

MERCY HEALTH and AGED CARE
Central Queensland Limited



PATIENT INFORMATION BOOKLET



**Mater Misericordiae Hospitals
Rockhampton and Gladstone**

Welcome to the Mater Hospital

The Mater Hospitals in Rockhampton and Gladstone are part of Mercy Health and Aged Care Central Queensland Limited.

This handbook has been designed to provide you with helpful information to assist you during your stay with us. It is strongly recommended that you read it before your admission to our Hospital.

As most of our patients are funded by their private health insurance, it is important that you have a good understanding of your level of cover and that you discuss your upcoming stay at the Mater Hospital with your health fund.

We trust that the care and service you receive during your stay is professional, courteous and respectful of your physical, spiritual and emotional needs.

This booklet will provide you with a step by step guide to your stay at the Mater Hospitals.



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Details of your procedure

Doctor’s receptionist to complete

The date you are coming into hospital

The time you need to arrive at the hospital

The time from which you should begin fasting

The Practice Manager will provide you with the item numbers related to your procedure which you can put into below table. You will be asked to enter these numbers during the online admission process.

Item numbers	

Follow these steps to successfully complete your on-line admission documents:

1. Complete admission forms and information at www.mercycq.com
2. There is a link to the admission portal.
3. Complete Portal Registration. To do this, you will need an email address.
4. On completion of your portal registration, you will receive a confirmation email. Click on the link in the confirmation email to complete your portal account registration.
5. Upon activation of your portal account, log into the website and follow the links to complete your *Details and Medical History* online. Ensure you click ‘**save**’ prior to moving from one page to the next. This will ensure your details will be saved if you need to exit the admission portal part way through your admission.
6. Patient Information is available at www.mercycq.com This will provide you with all the information you need to know to prepare you for admission to hospital for example: Privacy, items to bring to hospital, visiting hours, medications, fees and charges.
7. If you are staying overnight, please refer to your Pre-Admission Clinic invitation which you received from your doctor’s rooms.
8. If you have any questions regarding your admission to Mater Rockhampton, please call 4931 3460 or call Mater Gladstone on 4971 3713 between the hours of 9.00am-4.30pm, Monday to Friday for assistance.

Our Mission

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

Our Vision

“Caring for you for life”

Providing excellence of care for those we serve

Our Philosophy

At Mercy Health and Aged Care Central Queensland Limited, deep trust in the mercy and compassion of God is the foundation of our Catholic philosophy.

Catherine McAuley’s legacy of care and service for all in need is the inspiration for our work.

We believe in, and witness to, the dignity of the human person and the value and quality of human life, at all stages of its existence.

We believe in excellence in the provision of care wherever the need arises.

We believe in upholding the teachings of the Gospel and the Catholic Church, on the crucial health and welfare issues of our time.

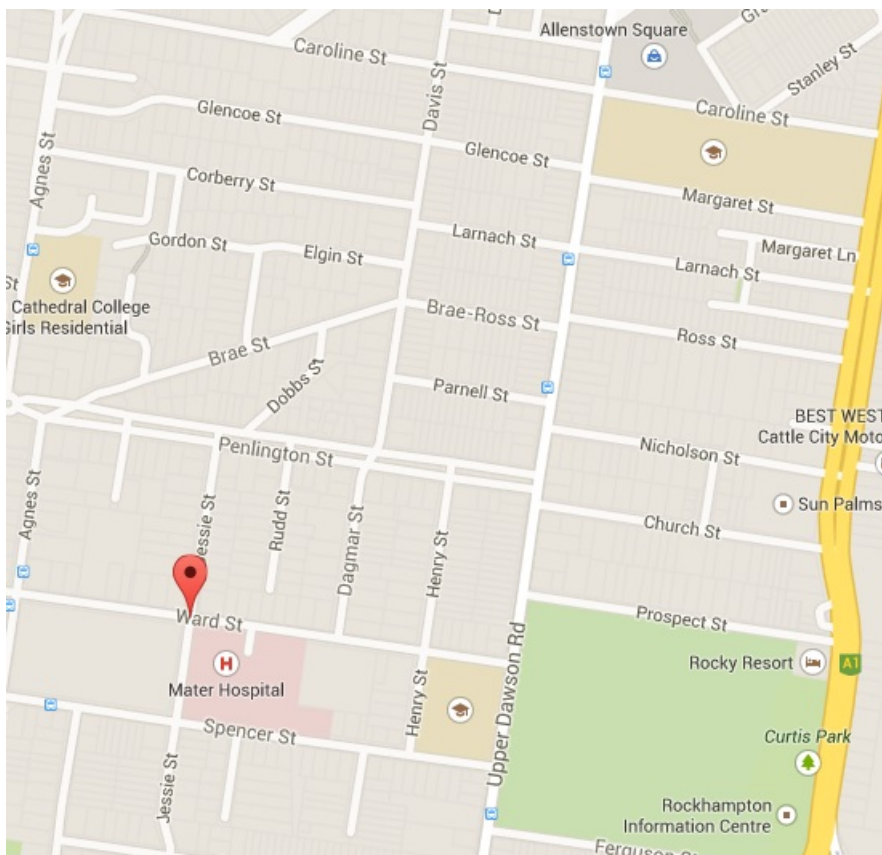
We believe in providing services with excellence, justice, compassion, integrity and respect for each individual regardless of race, gender, creed or socio-economic status.

