

# Brisbane Waters Private Hospital

## PATIENT INFORMATION GUIDE



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## Welcome

Welcome to Brisbane Waters Private Hospital. We thank you for selecting our hospital to meet your health care needs. We will strive to provide you with the highest quality of care during your stay.

This guide will explain many aspects of the hospital and the services that are available to you, as well as some helpful information to improve your recovery during your stay.

Please take the time to read through the guide as it has been developed to ensure that your admission and stay are as smooth as possible.

If you have any further questions, please feel free to ask the nursing staff, or visit [www.brisbanewatersprivate.com.au](http://www.brisbanewatersprivate.com.au) for further information.





## Our Vision

We will provide exceptional, patient-centered care for the community of the Peninsula and NSW Central Coast driven by our values.

## Our Mission

At Brisbane Waters Private Hospital we will be recognised as a leader in the community, supporting the growth and development of excellent health outcomes for the Central Coast.

## Our Values



At Brisbane Waters Private:

- We embrace **best practice** because we value your individual outcomes.
- We create **positive energy** every day.
- We are committed to making your experience **the best experience**.
- **Respect** is listening, appreciating and acknowledging each individual.
- We value who you are and how you are, because **it's personal**.

Supported by your doctor, the multidisciplinary team will work with you during your admission to improve your recovery and provide you with the skills, resources and education you need to maintain your health on discharge.

On referral from your specialist, you may be cared for by a number of staff, including occupational therapists, psychologists, physiotherapists, speech pathologists, discharge planners, exercise physiologists and dietitians. This team will strive to help you achieve the best outcome from your admission.

## Quality – National Healthcare Standards

Brisbane Waters Private Hospital has a Quality Management Program in place to ensure that all requirements of the Australian Commission on Safety and Quality in Health Care's eight (8) National Safety and Quality Health Service (NSQHS) Standards are met.

The Quality Management Program involves the monitoring, reporting, investigation and prevention of all types of risks and hazards to improve patient outcomes. The national standards upon which we are accredited are as follows:

1. Clinical Governance
2. Partnering with Consumers
3. Preventing and Controlling Healthcare Associated Infection
4. Medication Safety
5. Comprehensive Care

6. Communicating for Safety
7. Blood Management
8. Recognising and Responding to Acute Deterioration

Patients and visitors are welcome to read the 'Brisbane Waters Private Hospital Annual Quality Report' to review the results of the hospital Quality Management Program. Our certification can be found at the main hospital reception.

## Visiting Hours

To accommodate family and friends, visiting hours extend from 10.00am to 8.00pm daily.

All visitors are asked to observe the hospital's visiting hours and respect the privacy of our patients.

If you are visiting a patient in Mental Health or Rehabilitation, please be mindful that visits during program times are not permitted. Visitors may be required to follow certain procedures, depending on the condition of the patient.

The nursing staff can provide specific instructions for visiting these patients.

## Emergency Procedures

In the event of an emergency, please remain in your room until a staff member advises you what to do. Any visitors with you at the time should remain with you by your bed. Please follow the directions of staff, as all staff are trained in emergency procedures. A staff member will accompany you or direct you to a safe location if required. Our evacuation point is the car park opposite the hospital.

## Car Parking

Parking facilities are available in the visitors' car park, which is situated opposite the main reception at the end of Vidler Avenue. Car parking is provided free of charge. Designated disabled parking is available directly outside the main entrance of the hospital. There is easy disabled access from all entries.

## Transport

Brisbane Waters Private Hospital is easily accessible by public transport, car or taxi. The closest railway station is Woy Woy – approximately 1.5 kilometre drive or a 20-minute walk from the hospital. The trip is also easily made by bus or taxi. Buses run regularly past the end of Vidler Ave with only a short, flat walk to the hospital.

Taxis are readily available on the Peninsula. Should you require a taxi, please speak with front office staff or nursing staff who would be happy to arrange one for you.

## Smoking Policy

Brisbane Waters Private Hospital is a SMOKE-FREE zone. For the health and safety of patients, visitors and staff, smoking is not permitted within the hospital or outside the main entrance.





## Café

The Koolewong Café, located in the main foyer of the hospital, is open:

Monday to Friday, 8.00am–3.00pm, and Saturday, 9.00am–1.00pm.

Enjoy sweet and savory snacks, homemade cakes, sandwiches, tea, coffee and an assortment of drinks. Sit down meals and takeaway food are available. Local handmade gifts are also available.



