

# ESSENTIAL PATIENT INSTRUCTIONS



To secure your hospital admission, please action immediately.

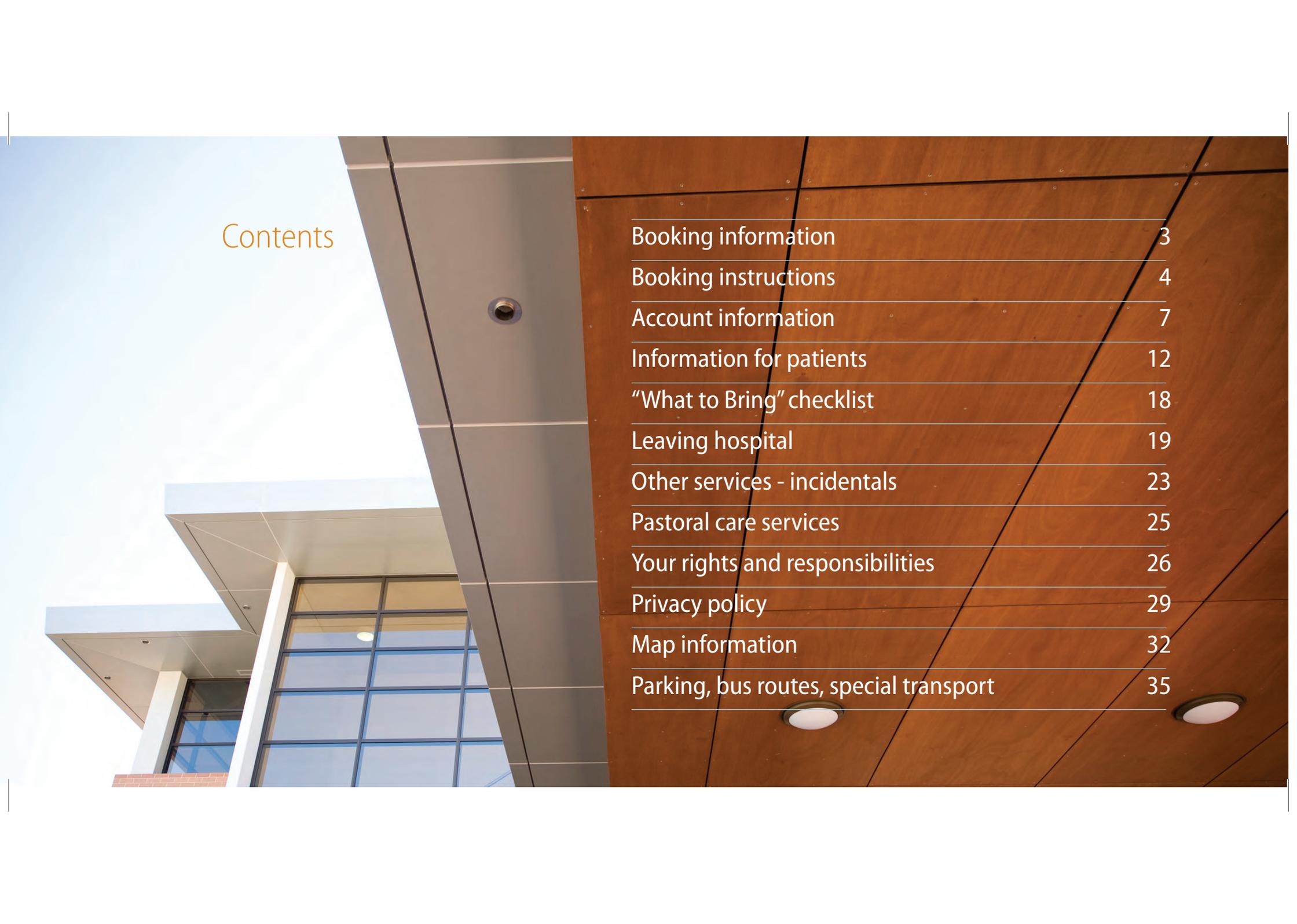


thank you for choosing [hollywood private hospital](#) we look forward to caring for you

People caring for people



**HOLLYWOOD**  
PRIVATE HOSPITAL



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Doctors: Admitting doctors to provide the following details:

Admission date: \_\_\_\_\_ Fasting time: *from* \_\_\_\_\_

Reason for admission: \_\_\_\_\_

Expected length of stay in hospital: \_\_\_\_\_

Anaesthetist name: \_\_\_\_\_ Anaesthetist contact number: \_\_\_\_\_

Procedure item number/s: \_\_\_\_\_

Prosthesis code/s: \_\_\_\_\_

Patients who have been assisted by hospital booking staff will be given a booking reference and booking password.

