



Calvary

Holmesglen
Private Hospital



Patient Compendium

Welcome to Calvary Holmesglen

You matter. We care about you.

Thank you for choosing Calvary Holmesglen for your care. At Calvary, compassion in action is person-centred care delivered by skilled and passionate health professionals. During your stay, we will listen to you and those who care for you, involve you in your care, and tailor your care to your needs and goals.

Founded in 1885 by the **Sisters of the Little Company of Mary**, Calvary is a Catholic health, community and aged care provider caring for people in our hospitals, homes and communities across Australia.

Whatever stage of life you're at, Calvary is your lifelong health and wellbeing companion. Our team of dedicated, professional and friendly staff will be most happy to answer any questions that you may have and provide assistance as required, prior to and during your stay.

Medical enquiries should be directed to the doctor who is admitting you to and treating you in hospital.

This Patient Compendium has been prepared to assist with your admission to our hospital and give you an overview of some of the key services and facilities that will be available during your stay with us.

Please find accompanying this information:

- a consent form, which should be completed by your admitting Specialist, and some sections by you
- a patient registration form and patient health history, which should be completed by you

Please complete the patient registration form and patient health history after discussing your admission with your doctor.

The completed forms can be returned to the hospital by mail, fax or in person to reception.

Prompt completion of your admission forms will ensure your admission is not delayed. Please ensure they are completed as soon as possible, and no later than **72 hours** prior to your admission.

Should you require assistance completing the forms or if you have any questions about your hospital stay, please do not hesitate to contact the hospital and reception will direct you to the most appropriate person to assist you.

Our [website](#) also provides information about the hospital, its services and facilities.



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Calvary Holmesglen acknowledges the Bunurong People, the Traditional Custodians and Owners of the Country on which our hospital stands and pays respect to their Elders past and present.

We recognise that they have walked upon and cared for this Country for thousands of years. We acknowledge their continued deep spiritual attachment and relationship to Country, and commit ourselves to the ongoing journey of Reconciliation.

Little Company of Mary Health Care

Continuing the Mission of the Sisters of the Little Company of Mary

Calvary has a rich tradition internationally and within Australia. We follow in the footsteps of the **Sisters of the Little Company of Mary (LCM)** who have empowered us to steward and continue the mission and vision of the Venerable Mary Potter, to serve the sick, dying and those in need with compassion and respect. Like Venerable Mary Potter and the Sisters of the LCM, we too have a unique opportunity to make a difference to the communities we serve.



Mission and Values

Our mission is not just a statement. It guides or is inherent in every aspect of our organisation. Everything we do is mission. Each of us, no matter our role, is **“on mission”**.

Our Mission identifies why we exist

- We strive to bring the healing ministry of Jesus to those who are sick, dying and in need through **‘being for others’**:
- In the Spirit of Mary standing by her Son on Calvary
- Through the provision of quality, responsive and compassionate health, community and aged care services based on Gospel values, and in celebration of the rich heritage and story of the Sisters of the Little Company of Mary (from the writings of Venerable Mary Potter)

Our Vision identifies who we are and what we are striving to achieve

- As a Catholic health, community and aged care provider, to excel and be recognised as a continuing source of healing, hope and nurturing to the people and communities we serve

Our Values are visible in how we act and treat each other. We are stewards of the rich heritage of care and compassion of the Little Company of Mary. We are guided by our values:



Hospitality



Healing



Stewardship



Respect

Hospitality demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend hospitality to all who come into contact with our Services by promoting connectedness, listening and responding openly.

Healing demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. It is our responsibility to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.

Stewardship recognises that as individuals and as a community, all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively for the future. We are responsible for striving for excellence, developing personal talents, caring for material possessions and our environment and handing on the tradition of the Sisters of the Little Company of Mary.

Respect recognises the value and dignity of every person who is associated with our Services. We have a responsibility to care for all with whom we come into contact, with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.

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



Admission

Your hospital admission will be arranged by your doctor who will inform you of the day and in some cases, the time you need to come to hospital.

Often the hospital may also phone you to confirm your admission time but follow your doctor's instructions if you don't hear from the hospital.

On your admission day, please go to the main reception desk located close to the front entrance of the hospital.

After your admission has been registered by our reception team you will be transferred to an appropriate admission area. In this area you will often meet with your Anaesthetist and be prepared for your surgery.

You will go directly from here to the operating theatre. If you are having day surgery, you will return to this area and if you are staying with us overnight or for a few days after your operation you will be transferred to your ward after surgery.

You may be admitted to the hospital on the day prior to surgery if your doctor believes this to be important.

Please note that if you are being admitted for reasons other than surgery or in some surgical cases you will be admitted directly to your room.

