



**Concord
Repatriation General
Hospital**



Health
Sydney
Local Health District

Hospital Road, Concord NSW 2139

INPATIENT INFORMATION

www.concordhospital.com.au

PATIENT VISITING HOURS

11:00am - 1:30pm
3:00pm - 8:00pm

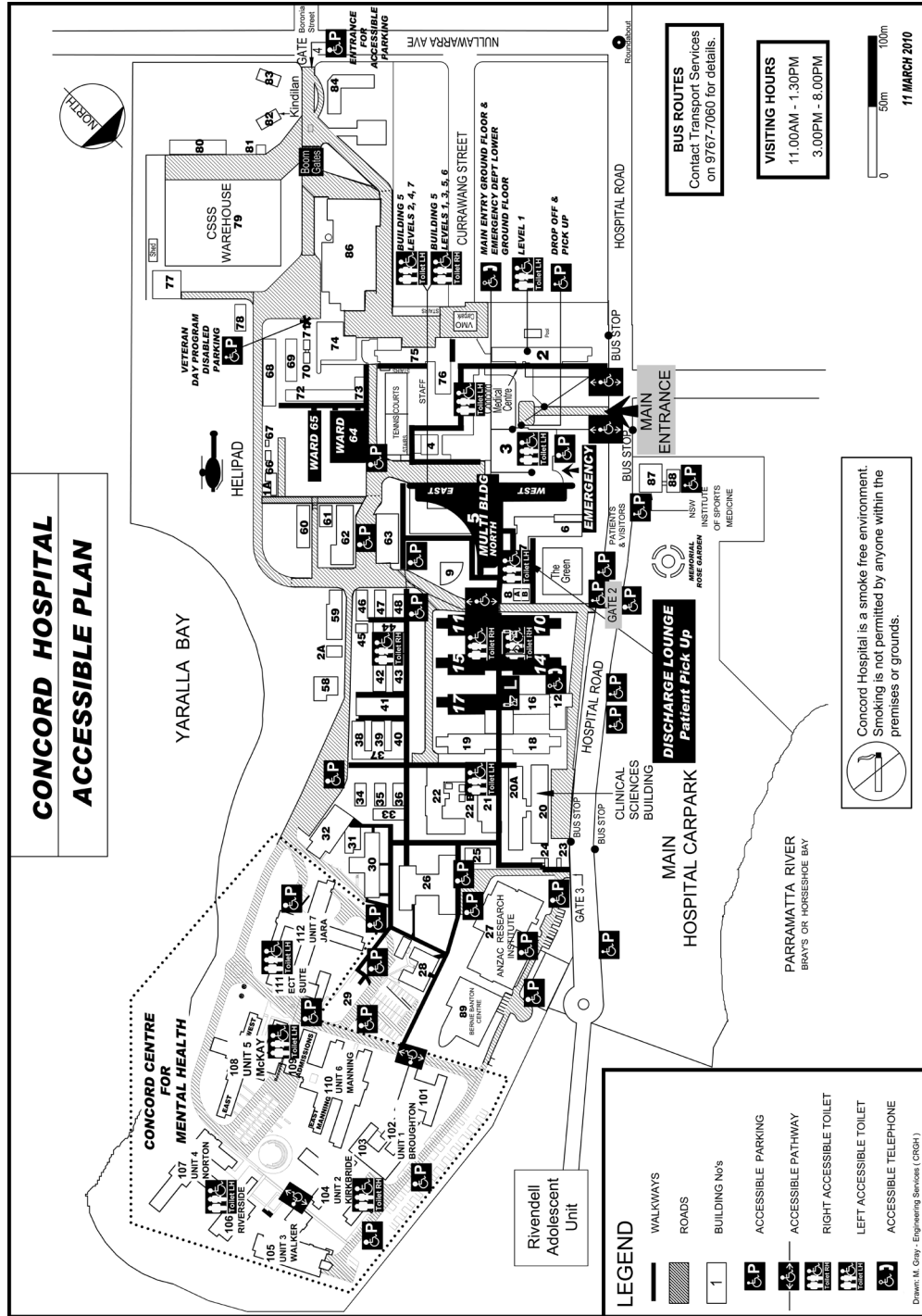
Burns Unit **2:00pm - 8:00pm**
Intensive Care Unit **Midday - 8:00pm**

GENERAL ENQUIRIES 9767 5000

Admissions Department	- 9767 6855
Ambulatory Care Appointment Centre	- 9767 5333
Patient Enquiries	- 9767 6000
Patient Representative	- 9767 7488
Private Patient Officer	- 9767 5654
Interpreter Service	- 9828 6088

This hospital has been accredited continuously since 1978 by
The Australian Council on Healthcare Standards

CONCORD HOSPITAL ACCESSIBLE PLAN



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Please Note:

Correct at time of printing. Subject to change without notice.

WELCOME TO THE HOSPITAL

Welcome to Concord Hospital. We will do our best to make your time with us as pleasant as possible. This brochure is intended to answer a number of questions you may have about the hospital and the services we provide. There are also many people who are happy to answer any questions you have and give you directions around the hospital. Our aim is to provide you with best service possible. If you have suggestions about how we might improve the hospital or the services we provide, please tell us. You can do this directly with staff of the hospital, a letter, email, interview with the Patient Representative, or a note in the hospital suggestion box.

We trust your expectations of Concord Hospital will be met and I wish you well.

Matthew Swanborough
General Manager

MISSION STATEMENT

- Practising clinical excellence
- Leading in teaching
- Contributing to health research
- Responding to the special needs of veterans
- Changing with the needs of the community

STANDARD OF SERVICE

We aim to:

- Enhance the health status of our community
- Deliver quality service and personalised care
- Evaluate performance against standards

We are constantly seeking to improve our care and service. We need you to tell us what you think about our service, whether positive or negative. Should you have any immediate concerns you are welcome to discuss them with the Patient Representative on (02) 9767 7488 or Email: crghpatientrep@sswahs.nsw.gov.au.

ABOUT US

Concord Hospital is a teaching hospital of the Universities of Sydney, Western Sydney, Newcastle, New South Wales, Macquarie University, University of Tasmania and Charles Sturt University, for medical, nursing, pharmacy and allied health training across a range of general and specialty areas.

We are a Tertiary Teaching Hospital and deliver a broad range of specialty and sub specialty services.

Concord Hospital has a comprehensive research program spanning the spectrum from basics, laboratory-based research through to applied clinical research, to population-based studies. An important feature of the research program at Concord Hospital is the multidisciplinary nature of many of the research projects.

We have received continuous accreditation from the Australian Council on Healthcare Standards for the past 28 years.

Further information: www.concordhospital.com.au

CONCORD AS A UNIVERSITY TEACHING HOSPITAL

Exemplary patient care is the underlying theme behind a University teaching hospital. It is also a place where learning to be a good doctor, nurse or other medical professional occurs. One of the most valuable parts of the Sydney Medical Program is the opportunity for students to learn medicine "at the bedside". This necessarily involves interacting with patients and observing their full range of emotional and physical experiences.

University teaching hospitals attract the most talented medical professionals as they offer an opportunity to do research, such as at the ANZAC Institute at Concord. We all benefit from having leaders in their fields caring for patients and teaching students, doctors, nurses and the many other speciality fields that constitute a teaching hospital. In addition, the opportunity to do research and work with outstanding physicians and surgeons attracts some of the best doctors to the hospital enhancing the quality of our medical staff.

The Universities really appreciate the contribution of our Concord patients who readily agree to participate in teaching sessions, examinations and other activities. When you are attending the hospital or come in as a patient you may be approached to join in with our teaching program. At times it may be difficult and we understand that, but would ask for your help when it is possible.

We also respect your wish not to assist in these teaching sessions.

You can join the 'Extended Concord Family' which involves everyone in our goals of good medical care, teaching and research.

CONCORD CENTRE FOR MENTAL HEALTH

The Concord Centre for Mental Health is a modern purpose built facility for patients who require specialist psychiatric inpatient care. It is dedicated to helping people recover and integrate back into the community.

Specialty services provided include admission and assessment, acute and rehabilitation adult services, services for older people and extended adolescent care.

The Centre is open 24 hours a day, 7 days a week for admissions.

