

ESSENTIAL PATIENT INSTRUCTIONS



To secure your hospital admission, please action as soon as possible.

Thank you for choosing Peel Health Campus,
we look forward to caring for you.

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Step 1: Before going online to book your admission please ensure you have the following items (as this will save you time and allow the booking to proceed quickly): health fund membership details, Medicare card, DVA card, pension or pharmaceutical cards and a list of your medications.

Step 2: Go to peelhealthcampus.com.au and click on Online Admission. You will then arrive at the MyCare Online page.

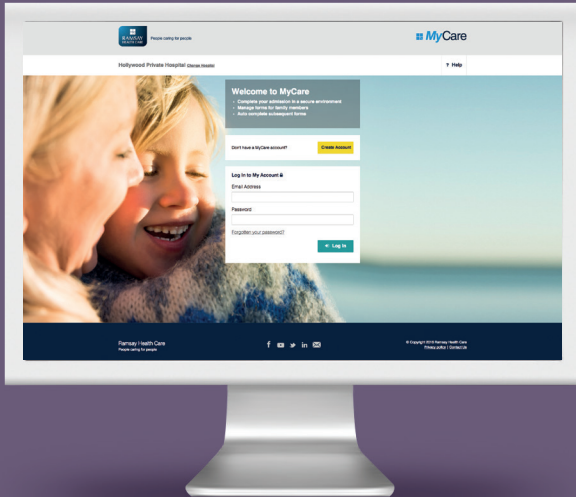
When completing an online booking, patients will be given a booking reference and booking password. These details should be recorded below as they are required to access your online details for any future admissions to the hospital.

Booking reference: _____ Booking password: _____

Booking passwords are upper and lower case sensitive, please record carefully.

ALL PATIENTS ARE REQUIRED TO FOLLOW THESE INSTRUCTIONS TO BOOK THEIR ADMISSION TO HOSPITAL.

This information is essential and in addition to the doctors form/s; please action as soon as possible.



Assistance:

If you are unable to use the internet, your doctor will provide you with a hardcopy of your admission form. Please ensure that your paperwork is returned to the hospital as soon as possible. If you require any assistance when completing this form, please call (08) 9531 8493 business days 8.00am to 4.00pm WST to speak with one of our staff.

Please have all your health care cards on hand as described in Step 1, and allow 30 minutes to complete your booking.

General enquiries:

For all other enquiries please call (08) 9531 8000.



Admission Enquiries

Contact hours

8.00am to 4:00pm Mon-Fri
excluding public holidays.

Phone

(08) 9531 8493

Email

admissioncentre.phc@ramsayhealth.com.au

PRIVATE HEALTH INSURANCE

Patients with private health insurance have the choice to be admitted as a private patient.

Benefits of choosing private

What are the benefits if I use my private health fund?

As a private patient you will generally be admitted to one of our private wards, (single room, subject to availability) where you will receive the following:

- Personalised treatment by a specialist doctor
- Cafe Voucher
- Daily newspaper
- Mini pamper pack

Supporting your local hospital

Using your private health insurance, assists the hospital to continue to provide better service and care to our community

Your choice

After speaking to your doctor, if you have any questions or need assistance regarding any of this information please speak to a member of staff.

Private Patients

Your Accommodation Preference

We endeavour to meet requests for room type. However, we cannot always guarantee single or shared rooms as they are subject to clinical priority and availability.

Please note some insurers may require you to pay a co-payment for single rooms.

Health Fund Patients

It is essential that you contact your health fund prior to admission to confirm your eligibility, level of cover and liability for any excesses, co-payments or other out of pocket costs.

We will check with your health fund and provide a written estimate of out of pocket expenses prior to admission. This estimate will be required to be paid prior to or upon admission.

At the conclusion of your hospitalisation, we will submit a claim for the hospital charges to your health fund on your behalf. The fund will pay the hospital directly and you will only be requested to pay expenses not covered by your health fund. Should your health fund reject the claim for any reason, the hospital will seek payment in full from you.

Medicare may cover a portion of your doctor's fees and other related services but does not cover any of the hospital's fees.

Radiology, pathology and any specialist consultations during your admission are not included in the hospital account and are invoiced directly by the relevant provider.

During your admission, you may be prescribed medications. Should you be supplied with additional medications or prescriptions that are not covered by your health fund, you may be charged a fee.

