

# Lingard

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## Private Hospital

### Hospital Booklet



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## Communicating with your healthcare provider: improving the safety & quality of your care

### What does effective communication look like?





## Welcome

The management and staff of Lingard Private Hospital warmly welcome you to our hospital and thank you for the opportunity to care for you.

The hospital provides medical and surgical excellence in a wide range of disciplines, including general and specialist surgery, general medical, day surgery, intensive care, coronary care, angiography suite and rehabilitation.

Lingard Private Hospital is fully accredited by the Australian Council on Healthcare Standards (ACHS), a national accreditation body which ensures that hospitals provide the highest standards of service.

We are committed to providing you with the highest standard of care and making your stay with us as comfortable as possible. Our experienced and professional staff will discuss all aspects of your treatment with you and encourage your involvement with your care.

Please let us know if you have any particular needs or expectations throughout your stay and we will endeavour to meet your requirements.

The purpose of this handbook is to provide you with information about the hospital and answer some of your questions. If there is anything further that you need, please ask.

## Accommodation

Lingard has a combination of shared and private rooms. Whilst every effort will be made to meet requests for a private room, on occasions of high occupancy and clinical demand, this may not be possible. We will, however, provide any requested room changes as soon as practical during your stay.

## Chaplaincy

A chaplaincy service is available. Please ask the ward staff if you wish to contact a chaplain or arrange a visit.

## Consumer Participation

Lingard Private Hospital values the development and communication of a consumer perspective on hospital services and opportunities for improving the quality, safety, accessibility and appropriateness of services.

The term consumer is defined in the National Safety and Quality Health Service Standards as members of the public who use, or are potential users, of healthcare services. Consumer participation may occur in many ways both formally and informally. Some examples of consumer participation in the planning, design, delivery and evaluation of the services provided at Lingard Private Hospital include:

- providing feedback about the services provided at the Hospital through complaints, compliments or satisfaction survey.
- patient and/or carer stories and experiences about the care received.
- the Consumer Advisory Group which is tasked with:
  - feedback to help identify opportunities for safety and quality improvement;
  - patient information publications to ensure we are providing information that is appropriate and meaningful
- participating in a hospital committee which is tasked with reviewing clinical care, risk management and quality improvement.
- participating in quality improvement projects including the design and redesign of hospital services.

## Discharge Procedures

On your day of discharge please expect to be discharged prior to 10am. We ask that you make arrangements to be picked up accordingly. If you are unable to leave hospital at this time, you may be asked to vacate your room and wait in a patient lounge.

If you have any concerns after your discharge regarding your condition or progress, it is advisable to contact your treating doctor. If your doctor is unavailable please contact the hospital and ask to speak to the nurse in charge.

## Doctors Visiting Times

Staff can advise you of the times that doctors normally visit the hospital. If you or your relative wish to speak to your doctor outside of these times, please notify staff and arrangements can be made to advise your Doctor. It is advisable to have a list of questions to ask your Doctor. It is important to us that you participate fully in your care as this will enhance your recovery and help to alleviate any anxiety you may experience.



## Emergency Procedures

In the event of an emergency, you will hear an alarm sound. You may hear a voice asking you to “evacuate”. If this occurs, please remain in your room until a staff member advises you what to do. Any visitors with you at the time should also remain with you by your bed. Please follow the directions of staff as all staff are fully trained in emergency procedures. A staff member will accompany you or direct you to a safe location if required.

## Identification Bands

On admission to the hospital you will be required to wear an identification band on your wrist and your ankle. It is important that these bands are not removed during your stay unless done so by a member of staff in the course of providing treatment. You should have at least one ID band on at all times.

If you have any allergies, please notify the staff. You will be required to wear a red allergy band to identify this to all staff caring for you.

## Manual Handling

Lingard Private Hospital utilises the “Red Dot” system for safe manual handling. You will be assessed on a daily, or shift by shift basis to determine your level of mobility. This level will then determine the safest technique for us to assist you to move about and where required, determine what equipment staff should use to safeguard against injury to you or the staff.

## Medications & Pharmacy

The hospital encourages all patients to bring any medications (in original packaging) with you to hospital. It is hospital policy that staff cannot administer medication from a webster pack or dosette boxes. It is hospital policy that all medication be stored in a locked cupboard during your stay. The nursing staff will administer your medication to you as prescribed by your treating doctor. Any unused medication will be returned to you on discharge.

The hospital has Slade Pharmacy onsite that will dispense admission related and discharge medications to you. You may be billed by the pharmacy for any medications prescribed to you that were not related to your stay and treatment or are not covered by your health fund. This includes discharge medications.

## Meals & Food Safety

Menus are delivered to your room each day for you to select your meal for the following day. Completed menus are collected by catering staff each morning. A member of the catering service team is available to assist you with menu selection if required.