Further information: www.concordhospital.com.au

Hospital Website

Information on Concord Hospital (including a map) is available at www.concordhospital.com.au

Security Services

We treat all our clients with respect, dignity and consideration. We ask that our patients and visitors treat all people they meet in the health service with respect. People who behave in an offensive or aggressive manner may be asked to leave the Hospital.

Moving around the grounds safely

Whilst you are an inpatient you need to advise the Nurse Unit Manager or Nurse In Charge when you leave/return to the ward. If not you may be reported as 'missing' and security will conduct a search of the hospital.

Vehicle and car security

The safety of patients, visitors and staff on the grounds depends on how we drive our vehicles. All roads within the grounds have a 10K speed limit.

Access controls

Many areas of the hospital have controlled or restricted access. You are asked to abide by these access restrictions.

Personal belongings

Do not leave personal items in the open for all to see. Ensure that you only bring in items that you need.

DO NOT tell anyone where you keep your belongings.

You are strongly advised not to bring valuables or large sums of money into the hospital. No responsibility will be accepted by the hospital for loss or damage to personal items retained by the patient.

Identification Badges

All hospital staff and authorised visitors must wear an identification badge. If you are approached by anyone without an identification badge please alert the Unit Manager immediately.

ACCESSING THE HOSPITAL

How to get to Concord Hospital

Concord Hospital is located on Hospital Road, Concord and is well serviced by public transport.

By Bus

Two bus routes provide easy access to Concord Hospital from Strathfield Station at Everton Rd, Stand D – North Side.

458 Ryde to Burwood via Rhodes, Concord Hospital, Concord West, North Strathfield and Strathfield Station. *This bus stop is near Gate 3 on Hospital Rd. (Wheelchair bus)*

459 Macquarie University to Strathfield via Concord. *This bus stop is on Concord Rd a short walk from the Hospital. (Wheelchair bus)*

By Train

From the City, trains run to Rhodes via the Northern Line. Concord Hospital is approximately 1 km walk from Rhodes Train Station.

Trains also run frequently to Burwood or Strathfield. As above, buses run from both stations.

Note: Rhodes station has lifts for disabled passengers and there is a taxi tank available if bus transport from Rhodes to Concord Hospital is not appropriate.

By Car

The Hospital is located on Hospital Rd which is off Concord Rd.

The car park is located on Hospital Rd. Parking Fees apply. Disabled parking is available. The proceeds from this are directed to patient care. Your assistance in notifying your visitors of these parking arrangements would be appreciated.

Reduced parking fees are available for visitors of long stay patients.

Disabled Access

Both bus routes provide wheelchair access.

Contact 131 500 or www.sydneybuses.info.com or www.cityrail.info.com for specific details.

Cars/Taxis can drop off disabled passengers at the:

- Main Entrance for the Multi Building and Medical Centre (via Gate 1 Hospital Rd).
- Discharge Lounge and access to wards 10-19 (via Gate 2 Hospital Rd).
- Aged Care and Rehabilitation Building 12 (enter driveway between Gate 2 and 3).
- Concord Centre for Mental Health (via Gate 3 Hospital Road and follow the road to the Admissions centre).
- Drug Health, Eye Clinic and Physiotherapy (via Gate 4 Nullawarra Ave).
- Disabled Parking bays are available across the campus and in the hospital carpark.

Shuttle Service

There is a Shuttle Service that operates on a loop throughout the hospital to assist people with reduced mobility. The service is available Monday – Friday between the hours of 9am – 1pm. The Shuttle Service provides transfers from the Hospital carpark to the Hospital Campus.

Please refer to the Map on the Hospital Website for the designated stops.

When you Arrive

Please enter the hospital through the Main Entrance and proceed to the Main Information Desk, located in the Main Foyer. Wheelchairs are available in the Main Entrance.

Volunteers are available to assist you with directions between 6.30am – 12.30pm (Mon – Fri).

What to Bring

Please use the checklist provided at the back of the booklet (Page 39).

Please bring sleepwear, dressing gown, slippers, toiletries, tissues and any other personal items you need. It would be appreciated if your possessions were labelled with your name/details.

It is essential that you bring your MEDICARE CARD and/or your VETERANS' AFFAIRS ENTITLEMENT CARD, PENSION CARD, PRIVATE HEALTH INSURANCE FUND MEMBERSHIP BOOK OR CARD and relevant x-rays and scans.

Medications

To assist the hospital in identifying your current state of health, you are requested to bring with you all the medications and treatments you are taking.

Getting Ready to go Home

Please ensure that your arrangements for collection and/or transport home are organised before you come into hospital. **You must leave the ward by 10am on the day of your discharge.**

This is very important for two reasons:-

- a) The hospital Emergency Department is not designed for long term care of sick patients. These patients must be transferred to the most appropriate ward for treatment as quickly as possible.
- b) We want to ensure that patients requiring an operation have a bed available to them so that their surgery is not delayed.

Friends or relatives can collect you from the Discharge Lounge on the lower ground floor (via gate 2).

Discharge Lounge

On the day of your Discharge from Hospital, you are required to vacate your **BED by 10.00am**. Please pre-arrange for someone to accompany you home on the day. If you are unable to be collected from the ward by 10.00am it will be necessary to transfer you to a comfortable Discharge Lounge on the lower ground floor (located at Gate 2, off Hospital Road) to wait for your transport to arrive.

Note: Ten minute parking zone is available for pick up only and the Discharge Lounge is open from 8.30am – 7.00pm.

PATIENT FEES

Do you have Private Health Cover?

As a patient of this hospital you are assured of the excellent clinical services and technical support provided by a major teaching hospital.

Using your Health Insurance Fund assists the hospital to provide enhanced services and diagnostic equipment.

The Benefits of Being a Private Patient

- ✓ Choice of Specialist
- ✓ Free daily Newspaper
- ✓ Free car parking for a nominated visitor
- ✓ Simplified billing
- ✓ No Health Insurance co-payments/excess payments for hospital accommodation.

Your choice of Specialist – Enjoy peace of mind knowing that you have direct access to your own Specialist.

Preferential access to single rooms – You may request a single room and you will be given preferential access to single rooms. Please note that single rooms will be allocated to patients based on clinical need and they are limited. If a patient's condition warrants a single room, you will be required to vacate your single room to assist with this clinical need. For enquiries relating to single room costs please contact our Private Patient Officer on 9767 5654 or email: CRGHAdmissions@sswahs.nsw.gov.au.

No out of pocket expenses – If you use your private health insurance hospital cover, we guarantee you will have no out of pocket expenses for accommodation, laboratory, diagnostic, physiotherapy or other Allied Health services at Concord Hospital. Our guarantee includes blood tests, x-rays and scans. (Charges may apply to some prostheses).

The hospital may waive any health insurance co-payment/excess payment for hospital accommodation expenses.

Your private specialist and/or Anaesthetist will bill you directly from their practice. A significant proportion of these accounts can be claimed from Medicare and your Health Insurance Fund.

Private patient extras – Private patients enjoy daily newspapers and free parking for a nominated visitor. This can be organised with the Private Patient liaison officer on 9767 5654 or email: CRGHAdmissions@sswahs.nsw.gov.au

Simplified Billing – No more separate bills, No claim forms, No queues and No fuss!

Sydney Local Health District Service offers a Simplified Billing Service free of charge. If you complete a Medicare assignment form when you are admitted to the hospital, we can act on your behalf and make all claims for hospital charges to Medicare and your Health fund for you.

You will receive ONE STATEMENT which will have an itemised list of all the claims made to Medicare and your fund on your behalf.

Your private Specialist and/or Anaesthetist will bill you directly from their practice. A significant proportion of these accounts can be claimed from Medicare and your health insurance fund.

Enquiries should be directed to the Private Patient Officer on 9767 5654 between 9.00am – 3.00pm [Monday to Friday, excluding public holidays] or via email: CRGHAdmissions@sswahs.nsw.gov.au

Self-Insured (Private Uninsured) Patients

'Self-Insured' – are persons **without** private health insurance, who are covered by Medicare, and wish to be admitted into hospital under the doctor of **their choice**.

If you do not have Health Insurance you are still entitled to be admitted as a Private Self-insured Patient and enjoy the same benefits as a Private Patient whilst paying a competitive rate for your hospital accommodation.

