Interpreter Services

Good communication is very important to your care in hospital.

If English is not the language you speak, we can help you to get an interpreter. Interpreters are available in many languages, as well as for deaf people. Interpreters are also available for your carers or family members. The service is free and completely confidential. Please ask your ward staff for their help to contact an interpreter, or telephone 4223 8540.

Arabic
Interpreter Service
التواصل الجيد مهم جداً لرعايةك في المستشفى.

If English is not the language you speak, we can help you to get an interpreter. Interpreters are available in many languages, as well as for deaf people. Interpreters are also available for your carers or family members. The service is free and completely confidential. Please ask your ward staff for their help to contact an interpreter, or telephone 4223 8540.

Chinese
Interpreter Service
翻译员服务
此资讯是关于本院的各项服务。如您希望有人用中文给您解释此资讯，请您要求医院的职员为您请一位翻译员。

Croatian
Interpreter Service
SLUŽBA TUMAČA
Ovo je informativni prikaz bolničkih usluga. Želite li čuti ove informacije na hrvatskom jeziku zamolite osoblje da vam pozovu tumača.

Greek
Interpreter Service
ΥΓΕΙΟΝΟΜΙΚΗ ΥΠΗΡΕΣΙΑ ΔΙΕΡΜΗΝΕΩΝ
Η παρουσίαση αυτή αφορά τις υπηρεσίες στο Νοσοκομείο. Εάν επιθυμείτε να σας εξηγήσουν τις πληροφορίες αυτές στα Ελληνικά παρακαλώ ρωτήστε ένα άτομο του προσωπικού του θαλάμου να καλέσει διερμηνέα για σας.

Italian
Interpreter Service
Servizio Interpreti
Questa presentazione riguarda i servizi che sono disponibili all’ospedale. Per ottenere informazioni in italiano chiedete al personale di mettervi a disposizione un interprete.
Macedonian
Interpreter Service
ПРЕВЕДУВАЧКА СЛУЖБА
Оваа презентација е во врска со службите во болницата. Ако сакате оваа информација да ви биде објаснета на македонски јазик, ве молиме прашајте некого од персоналот на одделението да ви повика преведувач.

Polish
Interpreter Service
SŁUŽBA TŁUMACZY
Ten program zawiera informacje o usługach szpitalnych. Jeśli potrzebuje Pan/Pani pomocy tłumacza języka polskiego, proszę poprosić o to personel Oddziału.

Portuguese
Interpreter Service
SERVIÇO DE INTERPRETES
Esta apresentação é sobre os serviços do Hospital. Se precisar de explicação em Português sobre esta informação avise o pessoal da Enfermaria parachamar um interprete.

Serbian
Interpreter Service
ПРЕВОДИЛАЧКА СЛУЖБА
Ове информације говоре о врстама болничких услуга. Ако их желите на српском језику замолите особље да вам обезбеде тумача.

Spanish
Interpreter Service
SERVICIO DE INTERPRETES
Esta presentación trata con los servicios del hospital. Si desea que le expliquen esta información en español, pída al personal de la sala que le consigan un intérprete.

Turkish
Interpreter Service
TERÇUMANLIK SERVISİ
Bu takdim hastane hizmetleri hakkındadır. Bu bilginin size Türkçe olarak açıklanmasını istiyorsanız lütfen bir hastane görevlisinin size tercuman çağırmasını isteyiniz.

Vietnamese
Interpreter Service
DỊCH VỤ THỌNG DỊCH VIỆN
Tin liệu này liệt trình các dịch vụ tại bệnh viện này. Nếu quý vị muốn biết tin liệu này bằng tiếng Việt, xin nhờ nhân viên trong này gọi thông dịch viên.
Welcome

It is our aim to ensure that as a patient of Wollongong Hospital, you receive the best possible care and attention in line with our CORE values of collaboration, Openness, Respect and Empowerment.

We hope the information in our guide will help you to become familiar with the services and facilities provided at Wollongong Hospital.

If you need any additional information or help, please ask your ward staff for assistance.

From the Management and Staff

Wollongong Hospital

Wollongong Hospital is a non smoking facility
Contents

Welcome
What to bring to hospital
DO NOT BRING
THEFTS CAN OCCUR IN HOSPITALS
YOUR RIGHTS AS A PATIENT
Access
You have a right to health care
Public and Private health care
Safety
Open Disclosure
Respect
Visitors
Respecting others
Communication
Interpreter Services
Support people
Providing information
Participation
Seeking a second opinion
Consent
Consent by others
Research and education
Privacy and Confidentiality
The right to medical record information
Breach of privacy
Comments, Compliments and Complaints
It’s OK to make a complaint
If you wish to make a complaint
What happens when you lodge a complaint?
Health Care Complaints Commission (HCCC)
GENERAL INFORMATION FOR HOSPITAL PATIENTS
Absence from your ward
Concerns/Complaints/Feedback
Aboriginal staff
Accommodation for carers
Accommodation for patients
ATM/Rediteller
Carer support
Chaplains
Ambulatory and Primary Health Care Services
What services are provided by Ambulatory and Primary Health Care Services?
How do you contact Ambulatory and Primary Health Care Services?
Pathology Collection
On Site
Home Collection Service
Discharge from hospital
Hospital in the Home
Coming back to Hospital
Donations and bequests
Flowers
Food safety
Friends of Wollongong Hospital
Help when you go home
Immunisation
Coffee and cold drinks
Meals
Medical Certificates
Multicultural Health Services
No Smoking
Organ and Tissue Donation
Parking
Social Work
Accommodation needs
Carer issues
Staff identification
Students/Teaching
Telephones
Televisions
Threatening, offensive or disruptive behaviour
Transfer to another ward or hospital
Disclaimer
Visiting Hours
**What to bring to hospital**