Making your way to hospital

Mater Hospital Rockhampton

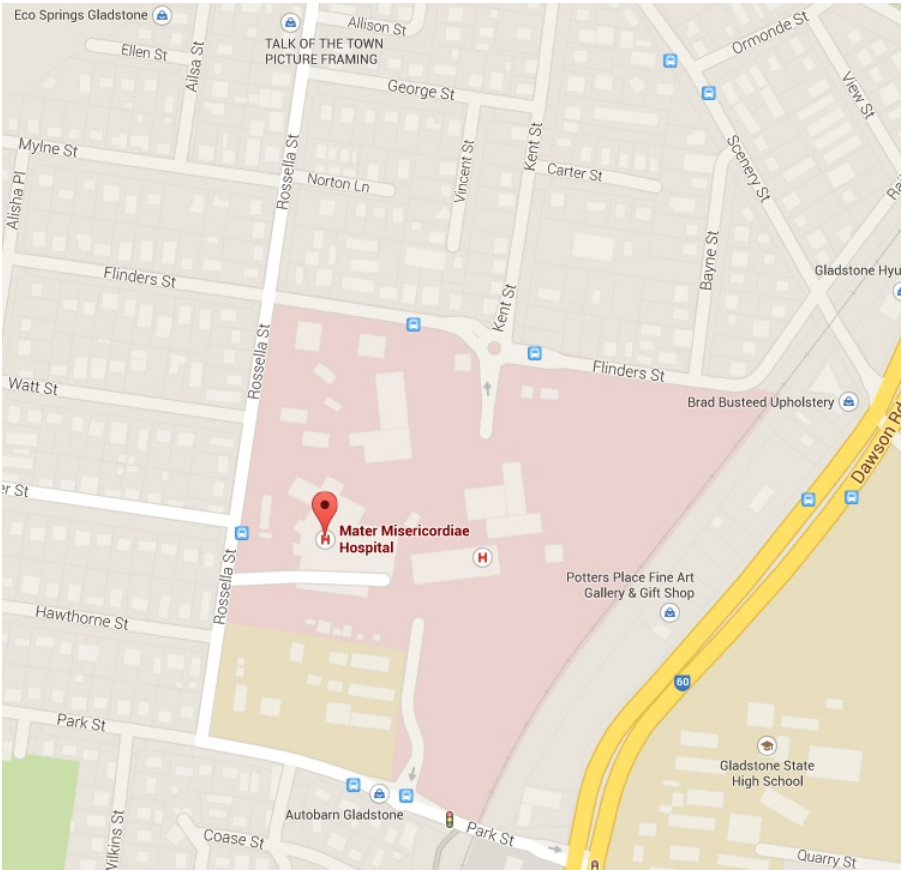
The main entrance of the Mater Rockhampton is located on Ward Street. Patients can be dropped off and collected from this entrance. There is designated disabled parking near the main entrance. A visitors car park with limited spaces is located to the right as you enter the main entrance in Ward Street. There is also car parking available in the streets around the hospital.

If you are going to Oncology or Surgical Admission's Unit, the entrances are located at the top end of the I-Med carpark on Spencer Street.



Mater Hospital Gladstone

The main entrance of the Mater Gladstone is via Rossella Street. Patients can be dropped off and collected from this entrance in a designated drop off zone. There is designated disabled parking in the visitors car park. The visitors car park is located to the right of the main entrance as you enter from Rossella Street.



Travel and accommodation

If you are a Queensland resident and are required to travel more than 50 kilometres to receive specialist treatment, you may be eligible to receive assistance with the cost of your travel and accommodation from the Queensland Health Patient Travel Subsidy Scheme.

The Patient Travel Subsidy Scheme provides assistance to patients, and in some cases their carers, to enable them to access specialist medical services that are not available locally. A subsidy is provided to approved patients and carers (escorts) to assist in the cost of travel and accommodation to the nearest specialist medical service that is more than 50 kilometres from the patients nearest public hospital. An application form must be completed and forwarded to the public hospital nearest to the patients' place of residence. These hospitals are responsible for all aspects of patient travel and inquiries regarding the subsidy should be directed to these facilities.

A medical practitioner must refer the patient to the specialist medical service. Further information is available for patients wishing to apply to access the scheme from their local Qld Health facility or by calling 13 HEALTH (13432584).

Outpatient accommodation

Mater Rockhampton:

Mater House

Our fully equipped apartments in Spencer Street provide accommodation in close proximity to the hospital. Patients and their families can call the telephone number below regarding bookings and costs.

Mater House Bookings Phone: (07) 4931 3313

Other Accommodation

Limited accommodation is available through the Red Cross. Information on Motel accommodation in close proximity to the hospital can be obtained from Reception, phone: (07) 49313313. Some motels offer a discounted rate.

The Central Queensland Cancer Support Centre, located at 43 Upper Dawson Road Rockhampton, offers 8 accommodation units for patients undergoing cancer treatment. Bookings for these units can be made by telephoning the Centre directly on 49328600.

Mater Gladstone:

Information on Motel accommodation in close proximity to the hospital can be obtained from Reception, phone: (07) 49713713. Some motels offer a discounted rate.

Visiting Hours

Mater Rockhampton:

General Visiting Hours: 10.00am – 8.00pm
Patient rest period: 1.30pm – 3.30pm

Open visiting for parents of children only

Maternity Unit: 12.00pm – 1.00pm and 3.30pm – 8.00 pm

Rest period: 1.00pm – 3.30pm.

Fathers may visit at any time.

High Dependency Unit: Immediate relatives may visit at any time at the discretion of the Nurse Unit Manager.

Rehabilitation Unit: 1.30pm – 8.00pm

Mater Gladstone:

General visiting hours: 10.00am – 8.00pm

Rest period: 1.30 pm – 3.30 pm

Enquiries

General enquiries: Rockhampton (07) 4931 3313
Gladstone (07) 4971 3713

Booking in for your admission

Your Doctor's rooms will send the hospital the details of your admission. We need you to confirm your personal details, health history and financial details by completing the included forms and returning them to us either by the enclosed reply paid envelope, by fax, or in person at the reception desk, no later than 5 business days prior to your admission/procedure.

Fax numbers for completed forms: Rockhampton: (07) 49313477
 Gladstone: (07) 49713703

Email: Rockhampton: materrockhampton@mercyqc.com
 Gladstone: gldadmin@mercyqc.com

If you are having a surgical procedure with an expected stay of one night or longer, you are required to have an interview with a nurse from the Pre admission clinic, either in person or via the telephone. Please contact the **Mater front Reception on 4931 3313** to book in for a Pre Admission telephone consult as soon as you have your admission date. The enclosed paperwork needs to be returned to the hospital 5 business days prior to your Pre Admission Clinic appointment or submit your paperwork online via the portal.

If you are having a procedure at the Mater Gladstone, the admissions staff will contact you regarding your admission.

Information required for your admission

- Personal details, Next of Kin, Emergency contact details
- Private health insurance membership number and table or level of cover
- Medicare card number
- Pension card/Health benefits card
- Pharmacy benefits card/safety net card number
- Credit or debit card details

Where applicable

- Work Cover/ Third party insurer details (Please note prior approval is required)
- DVA member number (for Veterans)
- Self-funding information (if not claiming private cover) – item numbers and length of stay

What to bring to hospital

- Doctor's letters, reports, notes and consent forms
- All relevant x-rays and scans
- Certified copy – Power of Attorney and/or Advanced Health Directive (if applicable)
- Credit or debit card for payment of excesses, co-payments or incidentals
- Loose change should you wish to purchase small items

Medications

- An up to date list of ALL the current medications you are taking
- Bring sufficient supplies of your medications for the entire duration of your stay in their original, labelled packaging. If your medications are packed in a dose administration aid, e.g. Webster Pack, please be aware that these cannot be used during your stay as staff cannot verify the content, age or prescribed dose. If the Pharmacy is required to resupply prescriptions or medications, this will be at an additional cost to you
- Remember inhalers, creams, ointments, patches, eye or ear drops, injections and herbal or complementary medicines
- Bring your medication repeats and any authority scripts



Standard 4:
Medication
Safety

Personal belongings

- Please bring your personal belongings in a small secure bag
- Nightwear, dressing gown, slippers or comfortable flat shoes that fit securely, have a flat or low heel and non-slip grip
- Toiletries
- Physical aids (e.g. spectacles, hearing aids, walking aids)
- Reading materials

Please note that the Mater Hospital does not take responsibility, nor is liable, for the loss of money, personal property or valuables brought into the hospital.