There is an up front *payment for accommodation, with an option of a shared or single room. There is **no** Medicare rebate for this charge. Specialist medical charges (for example surgeon or anaesthetist's fees) are **not** included. You need to discuss these costs with your doctor. However, you can claim a significant proportion of these costs from Medicare.

Note: If your expected length of stay changes, you will receive an amended invoice to finalise payment.

(*Current Department of Health Public Hospital accommodation charge per day of stay)

What do I need to do?

- Discuss medical costs with your doctor in advance;
- Produce a valid Medicare card on admission;
- Pay the accommodation charge at the Hospital Cashier's Office in the Main Foyer of the Hospital any time prior to your admission (Present receipt at booking interview).

If you have any questions regarding these issues, please contact the Private Patient Officer on 9767 5654 or the Admissions Department on 9767 6855 (Monday – Friday, 09:00am – 4:30pm, excluding Public Holidays).

Workers Compensation, Third Party and Public Liability Compensation

If you are entitled to claim for compensation or damages in respect of an injury, illness or disease, the hospital requires:-

- (a) your employer's details and contact number,
- (b) the Insurance Company claim number and contact details.

Compensable patients are also asked to make an election as to whether they wish to be a private or public patient in the event that their claim is **NOT** successful.

Medicare Patients

- are Australian residents or other eligible people under Medicare.
- are treated by a **doctor nominated by the hospital**.
- are accommodated in a shared room.
- will not be charged for accommodation, diagnostic, medical, nursing or other services provided.
- **do not** receive the doctor or specialist of their choice.

Overseas Patients

If you are a visitor from overseas and not entitled to a Medicare Card, please bring your passport to the hospital and pay for your accommodation, laboratory, medical and pharmaceutical expenses prior to your admission date.

Note: Additional costs may be billed on discharge.

Reciprocal Health Care Agreements

Australia has Reciprocal Health Care Agreements with New Zealand, Ireland, the United Kingdom, the Netherlands, Sweden, Finland, Norway, Italy, Malta and Belgium. Visitors from these countries are entitled to public hospital care (as public patients). Passport proof of origin is required **if their condition or injury requires treatment before their departure from Australia**.

Reciprocal Health Care Agreement – Highly specialized drugs only entitled to one month at co-payment price, then full cost is charged.

Partial exception: Visitors from Ireland and New Zealand are only entitled to public hospital care, and must present their passports before treatment as they are not issued with Medicare cards. Visitors are eligible for the duration of their stay.

Exception: Visitors from Italy and Malta are covered for a period of six months only. The Agreements do not cover treatment as a private patient in a public or private hospital. **People visiting Australia for the purpose of receiving health treatment are not covered under the Agreements.**

If you have any enquiries please contact Sydney Local Health District Finance Department on telephone number 9515 3463.

Pharmaceutical Costs

Overseas Inpatients (Medicare ineligible) are charged the full cost of Medications after discharge. Overseas Outpatients are charged prior to supply being given (This includes overseas students).

Medicare eligible patients who are entitled to PBS S100 drugs have to pay a copayment on discharge.

Methods of Payment

You may pay accounts at the Hospital Cashier's Office, located on the Ground Floor of the Main Entrance, by cash, bank cheque, travellers cheque (exact amount in AU\$), MasterCard, Visa, American Express, Diners Club. **EFTPOS** is also available Mon – Fri between the hours of 7:30am – 5:00pm.

Enquiries – please contact 9767 6798 or 9767 7743 (Concord Hospital Cashier).

Payment by credit card will be accepted over the phone by our Area Finance Department on telephone: 9515 9176; Toll free: 1800 801 953 (between 07:30 – 04:30pm Monday to Friday).

Please quote your Hospital Reference Number, Name, Date of Admission, Specialist's name, Length of Stay and total amount payable.

You will be issued with a receipt number to present to the Admissions Department staff on the day of your admission.

GENERAL INFORMATION

Valuables

You should only need to bring sufficient cash for personal items such as newspapers or cafeteria purchases (unless you are required to pay accommodation fees). You are strongly advised not to bring valuables or large sums of money into the hospital. **No responsibility will be accepted by the hospital for loss or damage to personal items retained by the patient.** Personal items include: your property, dentures, jewellery, equipment (walking sticks, hearing aids, glasses) etc. If necessary, valuables and money can be handed to the Nursing Manager for safekeeping with the Cashier. Receipts will be issued for money or valuables deposited at Cashier, and cash and valuables can be collected at the Cashier's Office upon presentation of your original receipt. The Cashier's Office is open Monday – Friday, 7:30am – 5:00pm (excluding Public Holidays) for the return of the valuables. Please note: All electrical equipment brought into the hospital must be checked by an electrician at the hospital prior to use.

Interviews with Medical Staff

Should one of your relatives wish to talk to the doctor on your behalf, the Nursing Manager or Nurse In Charge will be pleased to arrange an interview at a mutually convenient time.

Visiting Hours

The **visiting hours of most wards are 11:00am – 1:30pm and 3:00pm – 8:00pm.** In some critical care areas (for example, Burns, Coronary Care and Intensive Care Units) children less than 12 years of age will only be permitted to visit at the discretion of the Nursing Unit Manager or Nurse In Charge. To avoid disturbance to other patients, visitors should be restricted to **TWO PER PATIENT** at any one time.

Visiting Hours for: Burns Unit – 2:00pm – 8:00pm
Intensive Care Unit – 12:00 midday – 8:00pm
(may be Negotiated with the Nurse Unit Manager)

Please note: The hospital is locked down between the hours of 11.00pm – 5.30am. Access can only be granted by Security Services, located at the Main Gate. The Emergency Department is accessible 24-hours a day. Flowers are not allowed in wards 5 East, Burns Unit or ICU.

Visitors with colds, flu or gastroenteritis are requested not to visit the hospital while they are unwell.

Pre-Admission Clinic

In order to provide a smooth service, all patients scheduled for surgery should attend the hospital for a booking interview and/or Pre-Admission Clinic (PAC) assessment **PRIOR** to their date of admission.

If you have not been notified by the hospital of your appointment time to attend PAC, please contact Admissions on 9767 6855 at least one week prior to your scheduled admission date.

It is important to note that your operation will not proceed without your signed consent form. If you have not already signed your consent form, you have the opportunity to do so when you attend the Pre-Admission Clinic.

Consent

YOU MUST SIGN YOUR CONSENT FORM PRIOR TO ADMISSION IN ORDER FOR YOUR SURGERY TO PROCEED.

If you require further surgical information before signing your consent form please make another appointment with your doctor prior to the date of your admission.

Country Patients

Pre-Admission Clinic Assessment

If you are unable to attend the Pre-Admission Clinic at Concord Hospital please ensure your General Practitioner (GP) completes the pre-operative tests required and forwards results to the PAC clinic on fax number 9767 9041. The hospital should have sent a letter detailing the tests required. If no letter is received, please contact Admissions on 9767 6855 or the website.

Hostel (see below)

Isolated Patients Travel & Accommodation Assistance Scheme (IPTAAS)

Financial assistance is available for people living in isolated and remote areas of NSW who have to travel more than 100kms (one way) to access specialist treatment.

Hostel

The Hospital has an on-site hostel that provides accommodation for patients who are self caring, independent and;

- Required to remain on campus for various reasons (eg. dressing education or Dialysis treatment).
- Live outside of the Sydney metropolitan area and who are required to be admitted to the hospital by 0700 hours the next day.
- To attend Doctors appointment within Concord Hospital campus (**no outside appointments**).

Carers of critically ill patients, who live outside of the Sydney metropolitan area and who are required to be frequently available to support the patient may access accommodation for a maximum of three nights. This will provide time to seek alternate accommodation external to Concord Hospital. A list of Hotels is available from Commercial Services Support Unit office. Contact number 9767 7163. Hostel accommodation is limited.

Ward Accommodation

Concord Hospital multi level building provides contemporary ward accommodation over seven levels which include single, double and four-bed rooms, each with its own bathroom. Other wards provide single, double and four bed rooms. Same day wards provide shared accommodation.