Please bring:

- 4 pairs of pyjamas or nighties (with your name clearly marked)
- Dressing Gown
- Fitted Non Slip Footwear
- Toiletries (soap, toothpaste/brush, hairbrush/comb, wet razors)
- Small amount of money (for telephone/newspapers, etc)
- Current medications (these will be returned to you)
- Medicare card

If applicable:

- Private Hospital fund card or book
- Your Veterans’ Affairs Repat Card
- Details of your Worker’s Compensation, Public Liability or Third Party case.

**DO NOT BRING**

- Valuables - jewellery or large amounts of money
- Radios without headphones
- Mobile phones as they interfere with medical equipment
- Electrical items, such as electric shavers, due to electrical safety
- Pot plants due to infection risk
- Large bags or excessive clothing due to space limitations
- Alcohol or illegal drugs
- Video Games
- Ipods, radios, MP3 players without headphones.

**THEFTS CAN OCCUR IN HOSPITALS**

The hospital cannot accept responsibility for your possessions if they are lost or stolen.

Please ensure that your valuables are:

- Sent home or left at home
- Given to a relative or friend whom you trust
- Kept on your person at all times
- Locked in the hospital safe*.

*Please ask ward staff for more information

**YOUR RIGHTS AS A PATIENT**

*(A guide for patients, carers and families)*

Everyone seeking or receiving healthcare in Australia has certain rights and responsibilities. They include the right to access, safety, respect, communication, participation, privacy and to comment on their care. This booklet provides information on how these rights are achieved in the NSW public health system and the responsibilities that come with them. Everyone has an important role to play in achieving healthcare rights and contributing to safe, high quality care.

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

**Access**

**You have a right to health care**

In NSW, the public health system offers high quality services for a range of health care needs. You will be given access to services on the basis of a medical assessment of your condition and the urgency of your need for treatment. Health
care services are open to everyone regardless of gender, marital status, disability, culture, religious beliefs, sexual orientation, age or where they live in NSW. If the care required is not available locally you will be transferred. Under Medicare some of these services are free or subsidised.

**Public and Private health care**

You have the right to use public services as a public or private patient. If you choose to be treated as a private patient you are responsible for the cost. Some items such as TV hire, particular prescription drugs and appliances, are not covered by Medicare or Private insurance. Contact the admissions office at your hospital to find out. In an emergency you, or the people supporting you, will be told about these costs by the hospital’s admissions office.

**Safety**

You have a right to safe and high quality health care

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

If you require urgent care to prevent loss of life you will receive it immediately. It is important to tell your health care provider your medical history including allergies and any medications taken.

**Open Disclosure**

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

If something goes wrong with your treatment or care we will tell you about it as soon as possible. We will apologise, explain what happened, tell you about the possible effects and what we are doing to prevent it happening again. To read more about how we handle health care incidents go to: [www.health.nsw.gov.au/policies/pd/2007/PD2007_040.html](http://www.health.nsw.gov.au/policies/pd/2007/PD2007_040.html)

**Respect**

You have the right to respect, dignity and consideration

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

**Visitors**

Your right to receive visitors will be respected and you will be given privacy. You have the right to have visitors with guide dogs.

**Respecting others**

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

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

NSW Health has a zero-tolerance approach to threatening, abusive or violent behaviour by any person. We will take appropriate action to
Wollongong’s nearest hotel to the hospital

Just a short 3 minute walk from Wollongong Hospital.
4.5 Star Serviced Apartment complex featuring;

• One & two bedroom fully serviced spacious apartments

• One bedroom apartment for 2 people and Two bedroom apartments cater up to 4 people

• Ocean views from select suites

• Full kitchen & laundry facilities in every room

• High Definition LCD TV’s & DVD players with free Austar in every room

• Cable & wireless broadband internet

• Complimentary security onsite car parking

• All major credit cards accepted

• Wheelchair accessible suites available

• Onsite manager 24 hours

Special discounts apply for guests of Wollongong Hospital from only $145 per room per night.

Communication

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

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

Interpreter Services

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

Support people

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

NSW Health recognises that sometimes your support person may be under 18 years of age. We respect the role of younger carers. They will be included in your treatment and ongoing care and given information on where to get support. We also recognise that people with disabilities have a range of support needs. In this case, family members, carers and other support people may be asked to assist you and the healthcare staff. However they are not obliged to help. You will also be asked to provide the name and contact details of the person who can give consent for procedures if at any time you are too ill to give that consent yourself.

Providing information

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

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

You will be regularly asked to confirm your name, date of birth and other details before any procedure or surgery and whenever you are transferred to another service for care. This ensures that you are correctly booked in for the right procedure by the right person at the right time throughout your treatment.
• Hospital Rates for Patients and Family
• Only 7 minutes drive from the hospital
• Close to bus stop and large Westfield Shopping Centre
• Licensed Restaurant and Room Service
• Non Smoking Rooms
• 55 air-conditioned rooms all with ensuite
• Rooms feature colour TV, clock radio, refrigerators, tea/coffee facilities, hairdryer, telephone, iron & ironing board and electric blankets
• Guest Laundry
• Wireless internet available
• Under New Management
• Award Winning Chef
Participation

You have the right to be included in decisions and choices about care
Throughout your visit, health care providers will discuss treatment plans with you. You are encouraged to take part in these plans, including transfers to other services and your discharge from hospital.

