

Mackay Mater Hospital



Patient Information Guide 2018



**MERCY HEALTH AND AGED CARE
CENTRAL QUEENSLAND LIMITED**
Caring for you for life

MERCY HEALTH AND AGED CARE, CENTRAL QUEENSLAND LIMITED MATER MISERICORDIAE HOSPITAL, MACKAY

DISCLAIMER

The Mater Misericordiae Hospital Mackay (referred to as 'Mater Hospital') is grateful to advertisers whose support made this Information Guide possible. However, an advertisement in this Guide does not imply our endorsement.

INTRODUCTION

The spiritual power of healing inspired the Sisters of Mercy to pioneer health services in Queensland over 100 years ago. In fidelity to the Gospel and continuing the tradition of Catherine McAuley, 'Mercy Partners' was established in 2008 to offer sponsorship of future Mercy ministries within Queensland. It is with this sponsorship and keeping with the philosophy of the Sisters, that we at Mater Hospital Mackay continue to offer the healing ministry of Jesus Christ, by providing a high standard of acute hospital care to the Community of Mackay.

We are proud of our reputation as a hospital that provides patients with up to date facilities and modern technology combined with comprehensive nursing care from highly trained, caring and experienced staff.

The Mater Hospital offers many support services to the Mackay community and our facilities are always being updated to maintain the highest standard of health care.

The Mater Hospital employs in excess of 300 staff who work together as a team delivering patient care and catering to the medical requirements of approximately 120 private practitioners within the Mackay community.

If you require any further information regarding these services, please contact the Mater Hospital on 07 4965 5666.

ACKNOWLEDGING THE TRADITIONAL LAND OWNERS – THE YUIBERA PEOPLE

The Mater Hospital Mackay and the Sisters of Mercy are grateful to the Yuibera people for entrusting their land to us where the Hospital stands on Willetts Road.



COMMITMENT TO THE PROVISION OF QUALITY CARE

The Mackay Mater Hospital is a fully accredited facility that strives to continually improve its service delivery. Therefore, we encourage the Mackay community to assist us in this important exercise by providing suggestions and feedback to enable us to enhance services.

The Mater Misericordiae Hospital continues to strive for excellence through our philosophy of caring and policies that help maintain the highest standards in all areas.

MISSION

To continue the healing ministry of Jesus Christ by providing a high standard of holistic care consistent with Community need.

PHILOSOPHY

In the spirit of the Gospel and of their Foundress, Catherine Mc Auley, the Sisters of Mercy of the Diocese of Rockhampton, continue the Christian ministry of healing as an expression of God's merciful love for all people by witnessing to the integrity of the human person and the sanctity of life at all stages of its existence.

This spirit, shared by the Sisters of Mercy and all members of staff, gives expression to the Mercy-Gospel values of human dignity, justice, compassion, service and a special concern for the poor.

VISION

“Caring for you for life”.

Providing excellence of care for those we serve.

ACCREDITATION

Accreditation is a professional and national recognition that promotes the high standard of customer care and services of health care facilities. The Mater Hospital Mackay has been accredited since 1985.



WHAT YOU CAN EXPECT AS A PRIVATE PATIENT IN HOSPITAL

PRIVATE PATIENTS' HOSPITAL CHARTER

It is our policy to respect your individuality and your dignity and to care for you hospitably. We support your right to know about your illness and to participate in the decisions that affect your well being. Your doctor and the hospital staff are committed to providing you with the best care and support available.

What you can expect from your doctor and hospital:

- Your choice of doctor and access to hospital services at a time that best suits your needs
- An explanation of treatment and its risks before giving consent
- Advice on the likely cost of treatment and any out-of-pocket expenses
- Advice on seeking a second medical opinion
- Confidentiality of personal information
- Treatment with respect and dignity
- Advice on care after discharge
- Advice on making a complaint.

From your health fund:

- Advice on the health cover available, premiums, benefits, and conditions
- Advice on making a complaint about a private health insurance matter.

A copy of the Private Patients; Hospital Charter can be located on Page 20, please ask staff if you require this in a different

language or you can access this via the Australian Government Department of Health Website (www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-providers-charter-language.htm).

INFORMATION ON THE PRIVACY ACT

The Mater Hospital respects and upholds patients rights to privacy protection under the 13 Australian Privacy Principles contained in the Privacy Act 1988. All patients will be requested to sign a privacy consent form on admission.

The Health Ombudsman is an independent authority and the one place Queenslanders should go if they have a health service complaint about a service provider or individual health care providers.

Telephone: 1330HO (133646)

Website: www.oho.qld.gov.au

Personal Information Held:

The Mackay Mater Hospital may hold the following information about a patient:

- Name, street, telephone number(s)
- Date of Birth
- Email address
- Occupation
- Health Information
- General Practitioner
- Referring Doctor
- Returned Service Organisation
- Religious beliefs or affiliations
- Transaction details associated with services the hospital has provided to the patient

Qscan Mackay New PET-CT Service

Trusted Analysis | Excellence | Compassionate Care

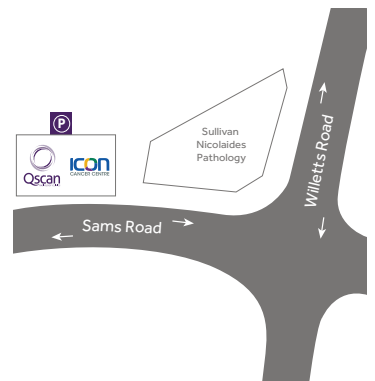


With great pride, Qscan Radiology Clinics announces the opening of a state-of-the-art PET-CT and oncology imaging service at Mackay providing local residents access to the latest and most advanced diagnostic imaging service.