MISTAKES CAN HAPPEN WITH YOUR MEDICINES

Mistakes can happen with your medicines when you go into and come out of hospital, change wards or see different health professionals in the community. Having the right information about your medicines at all times will help prevent mistakes.

Health professionals need to know about all the medicines you use so they can make the right decisions about your health. Medicines include prescription, over-the-counter, herbal and natural medicines, and come in different forms, such as tablets, lotions, patches and drops.

You and your carer can help prevent medicine mistakes

Keep track of all your medicines with a *Medicines List*. Your doctor, nurse or pharmacist can help you fill it out. Speak up if you're ever unsure about your medicines.



LEAVING HOSPITAL

- ▶ Ask which medicines you should continue using at home and for all changes to be explained.
- ▶ Leave with an up-to-date *Medicines List*.
- ▶ Check the active ingredients of all your medicines to avoid doubling up. Ask your health professional if you're unsure.
- ▶ Show your regular doctor and pharmacist your updated *Medicines List* and hospital discharge information so they can update their records.

HELP PREVENT MEDICINE MISTAKES WITH AN UP-TO-DATE **MEDICINES LIST**

Order, print or download an NPS *Medicines List* from www.nps.org.au/medicineslist or ask your pharmacist. It is also available in other languages and as an iPhone app.



AT HOME/SEEING ANY HEALTH PROFESSIONAL

- ▶ Keep your *Medicines List* up to date.
- ▶ Take your *Medicines List* every time you visit your regular health professional or someone new. If you stop or start a medicine, let them know.
- ▶ Ask your doctor or pharmacist for a medicines review if you have any problems with your medicines.



GOING INTO HOSPITAL

- ▶ Take your *Medicines List* and medicine containers with you and show them to the doctor, nurse or pharmacist.
- ▶ Your medicines should be checked on arrival and when you're moved around the hospital.
- ▶ For your safety, you may be asked questions about your medicines, so answer them honestly.

BE MEDICINEWISE

Find out how at www.nps.org.au/medicinewise

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

The role of the Australian Commission on Safety and Quality in Health Care is to lead and coordinate improvements in safety and quality in health care across Australia.

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This information is not intended to take the place of medical advice and you should seek advice from a qualified health professional. Reasonable care is taken to provide accurate information at the date of creation. Where permitted by law, NPS and the Australian Commission on Safety and Quality in Health Care disclaim all liability (including for negligence) for any loss, damage or injury resulting from reliance on or use of this information.



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Fees and charges

If you have private health insurance, please speak with your fund prior to admission to ensure you understand your level of cover.

Important questions to ask your health fund are:

- Does my policy cover me for this admission? (If you have been a member of your health fund for less than 12 months, your fund may not accept liability for the costs of your admission).
- Do I have an “excess” payment on my policy?
- Are there any co-payments required for each night I will be in hospital? (If your policy has an excess or co-payment, you will be requested to pay this amount prior to your admission).
- Does my policy have exclusions or limited payment for some procedures or treatments, for example dental, cataracts, obstetrics, cardiac, orthopaedic or rehabilitation?
- Are prosthetic or disposable items used in my intended surgery covered by my policy?

Department of Veteran Affairs Patients

- Gold card holders are covered for all care (shared care only). If a private room is requested, this will be at the patients cost.
- DVA requests all patients with “white” cards to call 1800 555 254 prior to admission to confirm approval for your treatment/surgery.

Work Cover patients

Approval of your eligibility and cover is required prior to your admission. If this approval has not been obtained, total payment of the account must be made on or prior to admission. Please note Work Cover Qld only covers shared accommodation and the patient will be responsible for private room costs if requested.

Self-funded patients

Please contact the Pre-Admission staff on (07) 4931 3476 in Rockhampton, or (07) 4971 3713 in Gladstone, prior to your admission for an estimate of fees and charges. It is important to understand this is an estimate only, as in the event of unforeseen complications or variations from the proposed treatment, the fees payable may increase considerably. Total payment (other than any ancillary charges) must be made on or prior to your admission.

International patients

If you are insured with an overseas company, you will be asked to pay the estimated cost on or prior to your admission. If you are a visa holder and your workplace has private insurance, it is your responsibility to contact your employer/fund to confirm your level of cover prior to your admission, and to enquire if there will be a gap/out of pocket payment you need to pay.

Costs not included as part of hospital charges

- **Doctor's fees:** These are billed separately by your doctor(s). Please discuss these with your doctor prior to admission. Depending on the reason for admission, you may receive accounts from one or more of the following:
 - Surgeon
 - Anaesthetist
 - Surgical assistant
 - Other doctors who become involved in your care
- **Pharmacy:** Medicines not related to your admission and discharge medications
- **Pathology services:** For blood tests and other pathology testing performed during your admission
- **Diagnostic imaging:** X-rays/ultrasounds and other imaging services performed during your admission
- **OUTPATIENT Services:** The Mater Hospital does offer some outpatient services. In most cases it is unlikely that your health insurance fund will reimburse costs related to Outpatient services or treatments.

Pharmacy

Mater Rockhampton:

Medications for inpatients of the Mater Hospital Rockhampton are supplied by the Rockhampton Mater Hospital Pharmacy located on the ground floor of Mater Rockhampton. They will dispense new medications prescribed during your admission and ensure you are supplied with the required medications on discharge. Charges for medications dispensed during your admission and on discharge that are not covered by your health fund will be billed to you and are payable on discharge from the hospital.

Mater Gladstone:

Inpatients are to bring their own medication from home. For new medications prescribed during your admission, scripts can be dispensed by the hospital approved pharmacy or faxed to your preferred pharmacy.

Pathology services

Pathology services are supplied by a number of service providers who attend each hospital (e.g. QML or Sullivan & Nicolaides). Your doctor determines which provider is used. Charges for pathology will be billed separately by the individual provider.

Radiology

I-MED Radiology provides inpatient radiology services to hospital patients. Charges for radiology or imaging services performed during your hospital admission will be billed separately.

On the day of admission

- Bathe/shower but do not apply any powders, deodorants or creams.
- Do not wear make-up, nail polish or jewellery (remove all piercings)
- Do not smoke or drink alcohol for 24 hours before your surgery
- Wear comfortable clothes

On arrival to the hospital

Please present to the Admissions Desk in the foyer of the hospital at the time specified by your Doctor or Pre Admission Clinic.

We will ask you to confirm the information previously provided to us and to sign the following documentation:

- Health fund claim form
- Acknowledgement and disclaimer form
- Consent for disclosure forms
- Informed financial consent forms

At this time any applicable excess or co-payment not yet paid will be collected. Payments may be made by Credit card, EFTPOS (limits may apply), cash or bank cheque.