Bedside Telephone & Television Services

The wards have these services available for your convenience. To make a telephone call, you require a "Phoneaway" card. These cards can be purchased from most Newsagencies. On the Hospital grounds, they can be purchased from the Newsagent or Cashier's Office. Amplifiers are available for inpatient phones. Please ask Nursing staff for more information.

For television rental costs, please contact 1800 063 829 (free call).

In courtesy to others, please advise your callers that they should not call after 9.30pm to your bedside phone on the ward.

Smoking

Smoking in the Hospital and grounds

For health and safety reasons, smoking is not allowed in any building or on the grounds of the hospital. This includes lift foyers, corridors and passageways, walkways and ramps, verandahs, tunnels, loading docks and grassed areas and roads within the hospital.

Should you experience difficulties not smoking for the duration of your admission stay at this hospital, you are requested to discuss your concerns and options with your doctor.

Smoking and Elective Surgery

Smoking increases the risk of serious heart, lung and wound infection complications after surgery. Much of this increased risk is avoidable but you must quit smoking at least 6 weeks before surgery. In some circumstances, smoking increases the risk so greatly that surgery must be deferred. We strongly advise that you discuss this with your surgeon or GP well before the date of planned surgery. Quit smoking advice can be obtained from the hospital (phone 9767 8320) or you can also call the QuitLine 137 848.

Fire

In the unlikely event of a fire, hospital patients and their visitors should remain in their ward and await instructions. Your ward staff are specially trained to deal with these emergencies and it is important for your own safety, that you do not leave the ward until you are asked to do so by the Nursing Manager.

INTERPRETER SERVICES

You have the right to a free, qualified and confidential Interpreter. It is hospital policy to use qualified interpreters to communicate medical, social or any other problems you may experience. If you require the Interpreter Service to assist you when you are being admitted, you should complete the relevant section of the Patient Registration form or if you need assistance completing the form, please telephone 9828 6088.

This hospital offers a 24 hour interpreter service. If you would like an interpreter, please advise the staff when you are in hospital.

ARABIC

تتوفر خدمة الترجمة في هذا المستشفى طوال الأربعة وعشرون ساعة.
الرجاء طلب مترجم اذا كنت في حاجة الى هذه الخدمة.

ARMENIAN

Այս հիւանդանոցը 24 ժամ թարգմանութեան սպասարկութիւն ունի: Եթէ թարգման մը ուզէք, խնդրեմ լուր տուէք աշխատակազմին երբ հիւանդանոցն էք:

CHINESE

本醫院提供二十四小時傳譯員服務。如果你需要傳譯員，就請提出。

CROATIAN

Služba Tumača ove bolnice je na raspolaganju 24. sata.
Ako Vam je potrebno, zatražite Tumača.

FARSI

خدمات ترجمه ۲۴ ساعته در این بیمارستان ارائه می‌شود. اگر مترجم می‌خواهید لطفاً وقتی در بیمارستان هستید به کارمندان بگویید.

GREEK

Αυτό το νοσοκομείο διαθέτει διερμηνείς 24 ώρες το 24ωρο. Ζητήστε διερμηνέα αν χρειάζεστε βοήθεια στη γλώσσα σας.

ITALIAN

Questo ospedale offre un servizio di interpreti durante le 24 ore. Se ne avete bisogno, fatene richiesta.

INTERPRETER SERVICES

JAPANESE

この病院では、24時間通訳のサービスをご利用いただけます。
もし通訳が、必要でしたら申し出て下さい。

KOREAN

이 병원에서는 24시간 통역 서비스를 제공합니다. 통역을 원하신다면 요청하시기 바랍니다.

MACEDONIAN

Оваа болница нуди 24 часовна преведувачка служба.
Ако сакате да имате преведувач, ве молиме да побарате.

POLISH

W tym szpitalu jest czunna całodobowa służba tłumaczy.
Prosimy zgłosić się jeżeli potrzebujesz tłumacza.

PORTUGUESE

Este hospital oferece um serviço de intérpretes 24 horas.
Se você necessitar de intérprete, por favor peça.

RUSSIAN

В этом госпитале переводческие услуги предоставляются круглосуточно. Если вы нуждаетесь в услугах переводчика, попросите об этом.

SERBIAN

Служба тумача ове болнице је на располагању 24 сата. Ако вам је потребно затражите тумача.

SPANISH

Este hospital ofrece un servicio de interpretes las 24 horas del dia. Si usted desea un interprete, por favor pidalo.

TURKISH

Bu hastane 24 saat tercümanlık servisi sunmaktadır. Eğer tercüman arzu ediyorsanız, lütfen sorunuz.

VIETNAMESE

Bệnh viện này có dịch vụ thông dịch 24 giờ. Nếu quý vị cần thông dịch viên, xin vui lòng hỏi chúng tôi.

Public Telephones and Mail

There are a number of public telephones available throughout the hospital. Please ask ward staff for directions to the nearest telephone. Public phones require a Phone Card. Any mail addressed to you should have your family and given names clearly printed. All public telephones are wheelchair height accessible and are located in the main foyer, emergency department and the hospital cafeteria.

Mobile Phones

Mobile phones may be used in open areas, but not within two metres of any patient. When used close to medical devices mobile phones are known to interfere with the correct functioning of these devices.

Internet Cafe

Patients and visitors can use the Internet Cafe on the Green, located on the Lower Ground Floor [Bldg 6]. Cost \$2.00* for 20 minutes.

* **Please Note:** Correct at time of printing. Subject to change without notice.

Retail Outlets on Campus

Chemist

Located in building 2 (near the Medico's Café).

Telephone: 9767 8444

Hours: Monday – Friday (8.30am – 6.30pm)

Saturday – (9.00am – 1.00pm)

Sunday – Closed

Newsagent

Located on the lower ground floor between building 6 & 7 (Cafeteria entrance).

Telephone: 9767 7306

Hours: Monday – Friday (7.00am – 7.00pm)

Saturday – (7.00am – 6.30pm)

Sunday – (8.00am – 3.00pm)

Florist

Located on the ground floor of building 5 (Main Building) – Main Foyer.

Telephone: 9767 5808

Hours: Monday – Friday (9.00am – 6.00pm)

Saturday & Sunday – (10.00am – 5.00pm)

Food

See page 18 – Meals and Beverages.

Waste Minimisation and Segregation

CRGH's waste management focus is on waste minimisation, correct segregation and recycling where feasible. Please assist us by placing your waste in the appropriate bin and reusing/recycling where ever possible.

Allied Health Services

The hospital provides Allied Health Services to assist you in your treatment while in hospital and access to community treatment or services when you are discharged. Allied Health Services include Physiotherapy, Nutrition and Dietetics, Occupational Therapy, Podiatry, Psychology, Social Work and Speech Pathology. Should you require these services, ask your ward staff to arrange a referral.

Hospital Pharmacy

Located on the Ground floor. Hours 9.30am – 4.30pm.

Concord Hospital Equipment Loan Pool (CHELP)

Located in Building 21, this service lends equipment on a short term basis (up to 12 weeks) for those patients requiring aids for daily living (e.g. bathing aids, walking aids) after discharge from hospital. The hospital's Occupational Therapists and Physiotherapists must arrange the loan while you are an inpatient. The Loan Pool is open 8am – 4.30pm, Monday – Friday, excluding Public holidays. Enquiries: 9767 7919.

Chaplains

Chaplains and Lay Pastoral Care Visitors attend the hospital wards on a regular basis. Full-time Anglican and Catholic Chaplains are available on call 24 hours a day. Please speak to a member of the nursing staff if you wish to see a Chaplain at any time. The Chaplains are able to arrange for a visit from representatives of other faith groups when requested. They are happy to provide a listening ear, sympathetic company, and spiritual support where appropriate, whether or not patients see themselves as people of faith. The Chaplains are also able to assist people needing a Justice of the Peace.

You are not required to provide information on your religious preference when you are admitted to hospital. However, this information will enable Chaplains to provide appropriate assistance.

The hospital's Ecumenical Chapel is located between the main multi-story building and Ward 11, and is open at all times for those who wish to use it as a place for quiet prayer and reflection. Regular services and meetings take place there, and these are advertised on the Chapel notice boards. There are also a number of quiet rooms in the hospital which may be used for prayer by those unable to use the Chapel. (Details available at the Main Information Desk.)