You are encouraged to ask questions and talk with your other health care providers and relatives before making decisions. You have the right, where circumstances permit, to have a relative, carer or other support person with you at all times. 10 Tips for Safer Health Care has been developed by NSW Health to help patients take a responsible role in decisions affecting their health care. The pamphlet can be downloaded at: www.health.nsw.gov.au/quality/10tips

Seeking a second opinion

You have the right to seek a second opinion on treatment that has been recommended for you.

Depending on the nature of your condition the health service will provide advice on the availability of an alternative medical practitioner.

Consent

You must give consent before receiving treatment. In most cases this will be verbal consent. Written consent is required for some procedures, such as surgery. You have the right to withhold consent. In this case you will not receive treatment. In a life-threatening emergency where you are too ill or unconscious, consent is not required.

Consent by others

Children under the age of 14 years must have the consent of a parent or guardian. Children between the ages of 14 to 16 years usually give their consent jointly with their parents or guardians; however they can give sole consent as long as they show that they fully understand the proposed treatment. If you are unconscious or too ill to give consent yourself, a relative, carer or other person close to you can give consent for treatment considered by qualified health professionals to be in your best interests. If this person is unavailable the Guardianship Tribunal can give consent. For more information visit: www.gt.nsw.gov.au or ring: 1800 463 928.

Research and education

You may be asked if students or health employees in training can be present while you are receiving care or treatment. This practice contributes to the development of professional skills. You may also be asked to participate in medical research. You have the right to say no to these requests. Your decision will not be put in your records and will have no bearing on your treatment or access to services in the future.

Privacy and Confidentiality

You have a right to personal information being kept private and confidential
Your medical information will be kept secure. The information may be shared with other health care providers to help make decisions about your treatment. You have the right for the confidentiality of your condition and treatment to be maintained.
The right to medical record information

You have the right to speak to a healthcare worker about the information contained in your medical record. You can also request a copy of your medical record. Requests to view or obtain a copy of a medical record are made to the Manager of the health service you attended. Other people, such as a family member or legal guardian can view your medical record if authorised. For further information go to: www.health.nsw.gov.au/policies/pd/2005/PD2005_593.html

Breach of privacy

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

You, and others who are authorised, have the right to take the matter further. Under Health Privacy Legislation (section 12.3) you can ask for an independent doctor to review the contents of the medical record and make a recommendation. If access is still denied you can request more senior managers in the health service conduct an internal review. For further information speak to the Privacy Contact Officer in your health service or go to www.health.nsw.gov.au/policies/gl/2006/GL2006_007.html

The NSW Privacy Commissioner can also investigate complaints about privacy. For more information go to www.lawlink.nsw.gov.au/privacynsw If you are not satisfied with the outcome of an internal review you have the right to apply to the Administrative Decisions Tribunal. For more information go to www.lawlink.nsw.gov.au/adt

Special circumstances where medical information may be disclosed

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

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

Aspects of personal health information may also be disclosed for research projects. In this case the use of patient information must comply with strict protocols and be approved by a Human Research and Ethics Committee. A privacy leaflet containing more information is available in English and other languages at: www.health.nsw.gov.au/policies/pd/2005/PD2005_593.html

Comments, Compliments and Complaints

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

NSW Health wants to hear your comments on health care. It is important to know when things require improvement and when they are going well.
Everything in your life will be going along smoothly. & then something unexpected happens. & there's a family drama, or you have to get your affairs in order. & now you need a good lawyer. & someone nearby you can trust. & so you call 1800 555 777 or visit slatergordon.com.au
Sometimes it’s difficult to be there all the time …

... and sometimes we just need a little bit of help.

At INS caring for you and your family is what we do. We have a comprehensive range of health care, personal response, and security services to assist you or a loved one at home 24 hours a day, seven days a week.

INS Health Care

INS is a leading Health Care Provider dedicated to delivering quality, cost-effective care that fosters independence and improved quality of life. We provide a comprehensive range of services, 24 hours a day, seven days a week.

Services offered include:

- Nursing Care
- Personal Care
- Domestic Assistance
- Shopping
- Social Support
- Respite Care
- Meal Preparation
- Mobility Assistance
- Medication Prompts
- Companionship
- Social Outings
- Transport
- Gardening / Landscaping
- Home Maintenance

INS LifeGuard

Given the choice, most seniors and persons with medical conditions or physical challenges would prefer to live in their own homes and be as independent as they can. That’s not always possible ... but for many, the addition of an easy-to-use device from INS LifeGuard can make this dream a reality. The simple press of a button puts you in contact with a qualified Nurse 24 hours a day.

Why choose INS LifeGuard?

- Our Response Centre is staffed by highly qualified and experienced Nurses, 24/7. That’s unique to INS LifeGuard!
- Emergency Services, family or neighbours are immediately called in an emergency.
- We offer added services like a free Medical Info / Chat Line.
- We exceed Australian Standards for alarm monitoring.
Compliments

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

Complaints

It is best to resolve complaints with your healthcare provider in the first instance. Try to remain calm and be as clear as possible about what happened and how you would like it resolved. It is a good idea to keep a note of the time and date of the discussion, what was discussed and what agreements might have been reached. Alternatively you can contact the health manager or patient support officer during business hours. Out of these hours you can contact the senior nurse on duty. These people will ensure your complaint is treated confidentially as well as:

- answer questions about services, policies and procedures
- help you identify concerns
- assist with any specific needs you have in hospital
- keep you informed about the complaint process and outcome.