Admission Time

Admission times vary so you will be phoned by our admission staff with an admission and fasting time. Please be aware that **patients may not be admitted in the order that they arrive at the hospital**. We attempt to minimise the amount of time that patients are required to wait and fast for their procedure but waiting times are not always predictable.

Anaesthetic

If you are having a surgical procedure you will meet your Anaesthetist prior to your procedure.

Your doctor will advise you of the arrangements. In most cases this happens in the admission area on the day of surgery.

Bedrooms/Your Accommodation

At the time of admission, your bed will have been allocated on the basis of clinical need and bed availability.

Our hospital has a mix of private and shared rooms. We will endeavour to provide you with a private room for your stay if this is your wish but this will not always be possible.

Breastfeeding Mothers

Breastfeeding mothers being admitted for surgery may have their baby stay with them, however mothers will need to arrange for a carer to assist with their baby's care during their stay. Baby's needs, bedding, clothing, nappies, etc., are the responsibility of the parent.

Allied Health Services

Calvary Holmesglen provides a holistic model of care for our patients by utilising a multidisciplinary approach consisting of:

- Dietetics
- Physiotherapy
- Speech Pathology
- Occupational Therapy
- Psychology

If you require input from these health professionals you may be referred by your doctor.

Identification Details

When you are admitted you will be given a patient identification band which will include three unique identifiers:

- First name
- Surname
- Date of birth

You will regularly be asked your full name and date of birth to ensure your ongoing safe care.

Your Medication

In order to ensure that our clinicians safely prescribe, dispense and administer appropriate medications our team will need to know all of the current medications that you are taking.

Our staff will also ask if you have any allergies or have had any adverse drug reactions. These are then documented in your medication chart so you can continue to take the correct medication. If you are taking certain high alert medications, our pharmacist may visit you to ensure that you have all the information you need to assist you in understanding your medication plan.

Please bring in a list of your existing medications so the team are aware of medications you are taking including supplements.

Car Parking

We recommend that you travel to and from hospital with a carer, friend or relative.

Some hospitals have car parking on-site but at some you may need to park in the streets surrounding the hospital or in other commercial car parking. Some hospital on site parking does have costs associated with it.

There is also a pickup and drop-off lane — **strictly 5 minutes** — at the front of most hospitals. See [page 20](#) for further information about parking at your chosen hospital.

Chaplaincy

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

Children/Paediatric Patients and their Parents

As a parent or carer, we would encourage you to remain with your child during their hospitalisation. The hospital will provide details regarding the facilities available during your child's stay. Some hospitals charge a boarder fee.

Clothing

Dress sensibly, be comfortable. No high heels, make-up, nail polish or artificial nails. Depending on the procedure, cotton-only briefs may be worn.

Day patients will not need sleeping attire but you may like to bring your own dressing gown. Some hospitals provide dressing gowns, but not all.

Please wash/shower prior to your admission. Some patients may be asked to use a surgical wash.

Do not apply talcum powder, deodorant, make-up or moisturisers following the shower.

Consent to Admission: Informed Financial Consent

As part of your admission process, the hospital is obliged to ensure that you are made aware of the estimated hospital charges you and your insurer will incur.

Therefore you will be asked to **sign an informed financial consent form** on or before admission.

If your admission is unplanned you will be asked to give informed financial consent as soon as possible. In the event that additional services, gap payments (costs not covered by your health fund), prosthetics or consumables are required, an account will be raised and paid on discharge.

Consent to a Procedure/Clinical Consent

Should you have any questions regarding your proposed treatment or procedure during your hospitalisation, we advise that you should discuss this with your treating doctor.

You have the right to have all the risks explained in full or withdraw your consent, either in full or in part, at any time prior to the procedure being performed.



Discharge/Leaving Hospital/Overnight Patient Discharge

Discharge time is 9.30am. 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.

Day Surgery Patients

Patients must have a responsible adult accompany them home and stay with them overnight after discharge.

We will be able to advise you at the time of admission the approximate time that you will be ready for discharge/ready to leave hospital.

Some hospitals will ask that you please make arrangements for a friend or relative to phone the hospital approximately two hours after your admission time to find out the time of discharge. Your hospital may prefer to phone your friend or relative shortly before you are ready to be picked up. Your hospital will advise you of their process in this area.

Things NOT TO DO for the first 24 hours after leaving hospital

- Use any dangerous machinery and tools
- Sign any legal documents
- Drink alcohol
- Do any activities that require coordination and/or a high level of alertness
- Drive a motor vehicle — motor vehicle insurance policies may be void in the event of an accident
- Day Surgery patients — you should not be on your own for the first 24 hours post surgery

Your doctor will advise if the time frame varies on any of the above activities.

Electrical Items

Anybody bringing electrical items into the hospital is liable for any damage caused if they are faulty or misused. For this reason we encourage you not to bring in electrical items.