Visits by Ex Service Organisations (ESO)

Ex-service organisations such as RSL, War Widows Guild and Battalion Associations make regular visits to Veterans and War Widows when they are in hospital.

If you are a veteran or war widow and wish to decline such visits by ESOs you will need to advise the Admitting Officer on the day of admission.

Meals and Beverages

The hospital provides a choice of meals, however, your doctor may place you on a special diet as part of your treatment. If you have any special meal requirements for dietary or religious reasons, please discuss them with the Nursing Unit Manager. Morning tea, afternoon tea and supper are also provided.

Visitors may purchase meals and snacks from the Cafeteria located on the lower ground floor next to the Newsagency as well as from Medico's Coffee Shop located in the Medical Centre.

- Café on the Green (cafeteria) is open 7 days a week from 6.30am to 7.00pm. Hot food – Breakfast 6.30 to 9am, Lunch 11am to 2pm and Dinner 4pm to 7pm. Snack bar from 9.30am to 2.30pm (Monday-Friday). Serving hot meals, hamburgers, hot and cold snacks, sandwiches, rolls and wraps, sushi, cold drinks, coffee and tea, cakes.
- Medico's Coffee Shop is open Monday to Friday from 7.00am to 3.45pm – serving café style meals for breakfast and lunch, made to order sandwiches and foccacia, cakes and slices, coffee, teas, cold drinks. Note: Kitchen and sandwich bar close at 2.00pm.
- Coffee Cart – Made to order Coffee to go, tea, cold drinks, a selection of muffins, pastries and biscuits – located in the main foyer next to the Florist – open Monday to Friday 7am to 3.00pm.
- Juice Bar – Made to order fresh juices and smoothies, a selection of sandwiches, wraps, salads and quiches, cold drinks – located in lower ground floor walkway, next to the conference rooms – Monday to Friday 7.30am to 2.30pm.
- The Bakery – Baking fresh – a selection of bread rolls, scones, danish pastries, croissant, gourmet mini pizza, savoury pies – located on the lower ground floor walkway next to the Juice Bar. Monday to Friday 7.30am – 2.30pm.

Vending Machines are located around the facility.

NB During Christmas and Public Holidays the hours of operation may vary.

Inability to Admit

The hospital will make every endeavour to admit you on the proposed admission date.

On occasions, the hospital needs to accommodate an unexpected increase in its emergency work and it is not always possible to admit all elective patients. As soon as a problem becomes apparent, the hospital will telephone you to discuss the situation with you.

DISABILITY ACCESS AND SERVICES

Please advise pre-admission clinic or ward staff if you will require equipment during your hospital stay so this may be organised prior to you being admitted.

Staff also need to be advised if you are bringing your own equipment or guide dog.

Disabled Parking

There are a number of disabled parking areas throughout the hospital and in the Hospital Road carpark. Please visit the main Security Office for a map, visit the hospital website or phone 9767 6223.

Disabled Toilets

Toilets for disabled people are on every level of the main building. Toilets on Levels 1, 3, 5 and 7 suit those that require left side access. Levels 5, 2, 4 and 6 suit individuals who require right side access. In the Medical Centre the toilet for disabled people is located on Level 2. Toilets are also located in the Aged Care and Rehabilitation Precinct between building 12 and building 16.

EnableNSW

EnableNSW (previously PADP)

EnableNSW is a state wide government service providing equipment (self-care, mobility aids etc), home oxygen, continence products, Enteral Nutrition and respiratory consumables to eligible residents. A health professional must be involved to assess and prescribe equipment. An Application Form must be completed by the consumer, as well as an Equipment Request Form by the prescriber. Consumer enquiries (including repairs and maintenance) can be made to the EnableNSW Service Centre (1800 362 253 or enable@hss.health.nsw.gov).

Public Telephones

A wheelchair height telephone is available in the Emergency Department, Main foyer and in the hospital cafeteria.

Telephone amplifier (for hearing impaired): Can be borrowed from Building 4 switch, Building 73A Commercial Services and Building 3 Executive Unit.

A TTY (teletypewriter) phone is available in the Main Foyer of the hospital

MY WISHES

What is Advance Care Planning?

Advance Care Planning (ACP) is the process of thinking about and communicating with people close to you about how you would like to be treated in the future if you cannot speak for yourself at the time. This may happen if you had a progressive condition like dementia or became too ill to communicate. ACP is relevant for everyone, but particularly for people with progressive, life-limiting conditions.

What are the benefits?

- Future decisions by others will better reflect your wishes.
- It helps you raise sensitive issues about future care with your loved ones.
- People making decisions for you will be clear about what your wishes would be.
- It reduces the likelihood of confusion or conflict at time of difficult decision-making.

What does ACP involve?

- Making sure there is someone who is clearly identified as a substitute decision maker for you if the need arises.
- Having open and frank discussions about your condition and prognosis with your GP and any specialists who are caring for you.
- Talking to the person(s) who may ultimately be making decisions for you about your values and wishes regarding the type of care and interventions you would want for yourself toward the end-of-life.
- Continuing these discussions over time as your wishes may change as your health and lifestyle changes.
- Considering documenting your values and wishes in a written advance care plan and making sure you give copies to your GP and to anyone who may be called on to make decisions on your behalf in the future.

How can I get further information?

- Talk to your GP. Tell them there is information aimed at GPs on the My Wishes website – www.mywishes.org.au
- Talk to other health care staff who may be involved in your ongoing care or facility staff if you, or a person you are caring for, is in a nursing home or hostel.
- Consult the My Wishes website for a range of further information about advance care planning.

What if a person can no longer make their own decisions?

- The person's substitute decision-maker(s) can consider and document the values and wishes they believe the person would have expressed themselves if they were able to.
- Having these considered and documented will make it easier if important decisions have to be made about the person's care toward the end-of-life.

For further information go to: www.mywishes.org.au

WHAT YOU CAN DO TO HELP PREVENT INFECTION

The prevention and control of infections is everyone's responsibility including staff, doctors, patients and visitors.

Some patients have a higher risk of infection due to their underlying condition or pre-existing infections. Clinical staff will take every measure to minimise the risk of infection developing or spreading. Concord Hospital is committed to providing high quality care in a safe and clean environment.

Before Admission

Reduce your own risk by:

Quit Smoking: Try to quit or at least reduce the number of cigarettes you smoke, as smoking can slow down the healing process.

Weight Loss: People who are overweight have an increased risk of infection. Eating a balanced, healthy diet and exercise may help you reduce your weight for surgery.

- If you do develop an infection before admission (skin, dental, respiratory, bladder or bowel) see your doctor for a review as they may need to speak to your surgeon.
- Complete your **health history**, as some circumstances may require additional precautions or pre-admission screening, for example, history of MRSA or planned joint replacement. Do not worry this just helps us plan your care during your stay.

During your stay

Hand hygiene is important:

- Wash your hands after going to the bathroom and before eating.
- Don't be afraid to ask for help if you need assistance with hand hygiene or going to the bathroom.
- **Our staff are professional and do not mind being politely questioned or reminded about hand hygiene.**
- If you have an intravenous drip, it will have a clear dressing over the area. Do not touch the area if the dressing becomes loose or the area becomes red or painful – tell your nurse and they will check it for you.
- Do not touch your wound or any other devices such as drip, catheters or drains. Tell your nurse promptly if it becomes loose.
- You can expect your hospital environment to be kept clean and tidy. Keeping the tables and locker uncluttered will assist the cleaning staff to access all surfaces.

What visitors can do to help prevent infections?

- Avoid coming to the hospital if they are feeling unwell.
- If visitors have suffered from any form of gastro (vomiting/diarrhoea), they should not visit for 48 hours after symptoms have ceased.
- Children that are unwell or just recovering from an illness should not be brought to the hospital.
- **Visitors are welcome to use the hand washing sink or alcohol rub/gel to clean their hands when entering and leaving the wards.**
- Visitors should not touch the relative/friend's wounds or devices, eg drips.
- Visitors should not sit on the beds or use the patients bathrooms. Please ask staff where the nearest public toilet is located.

Any questions?

If you have any concerns you can always talk to the nurse in charge, the Nurse Unit Manager or the Patient Advocate.

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

Everyone seeking or receiving health care in Australia has certain rights and responsibilities. They include the right to access, safety, respect, communication, participation, privacy and to comment on their care.