The latest scanner from Siemens has been chosen because of its unparalleled image quality, lowest radiation dose and optimised patient safety and comfort.

All patients with Medicare eligible indications will be bulk billed, and scans interpreted by Qscan's subspecialty oncologic radiologists.

For more information, please visit our website at qscan.com.au



Qscan Mackay

148 Sams Road
North Mackay, QLD 4740

P: 07 4960 4940

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qscan.com.au

- Any additional information provided to the hospital by the patient
- Any information provided to the hospital through patient surveys
- The Mater Hospital of Central Queensland will destroy or de-identify information after legal obligations to retain the information have expired.

What Happens To Personal Information

The hospital uses personal information about patients:

- To provide medical treatment and care to patients;
- To assist the patient's treating doctors, nursing staff and other allied health professionals in providing medical treatment and care to patients at our four facilities;
- To assist Church Visitors to find patients from their church;
- To assist with any calls patients make to us;
- To assist Pastoral Care Team in offering spiritual help & support;
- For internal administrative requirements;
- To process private health fund claims;
- To provide information to medical practitioners, registered nurses and other allied health professionals who provide necessary follow up treatment and ongoing care;
- For benchmarking and clinical indicator reporting in a de-identified form;
- To provide data in both an identified and de-identified form to State Management agencies in compliance with numerous legislative requirements; and
- To provide data in a de-identified form to the Private Hospital Data Bureau.

There is a form which is signed on admission about personal information and your consent to its use.

FACILITIES AND SERVICES A-Z

ACCOUNTS

Health Fund Cover

In order to determine your health fund cover for your hospital episode, it is important that you contact your Health Fund prior to admission with the item number that was provided to you by the medical officer, wherever possible, to verify your level of cover. This is particularly important if you have only joined a health fund in the last 12 months or changed your carer in the last 12 months.

Patients holding top level health fund cover are requested to provide evidence of health fund coverage and sign a release form so that the hospital may claim on your behalf. Most health funds issue a plastic card. Other patients who have chosen not to have full health fund cover (including excesses and co-payments), are required to pay the estimated balances not covered by their health fund on admission. The hospital accepts Mastercard or Visa, cash, EFTPOS or cheques.

Self-Funded Patients

Self-funded patients will be required to pay the estimated total cost of hospitalisation on admission. Estimations can be obtained by contacting the Administration Office prior to hospitalisation. The hospital accepts Visa, Mastercard, cash and cheque. There are also facilities for EFTPOS or direct bank transfer.

Additional Cost Items

During your stay in hospital there may be some items or services that are not covered by your health fund. These costs will need to be settled directly with the hospital with an account being sent to you after your discharge.

Extended length of stay

If your stay in hospital is for an extended period, we would appreciate interim payment every seven days, if possible.

There is a financial consent form which is signed on admission.

Mater Hospital Administration staff are available to discuss hospital costs.
Ph 49655666 between 8am and 5pm
Monday to Friday (excluding public holidays).

ACCOMMODATION UNITS – McAULEY HOUSE

Eight fully furnished/self-contained accommodation units have been provided on-site to ensure that accommodation within close proximity to the hospital is available for patients or relatives. These units may be used by patients who are waiting to be admitted to hospital, or by those patients who have been discharged but need to remain close to the hospital environment or their doctor.

The units are also available for a family member or friend who may need to provide ongoing support to a loved one who is a patient in the Mater Hospital.

For any information in relation to costs and bookings for McAuley House units, please ask your nurse.

ALLIED HEALTH PROFESSIONAL SERVICES

The hospital has access to a range of allied health services including Physiotherapy, Occupational Health, Psychologists and Social Workers. When your doctor makes a referral the staff will ensure the service is notified.

CALL BELL/NURSE CALL

A Nurse Call Button is attached to the handset beside your bed and may be used to call your nurse for assistance.

CAFETERIA

The hospital has a cafeteria that is open all days from 7am until 6.30pm.

Meal times are:

Breakfast:	7am until 8.30am
Lunch:	11.30am until 1.30pm
Dinner:	4.45pm until 6.30pm

Morning and afternoon teas.

Lighter refreshments such as coffee, tea, snacks and sandwiches are also available throughout the day.

There is a coffee shop, located in the main foyer of the hospital, which offers beverages and light meals during the day.

CHAPEL

Our Chapel is located on the ground floor adjoining the centre courtyard.

It is open at all times to patients, staff and visitors and provides a quiet place for personal prayer or reflection to people of all faiths.

Liturgy of the Word with Communion: Catholic – Each Wednesday at 9.30am.

Ecumenical Remembrance and Thanksgiving Service – First Wednesday of the month at 4.30pm.

CONSENT

Your consent is required for a number of things while you are in hospital:

- **Consent for procedures or surgery**
 - You and your Surgeon will have discussed your operation and you will have consented to the procedure when you were with your Surgeon. When you arrive at the Mater Hospital, we will verify that you and your Surgeon have discussed the following and ask you to sign a verification of consent:
 - o Nature of the operation/procedure and/or treatments;
 - o Anticipated benefits/results/probability of achieving care and treatment goals and risks;
 - o Complications of the proposed operation/ procedure and/or treatment;
 - o Alternative treatment options and their risks including the possible results of receiving no treatment.