If you do bring electrical items with you, **they need to be tested and tagged on admission.**

Charging cords and cables for personal devices are not considered electrical equipment and do not need to be tested and tagged before use.

Some hospitals may charge for this service. Please ask staff to notify maintenance at the time of your admission if you have items requiring testing.

Particular care should be taken with hairdryers, curling irons and shavers due to their internal heating elements and the increased risk of electrocution near water.

Fasting and Smoking

Prior to your procedure do not eat, drink, chew gum or smoke as per your doctor's or the hospital's instructions. If you do not follow these instructions it is very likely your procedure will be cancelled. Smoking is not permitted in our facilities. Some hospitals may have designated smoking areas outside.

Interpreter Services

An accredited interpreter service can be arranged where deemed necessary. Charges may apply.



Your Rapid Response Process

If you or your family members/carer feel at any time that your clinical condition is deteriorating and you feel that you are not receiving an adequate response from ward staff, you can escalate your concerns by initiating a **'Rapid Response Process'** by calling the **extension 9600 or call 03 9567 9600 from your mobile phone.**

Communication Boards

At Calvary Holmesglen we use patient communication boards, situated on the wall, as another way to keep you and your family involved in your care.

The communication boards are updated regularly each shift by the clinical staff with information about your care and are primarily used as a communication tool between you, your family if you wish and your healthcare team.

You are welcome and encouraged to write questions for your care team and similarly the clinical staff may write reminders for you such as "use the call bell to ask for assistance when needing the bathroom"

The goal is to ensure that we are working in partnership with you to achieve your care goals.

Clinical Handover

Clinical handover is an expression you may hear our clinical staff use. This is when, at the time of a shift change, clinical staff will share information with you and the oncoming staff. Our clinical staff will first introduce themselves to you and then begin the exchange of information.

We like patients to be involved with decisions at handover and you are encouraged to ask any questions or speak up if you hear something not quite right.

Boarding

When medically required, in-room boarding facilities are available for the primary carer of a patient and for patients receiving palliative care.

A nightly fee, which is subject to change, will be charged. This cost includes meals, fold-up bed, linen and shower facilities.

If in-room boarding is required, please discuss with the nursing staff.



Medication/Medicines and Tablets

Please **bring to the hospital** all medication, including complementary therapies you are currently taking, in the original dispensed packaging and repeat authority/ prescriptions and give to the nursing staff on admission.

It is very helpful if you can bring a typed list of current medications from your GP.

Knowing what medications you are taking is important information for people providing your care.

Your medication will be given to you by the nursing staff as ordered by your doctor unless they have advised the nursing staff that you can self-medicate.

Any unused medication will be returned to you on discharge.

Ask your doctor if you should take your regular medication on the morning of surgery or cease any of your medications any earlier prior to surgery.

In the interest of safety, please **do not keep any medication (even paracetamol, etc.) in your locker or on your person.**

Taking medications that should not be taken after surgery can have serious consequences.



Meals and Dietary Requirements

Please advise if you have special dietary needs as this is very important. Please also advise the senior nurse in charge of the ward about any food, drink or other items brought into the hospital for patients.

Food Safety

For food safety reasons, the hospital does not recommend food being brought by relatives or visitors.

If relatives or visitors wish to bring food, please speak to your nurse for further instructions.

Medicare and your Doctor's Fees

Medicare does not cover any private hospital charges but may cover you for a percentage of your doctor's fees, depending on the level of your private health insurance and the fees charged by your doctor.

Your health fund might reimburse you for all or part of the gap (difference between what Medicare pays and what your doctor charges you) payment. You should discuss these charges with your doctor and your health fund. You may also receive separate accounts for the following:

- Attending Surgeon / Assisting Surgeon / Anaesthetist
- Attending Physician (non-surgical stay or medical consultation)
- Medical imaging (if x-rays or scans were required). In some hospitals you may be asked to sign a payment authority for imaging/x-ray services at the time of admission
- Intensive Care Specialist (if you required a stay in the Intensive or Critical Care Unit)
- Pathology (if any tests such as blood tests or biopsies were required)

Emergency Procedures

In the event of a hospital emergency such as fire, an alarm will sound over the public address system. All our staff are trained in emergency management.

We request that you and your visitors remain in your room and await instructions from the staff.

In order to maintain hospital safety and to practise the emergency procedures, “mock emergency drills” are also carried out at random and without prior notice.

Feedback

Feedback and complaints provide an opportunity for consumers to provide feedback on their unique experience and can offer insight into practices that are unsatisfactory, unsafe or require improvement. We welcome all feedback and see this as an opportunity to improve our service. If you would like to provide feedback – positive or negative, you can do this by:

- Telling your nurse who can arrange for you to speak with the Nurse Unit Manager
- Logging a complaint via our website:
calvarycare.org.au/contact-us

If you feel you have been unable to resolve your issue adequately, you can escalate your feedback to the **Health Complaints Commissioner Victoria (HCC) on 1300 582 113 or via hcc.vic.gov.au**

Infection Prevention and Control

Preventing and controlling health care associated infections

At Calvary Holmesglen we have systems in place to prevent patients developing infections. In addition, we have strategies to manage infections effectively if they occur, minimising the potential for spread.