This section provides information on how these rights are achieved in the NSW public health system and the responsibilities that come with them.

Everyone has an important role to play in achieving health care rights and contributing to safe, high quality care.

Genuine partnerships between those receiving care and those providing it lead to the best possible outcomes.

Access

You have a right to health care

In NSW, the public health system offers high quality services for a range of health care needs. You will be given access to services on the basis of a medical assessment of your condition and the urgency of your need for treatment.

Health care services are open to everyone regardless of gender, marital status, disability, culture, religious beliefs, sexual orientation, age or where they live in NSW. If the care required is not available locally you will be transferred.

Under Medicare some of these services are free or subsidised.

Emergencies

In the event of a medical emergency, ring Triple Zero (000) and ask for an ambulance. Treatment is free at public hospitals to permanent Australian residents.

Highly qualified health care professionals will determine the urgency and seriousness of your condition and the type of treatment you require. Patients are treated according to who is the sickest and needs the most immediate attention, not on the basis of who arrives first.

Visitors to Australia, who require immediate and necessary treatment, may be entitled to Medicare cover under Reciprocal Health Care Agreements with their country. For information about Medicare eligibility go to: www.medicare.gov.au or ring 132 011.

Non-urgent health care

If you have a minor illness or injury you should visit a general practitioner or an after-hours medical centre.

If you can't get to a doctor or after hours medical centre you can ring *healthdirect Australia*, a 24-hour telephone health advice line 1800 022 222. A Registered Nurse provides expert health advice.

Access to surgery

If your treatment requires surgery and is not urgent you may need to wait. If you are waiting to be treated in hospital and are worried, contact the Waiting Times Coordinator for your health service. For contact details visit: www.health.nsw.gov.au/hospitals/waitingtimes or ring the Surgery Access Line on 1800 053 456.

Ambulance services

Ambulance services are not covered by Medicare. You are responsible for paying any fees regardless of whether or not you requested the ambulance. For further information about ambulance fees visit: www.ambulance.nsw.gov.au

You will not be charged with ambulance fees if you

- Hold a Pensioner, Veterans' Affairs or Health Care Card.
- Are covered by Third Party or Workers Compensation insurance.
- Need to be transferred from public hospital to public hospital for service or care.

Public and Private health care

You have the right to use public services as a public or private patient. If you choose to be treated as a private patient you are responsible for the cost.

Some items such as TV hire, particular prescription drugs and appliances, are not covered by Medicare or Private insurance. Contact the admissions office at your hospital to find out.

In an emergency you, or the people supporting you, will be told about these costs by the hospital's admissions office.

Safety

You have a right to safe and high quality health care

You will be given access to the services you require. Your treatment and care will be based on your assessed needs, regardless of your financial situation or whether you hold private health insurance.

If you require urgent care to prevent loss of life you will receive it immediately.

It is important to tell your health care provider your medical history including allergies and any medications taken.

Open Disclosure

NSW Health is continually reviewing the way things are done to ensure the safest and highest quality care. We gather information on any incident that might compromise care even if it did not cause harm.

If something goes wrong with your treatment or care we will tell you about it as soon as possible. We will apologise, explain what happened, tell you about the possible effects and what we are doing to prevent it happening again.

To read more about how we handle health care incidents go to: www.health.nsw.gov.au/policies/pd/2007/PD2007_040.html

Respect

You have the right to respect, dignity and consideration

You will be treated in a manner that shows courtesy and consideration for your culture, beliefs, values and any personal characteristics, such as gender or disability.

Visitors

Your right to receive visitors will be respected and you will be given privacy.

You have the right to have visitors with guide dogs.

Respecting others

You have the right to be treated with respect and we ask that you show this courtesy to others. We ask people seeking or receiving care, their families, support people and visitors to:

- Respect all policies and practices, such as visiting hours, infection control measures, smoke-free zones and limitations on the use of mobile phones around medical equipment.
- Not damage or take without permission, any health service equipment, stores or property
- Not harass, abuse, threaten or put any person at risk of physical or psychological harm.

NSW Health has a zero-tolerance approach to threatening, abusive or violent behaviour by any person. We will take appropriate action to protect people and property.

For a copy of NSW Health's Zero Tolerance Response to Violence in the NSW Health Workplace go to: www.health.nsw.gov.au/policies/PD/2005/PD2005_315.html

Communication

You have the right to be informed about services, treatment, options and costs in a clear and open way

Health care providers will explain your condition, the proposed treatment, as well as the risks and the alternatives. They will also ask questions to make sure they provide the best possible care. You can contribute by being open, honest and asking questions when you do not understand.

Interpreter Services

You can have an interpreter if you speak another language. This is a free service. Translation services can be provided in person or by phone and are available seven days per week. Ask staff to arrange an interpreter for you. AUSLAN Interpreters are also available.

Support people

You can have a relative, carer or other support person to help you communicate with health professionals but you must agree to that person being involved in your affairs.

NSW Health recognises that sometimes your support person may be under 18 years of age. We respect the role of younger carers. They will be included in your treatment and ongoing care and given information on where to get support.

We also recognise that people with disabilities have a range of support needs. In this case, family members, carers and other support people may be asked to assist you and the health care staff. However they are not obliged to help.

You will also be asked to provide the name and contact details of the person who can give consent for procedures if at any time you are too ill to give that consent yourself.

Providing information

Give your health care provider as much information as possible about your health, including any allergies, medical conditions or disabilities. Tell them if you use other medicines or remedies and whether you smoke, use alcohol or other recreational drugs.

Tell your health care provider:

- About any changes to your condition and any reactions during treatment.
- If you are being treated for the same problem by someone else.
- If you do not understand why you have been referred for tests or treatments.
- If religious or cultural beliefs make it difficult to have treatment.
- If you want to be treated as a private patient and ask for an estimate of the costs.
- If you have made a decision not to follow treatment advice and not attend appointments.

You will be regularly asked to confirm your name, date of birth and other details before any procedure or surgery and whenever you are transferred to another service for care. This ensures that you are correctly booked in for the right procedure by the right person at the right time throughout your treatment.

Participation

You have the right to be included in decisions and choices about care

Throughout your visit, health care providers will discuss treatment plans with you. You are encouraged to take part in these plans, including transfers to other services and your discharge from hospital.

You are encouraged to ask questions and talk with your other health care providers and relatives before making decisions.

You have the right, where circumstances permit, to have a relative, carer or other support person with you at all times.

10 Tips for Safer Health Care has been developed by NSW Health to help patients take a responsible role in decisions affecting their health care.

The pamphlet can be downloaded at: www.health.nsw.gov.au/quality/10tips

Seeking a second opinion

You have the right to seek a second opinion on treatment that has been recommended for you. Depending on the nature of your condition the health service will provide advice on the availability of an alternative medical practitioner.

Consent

You must give consent before receiving treatment. In most cases this will be verbal consent. Written consent is required for some procedures, such as surgery.

You have the right to withhold consent. In this case you will not receive treatment. In a life-threatening emergency where you are too ill or unconscious, consent is not required.

Consent by others

Children under the age of 14 years must have the consent of a parent or guardian.

Children between the ages of 14 to 16 years usually give their consent jointly with their parents or guardians; however they can give sole consent as long as they show that they fully understand the proposed treatment.

If you are unconscious or too ill to give consent yourself, a relative, carer or other person close to you can give consent for treatment considered by qualified health professionals to be in your best interests.

If this person is unavailable the Guardianship Tribunal can give consent. For more information visit: www.gt.nsw.gov.au or ring: 1800 463 928.

Research and education

You may be asked if students or health employees in training can be present while you are receiving care or treatment. This practice contributes to the development of professional skills. You may also be asked to participate in medical research.

You have the right to say no to these requests. Your decision will not be put in your records and will have no bearing on your treatment or access to services in the future.

Community involvement

NSW Health seeks to involve the local community in the planning and delivery of local health services. If you would like to be involved contact the consumer and community participation office at your local health service.

Privacy and Confidentiality

You have a right to personal information being kept private and confidential

Your medical information will be kept secure. The information may be shared with other health care providers to help make decisions about your treatment.

You have the right for the confidentiality of your condition and treatment to be maintained.