Financial Consent and Health Fund

Information - A form is available with your admission forms and is about what is covered and not covered by your health insurance and needs to be signed by you on admission.

Consent to Use and Disclose Information

– This form is also with your admission forms and gives the hospital permission to use information about your care under certain conditions. It is required under the 13 Australian Privacy Principles contained in the Privacy Act 1988.

DIETETICS

The Mater Hospital employs an Accredited Practising Dietitian to ensure that all meals served to patients, visitors and staff comply with the Australian Guide to Healthy Eating Guidelines. People with special dietary requirements are visited by the Dietitian during their stay, as required or requested to ensure that their special dietary needs are being met. This is a free service provided by the Mater Hospital to enhance a speedy recovery through healthy meals and access to a dietary service. Outpatient consults are also available and require a Dr's referral and attract a fee.

DIABETES EDUCATION

The Mater Hospital employs a credentialed diabetes educator to ensure that all patients that have diabetes can access this service, as required, to enhance blood glucose management. This service is free of charge for inpatients. Outpatient consults require a Dr's referral and attract a fee.

RayWhite.

For some it's business, for us it's family.

Mackay, our people, our community!



Giving back to our community

Ray White Mackay City
4957 9999
21 Wood Street, Mackay
raywhitemackaycity.com

DISCHARGE INFORMATION AND DISCHARGE PLANNING

The discharge process is an important part of your hospital stay. Discharge planning and the information you receive ensures a smooth transition from hospital to home. There are a number of people who can help plan your discharge:

- You and your family or carers can alert us if your circumstances are such that you may need extra assistance in the community
- Your doctor can help identify any special treatment you may need after discharge
- Nursing staff, Pharmacist, physiotherapist or our dietician may identify services that you need.

It is vital that any special needs following discharge are discussed early so that plans can be made well in advance of your discharge, especially:

- If you live alone;
- If you are responsible for another person e.g. you are a carer;
- If you have used community services prior to hospital such as Meals on Wheels, community nurses;
- If you require assistance for yourself e.g. showering; and
- If there are special restrictions after discharge e.g. lifting, driving.

When it is time to discharge, a member of our administration staff will visit you in your room to finalise all of your discharge 'paperwork' .

Day of Discharge

- **X-rays and Medicines** - Before you leave the hospital, please check with the nursing staff regarding medications and x-rays as both are your personal property and should be taken home with you and brought back to hospital for future admissions, if necessary. Receive instructions for follow up appointment details.
- **Community Services** - The nursing staff will confirm the community services that you have been referred to i.e. The Blue Care, Meals on Wheels, etc.

ELECTRICAL EQUIPMENT

While we try to ensure your stay in hospital is as pleasant as possible, we have an obligation to maintain a safe environment. As we cannot ensure the safety of your own electrical equipment we request that you keep any items to a minimum. If possible, medical equipment such as CPAP machines (for sleep apnoea) should have a current test and tag for safety reasons. Please talk to the nursing staff if your equipment has not been tested.

ELECTRONIC BEDS

All beds are electronic. On admission you will be shown how to use the handset device to move and tilt your bed to ensure maximum comfort. Please ask the nursing staff if you require further assistance with this.

EMERGENCY PROCEDURES

The hospital has extensive safety and emergency procedures in which each staff member has a key role. In the unlikely event of an emergency, remain in or by your bed until a staff member arrives to assist you. Our fire safety program ensures regular staff education and fire drills. If you hear a fire alarm bell, please remain calm as it may be a false alarm, alarm testing, or related to a 'mock' fire drill. In the event of a fire, a staff member will direct you to safety.

END OF LIFE CARE/SUPPORT

We have a specialised palliative care unit that offers care and comfort for those patients suffering from a life limiting illness. Other specialty wards also provide support and comfort during times of loss and grief. Specialised packages and support services such as Pastoral Care are available.

FALLS IN HOSPITAL

Falls are one of the biggest risks for some patients in hospital. To ensure the safety of our patients, the Mater Hospital has a falls prevention program which aims to reduce the risk to patients. Risk may be increased due to the unfamiliar surroundings, surgery, pain medication or sedation. Part of our program means that all patients staying overnight or longer will have a falls risk assessment done to identify any risk factors. You can help reduce your risk of falls by:

- Wearing well fitted non slip footwear in hospital
- Asking the nursing staff to assist you when mobilising if you need help
- Turning on the light if getting out of bed at night
- Read the Falls Prevention brochure which gives you and your family ideas about reducing falls risk at home.

FEEDBACK

We are committed to providing the highest level of care and attention and encourage all our patients to complete the 'Your Feedback' forms which are available in each ward and will be offered on discharge. It is possible that we may not meet your expectations and we encourage you to raise any concerns with the Nurse Manager on the Ward immediately so that we can address the situation. Should you wish to make a complaint or have an issue investigated further, you can also contact the After Hours Hospital Supervisor, Director of Nursing or Executive Officer. This gives us the opportunity to address these issues by improving services, equipment or processes or through education of our staff. Issues can be raised by writing a letter, by telephone, in person, via our website (www.mercycq.com) or through our feedback form.