Approximate meal times are as follows:

- Breakfast 7.15am
- Morning tea 10.00am
- Lunch 12:00pm
- Afternoon tea 2:30pm
- Dinner 5:00pm
- Supper 7:30pm

Please advise staff if you have dietary requirements

Lingard has an accredited Food Safety Plan in place and would appreciate your assistance to maintain our high standards of food hygiene and food handling practices. To do so, we ask that you:

- Eat your meals within the specified meal time period
- Don't reheat food in the microwave (ask staff to do so)
- Don't bring food into hospital (if relatives insist, then this food must be appropriately stored in a labelled container)

Many foods can be harmful if not prepared and stored appropriately and the hospital cannot take responsibility for foods not prepared onsite or stored appropriately by qualified food handling staff.

## Medical Records & Privacy

Lingard Private Hospital complies with the Privacy Act 1988 (as amended) including the way we collect, store, use and disclose health information. For more information please review the Health Care Privacy Policy which is available on our website and in the reception of the hospital.

## Newspapers & Magazines

Newspapers and magazines are available for purchase each day. If you have any special requests, please speak to the "paperboy" during the morning delivery. A variety of magazines and papers are made available in the visitor lounge areas and waiting rooms.



## Nurse Call System

The Nurse Call System will be explained to you on arrival. There is a buzzer located next to your bed and in the bathroom / shower for your convenience.

Please do not hesitate to press your buzzer once whenever you need assistance, particularly at night. Nursing staff will respond as quickly as possible. **Your buzzer should only be pressed repeatedly if you require URGENT assistance.**

## Patient & Visitor Facilities

There are free tea and coffee making facilities in each ward area for any visitors or friends that may wish to use them. We recommend that visitors take care when carrying hot liquids within the hospital.

The Red Cross Kiosk provides drinks, light snacks, toiletries and a selection of hand-made gifts. The kiosk is located on the ground floor near Day Surgery Admissions. All proceeds assist the Red Cross to continue their good work.

There is a cafe located at the front entrance to the hospital and provides both sit down meals, take-away food and drinks.

## Patient Feedback

We value your feedback in relation to all aspects of our services.

The hospital also conducts yearly patient satisfaction surveys. You may be asked to participate in this survey however your right to refuse to do so is respected.

We strive to meet your expectations, however if you have any concerns or you are not satisfied with your treatment, we have procedures in place to assist you in making a complaint.

Your first step should be to let staff know of the problem and if you are not happy with the outcome, you should ask to speak to the Nurse Unit Manager or After Hours Manager. If you feel that your concerns have not been adequately addressed, please ask to speak to the Director of Clinical Services or Chief Executive Officer. All complaints will be dealt with in confidence and with discretion.

## Preventing Healthcare Associated Infections

Everyone – hospital staff, patients and visitors – play a role in preventing and controlling healthcare associated infection. Lingard is committed to providing a clean hospital environment and ensuring our staff, doctors and visitors meet Hand Hygiene Australia requirements. Hand gel is located in all patient rooms as well as other locations around the hospital.

Please refer to the Healthcare Associated Infections Consumer factsheet (available in hospital) for further information or ask to speak to the Nurse Unit Manager.

## Preventing Falls

It is surprisingly easy to fall or slip whilst in hospital. It is an unfamiliar environment and medication, fatigue, surgery and other factors may affect your balance or you may not be as steady on your feet as you normally are. We ask you to take particular care when standing or moving about, to prevent injury to yourself that may prolong your hospitalisation. Your nurse will continually assess your risk of falls and put appropriate prevention strategies in place.

## Preventing Pressure Injuries

Pressure injuries are areas of damage to the skin that result from reduced mobility or prolonged bed rest. They can appear on any bony area where blood supply may be impaired due to prolonged pressure to that area that reduces blood supply. Your nurse will continually assess your risk of pressure injuries and put appropriate prevention strategies in place.

## REACH - Escalation of Care

### Are you worried

about a recent **change** in your **condition**  
or that of your loved one?

**If yes... REACH out.**

#### WHAT IS REACH ABOUT?

**R**

You may recognise a worrying change in your condition or in the person you care for.

**E**

**1** Engage (talk) with the nurse or doctor.  
Tell them your concerns.

**A**

**2** Ask the nurse in charge for a "Clinical Review".  
This should occur within 30 minutes.

**C**

**3** If you are still worried call REACH.  
You can use your bedside phone or ask for a ward phone.

**H**

Call **REACH** on  
Help is on its way.

**Dial 611**

**Speak to your nurse or doctor first.**  
**They may be able to help with your concerns.**



## Shower/Water Temperature

The hot water temperature is determined in guidelines set by the NSW Department of Health. The water temperature must be no hotter than 42 degrees celsius for adults and 38.5 degrees celsius for children.