The right to medical record information

You have the right to speak to a health care worker about the information contained in your medical record. You can also request a copy of your medical record.

Requests to view or obtain a copy of a medical record are made to the Manager of the health service you attended.

Other people, such as a family member or legal guardian can view your medical record if authorised. For further information go to: www.health.nsw.gov.au/policies/pd/2005/PD2005_593.html

Breach of privacy

Sometimes your doctor may decide that the information contained in your health records may adversely affect your physical or mental wellbeing. At other times the contents of the record might breach another person's privacy. In these cases you might be denied access to your records.

You, and others who are authorised, have the right to take the matter further.

Under *Health Privacy Legislation (section 12.3)* you can ask for an independent doctor to review the contents of the medical record and make a recommendation.

If access is still denied you can request more senior managers in the health service conduct an internal review.

For further information speak to the Privacy Contact Officer in your health service or go to: www.health.nsw.gov.au/policies/gl/2006/GL2006_007.html

The NSW Privacy Commissioner can also investigate complaints about privacy. For more information go to: www.lawlink.nsw.gov.au/privacynsw

If you are not satisfied with the outcome of an internal review you have the right to apply to the Administrative Decisions Tribunal. For more information go to: www.lawlink.nsw.gov.au/adt

Special circumstances where medical information may be disclosed

Aspects of medical information can be released in special circumstances. These include:

- Notifying infectious diseases
- Notifying suspected child abuse
- Where there is a serious threat to a person's health or welfare
- Finding a missing person
- Where there is a court order or when offences have been committed and the information is necessary for law enforcement.

Aspects of personal health information may also be disclosed for research projects. In this case the use of patient information must comply with strict protocols and be approved by a Human Research and Ethics Committee.

A privacy leaflet containing more information is available in English and other languages at: www.health.nsw.gov.au/policies/pd/2005/PD2005_593.html

Comments, Compliments and Complaints

You have the right to comment on care and have your concerns addressed

NSW Health wants to hear your comments on health care. It is important to know when things require improvement and when they are going well.

Compliments

Compliments provide a clear indication of what you seek in high quality care. They also boost morale and encourage health employees. Health services make sure compliments are passed on.

Complaints

It is best to resolve complaints with your health care provider in the first instance. Try to remain calm and be as clear as possible about what happened and how you would like it resolved.

It is a good idea to keep a note of the time and date of the discussion, what was discussed and what agreements might have been reached.

Alternatively you can contact the health manager or patient support officer during business hours. Out of these hours you can contact the senior nurse on duty. These people will ensure your complaint is treated confidentially as well as:

- Answer questions about services, policies and procedures
- Help you identify concerns
- Assist with any specific needs you have in hospital
- Keep you informed about the complaint process and outcome.

If you are not satisfied with the outcome you can contact your health service.

Health Care Complaints Commission (HCCC)

The HCCC is independent of the public health system. Anyone can lodge a complaint with the HCCC. Complaints must be in writing and there are officers who can assist you. Visit: www.hccc.nsw.gov.au

The HCCC has a Telephone Interpreter Service. Ring 13 14 50.

More information is available at the *Your Health Care Concerns* website. Go to: www.health.nsw.gov.au/hospitals/healthcare

CONTACTING THE PATIENT REPRESENTATIVE

The Management and Staff of Concord Repatriation General Hospital are committed to meeting your needs and respecting your rights. If you have any concerns about our service you should:

1. Tell your Doctor or the Nursing Unit Manager [NUM] who may be able to assist you with any difficulties as and when they arise.
2. If your problem is not resolved please contact the Patient Representative either verbally or in writing. The Patient Representative will raise the matter with the appropriate staff members and advise you of the outcome in a timely manner.

The Patient Representative is available to all patients, their relatives and friends and can:

- Advise you of services available.
- Assist you with any concerns and difficulties which you may have.
- If your problem is still unresolved at this stage, the Patient Representative will further advise you about the best course of action.

The Patient Representative can be contacted:

Hours of Service:

9.00am – 5.00pm Monday to Friday [except Public Holidays]

Telephone: 9767 7488

After hours: 9767 5000

Email: crghpatientrep@sswahs.nsw.gov.au

Fax: 9767 7874

If you are not happy with this outcome, you may contact:

1. Area Complaints Officer, Clinical Governance Unit 9828 5958, Monday-Friday 9am-5pm.

Or you may put your concern in writing to:

2. Chief Executive:
Sydney South West Area Health Service
Locked Mail Bag 7017
Liverpool, BC 1871
3. The Health Care Complaints Commission is an independent body that receives and assesses complaints about Health Care practitioners and Health Care Services.
Contact the Health Care Complaints Commission:
Level 13, 323 Castlereagh Street, Sydney NSW 2000
Hours of business: 9am-5pm, Monday-Friday
Post address: Locked Bag 18, Strawberry Hills NSW 2012
Telephone: 9219 7444
Toll Free: 1800 043 159
Facsimile: 9281 4585
Email: hccc@hccc.nsw.gov.au
Website: www.hccc.nsw.gov.au

THANK YOU FOR YOUR SUPPORT

Volunteer Services

Volunteers are an integral part of the hospital. Our dedicated and growing band of volunteers "Friends of Concord," have continued to enhance care through many activities. They include:-

- assisting patients during meal times
- reading to patients
- knitting activities with patients
- sing along activities
- fund raising through raffles and market days
- escorting patients on the day of their admission

For further information about volunteering at Concord Hospital, please contact Alice Kang, Marketing Manager on telephone: 9767 8488 during business hours.

General Donations

The support the hospital receives is very much appreciated as it assists with the purchase of much needed equipment for the hospital. These extra funds are also vital in maintaining the excellent standard of our medical research and assisting with the continuous upgrading of our facilities and services.

Contributions can be sent to Reply Paid 30, General Manager, Concord Repatriation General Hospital, Concord NSW 2139. If you provide your name and address with your donation, a receipt will be forwarded to you. All donations over \$2.00 are tax deductible.

Bequests

Many people have demonstrated thoughtfulness and generosity by including a bequest to Concord Repatriation General Hospital in their will. These bequests have supported research and enhancing the hospital's fine tradition of medical research. A consultation with your legal adviser is suggested if a bequest to the hospital is being considered.

If you have any enquiries in relation to donations or bequests, please contact Alice Kang, Marketing Manager on telephone 9767 6038.

ANZAC Health & Medical Research Institute

The ANZAC Health and Medical Research Institute has been established at Concord Hospital. The ANZAC Institute undertakes research into disorders of lifestyle and ageing.

The ANZAC Institute recognises the contribution that the nation's Veterans and War Widows have made in creating the society we have today and provides a lasting memorial to the ANZAC tradition.

Also importantly the Institute provides a tangible commitment to improving the community's health standards for the future.

Hospital Magazine

Concord Hospital produces its own newsletter. If you wish to keep in contact with the hospital and read about the latest developments, contact the Marketing & Fundraising Department on 9767 6038 for a copy of the newsletter and request to be placed on our mailing list.

We hope that this helps you in your association with Concord Hospital. If you have any questions, please ask the ward staff for assistance.

Lions NSW Eye Bank

This hospital supports and participates in the Lions NSW Eye Bank Corneal Transplant Programme.

A cornea, successfully transplanted, is a gift of an improved life for someone else. Anyone can become a donor after their death by endorsing their driver's licences, signing a uniform donor card or by signing a simple statement indicating your wish and having this statement witnessed.

You should discuss with your family your desire for your eye and/or other organs to be used for transplantation to ensure their co-operation in carrying out your wish.

Donor Cards and Information Leaflets are available from the hospital staff or by contacting the Lions NSW Eye Bank on telephone (02) 9382 7288.

Patient Information

Concord Hospital has an active program of keeping former patients up-to-date with new information and fundraising activities. The list of names and addresses of patients interested in receiving this information is used for this and no other purpose.

If you change your mind at any time, you can have your details added or taken off this list by advising the Marketing & Fundraising Dept on 9767 6038.

A Chance to Have Your Say

We encourage you to complete the "A Chance to Have Your Say" survey which is located in your bedside locker or ask the ward staff for a copy. Your comments and suggestions are important to us and will help to improve your care and service.