If you are being admitted on the day of your procedure, we will direct you to the Surgical Admission Unit and your paperwork will be completed there.

Going to Theatre

Once all of the paperwork has been completed, you will be asked to take a seat in our Surgical Admission Unit lounge until you are called by one of the nursing staff who will prepare you for your procedure. The nurse will ask you to confirm your medical history and assist you to change into theatre attire. Your observations are taken and a urine test is conducted to check for any abnormalities. The surgeon or anaesthetist may visit you during this period. Limited visitors are allowed in the Surgical Admissions Unit.

Please be advised that although every effort is made to keep your waiting time to a minimum, occasionally you will experience a prolonged stay in the lounge. We therefore request that you bring reading material with you to hospital.

Children undergoing surgery

Please dress your child in two piece pyjamas and bring a soft toy. For bottle fed infants, you will need to bring prepared formula.

For children and young adults up to 18 years of age, we ask that one parent accompany their child and be available in the recovery stage unless the patient has signed their own consent form.

After surgery

If your relative or carer wishes to phone to check how your surgery/procedure went, they can contact the hospital on (07) 4931 3313 (Rockhampton) or (07) 4971 3713 (Gladstone) and ask to be transferred to the ward you will be transferred to after the procedure.

Going to the ward

If you are being admitted to a ward, arrangements will be made to escort you to the ward once your accommodation is available.

Going home the same day

If you are having a day procedure, it is important that you comply with the following requirements:

- Arrange for a responsible person to collect and stay with you for the first 24 hours following your day procedure. If on admission, arrangements have not been put in place, your procedure may be cancelled.
- Do not drive your car or use heavy equipment for the 24 hours following your day procedure, as anaesthetic drugs cause drowsiness. Insurance will more than likely not cover you in the case of an accident if you are driving within 24 hours of anaesthetic.
- Do not sign any legal documentation or make important decisions for 24 hours following your procedure.
- The nursing staff will record the name and contact number of the person who is collecting you after your surgery/procedure. They will contact the nominated

person and tell them the approximate time you will be ready for discharge and will direct them to where you will be waiting.

- Follow the post procedural instructions given to you and contact your doctor or present to the Outpatients Department or an Emergency department should you have any post procedural complications.

Going home from the ward

Following an overnight admission, discharge time is approximately **10.00 am** – this time is dependent on the availability of your treating doctor and/or pharmacy discharge medications. We ask that you respect this time so that we are able to accommodate other patients awaiting surgery or treatment. Before you leave, you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.

Your stay

All our accommodation is classified as private and it is our aim to accommodate you as comfortably as possible. Single room allocation is based on clinical need, as determined by the nurse manager in each ward.

Call button

Should you require anything at any time, please do not hesitate to call the nursing staff via the nurse call button. Call buttons are also located in each bathroom. Our staff will endeavour to answer the call as quickly as possible.

Medical Rounds

You will be reviewed by a member of your medical team. The precise times of the rounds vary dependant on emergent issues they are managing at the time.

Television

Individual televisions are provided free of charge. A handset by your bed allows you to select any of the local television stations.

Telephones

Telephones are available beside each bed. Outside callers can call Reception on (07) 4931 3313 (Rockhampton) or (07) 4971 3713 (Gladstone) and ask for the patient they wish to contact. The patient may also provide their direct number to family and friends. If you are an inpatient we recommend that your family and

friends do not telephone until mid-morning to allow routine patient care activities to be undertaken.

Special needs

Please advise the hospital prior to your admission of any special needs that you have so that we may appropriately prepare for your stay. Special needs include physical disabilities, hearing or visual impairments or special dietary requirements.

Pastoral care

One of the things which define the Mater Hospital is we recognise the patients' spiritual as well as physical needs. Our pastoral care team are available to provide support to patients and their families regardless of religious beliefs. Our pastoral care team regularly visit each ward and there is a team member on call for emergency situations.

In Gladstone, the pastoral care team visit once a week to see patients. If you wish for a visit on a specific day, please ask the Ward Clerk who can attempt to arrange this for you.

Chapel

The chapel is located on the ground floor of Mater Rockhampton and is available at all times for reflection, prayer and as a quiet and sacred place.

In Mater Gladstone, the chapel is located in the corridor between the main Reception desk and Day surgery.

Hospital café

The café is located on the first floor of the Mater Rockhampton hospital near Reception. Sandwiches, hot snacks, beverages and confectionary are available to purchase, as well as newspapers and magazines. The café is open from 8.30 am – 4.30 pm week days. Outside of these hours there are vending machines available.

There are vending machines available including a coffee machine at Mater Gladstone in the Patient Lounge opposite Mater Gladstone Outpatients. If you are looking for a more substantial snack/meal, please ask at the nurse's station or reception for information on local cafes and takeaway.

Wi-Fi

Free Wi-Fi is available to all patients and their visitors. Get complimentary access anywhere in the hospital and always stay connected.



Smoking

All Mater Hospitals are smoke free campuses. Please be aware that from 1 January 2015 it is against the law to smoke at all public and private health facilities and five metres beyond their boundaries. The new laws, introduced by the Queensland Government, apply to the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes (e-cigarettes).

Volunteer Service

The Volunteers are an integral part of the Mater Hospital Rockhampton team. By donating their time, efforts, knowledge and skills for the benefit and well-being of our patients, their families and other visitors to our hospital, we can offer to the community a complete holistic caring approach.

Volunteers provide support with their empathetic attitude to helping those in need in our various departments, participating in a wide range of activities while adhering to the mission, vision and philosophies of the Sisters of Mercy.

You can identify a volunteer in the hospital by the 'volunteer' vest and name badge they wear.

Some of the volunteer roles throughout the hospital include:

- Welcome Desk / Patient escorting & directing.
- Library/Books Trolley.
- Providing companionship and support for patients and their relatives and friends.
- Volunteer/Patient group work in rehab therapy (art & crafts).
- Engaging patients in activities they may enjoy i.e. reading, board games, music or other activities to provide mental stimulation.
- Patient Check-Ins:
 - Making sure that all items that the patient requires are within reach of the patient.
 - Assisting with making the patient comfortable.
 - Helping them settle into the wards (show patient and families the ward facilities).
 - Making sure the patient's immediate area is tidy and clear of clutter to reduce falls risk.

- Patient exercise-Taking approved patients for a walk
- Assisting patient to complete menus or other forms.
- Assisting with patient feeding as directed by Speech Pathologist.
- Assistance with hand hygiene, before and after meals.
- Offering fluids (water, tea or coffee) to suitable patients.
- Reporting any problems noticed with the patient on duty nursing staff.
- Clerical & Administrative duties including ward and hospital admission packs
- Flower arranging
- Ward assistance with patients
- Oncology morning tea
- Hand therapy
- Justice of the Peace services
- Assistance with fundraising activities and celebrations



Your safety in hospital



Quality Management

The Mater Hospitals Rockhampton and Gladstone strive towards achieving a culture of continuous quality improvement.