## Eating Out

The Peninsula area has a wide variety of eating out options for visitors to our hospital, often in beautiful, scenic surroundings.

The closest cafes and restaurants are located in Woy Woy. There are many other restaurants located within close proximity to the hospital, in Umina or Ettalong.

For any general shopping or personal items, the closest supermarkets are Coles in Deepwater Plaza or Woolworths in Peninsula Plaza, both located close to Woy Woy Station.

## Partnering with Patients

Every patient has different needs during their hospital stay. At certain times during your admission, the nursing staff will include you, your loved ones or your carer in making decisions about your care to achieve the best possible outcome for you.

## Privacy Principles

You will be asked to sign a privacy consent form on admission.

There are legal obligations that organisations must abide by when they collect, hold, use and disclose your health information.

For more information, privacy brochures are available throughout the hospital, or ask hospital reception.

## Rights & Responsibilities

Our hospital is committed to providing you with exceptional care from appropriately qualified and experienced staff.

Our hospital commits to the rights listed in the Australian Charter of Healthcare Rights.

These are: access, safety, respect, communication, participation, privacy and comment.

Brochures are available throughout the hospital or at main hospital reception if you wish to learn more.

## Consent

Prior to any procedure or blood product transfusion you will be asked to sign a consent form. Before you give your consent for treatment, your doctor will explain to you the nature of the treatment and its side effects. Take this time to ask questions if you are uncertain about what is going to happen to you. Prior to signing certain consent forms you will be provided with written information to read to ensure that you fully understand the procedure you are about to have.

## Compliments & Complaints

Brisbane Waters Private Hospital is committed to the delivery of exceptional patient care and is constantly striving to exceed the expectation of you, our patient.

Complaint systems are part of our quality improvement program and enhance our service by:

- Identifying areas that need improvement
- Providing an opportunity to individually meet your needs
- Providing patients with an opportunity to have their legitimate complaints considered within a clearly defined process

Feedback can be made by:

- Recording your compliment or complaint in Cemplicity
- Discussing your complaint or compliment with the Nursing Unit Manager
- If unresolved, the Nursing Unit Manager will elevate the complaint to the Director of Clinical Services, who will discuss the matter with you

- Compliments and complaints may be made in writing to the CEO or Director of Clinical Services.

All complaints and concerns will be taken very seriously and will be investigated, providing feedback to you on the outcome.

If you do not feel that your complaint has been resolved at hospital level, then you may refer your complaint to the NSW Health Care Complaints Commission.

## Health Care Complaints Commission Contact Details

Telephone: (02) 9219 7444

Toll Free (in NSW): 1800 043 159

TTY service for the hearing impaired:  
(02) 9219 7555

Fax: (02) 9281 4585

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

Office Address:

Level 12, 323 Castlereagh Street (cnr of Hay St)  
Haymarket NSW 2000

## Interpreter Service

Interpreter services are available on request for non-English speaking people or people who have difficulty with English.

For any complaints, an interpreter service is also available through the Health Care Complaints Commission through the Telephone Interpreter Service (TIS) on 131 450.

Interpreters can be arranged by the Commission to discuss a complaint.



## Consumer Committee

If you wish to be a consumer advisor, please complete the Cemplicity survey or ask at main reception of hospital for more information.

## Changes in Your Health Condition

If you or your loved one/carer are concerned at any time that your health is not improving or is deteriorating, please inform the nursing staff as soon as possible.

Please do not wait to see if your condition improves by itself. The quicker your change in condition is treated the quicker your recovery. Nursing staff are trained to formally assess any changes in condition, alert doctors when necessary to review your treatment and prevent any further deterioration.

If you or your loved one/carer feel that your condition is deteriorating quickly, a 'STAFF ASSIST' Emergency Call Bell is located above the bed for you to alert staff.

## Discharge Arrangements

You will need to vacate your room by 10.00am on the day of discharge. All patients are required to report to the main reception to be formally discharged. If you are waiting to be collected then you are welcome to wait in the lounge areas in the hospital. Before you leave the hospital, check with the nursing staff that you are ready to go. Please ensure all your hospital accounts are paid before leaving.

Ensure any previous medication has been returned to you and that you receive any new medication commenced during your hospital admission.

You will be provided with a Discharge Medication form listing all of your current medications and when to take them.

Please ensure that you understand your medications.