FUNDRAISING/DONATIONS

The Mater Auxiliary has been invaluable in raising funds which helps us to continuously improve the services that we offer. If you would like to become a member of the Auxiliary or you wish to make a donation, please contact your Nurse Unit Manager or the Administration staff.

Please note that staff are not permitted to accept gifts or money.

HOUSEKEEPING

A high standard of cleanliness is an important aspect of the care we offer in our hospital. Each day a member of the housekeeping staff will enter your room to carry out housekeeping duties. If you have visitors they may be asked to move temporarily to allow the housekeeper to keep your room clean and tidy. The housekeeping staff will also manage any flowers that you receive by changing their water when needed.

INFECTION CONTROL

Handwashing, high standards of housekeeping, the use of sterile techniques and equipment are essential for your speedy recovery and to reduce the risk of infection. Patients play a vital role in reducing the risk of infection to themselves and other patients. Here are a few simple guidelines:

- Remember how important personal hygiene is
- Always wash your hands after going to the toilet and before meals. Nursing staff will assist you, if required
- Ask your visitors to wash their hands or use the hand hygiene foam in your room when they enter and leave
- If you are coughing or sneezing, use a tissue to cover your nose and mouth and dispose of the tissue in the bin as soon as you have used it.

Remember, your cooperation is helping our hospital to maintain the high standard of infection control. We welcome you to question any staff member about their hand washing practice prior to any care being provided to you.

IDENTIFICATION BADGES

For ease of identification and security, all staff wear name badges on the upper right hand side of their shirts.

INTERPRETER SERVICE

An interpreter service will be made available, if required, during your hospital stay.

LAUNDRY

Please make your own arrangements in regard to the laundering of your personal clothing.

LOUNGES: PATIENT AND VISITOR

There are lounges for patients and visitors on each floor. Please ask staff for directions.

MAIL

Incoming mail will be distributed daily to your bedside. Any letters received after your discharge will be forwarded on to you. Outgoing mail may be left at the front reception office or given to the ward clerk and will be posted daily.

Get well wishes can also be emailed to patients through the Mercy Health & Aged Care Central Queensland website, www.mercycq.com. This website is checked daily and messages are delivered to the patient.

MEALS - PATIENTS

Our catering department takes pride in planning and delivering tasty and delicious meals to you. You will be given a menu each day from which to select your meals. We cater for individual dietary requirements based on doctor's requests or religious beliefs. Please advise us if you have any special dietary requirements prior to or on admission. A qualified Dietician is available if required.

Alcohol is permitted only with the permission of your doctor. Any alcohol brought into the hospital must be handed to the Nurse Unit Manager in charge of your ward, on admission. Visitors should not bring in food items or alcohol, as they may not be suited to your condition or treatment. Please ask your nurse if you have any questions.

Meal Times:

Breakfast	7.00am - 7.45am
Lunch	12.00 noon - 12.45pm
Dinner	5.00pm - 5.45pm

NEWSPAPERS/MAGAZINES

Complimentary Daily Mercury's are delivered to the wards Monday to Saturday and are available on request. Magazines can be purchased from the florist.

PARKING

Patients are asked to arrange transport to and from the hospital as parking becomes congested at times. Long term parking is not available for inpatients. All patients are strongly advised not to drive a motor vehicle or operate machinery for a minimum of 24hrs following surgery.

PASTORAL CARE/CHAPLAINCY

Pastoral Care attends to the emotional and spiritual needs of the person, through a ministry of presence, compassion and support.

This is offered by a professionally trained and dedicated staff, providing an important, confidential service which reflects the values of Mercy.

It is an integral part of the holistic care offered which is unique to the Mackay Mater Hospital.

The Pastoral Care Team is available to:

- Listen with an open heart as we accompany patients in their need with empathy and through presence
- Offer emotional support to patients and their families
- Provide Spiritual support through prayer and contact Ministers of Religion, as requested
- Offer specific ceremonies to support families in their needs i.e. Naming Ceremonies, Farewell/Blessing Rituals
- Arrange a monthly Remembrance Service where families and staff can honour loved ones who have died
- Be available for 'On Call' support after hours.

PATHOLOGY

A pathology service is provided for hospital inpatients. If your doctor requests pathology tests, the nursing staff will arrange for a member of the pathology service to visit you in your room.



PHARMACY MEDICINES/HOME AIDS

Upon admission, please bring all your usual medicines and repeat prescriptions including blister packs, to hospital with you upon admission, and hand them to the nurse caring for you. Please also bring an up to date 'Medicines List' of all your current medicines and doses. This will assist your treating doctor to assess and continue your regular medicines in hospital, if appropriate.

If you have any of the following cards, please ensure that all the details are recorded on your admission form, or given to your nurse:

- Medicare Card, Pensioner Concession Card, Australian Seniors Health Card, Health Care Card, Department of Veterans' Affairs (DVA) Gold, Orange, or White Card
- Safety Net Concession Card, or Safety Net Entitlement Card. If your Safety Net card is usually held by your Pharmacy, please inform the nursing staff the name of your usual pharmacy so the information can be obtained.

During your stay, your medicines will be stored safely either in the bedside locker, or the fridge or secure drug cabinets, as required. Your doctor may prescribe new medicines, or make changes to your doses, or stop some medicines. The contracted local pharmacy will supply any prescriptions required during your stay, and in some cases there may be costs that are not covered by your Health Fund.