## Smoking

Lingard Private Hospital is a smoke free environment with smoking prohibited on hospital premises and grounds. This includes E-cigarettes. Staff are not permitted to accompany patients who choose to leave the premises, and as such, patients who do so are placing themselves at increased risk of adverse consequences. Patients who wish to leave the grounds to smoke must advise staff of their whereabouts and organise for a family member or friend to accompany them for safety reasons.

## Students in Training

Lingard Private Hospital has agreements in place with many tertiary organisations for the placement of various student health professionals who may be involved in your care. However, your consent is required, and should you choose not to participate, your right to do so is respected and acknowledged.

## Telephones

Telephones are provided at each bedside for free local calls. To make a local call, press "0" and then the required number.

## Televisions

Each bed has a television which is tuned to all local TV stations i.e. NBN, SBS, ABC, Prime and TEN. Selected Foxtel channels are also available, including Fox Sports and Movies.

Local radio stations are also available through your TV. Headphones for televisions are provided if required free of charge. Due to safety regulations, we would request that any electrical equipment brought into the hospital be brought to the attention of staff.

## Tests & Treatment

Occasionally, patients are required to attend external facilities for tests that cannot be provided at Lingard. If you are well enough to travel via car, private transport may be arranged with a family member or Hire Car. If this is not appropriate for your condition, an Ambulance may be required. Medical imaging (if X-rays and scans are required) in some cases a fee will be charged. With some health fund agreements, the full "gap" may not be covered resulting in an additional fee being charged by the Radiology provider.

It is advised that you check with your health fund and with the provider regarding any out of pocket fees.

Inpatient and outpatient radiology services are provided on site by the independently operated Lumus Imaging. Health Care do not own or operate radiology services. Any concerns regarding the charges need to be directed to the diagnostic provider.

On-site pathology services are provided by Laverty Pathology and are available to meet inpatient requirements 24 hours a day, every day of the year. It is advised that you check with your health fund and with the provider regarding any out of pocket fees.

## Valuables

We strongly recommend that valuables such as money, jewellery, mobile phones, laptop computers not be brought into hospital with you. The hospital does not accept any responsibility for the loss of valuables whilst you are in hospital.

## Veterans' Liaison Office

Lingard Private Hospital employs a Veterans' Liaison Officer who acts as a single point of contact for Entitled Persons, their families and carers, Ex-Service Organisations and DVA with particular regard to resolution of concerns and problems.

## Venous Thrombosis Assessment

After you arrive at hospital, the risk of a blood clot forming in your legs or lungs will be assessed. Your level of risk will depend upon:

- your age
- the reason you are in hospital
- any other health problems you have or had in the past.

Ask your doctor or nurse about your level of risk of developing a blood clot. If you are at risk, your health care team will discuss treatment options with you.



## Visiting Hours

Visiting hours and visitor numbers are subject to change. Please visit our website for the most up-to-date information. Should you wish to receive visitors outside of visiting hours, please speak to the Nurse Unit Manager.

## Volunteers

Lingard Private Hospital has an active group of volunteers who work as a valued part of the hospital team. All of the volunteers wear a blue apron and an identification badge. Some activities where volunteers assist include:

- Talking with patients
- Assisting with meals
- Freshening flowers
- Collation of files
- Making up patient information packs
- Restocking trolleys
- Patient surveys and feedback

## Wi-Fi

Please follow the steps below to connect to the hospitals Wi-Fi

1. Connect to hca-patient

After you connect you will be prompted to enter your:

2. Medical Record (MR) Number (printed on your patient wrist band)
3. Date of Birth

For any support issues relating to this service please call our Helpdesk on 1800 094 749

## How to wear a medical mask safely

### Do's →



Wash your hands before touching the mask



Inspect the mask for tears or holes



Find the top side, where the metal piece or stiff edge is



Ensure the colored-side faces outwards



Place the metal piece or stiff edge over your nose



Cover your mouth, nose, and chin



Adjust the mask to your face without leaving gaps on the sides



Avoid touching the mask



Remove the mask from behind the ears or head



Keep the mask away from you and surfaces while removing it



Discard the mask immediately after use preferably into a closed bin



Wash your hands after discarding the mask

### Don'ts →



Do not Use a ripped or damp mask



Do not wear the mask only over mouth or nose



Do not wear a loose mask



Do not touch the front of the mask



Do not remove the mask to talk to someone or do other things that would require touching the mask



Do not leave your used mask within the reach of others



Do not re-use the mask

**Remember that masks alone cannot protect you from COVID-19. Maintain at least 1.5m distance from others and wash your hands frequently and thoroughly, even while wearing a mask.**



# My healthcare rights

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

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

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

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

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

### Respect

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

### Partnership

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

### Information

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

### Privacy

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

### Give feedback

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



PUBLISHED JULY 2019

**AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE**

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)