- i) Know when to take the medication
- ii) Know what the medication is for
- iii) Understand possible side effects

You may also be given any prescriptions held at the hospital, any follow-up appointment information, x-rays and copies of your discharge summary letter. A copy of the discharge summary letter will be sent to your GP.

## Medications

The hospital has an on-site dispensing pharmacy for the convenience of patients. The majority of your medication costs will be covered by the hospital and your health fund. On some occasions, there may be some medications that may not be covered by your health fund that you will be required to pay for.

Please supply details of your pension number or Safety Net number on admission, if you have one.

You should inform nursing staff about any substances you are currently taking and have brought with you. These include:

Medications, vitamins and minerals, herbal remedies and alcohol.

Medicines and drugs should NEVER be taken without the knowledge of the nursing staff. Visitors or patients should not bring alcohol into the hospital.

## Wi-Fi & Internet

A complimentary Wi-Fi service is available for our patients during their stay. You can access the Wi-Fi network using the following details:

Network name: hca-guest

Password: Franklin99

If you are experiencing difficulties accessing the Wi-Fi, please ask staff for assistance.

## Safety at the Hospital

The hospital is monitored 24 hours day by CCTV cameras in all public areas and a daily visiting security service.

There is also an on-site, after hour's coordinator, seven days a week.

## Mail

Mail is delivered to your ward daily. Outgoing mail may be given to the nursing staff or left at the main reception desk and will be posted daily.

## Newspapers

Newspapers are available for patients' convenience. Please see the hospital's main reception.

## Florist

The beautiful floral arrangements in the front foyer are supplied by a local florist, Umina Beach Flowers and Gifts. If you wish to purchase flowers, Umina Beach Florist regularly delivers to the hospital and can be contacted on (02) 4341 4771. Use of this florist is at your discretion.

All flowers and gifts should be delivered to:

Brisbane Private Hospital  
21 Vidler Avenue  
Woy Woy, NSW, 2256

## Hairdresser

Hairdresser services can be arranged on request. Please let the nursing staff know if you would like a visit from the hairdresser and they will contact the hairdresser on your behalf and let you know when they will be able to visit you.

You will need to pay the hairdresser directly.

## Housekeeping Services

Your room will be cleaned daily. Our staff take pride in delivering a high standard of hotel services through the maintenance and cleaning of all patient rooms and areas.

After each room is cleaned a 'Courtesy Card' is left by the Hotel Services team to advise that the room has been freshly prepared and cleaned.

Please notify a member of the nursing staff if you have concerns about any aspects of the housekeeping service, or call Ext 279 for the Hotel Services Manager.

## Laundry

There are laundry facilities for patients in the Central Coast Clinic and Pearl Beach ward. Please arrange with relatives or friends to attend to your laundry requirements, if you do not wish to use these facilities.



## Spiritual & Emotional Needs

Coming to the hospital can often be an emotional experience. Emotional and spiritual health is just as important as physical health. Chaplaincy services are available on request for all religious groups. Please notify the nursing staff if you would like to use these services.

## Meal Times

Our in-house catering team provides a choice of quality meals, prepared on-site daily.

Breakfast:	7.00am
Lunch:	Between 12.30pm and 1.00pm
Dinner:	5.00pm

A selection of biscuits, cakes and fresh fruit are also available at morning tea, afternoon tea and supper.

In addition, there are lounge areas throughout the hospital with complimentary tea, coffee and biscuits for all patients and visitors.

## Menu

Food and nutrition are an integral part of your experience at Brisbane Waters Private Hospital. Our catering team aims to provide you with nutritious and tasty meals to aid your recovery.

A menu is provided each day, allowing you to select meals according to your tastes and dietary requirements.

Meals are prepared in consultation with the hospital dietitian. A Diet Aide is available to attend to any special dietary requirements you may have. Depending on your condition, you may be referred by your doctor to the dietitian or speech pathologist and may require a special diet.

We also have a range of special diets available to meet your needs, and for those wishing to observe religious, cultural or personal principles.

Some procedures and tests may require you to be 'nil by mouth' (NBM). This means that you will be required to fast for a specified period of time. The staff will communicate this to you and advise any other restrictions required.

## Bringing Food into Hospital – Food Safety

It is not recommended that you have food items brought into hospital, as all our food is prepared and served following the guidelines of our food safety program to prevent the risk of food-borne illnesses. We cannot guarantee that foods brought into the hospital adheres to the same strict guidelines, and when you are unwell and recovering in hospital you may be more susceptible to a food-borne illness.