A pharmacist is available to explain your medicines or answer any questions - upon your request, or your nurse or doctor's request.

Upon discharge, your own medicines, including any that have been dispensed during your stay will be returned to you. Please check with the nurse to ensure that you have all of them, including those from the bedside locker, the fridge and secure cabinets. Any further supply of medicines you require to take home can be dispensed on the day of discharge, to be ready for you to collect from the Pharmacy on your way home.

Ask your nurse or doctor to explain any changes to your medicines, including new or discontinued medicines. Ask your nurse about arranging an updated medicines list when you go home. This is important if there have been a lot of changes to your medicines during your hospital stay. If you require blister packs at the time of discharge, arrangements with your pharmacy will be made for repacking, taking into account any changes to your medicines; and you can ask your packing pharmacy for an updated Medicine List.

Home Aids - can be arranged for purchase or hire through our contracted pharmacy provider. This can be co-ordinated by your nurse.

RADIO

Your radio is housed within the controls in your handset. The radio receives a selection of AM and FM stations.

ROOM ALLOCATION

Every effort will be made to provide you with your room preference, however, private rooms cannot be guaranteed and are allocated according to availability and clinical needs on the day of admission.

QUEENSLAND X-RAY MACKAY

*Helping look after the health
of our community since 1988*

Services we provide to the Mackay community include:

- ▷ Women's Imaging including Obstetrics
- ▷ MRI
- ▷ Musculoskeletal and Sports Imaging
- ▷ CT
- ▷ Ultrasound
- ▷ Walk-in X-ray
- ▷ Nuclear Medicine
- ▷ 3D Mammography / Breast Imaging
- ▷ Interventional Procedures



MACKAY PRACTICES

Fourways

96 Nebo Road
West Mackay

Mater Mackay

76 Willetts Road
North Mackay

SMOKING

The QLD Government has passed new tobacco legislation as of the 1st January 2015. It is now against the law to smoke at all public and private health care facilities, and for five metres beyond their boundaries. This applies to all staff, patients and visitors to the Facility. The reason for the new law is to create smoke-free environments to support the health and wellbeing of people and to reinforce the message that smoking is harmful to health and that hospitals are places for care and treatment, and the promotion of good health.

Patients and visitors smoking in smoke-free areas may be given a warning to stop smoking or be asked to move beyond the five metre buffer if they wish to continue to smoke.

STUDENTS

The Mater Hospitals are committed to the education of health care professionals. As part of this commitment we have relationships with local Universities which allow nursing and medical students to have clinical training in the hospital from time to time. All students practise under the direct supervision of a qualified staff member.

If you do not wish to have students involved in your care, please let your nurse know.

TELEVISION

Personal televisions are available at no charge within each patient room. The television can be controlled through the handset next to your bed. Your television receives all free to air channels.

TELEPHONES

Mobile phone signals can interfere with the electronic and medical equipment used for patient care. You and your visitors are, therefore, requested not to operate mobile phones while in hospital rooms.

There is a telephone located on each patient locker. Outside access is obtained by dialling "0". On admission you will be given your direct hospital telephone number. Your friends/relatives can call you directly on the telephone located within your room. Your direct hospital telephone number will be 49655 - (the last three digits of the telephone will be the same as your allocated bed number). Only Local calls can be made from these phones. Patients in St Luke's Close Observation Unit may be contacted via the nurses desk, Ph. 4965 5172 or 4965 5171.

TRANSPORT

The nursing staff can arrange for a taxi if you require one upon discharge. A bus service is also available just outside the hospital grounds. Please ask the staff at the front reception for the current timetable.

VALUABLES

We strongly recommend that valuable items, jewellery or large amounts of money should not be brought to the Mater or kept in patients' rooms. We encourage patients to have no more than \$20 in their rooms at any time. Personal items of value and money can be placed in a safety deposit box in the main administration area. Please note we cannot accept liability for any items brought with you into hospital.

VISITING HOURS

Visitors are welcome at the Mackay Mater Hospital and normal visiting hours are:

General Wards:

10.00am - 1.30pm

3.00pm - 8.30pm

Women's Unit:

12.00noon - 1.30pm

3.00pm - 8.30pm

St Luke's Coronary Care and Close Observation Unit:

By arrangement with staff

Palliative Care Unit:

Open visiting times, however, preferably after 9.30am.

However, these hours are kept flexible for your convenience and if visiting outside of these times, please stop by the nursing station prior to entering the patient's room. The daily rest period for patients is from 1.30pm - 3.30pm and for the benefit of our patients, it would be appreciated if visits could be restricted at these times.

VOLUNTEERS

The Mater Hospital is proud of the volunteers who assist in providing a huge standard of care and services. Volunteers may be present in your area and will assist you in various ways. Volunteers can be identified by the red 'V' on their ID badge. If you wish to become a volunteer, please talk to the Nurse Manager of your ward.

X-RAY

Complementing the hospital's facilities is Queensland X-Ray offering a range of procedures including X-Rays, OPG, Fluoroscopy, CAT Scans, Mammography, MRI, Nuclear Medicine, Echocardiography and Ultrasound examinations.

PATIENT CARE AREAS

ST. GERARD'S UNIT

The St Gerard's unit is a facility dedicated to providing specialised services in Maternity, Neonatal and Paediatric care. The focus on St Gerard's is centred around maintaining the philosophy of family and creating an environment where families are supported, cared for and feel welcomed.