Hand hygiene

Cleaning hands is the single most effective way to avoid the spread of infection.

You will notice that there is a hand sanitiser dispenser located in every patient room and in various other places around the hospital.

The **Hand Hygiene Australia ‘5 moments for hand hygiene’** principle is used to ensure that our staff and doctors clean their hands with hand sanitiser at the appropriate times during your care.

We encourage you to also use the hand sanitiser when entering and leaving your room and please remind your family and visitors to do the same.

For more information refer to the Hand Hygiene Australia website: hha.org.au

All staff will adhere to standard precautions, which include performing hand hygiene and sometimes the wearing of protective clothing to prevent the spread of infection.

Some patients may need extra precautions and care if they have certain infections. These ‘Additional’ (Transmission Based) Precautions are tailored to the particular germ causing an infection and how the germ is spread.

Patients and visitors also play a vital role in reducing infection transmission.

To support our staff in providing the safest possible environment for patients, please follow these simple guidelines:

- At all times protect others if you have a cough or a cold.
- Cover your mouth and nose with a tissue when you cough or sneeze. Put used tissues in the rubbish bin and wash your hands
- Let your doctor or nurse know if you are unwell in any way e.g. cough, cold, flu or gastroenteritis
- If you or any members of your family are currently suffering any symptoms of illness, we request that you report these symptoms to your doctor or nurse
- Any visitors with symptoms of infection should not visit the hospital until they have been free from symptoms for at least 48 hours

Please contact your nurse if you would like more information about standard precautions, additional precautions or any other infection prevention and control matters.

Infection prevention and control related to surgical procedures

The risk of developing an infection related to a surgical procedure cannot be completely eliminated. However, the following precautions are recommended to minimise the risk of infection during your stay:

- Admission to hospital is reduced to the shortest time prior to and after a surgical procedure
- Shower prior to your surgical procedure. You may be given an antibacterial skin solution by the nursing staff or pre-admission clinic

- Hair removal from the operative site may be required. **DO NOT SHAVE THE SITE.** Hair removal will be attended to by the hospital staff if and when necessary
- Report non-intact skin or skin conditions adjacent to the operative site to nursing staff
- If you think you may have an infection at the proposed surgical site or any infection that may have an impact on your surgery, e.g. cold/flu, gastroenteritis or a urinary tract infection, it should be reported prior to attending hospital

Antibiotics

Antibiotics are medicines used to treat bacterial infections.

While the development of antibiotics has been one of the most important advances in medicine, widespread use and misuse has led to some bacteria becoming resistant to commonly used antibiotics.

'Antibiotic resistant' bacteria are those that are not controlled or killed by an antibiotic.

You can help prevent antibiotic resistance by:

- Remembering that most people don't need antibiotics for colds and flus because they are caused by viruses
- Taking the right dose of your antibiotic at the right time, as prescribed by your doctor
- Taking your antibiotic for as long as your doctor tells you to, even if you feel better
- Taking steps to prevent the spread of infection



Prevention of Falls

Patients are at an increased risk of falling whilst in hospital. At Calvary Holmesglen we are dedicated to minimising the risk of patients falling.

Do you have an increased risk of falling?

Has your nurse performed an assessment on you? Reasons for increased falls risk include:

- Unfamiliar surroundings
- Medical conditions
- Blocked hearing aids
- Impaired mobility
- Unsteadiness
- Feeling unwell

To help reduce the risk of falls:

- Familiarise yourself with your surroundings
- If you are at risk of falling we will put a 'high falls risk' alert against your name
- Use your nurse call bell for assistance. Do not reach for items or get out of bed yourself if you need assistance to mobilise
- Use your nurse call bell if you feel unwell, faint or dizzy
- Please bring with you and wear appropriate footwear (non-slip, well-fitting shoes or slippers are the best). We can help you put these on

CALL DON'T FALL!

For more information refer to the Australian Commission website: [safetyandquality.gov.au](https://www.safetyandquality.gov.au)



Prevention of Pressure Injuries

Pressure injury is an area of skin which has been damaged due to unrelieved pressure and usually occurs over bony areas, especially heels, buttocks and toes. Anyone who is confined to a bed or chair, is unable to move, has loss of sensation, loss of bowel or bladder control or has poor nutrition is at risk of developing an ulcer.

Do you have an increased risk of pressure injuries?