It’s OK to make a complaint

We will do our best to resolve any problems you have had with the quality of service provided.

Your complaint will be treated confidentially and taken seriously.

Every complaint will be acknowledged.

Your complaint will not negatively affect your care now, or in the future.

If you wish to make a complaint

Tell the staff member caring for you or, Tell the Nurse in Charge of your ward or the Manager of the department or,

Write to the General Manager or Director of Nursing and Midwifery or,

Write to the Chief Executive of the Local Health District

A complaint can be lodged by:

Telling us face to face
Speaking to us over the phone
Writing to us by post or email

What happens when you lodge a complaint?

Your complaint will be acknowledged and investigated. You will be kept informed of the progress of the investigation and a response will be provided within 35 days.

Telephone the Hospital General Manager on the following number during office hours:

Wollongong 42534627

Email: ISLHDcomplaints@sesiahs.health.nsw.gov.au

If you are not satisfied that your complaint has been dealt with sufficiently, or if you do not feel comfortable raising it with the service or facility involved, you can write to:

District Complaints Manager
ISLHD Clinical Governance Unit
Locked Bag 8808
South Coast Mail Centre 2524
Health Care Complaints Commission (HCCC)

The HCCC is independent of the public health system. Anyone can lodge a complaint with the HCCC.

Complaints must be in writing and there are officers who can assist you. Visit: www.hccc.nsw.gov.au

The HCCC has a Telephone Interpreter Service. Ring 13 14 50. More information is available at the Your Health Care Concerns website. Go to: www.health.nsw.gov.au/hospitals/healthcare

GENERAL INFORMATION FOR HOSPITAL PATIENTS

Absence from your ward

It is important to inform the nursing staff if you wish to leave the ward area. Depending on your clinical condition, it could be dangerous to your health and treatment to leave the ward area. You should always check with staff if this applies to you.

Absences from the ward should not be longer than 30 minutes as this may interfere with your care and treatment.

Transfer to another hospital

- As part of your health care plan you may need to be transferred to another hospital
- If you need to be transferred to another hospital, you and your next of kin will be informed prior to transfer.

Concerns/Complaints/Feedback

Your concerns and suggestions are very important to us. To resolve your issues as quickly as possible, we encourage you to ask to speak, in the first instance to the Nurse Unit Manager of your ward. If he or she is not available, please ask to speak to the Deputy Director of Nursing or Director of Nursing or lastly, the General Manager.

You may also put your concerns in writing to the Director of Nursing and Midwifery or General Manager. Any issues that you raise will be considered or investigated and you will either receive a response in writing or you will be contacted by telephone for further discussion.

Aboriginal staff

To assist Aboriginal and Torres Strait Islander patients during their stay in hospital, Wollongong Hospital has an Aboriginal Hospital Liaison Worker.

If you would like to contact this worker please ask one of the ward staff.
Enriching Lives Through Inspired Care

With over 14,000 people in our care, UnitingCare is the single largest provider of aged care services in NSW and the ACT, and can provide you with the choice of care and independence that you need.

We provide care that is centred on individual well-being, an enriched lifestyle filled with choice, meaning, purpose, dignity and fun.

Applications Welcome Now

We offer care in a range of settings, including community care, day centres, independent living, high and low care in residential settings and respite care. To find out more, please speak with our caring staff on 1300 236 030 or visit www.unitingcareageing.org.au.

UnitingCare Ageing Services in the Illawarra and South Coast

Community Care: Farmborough, Nowra, Illawarra
Day Centre: Farmborough
Residential Care: Farmborough, Gerringong, Nowra, Shellharbour
Independent Living Units: Farmborough, Figtree, Gerringong, Nowra, Shellharbour

Inspired Care... Enriching Lives... Together
Wollongong Nursing Home

• Having been established in the Illawarra for over 30 years, Wollongong Nursing Home has a strong reputation for providing high quality care to each of our residents.

• Our professional, courteous and highly experienced aged care staff are on site 24 hours per day, 365 days per year.

• All of our meals are cooked fresh on site, 7 days per week.

• We are fully Accredited by the Aged Care Standards and Accreditation Agency.

• All bedrooms and common areas feature reverse-cycle air-conditioning.

• We are located in a quiet cul de sac with access to numerous sunny and peaceful garden areas.

• We are a proud member of the Kennedy Health Care Group – family owned and operated for over 40 years.

Our mission is to ensure each of our residents achieve their optimal levels of health and well being by a skilled and committed workforce.

12 Suttor Place, Figtree
Ph: 4271 6855
Email: wollongong@kennedyhealthcare.com.au
Accommodation for carers

Accommodation is available for patient carers who do not live in the Wollongong district.

Accommodation is also available for some patients and their carers at Alkira Lodge. A small fee is charged, which is payable in advance.

Please see your ward staff if you need to arrange accommodation for your carer.

Accommodation for patients

- Accommodation for patients is in 1, 2 & 4 bed rooms
- Single rooms are allocated based on medical need or as a privately insured patient. If you are allocated a single room for these or other reasons you may need to be moved during your stay if another patient has a clinical need for this room.