St Gerard's is a maternity and paediatric ward comprised of all single rooms with ensuites, access to external views, natural light and personal baby bathing facilities. Because the focus is around "families", all rooms have provisions to accommodate the partner during the patients postnatal stay. The large and modern birthing suites are fitted out with the latest in birth technology and include large baths suitable for warm water immersion. Along with our modern rooms and birth suites, we also have a Special Care Nursery where our highly dedicated and skilled midwives work to provide a high standard of care to sick and/or premature babies. To celebrate the arrival of your baby a welcome platter is offered to all new parents.

The integration of the children's ward into St Gerard's has been a natural step, given that caring for toddlers and children is an extension of the care offered to new parents and their babies.

Each paediatric room is large enough to allow a parent to stay overnight to comfort their child and assist in the recovery process. Added extras such as an enclosed veranda area to allow children to play in a safe environment; in-room DVD's; toys and computer games will also make a child's stay more comfortable. Parents have access to kitchen facilities within the ward area and meals are provided to the children's parent during their admission and can be arranged with either the nursing staff or meal monitor for any specific dietary requirements.

ST JOSEPH'S DAY SURGERY AND OPERATING THEATRE SUITE

Located on Level 2, St. Joseph's is a well-equipped surgical unit designed to meet the region's growing need for elective and diagnostic surgery requirements. With recent renovations to our operating theatre suite, it provides a modern and supportive environment in a fully equipped facility and is supported by a specialised recovery area. Recent renovations to the St Joseph's Day Surgery Unit incorporate two Endoscopy Procedure rooms, extra private admission rooms and a larger two stage recovery area where patients can convalesce in the care of proficient and attentive nursing staff. Our Endoscopy Procedure rooms shall be dedicated to gastroenterology procedures using state of the art equipment and is supported by a team of very experienced and qualified Endoscopy staff and specialist Gastroenterologists.

The Mater Hospital operating theatre runs a 24 hour a day, on call emergency service and is continually prepared to cater for a variety of procedures.

MATER DAY UNIT

The Mater Day Unit is located in Wellington Street and is a stand-alone Day Procedure Facility, supported by the Mater Hospital Mackay. Ophthalmic Operative Procedures are performed here with the use of our State of the Art Ophthalmic Microscope. The facility also houses Professional Consulting rooms which are available to visiting surgical specialists. The professional layout of the building ensures patient safety and comfort are of the highest priority.

ST. PAUL'S SURGICAL WARD

St. Paul's is located on the second floor of the hospital with easy access to the operating theatre suite. The surgical ward accommodates all surgical cases for overnight or extended stays. Each private room is large and airy and features air-conditioning, ensuites, television and telephones. Our Sleep Studies Service also operates in St Paul's.

ST. LUKE'S CORONARY CARE/ CLOSE OBSERVATION UNIT

Patients requiring coronary care or close observation care nursing are accommodated in a five bed purpose built unit. It is attended by specialist physicians, cardiologist, surgeons and anaesthetists, with qualified nursing staff and supported by current medical technology and monitoring equipment, including telemetry.

Cardiac Rehabilitation is provided for inpatient and outpatient support post cardiac events/surgery and/or intervention. This program ensures patients requiring specific cardiac guidance and education are provided with information and ongoing contact to assist in managing their cardiac wellbeing.

The Unit also provides Clinical Measurements for Specialist Physicians/Cardiologist with stress testing facilities for inpatients and outpatients and Holter Monitoring on a referral basis.

SACRED HEART MEDICAL WARD

The Mater Hospital's medical and rehabilitation unit strives to ensure continuum of care for those patients with long term, chronic or short-term medical problems. Family participation in care is encouraged to promote a sharing in the illness, recovery and long term treatments. Specialist Physicians and General Practitioners supported by our highly trained nursing staff ensure a high standard of care.

ST CATHERINE'S PALLIATIVE CARE

St. Catherine's Oncology and Palliative Care Unit is designed to offer care and comfort for those patients suffering from a life limiting illness. Supporting patients through diagnosis, treatment and recovery is the philosophy of St. Catherine's. The cornerstone of this philosophy is providing a service that is based on honesty, communication and caring. The nine-bed unit has access to a beautiful landscaped courtyard and has its own lounge and kitchen area, making it a relaxed and comfortable place for patients and their families.

The St Catherine's nursing team are experienced and specialists in the care of patients with a life limiting illness. These caring professionals offer supportive management of treatment side effects as well as offering support for the relief of pain and symptoms associated with advanced illness. Supporting the emotional and spiritual needs of patients and their families is a vital quality of all St. Catherine's nursing staff members.

St. Catherine's has a chemotherapy treatment area which allows patients who are receiving day chemotherapy treatment the freedom of not being confined to a hospital bed. This area is also large enough for a support person to be present whilst the patient receives treatment. The encouragement of family or friends is integral during medical treatment.

PRE ADMISSION SERVICES

Preoperative clinics are attended by a registered nurse over the phone, or in person for surgical patients staying overnight or longer. They provide an important communication link between the patient, hospital, doctors and allied health professionals. Patients and their carers are provided with the opportunity to:

- Ask questions regarding expected care before and after surgery;
- Receive important information about their hospital stay, particularly before and after surgery care;
- Have the reason for admission noted and past medical and surgical history details taken;
- Have any health concerns or specific needs addressed before admission to hospital; and
- Have all nursing admission paperwork attended to prior to the day of admission for surgery.