We measure our performance through accreditation bodies to ensure standards are continuously maintained.

Performance Indicators are on display in the Hospital Foyer to demonstrate our commitment to a high standard of care.

Staff are committed to continually improving the quality, standard and safety of the services you receive.

The Mater Hospitals Rockhampton and Gladstone are committed to meeting the Australian Commission on Safety and Quality in Healthcare National Standards.

Partnering with Consumers



Standard 2:
Partnering with
Consumers

The Mater Hospital prides itself on engaging our consumers in planning, design, delivery, measurement and evaluation of our systems and services. In order to assist with this, we have a Consumer Partnership Committee which meets regularly. The members of this Committee include a diverse group of Consumers from our local area who represent the wider community. This group provides advice and feedback to the hospital on matters such as:

- how we can improve our systems to support our consumers, (e.g. reviewing online admission forms for ease of use)
- health literacy (including ensuring information we provide to patients and families is meaningful and easily understood), and
- assistance with planning and design of the organisation (examples of this include signage and advertising).
- All feedback received from patients and families assists our organisation to make our patients and their families have a positive experience while at the Mater.

For more information about the work of the Consumer Partnership Committee, please phone the Clinical Quality and Risk Manager on 49313310 or 49313486.

Clinical Handover



Standard 6:
Communicating
for Safety

During your stay in hospital important information regarding your care and condition will need to be discussed between your treating clinicians. This may occur at the bedside.

As a patient you have the right to be involved in your care:

- During clinical handover at the bedside, be sure to speak up if you have any questions or concerns
- Do not be afraid to tell the nurse if you feel a mistake has been made
- If anything is unclear, tell the nurses at handover and request clarification
- Tell your nurse about what is culturally important to you so they better understand your needs.

If you do not wish to be involved in clinical handover please advise the nursing staff on duty and your decision will be respected.

Additionally, in a shared room, your relatives/carers may be present for handover regarding your own care, but may be asked to leave during handover of other patients in the room.

Hourly Rounding

An important part of providing you with very good care and service is hourly rounding. You will be visited by a nurse hourly, to help us meet your needs. We shall try not to wake you at night unless required as part of your care.

During this time we will be:

- Checking in on your well being
- Monitoring your comfort and pain
- Helping you move and change positions
- Assisting you with trips to the toilet

This means that we are anticipating your personal needs and monitoring your wellbeing on a regular basis so that your family and visitors can focus on your recovery.

Correct identification and procedure matching



When you are admitted you will have an identification band applied to assist staff to correctly identify you. In most instances this will be a white band however if you have an allergy to a drug or other substance you will be given a red identification band to alert staff to your allergy. During your stay in hospital, staff will check the identification band and ask your name and details many times. This is to ensure you receive the correct medication or treatment. You must have an identification band on at all times. If for any reason your band is not in place, please inform a nurse immediately.



Standard 6:
Communicating
for Safety

Interpreter Service

Effective communication between patients and staff is important. Interpreter services are available and can be organised by the nurse caring for you.



Standard 2:
Partnering with
Consumers

Due to the confidential nature of communication in hospitals, and the complex information needed to be discussed, we may prefer not to use family members to assist with interpretation.

The Mater Hospitals Rockhampton and Gladstone utilise a Commonwealth Government telephone interpreter service. These interpreters are specifically trained and treat all information as confidential. This is a free service to patients.

My Aged Care



My Aged Care can help you to find out about:



Standard 2:
Partnering with
Consumers

- The types of aged care services available
- Your eligibility for services
- Service providers in your area
- Costs you may need to pay
- Advocacy services
- How to make a complaint

For further information please refer to: <https://www.myagedcare.gov.au/>

The National Disability Insurance Scheme (also known as NDIS)



The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy an ordinary life. The NDIS will help people with disability achieve their goals. This may include greater independence, community involvement, employment and improved wellbeing.

For further information, please refer to:

<https://ndis.gov.au/html/sites/default/files/documents/about-us/about-theNDIS.pdf>



Standard 2:
Partnering with
Consumers

My Health Record



My Health record is an online summary of your key health information. Your health record can be viewed securely online, from anywhere, at any time, even if you move or travel interstate. This information brings together health information from you, your healthcare providers and Medicare. My Health Record provides a vital source of information for healthcare professionals and their patients enabling continuity of care between the hospital health system and community care.

At every admission, all patients are asked if they agree to have the information from that visit transferred to the My Health Record system.

Following this agreement the Mater Hospital uploads your discharge summary from your hospital stay into your My Health Record. This enables other health care providers to access this information, providing you are registered in the My Health record system. For further information about, or to register with My Health Record, go to MyHealthRecord.gov.au or the helpline 1800723471.

Preventing falls and harm from falls



Standard 5:
Comprehensive
Care

People of all ages are at risk of falling while in hospital. This is due to their medical/surgical conditions, the effect of some medications and being in unfamiliar surroundings. A fall may result in a serious injury and/or loss of confidence to mobilise and thereby prolong your recovery. On your admission one of our staff will:

- Show you around your room so that you become familiar with your surroundings.
- Assess your potential risk of falling.
- If required, devise a plan to reduce your falls risk. This plan may include a review by a pharmacist or physiotherapist for further information and support.

You can decrease your risk of falling by following the instructions given by your nurse about mobilising, wearing appropriate footwear and avoiding wearing long dressing gowns and nightwear. Please bring footwear that fits securely, has a flat or low heel and a non-slip grip.



Preventing and managing pressure injuries



Standard 5:
Comprehensive
Care

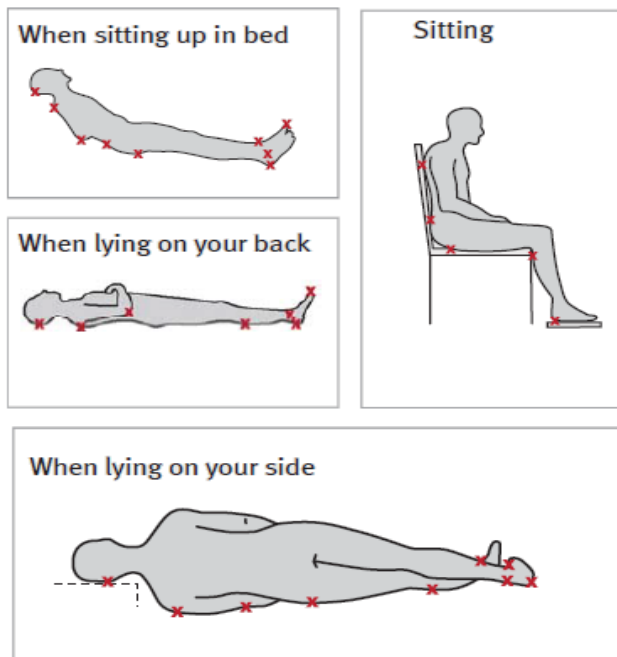
A pressure injury (also called a bed sore or ulcer) is a painful wound that affects the skin and the flesh under it. Reduced mobility, reduced activity and reduced sensation can contribute to a pressure injury developing. Pressure injuries most commonly occur in the elderly, but can occur in any patient.