ATM/Rediteller

Located near the Atrium on Level 1 - most cards are accepted.

Car parking

See - Parking

Carer support

Do you look after a relative or friend who has a disability, chronic illness, mental illness or who is frail aged?

Emergency support for the person you care for is available for up to 72 hours at home in times when you are unable to continue to care (eg because of serious ill-health, hospitalisation, family emergency or carer stress).

Contact Illawarra Respite and Carelink Centre 1800 052 222 (local office) available 24 hours, 7 days a week, or ask to speak to a social worker.

There are supports and services in your local community who can assist you in your caring role including respite care, support groups, counselling, emergency carer support, information on carer payments and a range of home and community care services.

Contact Illawarra Respite and Carelink Centre 1800 052 222 (local office) available 24 hours, 7 days a week, or ask to speak to a social worker.

Chaplains

Members of the interdenominational Chaplaincy Team visit most wards at least once a week. You will be asked on admission if you would like a Chaplain to visit you.

The Hospital Chapel is situated on Level 1 and is always open. People of all faiths can use the chapel for prayer and/or quiet meditation. Please contact the ward staff if you require this service.

Ambulatory and Primary Health Care Services

Community Health provides services and programs designed to improve the health and well-being of the community. We achieve this by working with the community to promote good health, finding health problems early and providing support, counselling and treatment for specific issues affecting health.
What services are provided by Ambulatory and Primary Health Care?

- Access and Referral Centre (ARC) is a single point of access to ISLHN community health services from Helensburgh to South Durras. ARC provides timely information and referrals to assist patients, staff and community to navigate the Health Service System enabling an effective transition across the Acute/Community/ Aged care Interface.

- Information, education and skills to promote health and well being including physical activity, nutrition, and QUIT programs.

- The Domestic Violence & Community Counselling Team provides free counselling and groups to adult individuals presenting with concerns related to adult or childhood trauma, including domestic violence and sexual assault, depression, anxiety, grief and life adjustment issues.

- Ambulatory and Primary Health Care Nursing Service offers holistic nursing assessment and care to people in their homes and at Community Health Centre Clinics, including support and information on management of health conditions to maintain independence and wellbeing.

- Illawarra Asthma Service provides self management education for people with asthma and their carers. If you have been admitted with asthma or have presented to the Accident and Emergency Department a referral will be forwarded to this service. The educators will contact you to offer an appointment.

- Child and Family Health nursing service offer support, information and recommended baby and child health checks. This is offered in the home or clinic Parenting Group. Immunisation is also offered through this service.

- Child Assessment & Intervention Team – provide a range of services for children 0-18 years: speech pathology, occupational therapy, physiotherapy, hearing tests, counselling, paediatric registrar, as well as counselling services for children who have been abused and/or neglected.

- Sexual Assault Service- crisis and ongoing medical, counselling and advocacy services for survivors of sexual assault.

- Sexual Health Service- diagnosis and management of sexually transmitted infections including HIV/AIDS, information, education and support for reproductive health, sexual function, sexual identity and sexual orientation, reproductive health and contraception.

- Interpreter services – a free 24 hour, 7 day a week multilingual and sign interpreter service which are available for use with NSW Health Services.

- Aboriginal Health Service in Illawarra and Shoalhaven staff provide the following services for Aboriginal people: health promotion programs including healthy lifestyle programs, physical activity programs, Aunty Jean’s Chronic Care and men’s health programs, supporting schools and playgroups, Otitis Media screening (hearing 0 to 12yrs), individual support and follow-up between the hours of 8.30 am to 5.00pm Mon to Fri.

- Aged Care Assessment Team comprehensively assess the needs of frail older people and facilitate access to available care services appropriate to their needs and determine eligibility for Australian Government
subsidised residential aged care, Community Aged Care Packages and some flexible care services, including Extended Aged Care at Home (EACH) and Transitional Aged Care Services (TACP).

- Illawarra and Shoalhaven Transitional Aged Care Service/s is able to support older people living in Illawarra and Shoalhaven Local Government Areas on discharge from hospital, who need both low level therapy and home services over a time limited period in order to improve self-care and plan longer term aged care options.

- Carunya Dementia Therapy and Carer Support Service is a person centred community based Day Therapy Centre and support service for people with dementia and their carers. The centre provides therapy activities, social opportunities, networking and advocacy for clients and their carers.

- The Illawarra Dementia Advisory and Carer Support Service (DAS) are committed to raising awareness about dementia and providing support to people with dementia and their carers. This service covers four local government areas, Wollongong, Shellharbour, and Kiama & Shoalhaven.

- Nowra Adult Day Centre provides centre based day respite support and activities for frail older people, people with special needs and those with dementia or with memory problems. The service also offers carer support groups across the Shoalhaven area.

- Ulladulla Respite Service conducts groups for older people and people living with dementia who are living at home with the support of a carer.

How do you contact Ambulatory and Primary Health Care?

You can refer yourself or your family to any of the services, or your doctor or a hospital may refer you.

Referrals are accepted through the Access Referral Centre (ARC) on 1300 792 755 between 9 am – 4 pm Monday to Friday, and between 8 am – 2 pm on weekends and public holidays. Once your information has been received by ARC, they will forward your information on to the most appropriate Community Health Service.

Pathology Collection

On Site

Outpatient Collection Centres are located at:
- Wollongong Hospital Level 7, Block C
- Shellharbour Hospital Ground floor.
- Shoalhaven Hospital Ground floor.