If you have any immediate concerns please discuss them with the nursing staff in your ward. Should you prefer, the Patient Representative Officer, may be contacted on 9767 7488 or Email: crghpatientrep@sswahs.nsw.gov.au.

PRIVACY OF PATIENT INFORMATION

Health Service Obligations

Under the Health Records and Information Privacy (HRIP) Act 2002, Sydney Local Health District (SLHD) is committed to safeguarding the privacy of patient information, and has implemented measures to comply with these obligations. Our staff are bound by law, by NSW Health Privacy Policy and by strict code of conduct to maintain confidentiality of patient information.

This section explains the collection of your information, the purposes for which it is used and disclosed and how you can access this information.

This information includes your personal details and information relating to the health services provided to you.

Introduction

This section explains how and why we collect personal information about you, how you can access your information and how your information may be used within the Health District or disclosed to other parties.

- There are 15 Health Privacy Principles and staff must comply with all principles.
- The key principles are described in this section.
- Specialised services, including but not limited to, cancer services, palliative care and mental health may have additional or different patient expectations or needs to address regarding information sharing.
- Personal health information and carer's information of Home and Community Clients (HACC) is disclosed for statutory reporting to State and Commonwealth government agencies. This includes for example Medicare details, notifiable diseases and births and deaths.

Access to your information

You are entitled to request access to all personal information including your medical records held by SLHD. Normally you will be asked to apply for this access in writing and to provide identification. There may be a fee involved if you request copies of your personal information or medical record. Access to your personal information may be declined in special circumstances if, for example, giving access would put you or another person at risk of harm.

If you believe any information held about you is incorrect, incomplete, misleading or out-of-date please let us know as you have the right to request a correction. Upon receiving your request the Health District will update or make provision to allow you to add a notation to your medical record.

To assist us in maintaining accurate records please advise your health care provider or relevant administrative staff if, for example, you change your address or GP contact details.

Collection of Health Information

Personal information is collected whenever you attend one of the SLHD hospitals as an inpatient, outpatient or emergency patient, or if you visit or receive any service from one of our community health services. When you first attend a SLHD facility a personal health record is created for you. Your record is given a medical record number or 'MRN' (a unique patient identifier) which enables all your health information to be correctly identified and securely filed.

The information collected from you includes general personal information such as your name, address, date of birth, religion and insurance details. It also includes health information such as present and past illnesses, test results, operations performed, medications and other related clinical information. We may also collect information from other health professionals who have treated you and in an emergency we may need to collect information from a family member, friend, carer or other person to enable us to provide you with the best care, treatment and advice. We only collect information that is relevant and necessary for your treatment and for health service management purposes.

Security of Information

Information about you is stored in a medical record paper file and electronically in the SLHD computer system. This may include information about usage of drugs and alcohol, episodes of mental health, incidence of domestic violence etc.

The electronic information is linked throughout all SLHD facilities. Some information may also be held in the form of an image including x-ray or photograph, or as an audio or video recording.

All reasonable steps are taken to ensure the information we collect about you is stored securely. We are required by law to retain medical records for certain periods of time.

In accordance with the HRIP Act, appropriate systems and policies are in place to protect your information from loss, unauthorised access and misuse.

If you do not wish certain information about you to be collected and recorded, you should tell your treating doctor/clinician and he/she will discuss with you the consequences this may have for your health care.

Use and Disclosure

Your clinical information will be used or disclosed by your health care team to provide treatment and ongoing care. In addition, it may be used or disclosed for other related purposes (e.g. sending you a reminder to attend an appointment); and in ways that would be reasonably expected for your care and wellbeing.

This may include, for example, the transfer of information to your GP, to another treating health service, Ambulance Service of NSW or hospital, referral to a health professional, pathology tests, X-rays and so on.

Your personal health information may also be used or disclosed for the following other related purposes:

- To provide certain information to State and Commonwealth government agencies to comply with certain laws (e.g. reporting notifiable diseases and births and deaths) or for statutory reporting;
- To comply with a subpoena, summons or search warrant if your personal information is required as evidence in court.
- For billing (Medicare, private health funds, Department of Veterans' Affairs) or for managing legal claims;
- For purposes related to the operation of the NSW Health service, for example funding, planning and to conduct safety and quality improvement initiatives;
- In accordance with the statutory guidelines issued under privacy law, for research purposes approved by a SLHD Human Research Ethics Committee; for staff and student training purposes; or for planning, financial or management purposes.
- Where lawful and practical, individuals can request certain sections of their medical record to be withheld from professionals / agencies. If this is the case, speak to your treating health professional or Clinical Information / Medical Records Department;
- We may use your information to contact you regarding patient / client satisfaction surveys that help us to evaluate and improve our services.
- To other health services and authorised parties to help prevent a serious and imminent threat to someone's life, health or welfare, such as in an emergency.
- It should be noted that when the safety of others is involved, legal regulation overrides the principles of confidentiality. In situations where reports to the Department of Community Services and NSW Police are necessary, the consent of the patient / client is not required.
- To other health services or law enforcement agencies, such as the Police, if you provide us with information relating to a serious crime, including assault, domestic violence, child abuse, and so on.
- To pastoral care workers, including hospital chaplains, providing spiritual and pastoral care.
- Exchange information that promotes a child or young person's safety, welfare or wellbeing between prescribed bodies (government and non-government agencies), including the police, schools and residential care providers

Should you wish your religion to be withheld from the chaplaincy service please advise the health care provider.

Contact us

If you have questions or a complaint about the privacy of your personal information, please contact your nearest SLHD hospital or community health centre.

Sydney Local Health District Facilities

Balmain Hospital
Canterbury Hospital
Community Health Services
Concord Repatriation General Hospital
Concord Centre for Mental Health
Karitane Hospital
Royal Prince Alfred Hospital
Sydney Dental Hospital
Thomas Walker Hospital (Rivendell)
Tresillian Family Health Care

Further information including this section in different languages is available at:
www.health.nsw.gov.au/utilities/privacy/resources.asp

Reference:

- Health Records Information Privacy Act 2002
- NSW Health Privacy Manual Version 2
- Privacy and Personal Information Protection Act 1998 (PPIP Act)

Other privacy laws and related legislation:

- Health Administration Act 1982
- Mental Health Act 2007
- Public Health Act 1991
- Commonwealth Privacy Act 1988
- Freedom of Information Act 1989
- State Records Act 1998
- Children and Young Persons (Care and Protection) Act 1998

YOUR ADMISSION CHECKLIST

(BE WELL PREPARED)

For your use to:

1. Ensure that you have packed all that you require for your stay in hospital.
2. Guide your discussions with the Preadmission Clinic, the Admissions Department, your doctor and ward staff.
3. Prepare for the day you are going home.

I have my:-

- Medicare Card
- Private Health Insurance Card
- I have arranged my pick-up/transport home for 10am

Arranged with _____

Contact Number _____

- Money for newspaper (free for private patients).
- Toiletries (e.g. shampoo, conditioner, soap, tissues, razors, shaving cream, toothbrush and toothpaste).
- Pyjamas, slippers, dressing gown
- Disabled service/resource needs (ring 9767 6855 to discuss needs)
- Parking money required
- Cash/credit card/BANK cheque for upfront payments.
- Removed valuable jewellery. (Only bring MINIMAL cash) (see page 11)

- I have all my medications.
- I have a phonecard to use the bedside phone.
(available at newsagents)
- I know the programs available and how much I need to rent the bedside TV.
(ring 1800 063 829 for quotes)
- I need an interpreter.
(see pages 14-15)
- I have all my test results/scans/X-rays etc.
- I need to stay in the Patient Hostel before my admission.
(see page 12)
- I am concerned about withdrawal from cigarettes/alcohol/drugs while I am in hospital.
(see page 13)
- I want visits from:
 - The Chaplain (see page 17)
 - Ex-Serviceman Representative
(see page 18)
- I want to discuss being a donor.
(see page 33)
- I want to make a:
 - donation
 - bequest
(see page 32)
- I am interested in becoming a Concord Hospital Volunteer
(see page 32)
- I want to receive the regular hospital magazine
(see page 33)

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Insertions or changes please email: CRGHAdmissions@sswahs.nsw.gov.au or
Phone: (02) 9767 6424
Compiled by Patient Services and Information Department

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