Self-Insured Patients & Non-Resident Patients

We will provide a written estimate of costs for all self-insured and non-resident patients. This must be paid prior to or upon admission.

Note: Those patients being admitted for eye surgery, orthopaedic surgery, or cardiology are likely to have a prosthesis implanted.

Prosthetic items vary greatly in use and can be expensive. Please contact your health fund to discuss any potential out of pocket costs.

Workers' Compensation & Motor Vehicle Insurance Claims

Patients who are admitted as a result of a workers' compensation claim or motor vehicle insurance claim are required to provide written approval from the relevant insurance company on or prior to admission. Please note insurance companies will normally only provide cover for shared room accommodation.

If approval has not been received prior to admission we will provide an estimation of fees. Should the insurance company reject the claim for any reason the hospital may seek payment in full from you.

Veterans & War Widow/ers

Department of Veterans' Affairs (DVA) **gold card holders** are fully covered for all inpatient hospital services. DVA patients are covered for a private room at no additional charge.

White card holders will have their eligibility for admission confirmed prior to admission.

If eligibility is not accepted by DVA, you may opt to use your private health insurance or come in as a public patient.

Account Enquiries & Payments

Contact hours

8.00am to 4.00pm, Mon–Fri, excluding public holidays.

Phone

(08) 9583 6253

Email

financestaff.phc@ramsayhealth.com.au

Payments can be made by cash, cheque, EFTPOS, BPay, MasterCard and Visa only.

PUBLIC PATIENTS

Your admission and surgery as a public patient at Peel Health Campus will be funded by the WA Department of Health in full.

There are no additional fees payable when you are a public inpatient, but there may be some out of pocket costs (eg consultation, radiology etc) associated with outpatient consultations.

DAY & OVERNIGHT BOOKED PATIENTS

Prior to your Admission

Your surgeon will advise admission time for day of surgery. If there are changes to the admission time, you will be contacted by the PHC Operating Theatre the day prior.

Patients are requested to call the pre-admission clinic for an appointment for pre anaesthetic assessment on 9531 8557.

The pre-admission staff will advise if you need to attend the pre-admission clinic to see your anaesthetist or for a nurse interview. For minor cases a phone interview may only be required.



Fasting & Medications

Please follow your doctor's or anaesthetist's instructions in relation to eating and drinking prior to your admission. Please check with your doctor to see if you should continue to take your regular medications on the morning of admission.

If you are taking aspirin or blood thinning medication, you will need instructions from your doctor.

For patients staying overnight, please bring all your regular medications (in their original containers). These will be returned upon discharge. In the interests of safety, please do not keep any medication in your possession.

Admission to Hospital

Please present to the main reception at Peel Health Campus for admission at your advised time.

You will be admitted in the order of your position on the theatre list, your patience is appreciated.

Whilst we understand that you may wish to have your family members with you at the time of your admission, we would like to request that you keep this number to a minimum to avoid congestion.

Ralph & Patricia Sarkis
PAEDIATRIC WING



Patient Identification

In order to ensure that you receive the correct treatment in hospital, please be aware that staff will ask you a series of questions to verify your identity and the procedure to which you have consented. This information will be requested on more than one occasion to ensure that you receive the correct treatment during all of your hospital stay.

Maternity Patients

For information regarding coming into hospital as a maternity patient, please visit:

<http://www.peelhealthcampus.com.au/Maternity/Maternity-Services>

Clothing

Dress comfortably. Do not wear high heels, make-up or nail polish if you are attending for a surgical procedure.

Eye Wear, Hearing & Walking Aid(s)

Please bring your reading glasses or contact lenses with their cases and wear your hearing aid(s) to hospital, if you have them. Walking sticks, crutches or walking frames should also be brought with you to hospital. Please label all items with your name.

Valuables & Money

The hospital does not accept responsibility for loss or damage of personal property. You are requested not to bring unnecessary valuables, jewellery or large sums of money to hospital. Particular care should be taken if you choose to bring your laptop, phone and other mobile technologies to hospital.

If you do choose to bring these items we recommend you give them to a family member for the duration of your procedure.

Dietary Requirements

This information can be given when booking online, however on admission, please remind your nurse of any special dietary requirements.

Telephones

A telephone is available at every patient bed for overnight patients. Public patients may purchase a phone card from the kiosk located on the hospital's main corridor.