Home Collection Service

This service allows patients to provide specimens for testing without leaving their home and is especially beneficial to patients who are elderly, or have difficulty attending a collection clinic. The service operates throughout the Illawarra and Shoalhaven. Information on the pathology Home Collection Service available in the following languages:
- Arabic, Chinese, Croatian, English, Greek, Indonesian, Italian, Macedonian, Russian, Serbian, Spanish, Turkish and Vietnamese.

For further information, or copies of the brochures, please contact pathology Call Centre on 1800 073 257.
**Discharge from hospital**

Planning for your discharge begins on admission. From the moment you enter the hospital the staff are working to enable your healthy return home at the earliest opportunity.

Be sure to advise staff of possible ongoing needs you may have on your return home.

Ask your doctor about the expected discharge date so you can prepare for this.

The Discharge Planning Team may see you during your stay to discuss concerns you have regarding your discharge and organise certain follow-up care you may need on your return home eg:

- Community Nursing
- Wound Care
- Short term assistance with personal care
- Community services to assist with domestic aid and meals.

To provide discharge in a timely manner we would ask that you arrange transport home prior to 10am on your day of discharge.

If transport cannot be arranged prior to 10am, you will be transferred to the Discharge Lounge - Level 2 Block A where nursing staff will assist you.

Before you leave the hospital, you will need to have all the following:

- All your belongings packed ready to go
- Medical reports and medication if required
- Referral letter
- Follow-up appointments made
- Follow-up visits by Community Health Workers organised (where necessary)
- Advice given to the person that will be picking you up from hospital

**Hospital in the Home**

When you are discharged, you may be referred to the HITH service.

This service provides treatments that were traditionally provided in hospital to be now provided in the comfort of your home or in a clinic.

HITH is a team of doctors, nurses, pharmacists and a physiotherapist.

Not everyone is suitable for referral to this service.

**Coming back to Hospital**

- Some patients may need to be re-admitted due to changes in their condition following discharge
- If you believe you need to be re-admitted to hospital, please discuss this with your General Practitioner or if urgent please present to your nearest Emergency Department.

**Donations and bequests**

Any donations or bequests, no matter how small, are most gratefully received. Donations assist us to improve patient services.

They can be made towards particular hospital services or given to the hospital to decide how the funds are used.

Donations should never be given directly to our staff and they will never ask you for donations.

Donations made to the hospital are tax deductible and should be sent to the:

Executive Administration
Wollongong Hospital
Locked Bag 8808
South Coast Mail Centre NSW 2521
Flowers

Flowers are not accepted in the Intensive Care Unit, Cancer Care Centre and C7 Ward.

Please check with nursing staff and let friends and relatives know if flowers are not allowed or are restricted.

Due to risk of infection, no potted plants are allowed in patient wards.

Food safety

Some people are at risk of Listeriosis, an infection from food. Check with the nursing staff if you might be at risk.

For this reason,

- Food supplied by the hospital cannot be reheated
- You should check with nursing staff before eating food brought in by visitors.
- ONLY food prepared by the hospital kitchen can be stored in the ward for you.
- Nursing or Nutrition Staff can provide further information and a brochure on this topic.

Friends of Wollongong Hospital

The Friends of Wollongong Hospital are a volunteer group that provides assistance to patients.

Services available to patients include:

- Small errands
- Letter writing
- Light washing (if you have no one to do your washing)
- Hair cutting

Please ask the Nurse in Charge if you need the assistance of the volunteers.

Help when you go home

There are a range of local services to assist older people, people with a disability and their carers to continue to live independently, for example:

Meal services; Aids & equipment; Domestic Assistance; Transport; Home Maintenance; and Home Nursing.

For information about these services, contact:

Illawarra Respite and Carelink Centre
1800 052 222 (local office)

or ask to speak to a Social Worker or a member of the Discharge Planning Team.

An Occupational Therapist is available to address any physical issues or limitations that may impact on your return home. They can organise:

- equipment you may need to use at home.
- assessment of your living needs at home.
- information on home modifications.

Please let the ward staff know if you would like to see an Occupational Therapist.

Immunisation

1. What is immunisation?

Immunisation protects children (and adults) against harmful infections before they come into contact with them in the community. Immunisation uses the body’s natural defence mechanism – the immune response – to build resistance to specific infections. Immunisation helps children to stay healthy by preventing serious infections. The risks of the diseases are far greater than the very small risks of immunisation.
2. Why is immunisation still necessary in this day and age?
Many diseases prevented by immunisation are spread directly from person to person, so good food, water and hygiene do not stop infection. Despite excellent hospital care, significant illness, disability and death can still be caused by diseases which can be prevented by immunisation.

3. How does vaccination work?
Vaccination is the process that is used to stimulate the body’s immune system in the same way as the real disease would, but without causing the symptoms of the disease. Most vaccines provide the body with ‘memory’ so that an individual doesn’t get the disease if exposed to it.

4. What are the side effects of immunisation?
Common side effects of immunisation are redness and soreness at the site of an injection and mild fever. You may consider using paracetamol to help ease the fever the soreness. More serious reactions to immunisation are very rare.

It is important to remember that vaccines are many times safer than the diseases they prevent.

Infection control
You can help to reduce the risk of infection by:

1. Washing your hands regularly or use an alcohol hand rub.
2. Maintaining your own personal hygiene including covering your coughs and sneezes and disposing of tissues into a bin and cleaning hands.

