fax: (03) 6431 8480</td>
<td>$100 family</td>
</tr>
<tr>
<td>Email: <a href="mailto:ben@beachhotelburnie.com.au">ben@beachhotelburnie.com.au</a></td>
<td></td>
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Single, double, twin and family rooms available. All with ensuite, fridge, TV, tea/coffee making facilities.
3 Beachfront Voyager
9 North Terrace
BURNIE TAS 7320
Phone: (03) 6431 4866
Fax: (03) 6431 3826
Web: http://www.beachfrontvoyager.com.au
Email: reservations@beachfrontvoyager.com.au

Off-street parking, kitchen facilities, guest laundry, restaurant, on
Metro bus route. Booking via email.
Room on ground floor with kitchen facilities and separate bedroom is a semi-disabled room, walk in shower and is not big enough for wheelchair.

Cost per night
$132 double or single

Cost per week
$840 per room

4 King of Burnie Hotel/Motel
20 Edwards Street
BURNIE TAS 7320
Phone: (03) 6431 3222
Fax: (03) 6431 7055
Email: kingofburnie@hotmail.com

All rooms are self-contained. Continental breakfast is provided daily. Family rooms up to four single beds or one queen bed and two singles. Restaurant available six days a week. Weekly bookings paid in advance and nightly paid on arrival.

Cost per night
$55 single
$70 double
$25 extra adult
$15 extra child

Cost per week
$455 single
$500 double
$100 extra adult
$ 70 extra child

5 Seabreeze Cottages
Houses in Cooee and West Burnie
Phone: (03) 6435 3424 or 0439 353 491
Web: http://www.seabreezecottages.com.au
Email: enquiries@seabreezecottages.com.au

Luxury self-contained houses, close to hospital. Price includes full breakfast provisions and a well stocked pantry. Weekly price includes pantry items only.

Quote hospital family/carer to get the concessional rates when booking.

Cost per night
$140 single
$170 double
$30 extra adult
$15 extra child

Cost per week
$770 single/double
$30 extra adult (per night)
$15 extra child (per night)
<table>
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<tr>
<th><strong>6</strong> The Duck House</th>
<th><strong>Cost per night</strong></th>
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<tbody>
<tr>
<td>24 Queen Street</td>
<td>$120 single</td>
</tr>
<tr>
<td>BURNIE TAS 7320</td>
<td>$160 double</td>
</tr>
<tr>
<td>Phone: (03) 6431 1712</td>
<td></td>
</tr>
<tr>
<td>Fax: (03) 6431 1712</td>
<td>$40 extra adult</td>
</tr>
<tr>
<td>Web: <a href="http://www.ozpal.com./duck">http://www.ozpal.com./duck</a></td>
<td>$20 extra child</td>
</tr>
<tr>
<td>Email: <a href="mailto:lynne.ferencz@bigpond.com">lynne.ferencz@bigpond.com</a></td>
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Fully self contained cottages, either a three bedroom or a couple of two bedroom with all amenities including cooking equipment and facilities, laundry, heating, wireless internet, television, hairdryer, electric blankets. Tariff also includes full breakfast provisions.

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<tr>
<th><strong>7</strong> Top of The Town Hotel/Motel</th>
<th><strong>Cost per night</strong></th>
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<tbody>
<tr>
<td>195 Mount Street</td>
<td>$65 single</td>
</tr>
<tr>
<td>UPPER BURNIE TAS 7320</td>
<td>$85 double</td>
</tr>
<tr>
<td>Phone: (03) 6431 4444</td>
<td>$20 extra person</td>
</tr>
<tr>
<td>Fax: (03) 6431 4529</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:reservation@topofthetownhotelmotel.com.au">reservation@topofthetownhotelmotel.com.au</a></td>
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A hotel motel with dining facilities. Rooms have TV, tea/coffee making facilities and ensuite.

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<tr>
<th><strong>8</strong> Wellers Inn</th>
<th><strong>Cost per night</strong></th>
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<tr>
<td>36 Queen Street</td>
<td>$135 per room</td>
</tr>
<tr>
<td>BURNIE TAS 7320</td>
<td>$10 extra person</td>
</tr>
<tr>
<td>Phone: (03) 6431 1088</td>
<td></td>
</tr>
<tr>
<td>Fax: (03) 6431 6480</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:info@wellersinn.com.au">info@wellersinn.com.au</a></td>
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Situated two blocks from main street of town. A quiet location over looking the city and Bass Strait. Ensuite with shower, tea & coffee making facilities, restaurant facilities available.

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<tr>
<th><strong>9</strong> West Beach Holiday Villas</th>
<th><strong>Cost per night</strong></th>
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<tbody>
<tr>
<td>43a North Terrace</td>
<td>POA</td>
</tr>
<tr>
<td>BURNIE TAS 7320</td>
<td></td>
</tr>
<tr>
<td>Phone: (03) 6431 5708</td>
<td></td>
</tr>
<tr>
<td>Fax: (03) 6431 5710</td>
<td></td>
</tr>
<tr>
<td>Email: <a href="mailto:westbeachvillas@bigpond.com">westbeachvillas@bigpond.com</a></td>
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Two bedroom fully self contained units. One unit wheelchair friendly. Accommodates up to 32 guests across units.