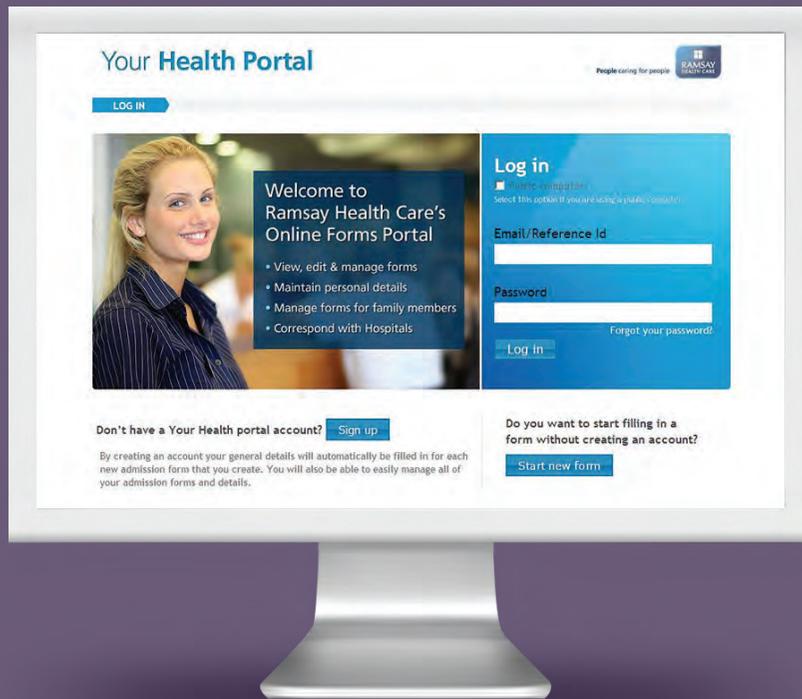
These details should be recorded below as they become an easy reference for future admissions to Hollywood Private Hospital.

Booking Reference: \_\_\_\_\_ Booking Password: \_\_\_\_\_

**Booking passwords are upper and lower case sensitive, so please read 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 immediately.

- 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 [www.hollywoodprivatehospital.com.au](http://www.hollywoodprivatehospital.com.au) and click on "Book Your Admission". You will then arrive at the Portal Page.



### Assistance:

If you are unable to use the Internet or experience any difficulties in completing the booking, please call (08) 9346 6456 business days 8.00am to 4.30pm WST to speak with one of our staff. Please allow 30 minutes to complete your booking and have all your health care cards on hand as described in Step 1.

### General Enquiries:

For all other enquiries please call (08) 9346 6000.

A photograph of a modern building interior. The scene is dominated by several tall palm trees with green fronds and brown trunks. The architecture features a white ceiling with recessed lighting and a curved walkway with a black handrail. Large windows with wooden frames are visible in the background. The overall atmosphere is bright and clean.

*amazing*  
Welcome to an amazing place.

### Your Accommodation Preference

We endeavour to meet requests for room type, however cannot always guarantee rooms as they are subject to availability and clinical priority. Please note some insurers require patients to pay extra 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.

Wherever possible we also 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, Hollywood Private Hospital 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 out of pocket expenses. If however your health fund rejects 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. Some medications may not be covered by your health fund including medications that you were taking prior to admission.

## Self-Insured Patients and Non-Resident Patients

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

**Note:** Those patients being admitted for orthopaedic surgery, cardiology or vascular interventions in the angiography suite are likely to have a prosthesis implanted.

**Prosthetic items vary greatly in use and are expensive.**

It is essential you get accurate details from your admitting doctor on what prosthetic item/s they expect to use. These details should be recorded on Page 3 of this booklet for future reference.

## Workers' Compensation/Motor Vehicle Insurance Claims

For patients who are admitted as a result of a workers' compensation claim or motor vehicle insurance claim, we require written acceptance of your admission from the relevant insurance company on or *prior* to your 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 estimated fee to the patient.

Liability will be sought from the patient, in the event approval is declined.