3. Telling staff about previous infections you may have had.
4. Encourage visitors to cleanse their hands with alcohol rub, which is located next to the bedside, on arrival and when leaving.
5. Telling staff if you have any concerns about ward cleanliness.

Meals
Meals are served at (approximately) the following times:

- Breakfast 7:00 - 7:30 am
- Morning Tea 10:00 am
- Lunch 11:40 am - 12:30 pm
- Afternoon Tea 2:00 pm
- Dinner 4:45 pm - 5:30 pm
- Supper 6:45 pm

There are two privately operating Kiosks located on street level, one near the Crown street entrance and the other just up from the Loftus Street entry foyer.

You can buy:

- Sandwiches and light refreshments (This is not hospital food)
- Coffee and cold drinks

The hospital Nutrition Department works with the Food Service to provide alternative meal choices for patients with special diet needs.
Medical Certificates
If you require a WorkCover or medical certificate for your employer, please discuss this with your medical officer on admission or presentation to the hospital. The hospital will be unable to provide certificates once you have been discharged.

Multicultural Health Services
Multicultural Health Workers can help you and your family with information about health and welfare services in your language.
If you would like more information ask the ward staff or the interpreters for details.

No Smoking
Smoking is strictly prohibited within the hospital buildings and grounds.
This includes no smoking in the hospital stairwells, toilets and verandas.
If you are a smoker, you can discuss nicotine replacement with your doctor.

Organ and Tissue Donation
As part of end of life care, you or your family may be asked to consider organ and tissue donation after death. Organs and Tissues are transplanted to save or improve the lives of seriously ill Australians.
If organ and tissue donation is something you would like to consider, please ask to speak to the Clinical Nurse Consultant – Organ and Tissue Donation.

Parking
Parking is available in the multi-storey car park situated at New Dapto Rd. Pedestrian access to the hospital is via the overhead bridge.
Parking costs are calculated on hourly or day rates. Concessional rates are available for carers who will be visiting over many days. Please see the car park Manager on Level 4 of the car park.
Some time-limited street parking is also available in the surrounding streets.
No visitor parking is available in the hospital grounds and fines may be issued.

Social Work
Social workers can assist you and your family while you are in hospital.
They can help you with:
Counselling
Any concerns about your hospitalisation
Concerns about financial or legal matters
Discharge needs
Referral to Community Services
Accommodation needs
Carer issues
Please let the ward staff know if you would like to see a Social Worker.
**Staff identification**

All staff are required to wear identification.

The identification badge must state the staff member’s name and job title eg Registered Nurse, Social Worker, Cleaner.

If staff identification is not clearly visible you have the right to ask to view it.

**Students/Teaching**

As Wollongong Hospital is a teaching hospital, we have a role to assist with the teaching of nursing, medical and other health-care students.

While in hospital you may be asked to discuss your illness and undergo examination in front of, or by students.

You will be asked for your consent and have the right to refuse, however your participation will help to improve health services in the future.

**Telephones**

Public telephones are located throughout the hospital.

Please check with ward staff for their location.

Mobile telephones should not be used in ward areas as they can interfere with medical equipment.

**Televisions**

Televisions are provided in the wards by an external business operator - fees are charged.

You are not permitted to bring your own TV into the hospital due to space limitations, and electrical safety.

If you wish to have a TV, contact the ward staff.

**Threatening, offensive or disruptive behaviour**

Our employees work in a violence free workplace where patients and others are able to visit, or receive health care, in a therapeutic environment free from risks to their personal safety.

We extend this right to all patients and visitors to the hospital. Therefore no one present at Wollongong Hospital workplaces should be exposed to violence arising from the conduct of employees, patients or visitors nor any other associated risks occurring from anti social or unacceptable behaviour.

Hospital security officers will be called to deal with anyone acting in a violent or offensive manner within the hospital or on the site.

If you have any concerns about employees, other patients or visitors in this regard please contact ward staff.
Transfer to another ward or hospital

Sometimes during the period of your hospitalisation, you might be transferred to another ward or one of our other networked hospitals. This decision will be based on your clinical condition and will be discussed with you and your carer.

When it is decided which of our hospitals will best suit your needs the following considerations are made:

- Special roles of each hospital
- Hours of operation of services at each hospital
- Bed availability
- Suburb where you live or where your family/carers live

Disclaimer

This hospital is grateful to businesses who have made production of this patient directory possible by their advertising. However, an advertisement in the directory does not imply an endorsement by the hospital.

Visiting Hours

Visiting hours vary throughout the hospital and sometimes visitors are restricted for the privacy and comfort of patients. If you are not sure about when you can have visitors, please check with the nurse in charge of the ward.

<table>
<thead>
<tr>
<th>Ward</th>
<th>Morning</th>
<th>Afternoon</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Wards</td>
<td>11:00 - 1:00 pm</td>
<td>3:00 - 8:00 pm</td>
</tr>
<tr>
<td>Children’s Ward</td>
<td>8:00 - 12:00 midday</td>
<td>2:00 - 7:00 pm</td>
</tr>
<tr>
<td>Obstetrics/Post-Natal/Gynecology</td>
<td>11:00 - 1:00 pm</td>
<td>3:00 - 8:00 pm</td>
</tr>
<tr>
<td>Coronary Care/Sub-Acute</td>
<td>11:00 - 12:00 midday</td>
<td>3:00 - 8:00 pm</td>
</tr>
<tr>
<td>Intensive Care</td>
<td>10:00 - 1:00 pm</td>
<td>3:00 - 8:00 pm</td>
</tr>
</tbody>
</table>

Visitors are limited to two at a time - immediate family only in Intensive Care and High Dependency Unit.
Basic Life Support

Dangers?