We will not store any high-risk food items for you.



## Nurse Call System

Each bed has a multi-function Nurse Call Button system. The green Nurse Call button alerts staff that you need assistance.

In each bathroom you will also find a green Nurse Call Button. Operation of the nurse call system will be shown to you on admission. Please do not hesitate to call for assistance at any time.



## Valuables

It is strongly recommended that you do NOT bring any valuables, jewellery or large amounts of money to the hospital as provision for safe custody is not available.

The hospital cannot accept liability for any items brought into the hospital that are lost or stolen.

You are advised to send any money or valuable items home with a relative/friend.

## Telephones

You are able to make outgoing local calls from your bedside phone.

You are able to receive incoming calls and your phone number is located on the phone. Dial 0 first before dialing the phone number.

To speak with reception, dial 9.

## Televisions

Complimentary television sets are provided in all rooms. The televisions are operated through the Nurse Call Bell, or by remote control at your bedside.

In shared accommodation, we may ask that television sets be switched off at 9.00pm to allow for the comfort of all patients.

## Infection Prevention & Control

We take infection control very seriously at Brisbane Waters Private to prevent any patient from acquiring a health care associated infection (an infection acquired during your hospital admission). The Infection Control Coordinator is responsible for coordinating the Infection Control Program to monitor and investigate all health care associated infections that occur within the facility.

Staff can transfer germs from one patient to another on their contaminated hands. However, patients can also infect themselves. Everyone is responsible for reducing the risk of infection, including staff, patients and visitors.

To protect yourself and others from getting an infection:

- Staff must always clean their hands before and after caring for you
- Always clean your hands regularly
- Do not touch any of your wounds
- Use respiratory etiquette – cover your cough or sneeze and always clean your hands afterwards
- Ask your visitors to clean their hands on entering and on leaving your room and the facility
- Bathe/shower every day, use a liquid soap as cakes of soap grow germs
- Wear clean clothes every day



- Report any concerns you may have if you feel there may be a risk of infection to you during your admission.
- Don't take antibiotics unnecessarily. Inappropriate use of antibiotics can lead to the development of multi-drug resistant organisms (super bugs).
- Don't be afraid to ask staff or your doctor to clean their hands or ask about your treatment (e.g. your antibiotics).
- Visitors should not visit if they are, or have recently been, unwell.
- Educate yourself. A variety of infection control patient brochures are available in the patient and visitor lounge areas.

## How to Clean Your Hands

Alcohol-based hand rub is available in your room for you and your visitors to use at any time to clean your hands.

However, you must wash your hands with soap and water if your hands are dirty (e.g. after going to the toilet).

To use alcohol hand rub:

1. Apply a small amount to your hands
2. Rub alcohol solution over all surfaces of your hands and between your fingers
3. Rub solution in until dry – Do not wash off!

To wash your hands:

1. Wet your hands with warm water
2. Apply soap
3. Rub hands together to get a good lather for 15 to 30 seconds

4. Cover all surfaces of your hands and between your fingers
5. Rinse well under running water
6. Dry with paper towel

**The best way to stop infection and protect yourself is to clean your hands regularly!**

## Manual Handling

Brisbane Waters Private Hospital uses a safe manual handling system. All staff are trained in manual handling techniques and are obligated to use these techniques.

If you would like any further information or clarification, please speak to the Nurse Unit Manager (these staff are in green shirts).

## Clinical Handover

The Nursing team will come to your bedside for a clinical handover. This will occur at the handover shift times between morning, afternoon and night shift.

We invite patients to participate in this process. If patients have any questions, please ask your nurse.

## Preventing Falls

It is surprisingly easy to fall or slip while in hospital. It's an unfamiliar environment and some medications can make you feel tired or may affect your balance.

Your illness, or any procedures you have, may mean that you are not as steady on your feet as you normally are.

This is why we ask that you take extra care when standing or moving about.

Here are a few safety tips that may reduce your risk of a fall:

- **Medication**

Pain relieving drugs, general anesthetics or other medications can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

- **Unfamiliar Surroundings**

Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

- **Flooring**

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear.

Check the floors in your area and avoid using talcum powder whenever possible.

- **Your Condition**

Ask your Doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking.

The Physiotherapist and Occupational Therapist can also give you advice with balance and mobility.