## Veterans & War Widow/ers

DVA gold card holders are fully covered for all inpatient hospital services. However, please note only shared room accommodation is fully covered by DVA. If you request and receive a single room, an extra nightly fee will be incurred and will be payable by you.

White card holders will have their eligibility for admission confirmed prior to admission. If eligibility is not accepted by DVA, we will enquire if you have health fund cover as an alternative.

## Account Enquiries & Payments

### Contact hours

9:00am to 5:00pm, business days.

### Phone

(08) 9346 6537

### Email

[patientaccounts.hph@ramsayhealth.com.au](mailto:patientaccounts.hph@ramsayhealth.com.au)

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



## DAY AND OVERNIGHT BOOKED PATIENTS

### Pre-Admission Service

On the day prior to hospitalisation, you will be contacted with an expected admission time.

However, *if we have not yet contacted you*, please call us on (08) 9346 6004 or (08) 9346 6006 between 2.00pm – 6.00pm WST.

Some patients may be contacted for a telephone interview or requested to attend our pre-admission service. This is on a clinical needs basis.

### Anaesthetic Assessment

For patients having a procedure under anaesthetic, your surgeon will advise you of arrangements to see your anaesthetist as required.

### Fasting & Medications

Please follow your doctor'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), and any repeat scripts and/or special authority prescriptions. Your medication will be given to you by nursing staff as ordered by your doctor. Any unused medication will be returned upon discharge.

In the interest of safety, please do not keep any medication in your possession.

## Admission to Hospital

Hollywood Private Hospital has several admitting areas including: general admissions, Day Surgery Unit, Gastroenterology Unit, The Hollywood Clinic and Leslie Starcevich Day Suite all of which are shown on the map on pages 32-33 of this guide.

## Patient Identification

In order to ensure that you receive the correct treatment in hospital please be aware that on a number of occasions staff may ask you to verify your identity and the procedure you have consented to. Please do not be alarmed as this is a safe practice and in your best interest.

## Infection Prevention Strategies

Staff at Hollywood Private Hospital participate in the National Hand Hygiene Initiative. You will observe staff using alcohol based gel and washing their hands before and after patient contact. Due to the spread of influenza within the community and to ensure safety of our staff and other patients, please advise the staff if you have a high temperature/fever with a sore throat or cough. We advise that you contact your doctor immediately if you are too unwell to have a procedure.

If you are having a surgical procedure, you must wash with an antibacterial soap or body wash containing Chlorhexidine, on the morning of your admission. This is available at supermarkets and local pharmacies.



## Clothing

Dress comfortably. Avoid wearing high heels, make-up or nail polish if attending 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 with your name.

## Valuables and Money

The hospital does not accept responsibility for loss or damage of personal property therefore 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 laptops, phones and other mobile technologies to hospital.

## Dietary Requirements

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

## Visitors

Visiting hours are between 8:00am and 8:00pm, though some wards encourage patients to rest between 1:00pm and 2:00pm.

We are not able to accommodate visitors in the Day Surgery Unit. However, visitors may wait elsewhere. Staff can provide an approximate time to collect you.

Please note there is limited activity available for children and they may become restless.

### **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 or ward secretaries of your approval to receive these visits.

### **Interpreter Service**

An interpreter service can be arranged, if needed.

### **Mobile Phones**

As mobile phones do interfere with electronic medical equipment, we ask you and your visitors to keep their use to a minimum in the hospital.

### **Telephones**

A telephone is available at every patient bed for overnight patients. An account will be raised to cover the cost of any interstate or international telephone calls made from your room. Local and mobile phone calls of a reasonable duration are free.

### **Newspapers**

Newspapers are delivered to the wards every morning for patient purchase.

### **Smoke Free Site**

Hollywood Private Hospital is a smoke-free environment. Smoking is not permitted within the hospital buildings and grounds by any persons.

If you experience severe difficulties with not being allowed to smoke while at Hollywood Private Hospital, please speak to your doctor.

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

### Boarders

If patients have special needs that require a carer to stay with them overnight, please discuss this with the staff. Other boarders, including infants, may only stay at the discretion of the ward manager. A nominal fee will be charged.

## “WHAT TO BRING” CHECKLIST

Please use the following checklist to ensure that you remember to bring all the items you need.

We recommend that all belongings brought to hospital are labelled with your name.