Responsive?

Send for help

Open Airway

Normal Breathing?

Start CPR
30 compressions : 2 breaths
if unwilling / unable to perform rescue breaths continue chest compressions

Attach Defibrillator (AED)
as soon as available and follow its prompts

Continue CPR until responsiveness or normal breathing return

December 2010
Flagstaff Fine Foods
A restaurant in your Freezer

Flagstaff Fine Foods has an extensive menu ideally suited to those returning home from hospital providing convenience, independence and a healthy nutritional option ensuring a quick return to full health.

Flagstaff Fine Foods menu offers fresh, prepacked, nutritional, snap frozen meals that includes 43 main meals, 20 mini meals, 8 soups and 27 desserts - catering for all tastes and dietary requirements.

Pureed and soft meal options are also available.

A full diet kit is available with nutritional panels provided for each meal enabling dieticians to tailor a diet program for all needs particularly those returning home from hospital.

Customers can choose a combination of meals based on appetites, tastes and dietary needs.

All meals are supplied in tamper proof packaging and meet the highest industry standards with HACCP and NSW Food Authority.

The Flagstaff Group is a leading Social Enterprise providing meaningful employment for 240 people with a disability.

Place your order, call us on 4272 0270
Download our PDF Order Form from our website www.flagstaffgroup.com.au
email it to finefoods@flagstaffgroup.com.au or fax it to 4271 8619 if you prefer.

ABN 53 000 551 575
254 Nolan Street Unanderra NSW 2526
A TRUSTED FRIEND FOR MORE THAN 40 YEARS
Initiated in 1974 by a group of local volunteers and community groups on the South Coast of NSW, Warrigal Care provides aged care services to many communities in NSW including Wollongong, Shellharbour, Bundanoon, Goulburn and Queanbeyan.

PROVIDING A STREAMLINED AND SEAMLESS TRANSITION OF CARE
Choosing an aged care service for you or your loved ones is one of the most important life decisions you will ever make. From independent living, early assistance at home and residential aged care right through to end of life care, this relationship may last over 20 years and your transition between different stages of care needs to be seamless.

Warriagal Care provides choice and diversity for peace of mind and keeping partners together in their life journey: our aim is to offer all services at the same location, this ensures we can respond to all your needs over the next 20 years with little worry for you, your partner and your family.

PROMOTING ACTIVE AND POSITIVE AGEING
Enriching the lives of older people requires attention to both physical and social environments. We meet our clients’ health needs by providing physically and mentally challenging activities and encouraging personal responsibility for well-being. These are the elements for an improved quality of life, including the right and opportunity to make informed choices. We create places and services that encourage social interaction and active ageing.

For more information about services in the Illawarra, Goulburn, Southern Highlands and Queanbeyan call 1800 626 670 or visit us at www.warrigalcare.org

Follow us on Facebook
www.facebook.com/warrigalcare

SARAH WATTY PODIATRY

• TOE NAIL CUTTING
• CORN AND CALLOUS REMOVAL
• WART REMOVAL
• INGROWN TOE NAIL REMOVALS
• DIABETIC ASSESSMENTS
• BIOMECHANICAL ASSESSMENTS

23 MANGERTON RD, MANGERTON NSW 2500

PHONE: 02 4229 1058
FAX: 02 4225 9581
Let us help you live the life you want in a caring and comfortable environment where we understand that your emotional, social and spiritual needs are as important as your physical needs.

Marco Polo Unanderra Care Services provides a range of care services including high care, low care, low care dementia specific and in-home services to meet individual needs.

Both you and your family can be assured of the peace of mind that comes with Marco Polo Unanderra Care Services support. Our staff are friendly, caring and qualified with extensive experience in aged care.

For more information regarding your specific situation please contact our Facility on 42727700 or visit our website at www.marcopolo.org.au
At Marco Polo Unanderra Care Services we understand that the transition to an aged care facility can be an emotional and challenging time for a new resident and their family. That is why our team focuses on resident wellbeing and encourages family and friends to play an active part in resident’s lifestyles.

YOUR WELLBEING & ENJOYMENT
As a Marco Polo Unanderra Care Services resident, you can benefit from our range of additional services and activities offered to enhance your wellbeing:

- Café
- Hairdresser
- Dental
- Movies
- Daily organised activities
- On-site Chapel
- Monthly cultural days
- Special occasion celebrations
- Aromatherapy
- Podiatrist
- Physiotherapy
- Music and crafts
- Weekly bus outings
- Safe outdoor areas
- Lounge areas for visitors
- Resident computer

For more information regarding your specific situation please contact our Facility on 42727700 or visit our website at www.marcopolo.org.au
Become a blood donor

at your nearest Red Cross Blood Bank
$7 Footlong Subs
- Healthy Sandwiches
- Low fat
- Coffee

choose from 5 flavours
- mango
- banana
- strawberry
- caribbean
- mixed berry

SUBWAY WEST WOLLONGONG
346 Crown St,
Wollongong NSW 2500
(Next to 7 Eleven)
Ph/Fax: 02 4225 8006