Has your nurse performed an assessment on you? Together we will look out for:

- Red/purple/blue skin colour
- Blistering
- Dryness or dry patches
- Shiny areas
- Cracks or calluses
- Burning sensation on bony areas

The best ways to prevent a pressure injury are to:

- Keep moving and change position frequently
- Discuss recommended mobility with a physiotherapist
- Avoid sitting or lying in bed for long periods of time
- Use mild soaps
- Moisturise dry skin
- Alert your nurse or doctor if you have any redness, tenderness, blistering or broken skin over a bony area

Patient Feedback

Patient feedback is important to us and we encourage all patients to tell us how they feel about our level of customer service, our facilities and our staff.

To know where we do well is great, but to learn where we could do things better is far more important if we are to improve the service we offer to future patients.

We do provide feedback surveys but if you have a question or observation please ask the nurse caring for you, the Nurse Unit Manager, or ask to speak with the Director of Nursing or the General Manager.

Patient Rights and Responsibilities

Calvary feels it is important you understand your rights and responsibilities as a patient. Our Rights and Responsibilities brochure is available on our website and in the reception of the hospital to read at your convenience.

Patients must respect the privacy and confidentiality of other patients. It is illegal to disclose any information about another patient's presence in the hospital or their treatment.

This includes verbal and digital communications as well as the use of photographs, videos etc. and information published online and/or via any social media platform.

Any violations will be taken seriously and may lead to discharge of the offending patient and their exclusion from Calvary hospitals in the future. Civil and/or criminal proceedings may also result.

Patient Transport: Provision and Costs

Under certain circumstances patients may be responsible for ambulance transport costs. If you reside in a regional area you may be entitled to subsidised travel. Please discuss this with your doctor.

Paying Your Bill/Health Funds: Insured Patients/Those With Private Health Insurance

Depending on your level of cover, some policies require you to pay an excess or co-payment and you will be asked to pay this prior to, or on admission. In addition, health fund policies require members to serve waiting periods before they will provide cover, and some levels of cover have excluded services.

Pre-existing ailment rules may also apply and your cover may be subject to these rules. We therefore strongly recommend that you contact your health fund to confirm your cover prior to your admission.

Your account for hospitalisation will include your accommodation and theatre fees and other chargeable items in accordance with Calvary's current fee agreement with your health fund. You will be asked to complete and sign a **National Private Patient Hospital Claim Form (HC21)** on admission.

Preventing Blood Clots

When you arrive at Calvary Holmesglen we will assess your risk of forming a blood clot in your legs or lungs. The level of risk is evaluated on factors such as your age, reason for admission and medical history. If you are deemed at risk your healthcare team will discuss with you the treatment options.

If you experience any of the following whilst in hospital, **call a nurse immediately:**

- Pain or swelling in the legs
- Chest pain
- Difficulty breathing

If you experience any of the above symptoms after leaving hospital please contact your doctor or visit the emergency department.

Health Funds: Insured Patients

If you are a member of a health fund we can claim from the fund on your behalf and you will only be required to pay those costs not covered by your health fund, before or at the time of admission.

It is advised that you check with your health fund prior to admission to determine your level of cover. You should discuss potential expenses with your doctor prior to and during your hospitalisation.

Prior to admission, obtain from your doctor's rooms the item number/s proposed to be used for your procedure. This will assist your health fund in determining your level of cover and will assist Calvary with providing you with an accurate estimate of costs.

Health Funds: Uninsured Patients

If you are not a member of a health fund then you will have to meet the total estimated cost of your hospitalisation at the time of, or prior to, your admission. Any shortfall will be payable on discharge.

You should discuss potential expenses with your doctor prior to and during your hospitalisation. Please remember that Medicare makes no contribution to your stay in a private hospital.

Estimates are available from our accounts department but it is advised that you acquire item numbers from your doctor's rooms first.

Health Funds: Workers' Compensation/Third Party/Public Liability Insurance

You should have supplied your insurance claim number prior to admission to hospital, along with written confirmation from the third party, stating acceptance of the claim.

Please be aware that you are personally liable for payment if your account has not been paid within two months. If your health fund or WorkCover declines your claim you will be responsible for full payment of the hospital account.

We will submit your claim directly to your health fund on your behalf.

It is important that you know that in the event that your health fund rejects your claim for reimbursement for any reason, the hospital will seek to recover any amounts outstanding from you. This is why it is important that you check your level of cover with your health fund prior to admission.

Self-Funded/Those Without Private Health Fund Cover

If you are a self-funded patient you may be required to pay an estimate of the total amount of the hospital account prior to admission to confirm your booking or the estimated total cost on admission.

You will be required to pay any positive difference in your account on discharge. If the amount paid by you was in excess of the amount required to cover the cost of your care you will receive a refund from the hospital.

Estimated hospital costs will be provided prior to your admission by your doctor or the hospital. We endeavour at all times to provide an accurate estimate, but unforeseen circumstances can occur and additional costs may be incurred.