- Any forms, notes, reports or letter(s) from your doctor,
- All relevant x-rays/scans – which will be returned prior to your discharge,
- All medications you are currently taking (in their original containers),
- All prescriptions, including repeats and authorities,
- Equipment e.g. CPAP machine,
- Night attire, if staying overnight,
- Comfortable clothes to go home in,
- Slippers or comfortable walking shoes (non-slip soles),
- Reading material,
- Personal toiletries, including tissues,
- Glasses and physical aids (walking sticks, hearing aids, etc),
- Small amount of cash, for incidental costs.
- Credit card or cheque book to pay your estimated costs upon admission.

## LEAVING HOSPITAL

### Discharge from Hospital

For patients who stay overnight, please note when leaving hospital we ask that you vacate your room by 10.00am, so we can prepare for the next patient.

If you are a day patient and have had a procedure, the nursing staff can contact the person collecting you from the hospital.

If you have had a general anaesthetic or sedation, you will not be allowed to drive.

In the first 24 hours after surgery, please do not:

- Drive a motor vehicle,
- Use any machinery or tools,

- Make important decisions, for example, signing any legal document,
- Drink alcohol,
- Do anything which requires a high level of alertness or coordination.

### Pain

In the first 24 hours, you should expect to have some discomfort. As a result of the anaesthetic you may also suffer from a sore throat, headache and general aches and pains. Take pain relief as recommended by your doctor.

It is also highly recommended that you have a responsible adult stay with you overnight.



Following an anaesthetic, some people can experience nausea, which may progress to vomiting. If this happens, take small frequent sips of water and call your doctor if it does not resolve or if you are concerned about it.

Do not take aspirin as a painkiller, as this can cause increased bleeding at the site of the operation or irritation of the stomach. If you have excessive unrelieved pain, swelling, headaches or are generally concerned about your condition, please contact your doctor.

### **Please Note:**

These instructions are only a general guide and are not a substitute for medical care.

Once you are over the acute phase of your surgery or illness, it is anticipated that you will continue your recovery at home. Before you come to hospital, you will need to consider how you will manage daily living activities such as:

- meals,
- personal care,
- shopping,
- home care.

You are welcome to contact us after you go home if you have any queries or concerns.

Call (08) 9346 6000 and ask for the manager on the ward you were discharged from. Alternatively, please contact your treating medical specialist or your GP.

Please check with your nurse before leaving the ward, to collect any x-rays or medication and to confirm if you have any follow-up appointments.

The hospital foyer is available for you to wait for your transport upon discharge.



## OTHER SERVICES - INCIDENTALS FEE

Ramsay Health Care has responded to patient feedback and is pleased to provide the following services at a charge of \$25 per admission for most (overnight only) patient admissions. This fee will be covered in the estimate of out-of-pocket costs, as it is not covered by some funders:

1. Access to Foxtel/Austar on all patient TVs,
2. Wifi availability for laptop computers and other mobile devices,
3. Internet kiosks for patients and visitors.

## Patient Compendiums in Patient Rooms

Please take a few minutes to read the patient information compendium provided for you in your room – it contains further important information about your hospitalisation.



## PASTORAL CARE SERVICES

Pastoral care forms an important part of our health care team and provides a compassionate, professional, spiritual and confidential ministry which is available to all patients, families and staff.

If you wish to receive a visit, please advise the admission or nursing staff. The pastoral care staff visit the wards regularly and, in the case of an emergency at night, can be contacted.

The hospital provides a chapel as a place for prayer, reflection and quiet time. It is open 24 hours every day and services are conducted in the chapel each week.

## YOUR RIGHTS AND RESPONSIBILITIES

Hollywood Private Hospital respects your individual rights and recognises your role in making decisions about your health care.

### Access

#### ***A right to health care.***

You have a fundamental right to adequate and timely health care.

You can contribute to the right of access by meeting your appointments and telling the facility when you cannot.

### Safety

#### ***A right to safe and high quality care.***

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

### Respect

#### ***A right to be shown respect, dignity and consideration.***

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances.

Respect also includes being mindful of healthcare staff and other patients.

### Communication

***A right to be informed about services, treatment, options and costs in a clear and open way.***

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

### Participation

***A right to be included in decisions and choices about care.***

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

### Privacy

***A right to privacy and confidentiality of provided information.***

You are able to request to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

Our Privacy Officer can be contacted during business hours on (08) 9346 6465.