Pressure injuries may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

A pressure injury can develop quickly, and cause significant pain, become infected, leave scars and may delay your recovery by weeks or even months.

Pressure injuries usually occur over bony areas – especially heels, elbows, hips, buttocks, tailbone and toes, but can occur anywhere there is continued pressure to the skin.

The diagram below illustrates places on your body at risk of pressure injury.



What you can do to reduce the risk of pressure injuries:

- **MOVE, MOVE, MOVE** – change how you sit or lie often.
- Avoid sitting up in bed for long periods as this puts pressure on your tailbone.
- Use air mattresses, cushions, pillows or booties to ease sore spots. Your nurse will assist with this as required
- Keep your skin clean and dry at all times.
- Eat correctly – eat a healthy and nutritious diet
- If you notice pain near a bony area or on an area of skin that is becoming sore, please tell your nurse.

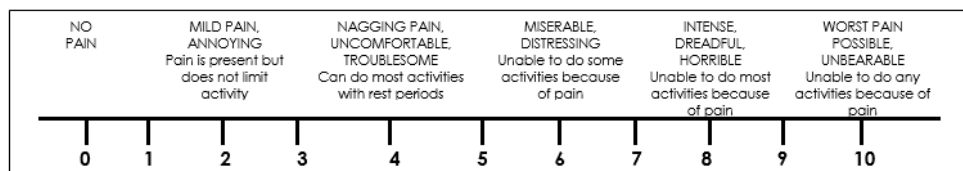
Reducing the risk of blood clot formation

In the same way that flying can increase the risk of a blood clot developing, being confined to a hospital bed can also increase the risk of this occurring in either the legs or lungs. On admission you will be assessed by your doctor or nursing staff for your level of risk. Depending on your level of risk and if appropriate for your medical condition, your doctor may commence preventative therapy. This may include wearing anti-embolism (compression) stockings, using a compression device on your lower legs and/or taking either an oral or injectable medication. You can actively assist by performing gentle exercises of your feet and legs while in bed and becoming mobile as soon as possible. Do not lie in bed with your lower legs crossed.

Pain management

Our staff care about your pain and you can assist us by telling us how you feel and particularly how strong your pain is.

During your hospital stay you will be asked by the nursing staff to indicate how much pain you are feeling using a score of 1-10.



A score of 0 indicates 'No Pain' and a score of 10 indicates 'Worst Pain Ever'.

The scales pictured will be used by the nursing staff to help you score your level of pain.



Not much pain at all



Quite a lot of pain

It is important to ask for pain relief before you get too uncomfortable or before undertaking tasks such as showering or physiotherapy. Frequent low dose

analgesia often provides adequate pain relief reducing the need for stronger medication which may have increased side effects. Tell your nurse or doctor about pain that does not get better even after taking pain medication. The nurse or doctor should discuss possible side effects of the medication with you.

Reducing the risk of infection

An Infection Control Coordinator oversees the infection control issues to ensure optimal patient outcomes are achieved and maintained through compliance with standardised policies and procedures.



Standard 3:
Preventing and
Controlling Healthcare-
Associated Infection

We encourage all patients and visitors to wash their hands when entering and leaving the ward areas.

Sometimes due to the nature of some illnesses we are required to put protective measures in place to control the spread of infection or protect patients who are at-risk from illness.

Some simple guidelines for patients:

- Washing your hands or use Alcohol Based Hand Rub (ABHR) before leaving your room, before and after using the toilet and before meals.
- Wear slippers or shoes whenever you are out of bed.
- Remind any clinician (nurse, doctor or allied health professional) who touches you to wash their hands (or use ABHR) before and after an examination. They should do this automatically as part of their requirement to comply with national guidelines for hand hygiene.
- Remind people entering your room to wash their hands or use ABHR.
- Dispose of tissues immediately into a rubbish bag. Do not use reusable cloth hankies. Wash your hands after disposing of tissues.
- Tell us about any problems you notice – talk to the nursing staff on your ward.
- Shower/bathe daily especially after an operation.

Guidelines for visitors:

- Do not visit if you have an infectious illness that may be spread to others in the hospital.

- Wash your hands while visiting – upon entering the room, and before you leave the room and/or ward. Use ward hand basins or ABHR before and after visiting each person. (do not use patient bathroom basins)
- Avoid sitting on inpatient beds.

Correct Hand Hygiene:

- Wet hands well using running water.
- Apply required amount of soap solution to wet hands
- Rub solution over all surfaces of the hands for at least 10 seconds
- Rinse the solution off with running water.
- Ensure you dry your hands well after each hand wash.
- Avoid touching taps with clean hands – turn taps off with a paper towel or elbow if lever taps are present.

Alcohol Based Hand Rub (ABHR) – where available, antiseptic hand foam may be used in place of hand washing when your hands are visibly clean.

Please see World Health Organisation “How to” guides on the next page.



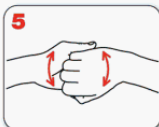
How to handrub? WITH ALCOHOL-BASED FORMULATION



Apply a palmful of the product in a cupped hand and cover all surfaces.



Rub hands palm to palm



backs of fingers to opposing palms with fingers interlocked



right palm over left dorsum with interlaced fingers and vice versa



rotational rubbing of left thumb clasped in right palm and vice versa



palm to palm with fingers interlaced



rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet

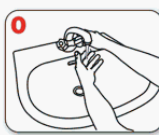


20-30 sec

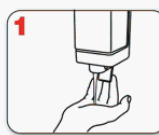


...once dry, your hands are safe.

How to handwash? WITH SOAP AND WATER



Wet hands with water



apply enough soap to cover all hand surfaces.



palm to palm with fingers interlaced



rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa



rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



40-60 sec



...and your hands are safe.



WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.



October 2006, version 1.

Isolation

Sometimes a patient will have a condition which requires isolation to prevent the spread of infection to susceptible people. Usually this means the patient will be in a private/single room. Staff may wear gloves, gowns or masks when caring for the patient.

A person who is in isolation will have a coloured sign outside their room with "Visitors report to the nurses' station". Visitors should be kept to a minimum while a patient is in isolation. Visitors may be asked to wear gowns, gloves or masks when in the room.

Please ensure all visitors are aware of the isolation requirements. Ask your nursing staff if you need further explanation.

All people entering an isolation room must wash their hands / use ABHR immediately before entering the room and immediately after leaving the room. If visitors are visiting more than one person in the hospital, they should visit the person in isolation last.