WorkCover/WorkSafe/Third Party Insurance

If your admission is as a result of a WorkCover/WorkSafe, Third Party or Public Liability claim, the hospital will require prior written approval for your admission from the relevant insurance company. Your admission cannot be confirmed or proceed until this approval is received.

Any claims that have not been approved by the insurance company will be treated as a self-funded admission and the estimated hospital costs will be payable by you.

Payment Methods Prior To or On Admission

The hospital accepts cash, bank cheques, money orders, EFTPOS, Visa and Mastercard for any amounts payable. A credit card surcharge of 1% applies for Visa and Mastercard. Personal cheques are not accepted. If choosing to pay by EFTPOS, please note that most financial institutions have a daily limit of \$1,000.

My Health Record

What is My Health Record?

My Health Record is a secure online summary of your health information.

You can control what goes into it and who is allowed to access it.

It may contain personal health information such as your current medications, immunisations, allergies, adverse reactions, advance care directives and emergency contact details.

Calvary hospitals are part of Australia's My Health Record system so please register prior to, or during your admission so your doctors and health professionals can have access to your health information for your hospital stay and treatment.

How do I register?

To register choose from one of the following four options:

- By visiting myhealthrecord.gov.au
- Calling the national My Health Record hotline on **1800 723 471**
- In person at a Services Australia office offering Medicare services
- Complete a registration form available at a Services Australia office offering Medicare services or from myhealthrecord.gov.au and once you have completed post to:

My Health Record Program
GPO Box 9942, Melbourne VIC 3000

Organ Donation

Calvary Holmesglen supports your decision to donate your organs. Please ensure your wishes are clearly voiced and documented to your doctor and family.

Advance Care Planning and Directives

Calvary, along with many others in the Catholic Church, encourages patients and residents in Catholic health and aged care services to reflect on their future health care needs and to appoint a person who will represent them if they are unable to express their wishes. The 'My Future Care' website (myfuturecare.org.au) provides information for people considering their future health care needs, and guidance for health care professionals.

A wide variety of approaches already exist in the wider Australian community to the issue of advance care planning. Calvary will always consult with you or your Medical Treatment Decision Maker about your health care needs in particular circumstances. If you have an Advance Care Directive we will use that as a basis for discussion to ensure that you (or your Medical Treatment Decision Maker) have all the information you need about your current situation and that any documented wishes are up-to-date.

With regard to formally appointing a legally endorsed Medical Treatment Decision Maker, free advice is available from the Office of the Public Advocate on **1300 309 337**.

If you already have these documents and directives in place, to ensure we can enact your wishes, please provide us a copy of your Enduring Power of Attorney and/or Advance Care Directive documents for our reference.

Personal Effects

While you are undergoing your procedure, your personal effects may be locked away and then delivered to your room once you are transferred there or if you are a day surgery patient, returned to you prior to discharge.

Some hospitals prefer to keep personal effects with the patient and they remain under the trolley/bed while moving through the operating theatre area.

Pharmacy Prescriptions

You may be billed by HPS Pharmacy for any medications prescribed to you that were not related to your hospital stay and treatment or are not covered by your health fund. This includes discharge medications.

Telephones

All patient rooms are equipped with bedside telephones, and local calls can be made free of charge.

The use of mobile telephones may be restricted in some areas.

Pastoral Care

There is a lot more to you than your diagnosis and a set of symptoms. Calvary has a strong commitment to caring for you holistically: physically, emotionally and spiritually. Our clinical Pastoral Care staff are available to hear your story and support you and your loved ones during your stay with us. Pastoral Care staff work on our wards daily and are available for support **9:00am to 5:00pm 7 days a week**. If you would like a visit from a member of our Pastoral Care team, simply ask your nurse.

Chaplains and representatives of many faith traditions can also be contacted on your behalf. To arrange a visit, please ask the Pastoral Care or nursing staff.

Televisions

Televisions are provided at each bedside.

Wi-Fi

Complimentary guest Wi-Fi is available throughout the hospital. Connect to the "Healthscope-Wifi" network on your device to access the service.

Valuables

Patients are strongly advised not to bring valuables, jewellery or excessive sums of money to hospital. This hospital does not accept responsibility for loss or damage to personal property. Please note that limited secure facilities are available on request.

Visitors

There are no visiting facilities for day patients. Visiting hours may vary between areas — please check with staff.

What to Bring With You to Hospital

On [page 19](#), we have compiled an admission checklist for you to use to ensure you remember to bring all relevant and important items with you to hospital.

We also recommend that all belongings brought to hospital be labelled with your name. Prior to discharge, please ensure you have all your personal belongings, including your medication, prescriptions and x-rays.

National Safety and Quality Health Service (NSQHS) Standards

The National Safety and Quality Health Service (NSQHS) Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations. The NSQHS Standards were developed by the Australian Commission in collaboration with the Australian Government, states and territories, private sector providers, clinical experts, patients and carers. The primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health service provision.