- **Visiting the Bathroom**

You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses. They are here to help you feel as comfortable as possible.

There is a green Nurse Call Button located in your bathroom, please ensure you call the nurse to help you back to your room to prevent you from having a fall.

- **Clothing**

Loose or full-length clothing, like pyjamas or dressing gowns, may cause you to trip and fall. Make sure these are the right length for you.

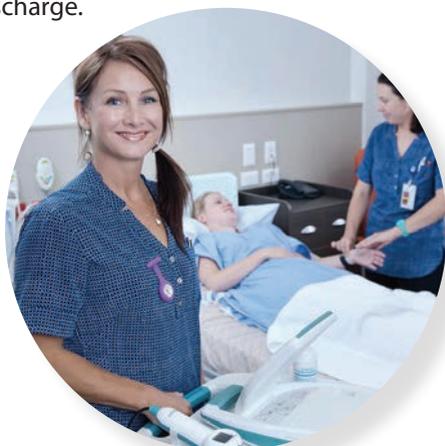
- **Footwear**

Footwear needs to fit securely and have a non-slip sole. Avoid thongs or slides and shoes without a heel back.

If your doctor has requested you wear pressure stockings, shoes can be worn over these. Never walk around in socks or stockings without a grip surface, as this increases your risk of slipping over. Grip socks are available if your shoes don't fit due to swelling.

## Equipment

You may be prescribed mobility aids by the Physiotherapist and Occupational Therapist to help with your balance and walking while you are in hospital, or at home when you are discharged. You will need to settle your account for any prescribed equipment before discharge.





## Preventing Pressure Injuries

### What Are Pressure Injuries?

A pressure injury is also known as a pressure area, pressure sore or bed sore.

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

### Where Are Pressure Injuries Found on the Body?

Pressure injuries usually occur over bony areas – especially heels, buttocks and toes.

### Who Gets Pressure Injuries?

Anyone confined to a bed or a chair, who is unable to move, has loss of sensation, poor bladder or bowel control, poor nutrition or is unwell. Many of these risks apply to most hospital patients!

### What Can You Do to Prevent a Pressure Injury?

- **Move, Move, Move!**

The best thing to do is to relieve the pressure by keeping active and change your position regularly, whether you are lying in bed or sitting in a chair.

If you are unable to move, the staff will help to change your position.

Special equipment, such as an air mattress, cushions and special booties, may be used to reduce the pressure in certain areas.

- **Eat a Balanced Diet**

Maintain your nutrition to help maintain your skin integrity

- **Look After Your Skin**

Keep your skin and bedding dry. Let staff know if your clothes or bedding have become damp or wet.

Tell staff if you have any tenderness or sore spots over bony areas or if you have noticed reddened, blistered or broken skin. Avoid massaging skin over the bony areas. Use a mild soap and moisturise dry skin.

## Deep Vein Thrombosis (DVT)

A DVT is a clot that forms in the veins of the lower leg and thigh. It is caused by prolonged sitting or bed rest. DVTs are more common in adults of the age of 60+ but can occur in any age group.

Symptoms include:

- Pain in calf on standing or walking
- Swelling of your legs
- Increased warmth of the calf
- Changes in skin colour (redness) to your legs

Please report to your nurse should you notice any of the above symptoms.

## Bed Linen

Bed linen is changed daily or when necessary, and fresh towels are available every day.

Please ask nursing staff for any assistance.

## Uniforms

All our staff wear uniforms. On the ward, staff with green shirts are the ward managers. Those in blue shirts are our assistants in nursing, endorsed enrolled nurses or registered nurses.

Our ward clerks and administration staff wear grey shirts, and allied health staff wear navy blue polos. Our domestic services staff are dressed in sky blue.

## Personal Electrical Equipment

Personal electrical equipment should not be brought in to the hospital for safety reasons.

Any essential electrical equipment required must be checked by an electrician through the hospital and tagged as safe for use before being used in the hospital.

## Students in Training

Brisbane Waters Private Hospital has agreements in place with many tertiary organisations for the placement of various student health professionals.

Whilst in hospital, you may be asked to discuss details of your condition and undergo examinations by students, who will be under direct supervision of a qualified professional. Consent is required and should you choose not to participate, your right to do so is respected and acknowledged.

## Volunteers

Brisbane Waters Private Hospital is proudly supported by a wonderful group of volunteers, who perform many tasks throughout the hospital to help improve your stay.