Wound Care:

- Avoid touching wounds or wound dressings.
- Should you need to touch a wound, ensure your hands are well washed immediately before and after doing so.
- Some dressings require a protective cover while you shower; some dressings are waterproof.
- If a dressing becomes wet or is leaking, please tell the nursing staff so it can be changed if required.

Intravenous Drip (IV Cannula)

- Do not touch the IV Cannula where possible.
- Remind others who touch the IV Cannula to perform hand hygiene first.
- Keep clothing near the IV Cannula site clean and dry.
- If you notice your IV Cannula site is sore or red or causing you pain, please tell the nurse or doctor looking after you.
- Do not submerge your IV Cannula in water unless you have been advised by medical staff it is safe to do so.

Antimicrobial Stewardship

Antimicrobial stewardship involves making sure antibiotics are used wisely. Bacteria can develop resistance to specific antibiotics, meaning that the antibiotic is no longer effective against the same bacteria.

To help prevent the development of current and future bacterial resistance, it is important to prescribe antibiotics according to the principles of antimicrobial stewardship, such as prescribing antibiotics only when needed (and not for mild infections such as colds, earache or sore throats).

What does the hospital do to prevent infections?

Infection control is part of everything we do. All staff members are instructed on the importance of preventing spread of infection.

Staff are required to follow standard precautions for all patients. This includes handwashing and the use of gloves, protective eye wear, masks and gowns/aprons whenever contact with blood, other body fluid or waste is possible.

It is hospital policy that all equipment, instruments and facilities are cleaned and maintained according to Australian Standards and Government guidelines.

Why can infections still occur?

Hospitals care for many sick people and sick people's defences against infections are often lowered.

Some of the body's normal barriers against infection (for example, the skin) are broken when patients have operations or have tubes inserted as part of their treatment.

Germs that may live harmlessly on your own skin can sometimes cause infection if they contaminate your wounds.

Many normal self-care activities (e.g. bathing, cleaning teeth etc) need to be performed by others for patients in a hospital.

Hands are home to many germs and are a common way in which germs are spread.

Please ask your nurse for further information if this is required. Brochures are available on infection prevention and management.

R.E.A.C.H Program

We know you know yourself or your loved one best. This is why we want you to let us know if you notice a worrying change.

R.E.A.C.H is a communication process which will help you share your concerns with us.

R.E.A.C.H will help with worrying concerns that have not been addressed or acted on by staff



Standard 8:
Recognising and
Responding to Acute
Deterioration

What does R.E.A.C.H Stand for?

The letters in R.E.A.C.H will remind you of the steps you can take to participate in your care, or the care of your loved one.

It has been formed from the initial letters of these steps:

- R** Recognise
- E** Engage
- A** Act
- C** Call
- H** Help is on its way

R.E.A.C.H in Practice

Please follow the below steps if you are concerned in any way:

STEP 1. If you **RECOGNISE** a problem and are worried; Please speak to your Nurse or Doctor regarding your concerns.

This will **ENGAGE** your Nurse to review you or your loved one

STEP 2. If you are still concerned, **ACT** and ask for a review by a senior nurse. This will be attended to within 30 mins

STEP 3. CALL – Dial extension **13636** (Rockhampton) ***2307** (Gladstone) using the phone in your room, or ask for use of the ward phone

STEP 4. HELP will be on its way

Will I offend staff if I R.E.A.C.H out?

No! Staff support patient and carer involvement. You know how you feel or how your loved one usually behaves.

We also encourage you to raise your concerns with us during times of handover between staff shifts.

We want you to work with us to create the best experience for you or your loved ones.



Planning for discharge

Discharge planning is an important part of any hospital admission. It plays an important role in ensuring a smooth move from hospital to home. This is achieved by making sure that appropriate clinical and community based support services are in place if required.

There are a number of people who can help plan your discharge:

- You and your family or carer(s) can alert us if your circumstances are such that you may need additional support in the community.
- Your treating doctor can help identify any special requirements you may have.
- Nursing and allied health staff may help identify any services that you may require, and assist in arranging any services required to support you at home immediately after discharge.
- Hospitals are responsible for making sure all issues that may affect your care after discharge are addressed before you leave the hospital.

It is vital that any special needs following discharge are identified early so that the appropriate discharge plans can be made. We encourage patients to discuss any issues with the health care team. These issues may be present for individuals who:

- Live alone
- Are responsible for another person e.g. frail partner, young children
- Used community services prior to admission to hospital e.g. Meals on Wheels, community nurses
- Require assistance to care for yourself e.g. showering

It is important that you consider all available options for care at home if your care needs have altered. Please note: Community services are not always readily available and not all patients are eligible for funded services.

There are important factors to be considered for discharge planning. It is important for you to discuss the following with the staff during your admission:

- Your expected date of discharge – this will help you plan your return home
- Inform the hospital of your living arrangements e.g. do you live alone, is there someone who can assist you when you go home, what services you currently receive, are you the carer for someone in your home
- Expectations regarding your recovery and how long it will take to recover
- Any possible restrictions on your activities e.g. lifting, driving a car

- Your ability to cope at home either with or without a carer needs to be considered carefully- do you need to go to a nursing home or will you require community support services such as assistance with medications or cleaning
- Any equipment requirements to assist in your recovery and independence

In some instances, the most appropriate care may involve admission to a nursing home or hostel (residential care).

We recognise that this can be a major, and at times, difficult decision. Staff can guide you through the application process for residential care for either nursing home or hostel accommodation. It is the responsibility of the patient/family to locate a residential care facility bed.

Medical Certificates

If you require a medical certificate, please see your nurse or doctor prior to your discharge date. For day surgery patients, please advise your surgeon prior to your surgery date that you will require a medical certificate.



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.aahrq.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.

To find out more about *10 Tips for Safer Health Care*, visit the RACGP website at: www.racgp.org.au/10tips or the Australian Council for Safety and Quality in Health Care website at: www.safetyandquality.org.

Call the RACGP GP Advocacy and Support Department on 03 8699 0524 to obtain copies of the *10 Tips for Safer Health Care* material.



My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Your Rights and Responsibilities

The Australian Charter of Healthcare Rights allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare. 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.

You have a right to:

- Access healthcare (in a private health facility this means you have a choice of provider and medical practitioner in line with your level of health insurance or you choose to self-fund your hospital admission and medical treatment).
- Receive safe and quality care.
- Respect, dignity and consideration.
- Be informed about services, treatment options and costs in a clear and open way.
- Be included in decisions about your care.
- Privacy and confidentiality regarding your personal information.
- Comment on and have your concerns addressed.
- Refuse any investigations, treatment or surgery. If you choose to leave the hospital against medical advice you will be asked to sign a disclaimer as the responsibility for this action rests entirely with you.
- Refuse to be questioned or examined by medical or other students.
- Decide whether you will accept visitors and how long they will stay.
- Nominate the people to be notified and they will be promptly, reliably and courteously informed.