Calvary Holmesglen is accredited against the NSQHS Standards.

10 Tips for Safer Health Care

1. Be actively involved in your own health care.

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

2. Speak up if you have any questions or concerns.

Ask questions. Expect answers that you can understand. Ask a family member, carer or interpreter to be there with you, if you'd like.

3. Learn more about your condition or treatments.

Collect as much reliable information as you can, ask your health care professional:

- what should I look out for?
- please tell me more about my condition, tests and treatment
- how will the tests or treatments help me and what is involved?
- what are the risks and what is likely to happen if I don't have this treatment?

4. Keep a list of all the medicines you are taking, including:

- prescriptions, over-the-counter and complementary medicines (e.g. vitamins and herbs)
- information about drug allergies you may have

5. Make sure you understand the medicines you are taking.

Read the label, including the warnings, make sure it is what your doctor ordered for you. Ask about:

- directions for use
- possible side effects or interactions
- how long you'll need to take it for

6. Get the results of any test or procedure.

Call your doctor to find out your results. Ask what they mean for your care.

7. Talk about your options if you need to go into hospital, ask:

- how quickly does this need to happen?
- is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

8. Make sure you understand what will happen if you need surgery or a procedure, ask:

- what will the surgery or procedure involve and are there any risks?
- are there other possible treatments?
- how much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9. Make sure you, your doctor and your surgeon all agree on exactly what will be done.

Confirm which operation will be performed and where, as close as possible to it happening.

10. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home.

Make sure you understand your continuing treatment, medicines and follow-up care. Visit your GP as soon as possible after you are discharged.

Expect to Check

- ☒ Expect that we will place an identification armband on you.
- ☒ Expect that we will check your identification whenever we perform a treatment, procedure, give medication or collect a specimen.
- ☒ Expect that we will check by asking your first and last name as well as your birthdate.

What To Bring: Your Admissions Checklist

Yes	No	N/A		Yes	No	N/A	
☐	☐	☐	Health care card	☐	☐	☐	All relevant x-rays/scans
☐	☐	☐	Pensioner concession card	☐	☐	☐	Notes/letters/reports from your doctor
☐	☐	☐	Pharmaceutical safety net card	☐	☐	☐	Sleep/night attire/dressing gown (if overnight)
☐	☐	☐	Health fund membership card	☐	☐	☐	Slippers (non slip)
☐	☐	☐	Family prescription record card	☐	☐	☐	Toiletries (if overnight)
☐	☐	☐	Veterans' Affairs card	☐	☐	☐	Reading material
☐	☐	☐	Medicare card	☐	☐	☐	Spectacles and case
☐	☐	☐	Worker's Compensation Claims agent details & approval letter	☐	☐	☐	Pen and notepaper
☐	☐	☐	Third party/accident details	☐	☐	☐	Small amount of cash
☐	☐	☐	All medication currently being taken, in the original packaging	☐	☐	☐	Credit card — if required
☐	☐	☐	A list of all current medications from your GP (preferably typed)	☐	☐	☐	Mobility/walking aid if used
☐	☐	☐	All medication repeat prescriptions	☐	☐	☐	CPAP if used

Admission Forms

Expect that we will check your identification whenever we perform a treatment, procedure, give medication or collect a specimen.

Car Parking/Transport

Low-cost on-site parking, including disabled parking, is available around the hospital off South Road.

The car park located at the front of the hospital is reserved for short stay and drop off parking. All day parking is available at the rear of the hospital.

Buses run along South Road and stop adjacent to the hospital.

The Moorabbin train station, on the Frankston line, is one kilometre west of the hospital. There is a 5-minute patient pick-up/drop-off lane at the front entrance to the hospital.

If you need assistance to complete any of the forms required by the hospital, or have questions regarding your admission please phone **03 9567 9000** or **come to the Hospital Reception desk** and we will be happy to help you.

Pathology

A full laboratory service is provided on site by Australian Clinical Labs Pathology.

Pathology Collection Hours (Public)

Monday to Friday: 8:00am to 4:00pm

Hospital Pathology Services

Monday to Friday: 6:00am to 1:00am

Saturday and Sunday: 6:00am to 10:00pm

Outside these hours pathology is sent to Knox or Clayton Labs.

HPS Pharmacy

HPS Pharmacy is located on the ground floor of the hospital.

Please ensure that you have available all Pension, Safety Net and Veterans' Affairs entitlement cards, as well as records of dispensed medication to ensure correct charges are applied.

As a service to you, a pharmacist review of any medication changes that have occurred whilst an inpatient can be arranged through the unit manager.

Please note: All discharge medication will be billed by the pharmacy directly to you.