Private patients can make local phone calls free of charge.

Magazines & Newspapers

Magazines and newspapers can be purchased from the kiosk located on the hospital's main corridor.

Visiting Hours

Bennett, Barker, Cove and Whelan Wards

8am to 1pm Daily

3pm to 8pm Daily

Between 1pm and 3pm we have a designated rest period which has been shown to promote recovery. We discourage visiting during this period, but can accommodate special requests in consultation with the nurse manager.

We encourage patients to limit the number of visitors and duration of their visit, as adequate rest is essential for all patients.

Sarich Paediatric Ward

8am to 1pm Daily

3pm to 8pm Daily

In most circumstances boarding arrangements can be made for one parent or guardian wishing to stay with their child.

Please note: Boarding is at the discretion of Peel Health Campus and may not always be available.

During certain times, particularly in the mornings, visitors may be asked to wait to allow patients to have treatment.

We are not able to accommodate visitors in the Endoscopy Unit, however staff can provide an approximate time to collect you.

DVA Association Visitors

If you are a Veteran staying overnight, you are most welcome to request a visit from your association. Please advise the admission clerk or ward secretary of your approval to receive these visits.

Smoke Free Site

Peel Health Campus is a smoke-free environment. Smoking is not permitted within the hospital buildings or grounds by any persons.

If you experience any difficulties with not being allowed to smoke while at Peel Health Campus, please speak to your doctor.

Nicotine replacement therapy in the form of patches, lozenges or gum may be recommended.

Boarders

If you require a boarder to stay with you overnight, please discuss this with the admission clerk or ward secretary. A fee may be charged.

Aboriginal Health Liaison Officers

The AHLO provides accessible and culturally appropriate services to the Aboriginal and Torres Strait people who use the hospital, including a range of support services from travel and transport to linking families up with interpreters and helping them through the care and discharge process.

Chaplaincy Services

Your own chaplain is welcome to visit during your stay. If you do not have a chaplain but wish one to visit, please ask to speak to the nurse coordinator who can arrange this for you.

DURING YOUR STAY

Our Services

ATM facility

An automated teller machine (ATM) that accepts all cards is located in the foyer of the main public hospital.

Cafe

MKF (My Kind of Food and Coffee) Café is located in the hospital. The cafe offers delicious beverages, cakes, hot meals and a variety of gourmet rolls, baguettes and wraps.

Opening hours are:

Monday to Friday 7.30am -5.00pm

Saturday & Sunday 9.00am -1.30pm

Catering

Our catering department prepares daily a variety of top quality, fresh meals. Menus are provided each morning from which you may select meals according to your taste and dietary requirements.

Florist

An on-site florist provides a fantastic selection of flowers, gifts, cards and balloons. The gift shop is operated by the “Friends of the Hospital” volunteers.

Interpreters

Interpreter services are available for patients during their stay. If an interpreter is required please notify the hospital or your doctor.

Pastoral care

Pastoral care volunteers are dedicated to their task for those in need. Their task is to actively listen, support and accompany patients, family members, visitors and staff on their journey towards healing. They attempt to be present, respectful and compassionate. Team members offer an attitude of non-judgement and gentle guidance through appraisal of wellbeing, personal rapport, spiritual counsel, public prayer and bedside ritual.

Pharmacy

An on-site pharmacy located next to the main foyer of the hospital provides a full range of regular pharmaceuticals, including medication dispensary and retail items, along with a clinical pharmacy service.

The pharmacy opening hours are:

Monday -Friday	8.00am to 7.00pm
Saturday	9.00am to 4.00pm
Sunday	9.00am to 4.00pm

Telephone/ TV

A television is provided for each bed in the hospital. This service is free for all patients.

Advance Care Planning

Advance Care Planning is an ongoing discussion between a patient and their carers, family and health professionals about the patient's values, beliefs, treatment and care options. It focuses in particular on the patient's wishes for their future treatment and care should they no longer be able to make or communicate their decisions at the time they are needed.

COMING TO HOSPITAL

Your doctor will provide a 'Coming into Hospital for Surgery' booklet. If you have not received this, please visit our website www.peelhealthcampus.com.au under the 'For Patients' tab to obtain your preadmission information.

VOLUNTEER SERVICES

The Friends of the Hospital make a major difference to the patients and staff at the campus. Their contribution adds considerable value to the services we are able to offer to the community.