If you or a friend would be interested in becoming a volunteer, please see main hospital reception.



## Veteran's Committee

Brisbane Waters Private Hospital prides itself on having a long-standing relationship with the Department of Veterans' Affairs (DVA). DVA patients have been using the services of Brisbane Waters Private Hospital for many years. To honour our DVA patients and our local ANZACS, Brisbane Waters Private Hospital has dedicated the courtyard of the hospital as a commemorative garden. We have an active 'Veterans Committee', which meets quarterly, and a visiting veteran who meets with patients weekly. ANZAC Day is celebrated every year with our very own ANZAC Day ceremony held in the hospital grounds and attended by former patients, local dignitaries and the local community, to remember our fallen soldiers. All patients, staff and visitors are welcome to attend the ceremony.





## Pathology Collection

Brisbane Waters Private Hospital uses several pathology companies that supply a visiting pathology collection service every day, Monday to Sunday, with frequent collection rounds throughout the day.

Australian Clinical Labs is our on-site service.

## Radiology Services – X Ray

All medical imaging (x-ray) services are available on-site provided by I-Med. MRI is the only medical imaging service not available. Patients that require MRI are transferred to a medical imaging clinic for this service.

## Medical Records

A record will be kept of your admission, diagnosis, illness, operations and treatment. This will be confidential and access is limited to those professionals involved in your treatment. The content will be divulged to other parties only with your consent or where required by law.

## Patient Accounts

Brisbane Waters Private Hospital has agreements with all major health funds and the Department of Veterans' Affairs. Your level of cover may require you to make some payment. Hospitalisation charges include accommodation, operating suite fees and general hotel services.

Pharmacy and radiology may incur additional charges.

You will be informed of any likely out-of-pocket expenses that you may incur prior to or on the day of admission. The hospital accepts most credit cards (excluding AMEX). EFTPOS facilities are available.

The hospital has a computerised patient information system and your account is maintained as your stay progresses. If you have any queries regarding your account during your stay, please feel free to speak with front office staff at main reception. On the day of discharge, please see the front office staff before you leave the hospital in order to finalise your account

## Your Hospital Team

Your specialist will review your condition during your admission. At any other time, 24 hours per day, seven days per week, a Career Medical Officer (CMO) is available to review your condition if there is any change and can prescribe any treatment you may need. The CMO will also liaise with your specialist doctor to inform them of any changes in your condition.



## Frequently Asked Questions

At Brisbane Waters Private Hospital, we want patients to feel comfortable to ask us questions. None of your questions are silly or embarrassing.

Please read over the list of questions below – these are all good questions that are often asked by patients. If you want the answers to any of these, please ask your nurse or doctor. And if you have a different question, just ask.

- When will I be going home?
- When will my Doctor visit me?
- Do you have an information brochure about my operation/condition?
- If I want to go to rehab, who do I discuss this with?
- What sort of other therapy does the hospital provide, other than admission and treatment for my illness?
- If I wish to do hydrotherapy who do I ask?
- Do you offer a Day Program or Outpatient Service?
- Is there transport to take me home?

## Your Feedback

We are continually striving to improve our services at Brisbane Waters Private Hospital, and meeting your needs by providing exceptional care and the best experience is our first priority.

Your feedback is important to us and we welcome your feedback and suggestions on how we can improve our service.

We encourage you to share your overall feedback by completing a Cemplicity survey after you are discharged. This survey will be sent to you via email.

If you require further information about Brisbane Waters Private Hospital, please visit [www.brisbanewatersprivate.com.au](http://www.brisbanewatersprivate.com.au) or find us on Facebook.

## Our Sponsors for Your Information

The following pages contain information on a curated range of services chosen to help you and your visitors during and after your stay. While a sponsor's feature in the guide doesn't imply an endorsement on the hospital's part, we would like to thank them for making this guide possible. Please take the time to look through their services and consider their usefulness to you.

## Thank you for choosing Brisbane Waters Private Hospital.

# Your Choice, Your Lifestyle



Peninsula Villages is your preferred choice for quality aged care and retirement living on the Central Coast.

Independent living  
Dementia & palliative care  
Ageing in place  
Registered Nurses onsite 24/7

To arrange a tour or for more information:

02 4344 9199 | [peninsulavillage.com.au](http://peninsulavillage.com.au)



Your Life, Your Choice, Our Communities



# All Room Prices Reduced!

**Book a tour today!**

1800 246 637 | [www.chomes.com.au](http://www.chomes.com.au)

Everyone needs a break sometimes. Christadelphian Aged Care is offering up to two weeks free respite care at **Chamberlain Gardens Aged Care in Wyoming**. Our respite residents enjoy full residential and nursing care, along with our lifestyle, therapy, dementia and emotional wellbeing programs.