Radiology

X-ray, MRI, CT, Ultrasound and Nuclear Medicine services are available from Lumus Imaging, located on the ground floor of the hospital.

Radiology services (inpatient services)

MRI: Monday to Friday, 7:00am to 9:00pm

All other radiology services:

Monday to Friday, 7:00am to 12:00am (midnight)

Saturday and Sunday, 8:00am to 8:00pm

On-call services are available outside these hours.

Volunteers

Volunteers make a valued contribution to the mission and values of Calvary Holmesglen, by supporting and complementing the efforts of staff.

Our volunteer program offers many opportunities to support our patients and their families.

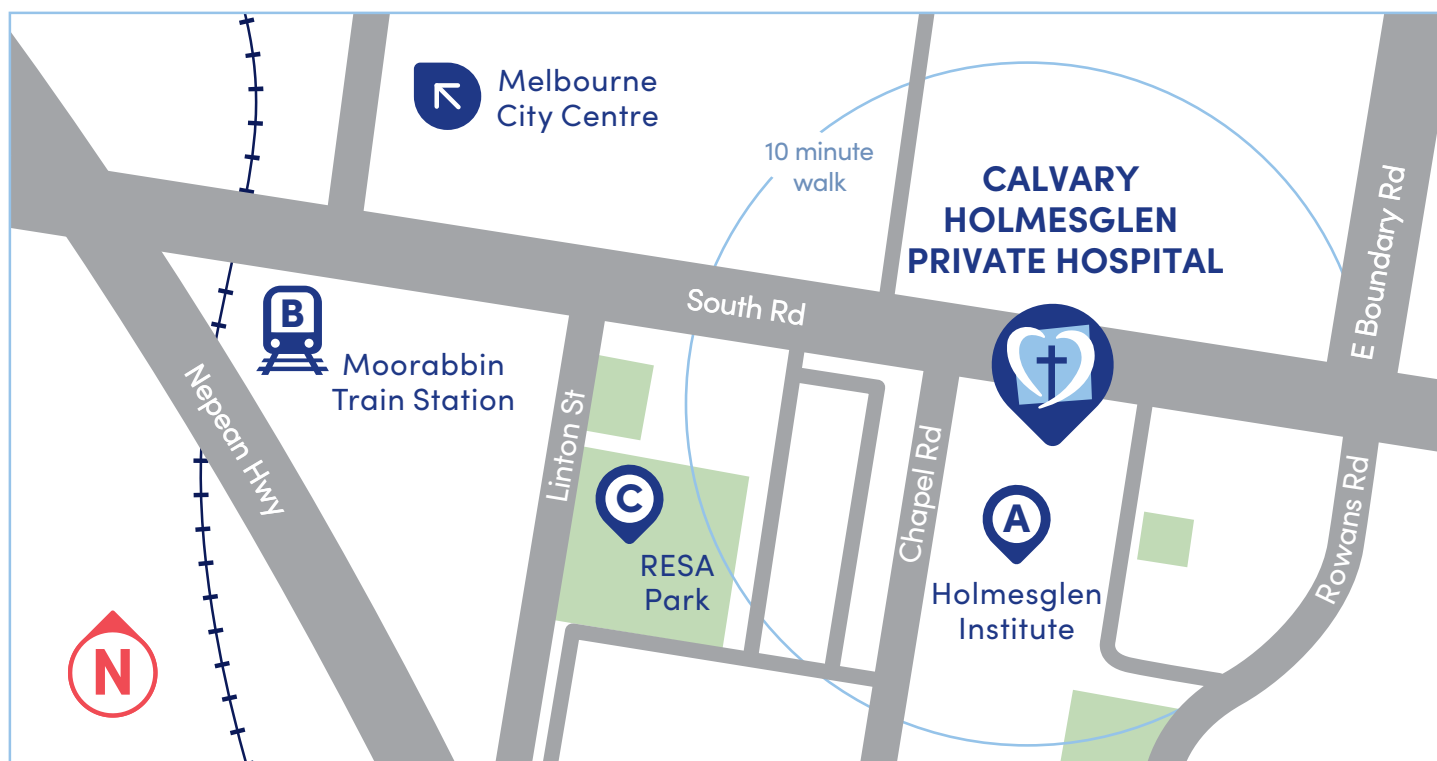
Volunteers enhance our service in many areas, some of which are:

- Administrative support
- Manager support (computer)
- Courtesy car
- Hospitality
- Reception enquiries
- Patient support
- Garden care
- Materials management
- Maintenance
- Ward support
- Pastoral care

Would you like to know more?

Please visit our website:

careers.calvarycare.org.au/jobs/search/volunteer-at-calvary



490 South Road, Moorabbin VIC 3189
Phone: 03 9567 9000 | Fax: 03 9567 9100
calvarycare.org.au/holmesglen-hospital



Calvary

**Holmesglen
Private Hospital**

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