Patients admitting for surgical procedures (day only and overnight) are contacted by theatre reception and day surgery staff. This is an opportunity for patients to ask questions/have concerns clarified and receive their admission and fasting times prior to admission.



PRIVATE PATIENTS' HOSPITAL CHARTER

Your rights and responsibilities as a private patient in a public or private hospital

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice as to when you are admitted to hospital. Even if you have private health insurance you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital.

- **Information about your treatment** - Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.
- **Informed Financial Consent** - Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.
- **Other medical opinions** - You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).
- **Visitors** - The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians if the patient is a child, and when your friends can visit you.
- **Seek advice about costs** - As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gaps). In some cases you may also have to pay an 'excess' or co-payment. Before you go to hospital, ask your private health insurer, doctor(s) and hospital about the expected costs of your treatment, including possible costs for surgically implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).
- **Confidentiality and access to your medical records** - Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.
- **Treatment with respect and dignity** - While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.
- **Care and support from nurses and allied health professionals** - Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.

- **Participate in decisions about your care** – Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.
- **Comments or complaints** - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).
- **Provide accurate information** - To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).
- **Long-stay patients** - If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

Find out about any potential costs before you go to hospital

Ask your treating doctor or specialist:

- for confirmation in writing of how much their fee will be and how much is likely to be covered under Medicare or your private health insurance.
- whether they participate in your health insurer's gap cover arrangements and if you are likely to have to pay a gap, how much it will be.
- which other doctors and medical staff will be involved in your treatment and how you can get information about their fees and whether they will be covered by your private health insurance.
- for an estimate of any other costs associated with your medical treatment that may not be covered by Medicare or your private health insurance (e.g. pharmaceuticals, diagnostic tests).
- whether you are having a surgically implanted device or prosthesis and if you will have to contribute towards the cost for this.

Ask your health insurer:

- whether the treatment you are having is covered by your private health insurance and if there are any exclusions or waiting periods that currently apply to this treatment under your policy. If you are having a baby, talk to your health insurer as early as possible in your pregnancy to find out what rules apply to obstetrics and newborn babies.
- whether you have to pay an excess or co-payment, and, if so, how much this will be.
- about the level of hospital accommodation covered by your policy (some policies only cover being a private patient in a public hospital).
- whether your insurer has an agreement with the hospital you are going to be treated in.
- whether you will need to pay extra for surgically implanted devices or prostheses.
- if any gap cover arrangements are in place that may apply to you.

Ask your hospital:

- whether the hospital has an agreement with your private health insurer.
- whether you will have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).

AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1 Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

2 The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

3 Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit
www.safetyandquality.gov.au

AUSTRALIAN COMMISSION ON
SAFETY AND QUALITY IN HEALTHCARE

What can I expect from the Australian health system?

MY RIGHTS	WHAT THIS MEANS
Access I have a right to health care.	I can access services to address my healthcare needs.
Safety I have a right to receive safe and high quality care.	I receive safe and high quality health services, provided with professional care, skill and competence.
Respect I have a right to be shown respect, dignity and consideration.	The care provided shows respect to me and my culture, beliefs, values and personal characteristics.
Communication I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication about my health care in a way I can understand.
Participation I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about health service planning.
Privacy I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and proper handling of my personal health and other information is assured.
Comment I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.



Find the help you need with myagedcare

If you're finding it harder to do the things you used to, you might need a bit of support at home. The Australian Government's myagedcare phone line and website can help you to:

Access services to support you with:

- **Transport**
(e.g. appointments and activities)
- **Household jobs**
(e.g. vacuuming and preparing meals)
- **Modifications to your home**
(e.g. hand rails, ramps)
- **Nursing and personal care**
(e.g. help getting dressed, help shaving)

Find information in one spot on:

- **Different types of services**
(in home support, short-term care, aged care homes)
- **Your eligibility**
- **Your contribution to the cost**
- **Organisations that provide aged care**

Connect with myagedcare on www.myagedcare.gov.au or call 1800 200 422

*1800 calls are free from land lines; calls from mobile phones might be charged.

An NDIS participant's plan may include things like:

To support a participant in their home or the community.

To enable a participant to enjoy social and community interaction without relying solely on family members.

Personal care



Social and community supports



Assistance with daily living



Employment services



Including help to improve a participant's ability to do things for themselves.

Training for family members



Guidance for participants to move to employment programs that prepare them for work.

To provide care that is reasonable in relation to the participant's age and your family circumstances.

The NDIS can also advise you about supports that are available to you under other government-funded programs, including training and peer-support programs.

For more information visit: www.ndis.gov.au/families-carers



Open disclosure of things that don't go to plan

More than 200,000 people are treated in Australian hospitals each day. Occasionally something doesn't go to plan and a patient can be harmed unintentionally.

Australian health service organisations are working to improve the way they handle things that don't go to plan.

Part of improving the way they manage these situations is by being open with you about what happened.

The process of communicating with you when things haven't gone as expected is called *open disclosure*.

What is open disclosure?

Open disclosure is open discussion about incidents that caused harm to a patient.

If you have been harmed during your treatment, your doctor, nurse or other healthcare worker should talk with you about it.

Health services encourage their staff, as well as patients and their family or carers, to identify and report when things go wrong or when patients are harmed so that care can be improved.