Your responsibilities as a patient are:

- To provide the hospital and your doctor(s) accurate/complete information about your medical history (physical or psychological) and special needs for discharge from hospital.
- To clarify and discuss any aspect of your care you do not understand with your healthcare team.
- To follow your healthcare plan and comply with any instructions for your care and safety.
- To act in a manner that does not compromise your safety.
- To consider the rights of other patients, particularly in relation to noise (radios, mobile phones, TV's and visitors) and property within the care area.
- To respect staff and ensure that your family and visitors act accordingly. The hospital has a zero tolerance policy in respect to harassment, verbal abuse, bullying and aggression and breaches will result in security intervention.
- To accept financial responsibility for all services rendered (refer Fees and Charges section)
- To have contacted your health fund after your Doctor's appointment and before hospital booking to have a full understanding of your health insurance cover prior to going ahead with your procedure.

Privacy policy and collection of personal information

As part of your admission, the hospital collects personal information from you, which is used during your admission and to communicate with your health fund.



The Mater Hospital complies fully with the Privacy Act 2000 and all other relevant Commonwealth and State Legislation regarding the collection and use of personal information.

When relatives or friends telephone the hospital enquiring about your condition, only very general information is given as a respect for your privacy. You have the right to determine who should be informed by your doctor of your condition. In order to protect your privacy, medical information will not be released without your consent. Should you be unable to advise staff of this, release of information is restricted to your designated next of kin who can then communicate to other relatives and friends.

Following an operation, your relatives should first enquire at the ward about your condition and when you can have visitors.

On admission, you will be requested to acknowledge and sign that you have read, understood and consented to the collection and use of your personal information.

From the form, you will see that you have a choice about how some of your information may be used, so when completing your documentation read the document closely.

In relation to your personal information you have the right to:

- Withdraw any consent to use the information (Note: This may impact on your medical care);
- Request to restrict or limit access to specific persons (hospital to be notified);
- Obtain access to and correct any error in the information;
- Complain if your information has not been kept confidential or private;
- Request to access your medical record (a fee may apply).

To access your personal information held by the hospital (including your medical record) please write to:

ACCESS TO PERSONAL INFORMATION

Patients may request access to personal information the hospital holds by writing to the Executive Officer at the address below.

The Executive Officer
Mater Hospital
P.O. Box 924
Rockhampton 4700

Telephone Number: (07) 4931 3486
Fax Number: (07) 4931 3403

Rockhampton Mater Cardiac Catheter Lab & Oncology Unit

The Mater Cath Lab service officially opened to patients in April 2018. We are pleased to offer the community access to services that were previously only available far from Rockhampton, reducing travel time. Our aim at the Mater is to ensure that patients (where able) can access services locally to ensure that more time can be spent with family and friends.

We offer a range of services currently including but not limited to:

- Diagnostic cardiac procedures – such as coronary angiography
- Diagnostic vascular procedures – such as vascular angiography
- Electrophysiology procedures – such as direct current reversion (DCR), EP Studies and Pacemakers
- We also aim to educate the community on risk factors associated with coronary and vascular disease.

The Oncology Unit provides 11 chairs and 1 bed for patients undergoing day oncology treatments. Consulting rooms will also be incorporated into this new development.



Mater Rockhampton Emergency Care Centre

The Mater Rockhampton Emergency Care Centre (MRECC) at Ward Street Rockhampton is open from 7.00am to 11.00pm 365 days a year – no appointment or referral needed. This service commenced operating on Monday 10th September 2018.

The MRECC complements, but does not replace, the care provided by General Practitioners (GP) or Specialists. The department is operated by experienced emergency specialists. It provides both adult and paediatric emergency services.



The MRECC delivers:

- Minimal wait times
- Experienced and compassionate emergency trained staff
- A modern department with the latest technology and equipment
- No referral needed – everyone welcome (no Private Health Insurance required)
- Free, convenient on-site parking
- Patients seen in order of urgency – waiting times are usually minimal
- There is no out of pocket for review appointments or if you present to emergency with the same condition within 14 days of initial visit to MRECC
- Direct access to Specialists at the Mater Hospital
- Discharge letters sent to your GP
- On-site Radiology and Pathology

How to get there

A patient can present directly to Mater Emergency Care Centre or they can request to be taken there by ambulance. Entry is off Ward Street, South Rockhampton. Free on-site parking is provided adjacent to the MRECC.



What fees will I have to pay?

The Mater Emergency Department is a private emergency facility and patients will incur an out-of-pocket fee of \$150.00 payable at completion of the consultation.

Please note: DVA Gold Card holders and Worker's Compensation Insurance will not incur an out-of-pocket expense.

Fees for services such as x-rays and pathology may incur additional out-of-pocket costs. The service provider will send you an additional account for these services however you may be able to claim some of these fees from Medicare.

Feedback

We welcome feedback from our patients, their families and carers. If you would like to provide positive feedback, make a suggestion about how we can improve our service or make a complaint about care or other aspects of your hospital experience, we would like to hear from you.

Feedback forms are available at all reception desks and nurses' stations, or alternatively, please ask your nurse for a feedback form. Please provide your feedback on the form and place in the envelope provided. This can then be placed in the sealed, confidential boxes which are located on all reception desks and nurses' stations. You can also post your feedback card in the reply paid envelope.

Feedback can also be submitted on our website under 'contact us'.

If you have issues about the medical or nursing care while you are in hospital, ask to speak with the Nurse Manager or the Hospital Nurse Manager (after hours) who will be able to assist you directly or contact the appropriate person.

If you are not happy with the manner in which your complaint was managed, or if you wish to make a formal complaint, you can write to either the Director of Nursing or the Executive Officer at the address below.

Address: Ward Street, Rockhampton. Qld 4700

Or P.O Box 924, Rockhampton. Qld 4700

Telephone: 07 4931 3486

Facsimile: 07 4931 3403

Email: materrockhampton@mercyqc.com

For Gladstone Mater, you can write to the Assistant Director of Nursing at the address below.

Address: 50 Rossella Street, Gladstone Qld 4680

Or PO Box 1711, Gladstone Qld 4680

Telephone: 07 4971 3713

Facsimile: 07 4971 3703

Email: matergladstone@mercyqc.com

If you made a complaint about your care and considered it not to have been adequately resolved you may contact the Office of the Health Ombudsman.

Website: www.oho.qld.gov.au

Telephone: 13 OHO (646)

Address: PO Box 13281 George Street, Brisbane. Qld. 4003

Fax: 07 33196350

A complaint specifically about health insurance can be lodged with:

The Private Health Insurance Ombudsman

Telephone: 1800 640 695

Email: info@phio.gov.au

NOTES/QUESTIONS

Please use this section to write down any notes/questions you may have about your admission to ask your doctor/Pre-Admission staff.

[illegible]