*\* Conditions apply. Please call 1800 246 637 or visit [www.chomes.com.au](http://www.chomes.com.au) for more details.*

**Chamberlain Gardens**  
53-67 Chamberlain Rd. Wyoming





BaptistCare

75 Years  
Caring

# Making aged care simple on the Central Coast.

 ORANA CENTRE

With 46 years of local knowledge from one of the largest care providers, we are here to help.

Get the right aged care advice.  
1300 275 227 | [baptistcare.org.au](http://baptistcare.org.au)

*Because  
we care*



# Mobility

## Hire & Sales

Sales - Service - Repairs of all types of Mobility Equipment & Daily Living Aids

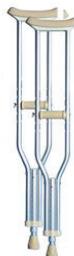
Free Delivery to all areas of the Central Coast on Sales over \$100!



Mobility Scooters  
Lift Chairs  
Electric Wheelchairs  
Electric Beds  
Rollators/Walkers  
Walking Frames  
Wheelchairs



Cushions & Pillows  
Shower Chairs & Stools  
Over Toilet Aids  
Crutches & Reacher's  
Incontinent Products  
Walking Sticks  
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[www.peninsulalaw.com.au](http://www.peninsulalaw.com.au)

INCORPORATING WEBSTER & CO. SOLICITORS

## 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.

### 2. Don't Smoke

Smoking greatly increases your risk of heart attack.

### 3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack.

### 4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased.

### 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

## UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

### WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL  
DEMENCIA HELPLINE**  
**1800 100 500**



**OR CALL 131 450  
FOR LANGUAGE ASSISTANCE**

**FIGHTDEMENCIA.ORG.AU**

**YOUR  
BRAIN  
MATTERS**  
YOURBRAINMATTERS.ORG.AU

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at [yourbrainmatters.org.au](http://yourbrainmatters.org.au)



Dear patient,

Thank you for using Clinical Labs during your stay at Brisbane Waters Private Hospital.

Continuity of care is important in monitoring your health and should you require future pathology services our team is ready to assist you from one of our 160+ collection centres conveniently located throughout NSW.

For your nearest Collection Centre call **1300 453 688** or visit [clinicallabs.com.au/location](http://clinicallabs.com.au/location)

Some collection centers near you:

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ACLMAR-MAG-NSW-00018-10/18



Evergreen Life Care is committed to providing professional and quality residential care to cater for older aged people on the Central Coast.

- **Yallambee Village** at West Gosford offers relaxed, independent living surrounded by 13 acres of pristine landscaped gardens. Yallambee Village boasts two-bedroom independent living units and villas, each spacious, well equipped and close to on-site facilities.
- **Yallambee Lodge** provides a warm, friendly and caring environment that offers a range of accommodation and care options to individuals and couples, including ageing in place, respite and special care dementia accommodation. Yallambee Lodge specialises in providing accommodation options for couples.

For more information please visit [www.evergreenlifecare.org.au](http://www.evergreenlifecare.org.au)

Yallambee Ave  
West Gosford NSW 2250  
Phone: 02 4349 2300



# Do you need help at home?



Coast Community Connections offers a range of services to older people and people with a disability across the Central Coast. From support with daily tasks to providing home modifications and maintenance, we provide services that make day-to-day life a little easier.

## As a registered service provider, we can assist with:

### Home Modifications & Maintenance

-  Installing bathroom grab rails, lever taps & hand-held showers
-  Bathroom renovations to improve safety, accessibility & independence
-  Cleaning windows & gutters
-  Lawn & garden maintenance
-  Installation of access ramps & handrails
-  Door widening for wheelchair access
-  Handyperson services, including carpentry & plumbing

### Ageing & Disability Services

-  Personal Care
-  Social support including activities such as shopping & companionship
-  Cleaning laundry & other household tasks
-  Meal preparation
-  Transport

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Services funded under the NDIS,  
My Aged Care and Fee For Service

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Contact our friendly team today to  
find out how we can help you at home

**P: 02 4343 1888**

**W: [coastcommunityconnections.com.au](http://coastcommunityconnections.com.au)**