Volunteers help with simple non-medical tasks, and they may also spend time in companionship with patients.

Our volunteer program is approved and registered as a non-profit organisation by the Department of Fair Trading. All volunteers are required to have a police clearance and sign a declaration of confidentiality and conflict of interest document.



PRIVACY POLICY

Ramsay Health Care and Peel Health Campus are bound by the National Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information.

We are committed to complying with all applicable privacy laws which govern how Ramsay Health Care collects, uses, discloses and stores your personal information. The Privacy Statement sets out how Ramsay Health Care will handle your personal information. For further information or to receive a copy of our full Privacy Policy, visit the 'For Patients' section of our website: peelhealthcampus.com.au

We will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, we may collect, use or disclose personal information:

- For use by a multidisciplinary treating team
- To liaise with health professionals, Medicare or your health fund
- In an emergency where your life is at risk and you cannot consent
- To manage our hospitals, including for processes relating to risk management, quality assurance and accreditation activities
- For the education of health care workers
- To maintain medical records as required under our policies and by law
- For other purposes required or permitted by law.

Personal information may be shared between Ramsay Health Care facilities to coordinate your care. As we outsource some of our services, this may involve us sharing your personal information with third parties.

For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience. We may outsource the archiving of our medical records to a contractor. Where we outsource our services we ensure that third parties have obligations under their contracts with Ramsay Health Care to comply with all laws relating to the privacy and confidentiality of your personal information. We will usually collect

your personal information directly from you, but sometimes may need to collect it from someone else (for example, a relative or another health service provider).

We will only do this if you have consented or where your life is at risk and we need to provide emergency treatment.

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- The use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons;
- We are permitted or required to do so by law.

You have the right to access your personal information in your medical record. You can also request an amendment to your medical record should you believe that it contains inaccurate information.

PARKING

Parking is available free of charge for all patients, families, visitors and staff at Peel Health Campus.

Public Transport

Taxis

A free call taxi phone exists in the entrance of the hospital. If you wish to call a taxi and this phone is being used, please contact reception who will arrange this for you.

Transperth Bus

Major bus routes service the area surrounding the hospital. Transperth can be contacted on 13 22 13 or visit www.transperth.com.au for timetable information.

Transperth Train

The closest train station to Peel Health Campus is Mandurah Station located on the corner of Mandurah Road and Allnutt Street.

It is a short 6 minute bus ride to the hospital. Please see Transperth for timetable information.

www.transperth.wa.gov.au



Renal	A
Oncology	B
North Consulting Suite	C
Palliative Care	D
Whelan Medical / Surgical Ward	E
Barker Surgical Ward	F
Rivers Unit / Short stay	G
Bridges Private Maternity Ward	H
Bennett Maternity Unit	I
X-Ray	J
Emergency	K
Admissions Centre	L
Main Reception	M
Chapel	N
Shop	O
Lakes Café	P
Theatres	Q
CSSD (Central Sterilising Service Dept.)	R
Endoscopy	S
Webster Day Surgery	T
Pre Admission	U
Cove Private Medical & Surgical Ward	V
Sarich Paediatric Ward	W
Pharmacy	X
Executive Suite	Y
Education / Infection Control / Quality	Z
Consulting Rooms	AA
Pathology	BB
South Consulting Suite	CC
Toilets	Icons: Men, Women, Wheelchair
Disabled Toilets	Icon: Wheelchair
Baby Change Facilities	Icon: Baby

Our Vision & Values

The Ramsay Vision

Ramsay Health Care is committed to being a leading provider of healthcare services by delivering high quality outcomes for patients and ensuring long term profitability.



peelhealthcampus.com.au

Our Ramsay Way values are:

RESPECT FOR THE INDIVIDUAL

We value integrity, credibility and respect for the individual.

PURSUIT OF EXCELLENCE

We take pride in our achievements and actively seek new ways of doing things better. We aim to grow our business whilst maintaining sustainable levels of profitability providing a basis for stakeholder loyalty.

TEAMWORK

We believe that success comes through recognising and encouraging the value of people and teams.

CONTRIBUTION TO THE COMMUNITY

We build constructive relationships to achieve positive outcomes for all.

THE RAMSAY SPIRIT

We are caring, progressive, enjoy our work and use a positive spirit to succeed.