You can also contribute by respecting the privacy and confidentiality of others.

### Comment

#### *A right to comment on care and having concerns addressed.*

Health care providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.

The procedures used by the health service organisation to comment about your care should be made available to you. You can provide verbal

or written comments about the procedures and your experiences.

To commend health workers, to complain about your health care and/or to be advised of the procedure or expressing concern about your care, please contact your health service provider's patient liaison representative.

### A guide for patients, consumers, carers & families

For more information on the charter and how you can contribute to achieving healthcare rights visit [www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

## PRIVACY POLICY

Ramsay Health Care is 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, please telephone our Privacy Officer during business hours on (08) 9346 6465 or visit the 'For Patients' section of our website: [www.hollywoodprivatehospital.com.au](http://www.hollywoodprivatehospital.com.au)

Ramsay Health Care will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay Health Care 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, or
- for other purposes required or permitted by law.

Personal information may be shared between Ramsay Health Care facilities to coordinate your care. We also 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 with Ramsay Health Care. We may also 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. Ramsay Health Care 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, or
- 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.



Wards A-Z

Angiography Suites	A
Charles Pope Ward	A
Clifford Sadlier Ward	B
Coronary Care Unit (CCU)	A
Day Surgery Unit (DSU)	A
Gastroenterology Unit	E1
George Gosse Ward	D
Henry Murray Ward	A
Hollywood Clinic, The	G
Hughie Edwards Rehabilitation Unit	D
Intensive Care Unit (ICU)	A
James Wood Ward	B
Jim Gordon Ward	C
John Carroll Ward	B
Lawrence McCarthy Ward	F
Leon Goldsworthy Ward	A
Leslie Starceвич Day Suite	D
Mark Donaldson Ward	D
Martin O'Meara Ward	E2
Percival Gratwick Ward	D
Stan Gurney Ward	B
Thomas Axford Ward	A

Other Services A-Z

Admissions	A
After Hours GP	1
ATM 1	A
ATM 2	I
Chapel	D
Diagnostic Nuclear Imaging (DNI)	2
Einsteins Cafe	H
Functional Rehabilitation Unit	8
Hollywood Medical Centre	I
Hollywood Specialist Centre	H
Main Entrance / Reception	A
Medicos Coffee Lounge	I
Multi-storey Carpark	P
Pastoral Care	3
Perth Cardiovascular Institute	A
Perth Orthopaedic Institute	8
Pharmacy	1
Security Office	A



Chapel



Toilets



Baby Change Facilities



Restaurant



Elevator



Information



Visitor Parking



Staff Parking



Disabled Parking

Hollywood Private Hospital  
 Monash Avenue  
 NEDLANDS WA 6009

Mail to:  
 Locked Bag 2002  
 Monash Avenue  
 NEDLANDS WA 6909

Telephone: (08) 9346 6000  
 Email: [enquiry.hph@ramsayhealth.com.au](mailto:enquiry.hph@ramsayhealth.com.au)  
 Web: [www.hollywoodprivatehospital.com.au](http://www.hollywoodprivatehospital.com.au)



## Parking

For your convenience there is a 'drop off' point immediately outside the main entrance and entrances to other wings of the hospital. Hollywood Private Hospital is located in Nedlands on Monash Avenue. Visitors and patients may park in the designated short term visitors parking bays. Alternatively, both short and long term parking is available in the multi storey car park off gate 5 on Monash Ave. Parking charges apply: \$2.00 per hour to a maximum of \$10.00 per day (shown on page 32 in the P Block).

## Bus Routes

Major bus routes service the area surrounding the hospital. Transperth can be contacted on 13 62 13 for more information or visit the journey planner on [www.transperth.wa.gov.au](http://www.transperth.wa.gov.au)

## Special Transport

Some Veteran patients are eligible to have transport arranged for them through the Department of Veterans' Affairs. The Department can be contacted on (08) 9366 8391 or (08) 9366 8392 for further information.

## Our Vision

Leading the way in health care provision  
by providing amazing service

## Our Motto

People caring for people

## Our Ramsay Way Values

We strive to provide high quality care and service  
guided by our Ramsay Way Values:

Respect for the Individual

Pursuit of Excellence

Teamwork

Contribution to the Community

The Ramsay Spirit

*amazing*

People caring for people



HOLLYWOOD  
PRIVATE HOSPITAL