When would open disclosure occur?

Most things that don't go to plan in health care are minor or are found before they affect you. For things which don't result in harm, your doctor or nurse will talk with you about what went wrong in the same way they talk with you about other aspects of your treatment. They should talk with you as soon as they are aware of the incident.

If you are seriously harmed, you will be informed as soon as possible and an open disclosure meeting will be held.

If you think a serious incident has occurred which has not been acknowledged, tell your doctor, nurse or other health service staff.

What is the benefit of open disclosure?

Open disclosure is designed for when things don't go to plan in health care. It will:

- 1 inform you, and help you to understand what went wrong with your care
- 2 let you know what is being done to investigate what went wrong
- 3 explain the consequences of the incident for you and your care
- 4 assist you with any support you might need
- 5 let you know the steps the health service organisation will be taking to make care safer in the future.

Is there any other information available?

There is a booklet for patients beginning an open disclosure process called *Open disclosure of things that don't go to plan in health care*.

You can get copies of it from the health service or from the Australian Commission on Safety and Quality in Health Care's web site www.safetyandquality.gov.au



Office of the
**HEALTH
OMBUDSMAN**

Listen. Respond. Resolve.

The Office of the Health Ombudsman is Queensland's health service complaints agency.

We are the one place all Queenslanders should go if they have a complaint about a health service provider, or any aspect of a health service provided to them, a family member, or someone in their care.

We are fair, impartial and independent.

We are committed to:

- protecting the health and safety of the public
- promoting professional, safe and competent practice by health practitioners
- promoting high standards of service delivery by health service organisations
- maintaining public confidence in the management of health service complaints.

The Health Ombudsman

Mr Leon Atkinson-MacEwen is Queensland's Health Ombudsman.

The Health Ombudsman is responsible for ensuring Queensland's health service complaints are managed effectively, efficiently and transparently.

What can you complain about?

You can make a complaint about any health service provider, or any aspect of a health service provided, anywhere in Queensland.

A **health service** is any service that is, or claims to be, for maintaining, improving, restoring or managing health and wellbeing.

A **health service provider** can be an individual health practitioner or a health service organisation.

Individual health practitioners

- **Registered** health practitioners, such as: doctors, nurses, dentists, physiotherapists, chiropractors, occupational therapists, optometrists, osteopaths.
- **Unregistered** health practitioners, such as: nutritionists, masseuses, naturopaths, homeopaths, dieticians, social workers, speech pathologists.

Health service organisations

- These can include public and private healthcare facilities, ambulance services, health education services, pharmacies, mental health services, community health services.

Your complaint can be about any aspect of a health service that you are not satisfied with, such as:

- your diagnosis or care
- sharing your information without permission
- inappropriate behaviour by a provider
- the quality of the health service provided
- how a provider has dealt with your complaint.

How to make a health service complaint

Before making a complaint, try talking with your health service provider – this is often the quickest and easiest way to address your concerns. Visit our website for advice on talking with your provider.

If you are not satisfied with the response, or feel uncomfortable talking with your provider directly, contact us.

You can make a complaint to the Office of the Health Ombudsman online, in writing, over the phone, or in person at our Brisbane office. We will listen to your concerns and explain how we can help and what you need to do.

Making a formal complaint may seem intimidating, but we will work with you to make the process as simple as possible, staying in touch every step of the way.

For more information on the Office of the Health Ombudsman, or how to make a health service complaint, visit www.oho.qld.gov.au

www.oho.qld.gov.au

133 OHO (133 646)



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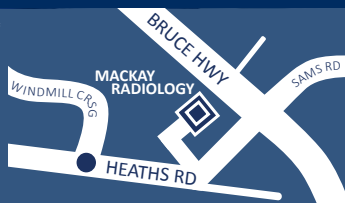
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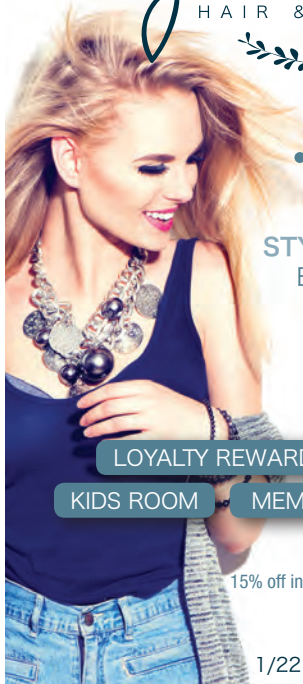
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Six Ways to Beat Heart Attack

1. Check your Blood Pressure

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

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

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

4. Maintain Normal Weight

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

5. Improve Physical Activity

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

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia

10 tips for safer health care



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

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

1 Be actively involved in your own health care

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

2 Speak up if you have any questions or concerns

Ask questions.

Expect answers that you can understand.

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

3 Learn more about your condition or treatments

Collect as much reliable information as you can.

Ask your health care professional:

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

4 Keep a list of all the medicines you are taking

Include:

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

5 Make sure you understand the medicines you are taking

Read the label, including the warnings.

Make sure it is what your doctor ordered for you.

Ask about:

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

6 Get the results of any test or procedure

Call your doctor to find out your results.

Ask what they mean for your care.

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

Ask:

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

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

Ask -

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

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

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

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

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

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

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

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



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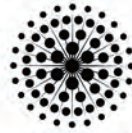
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