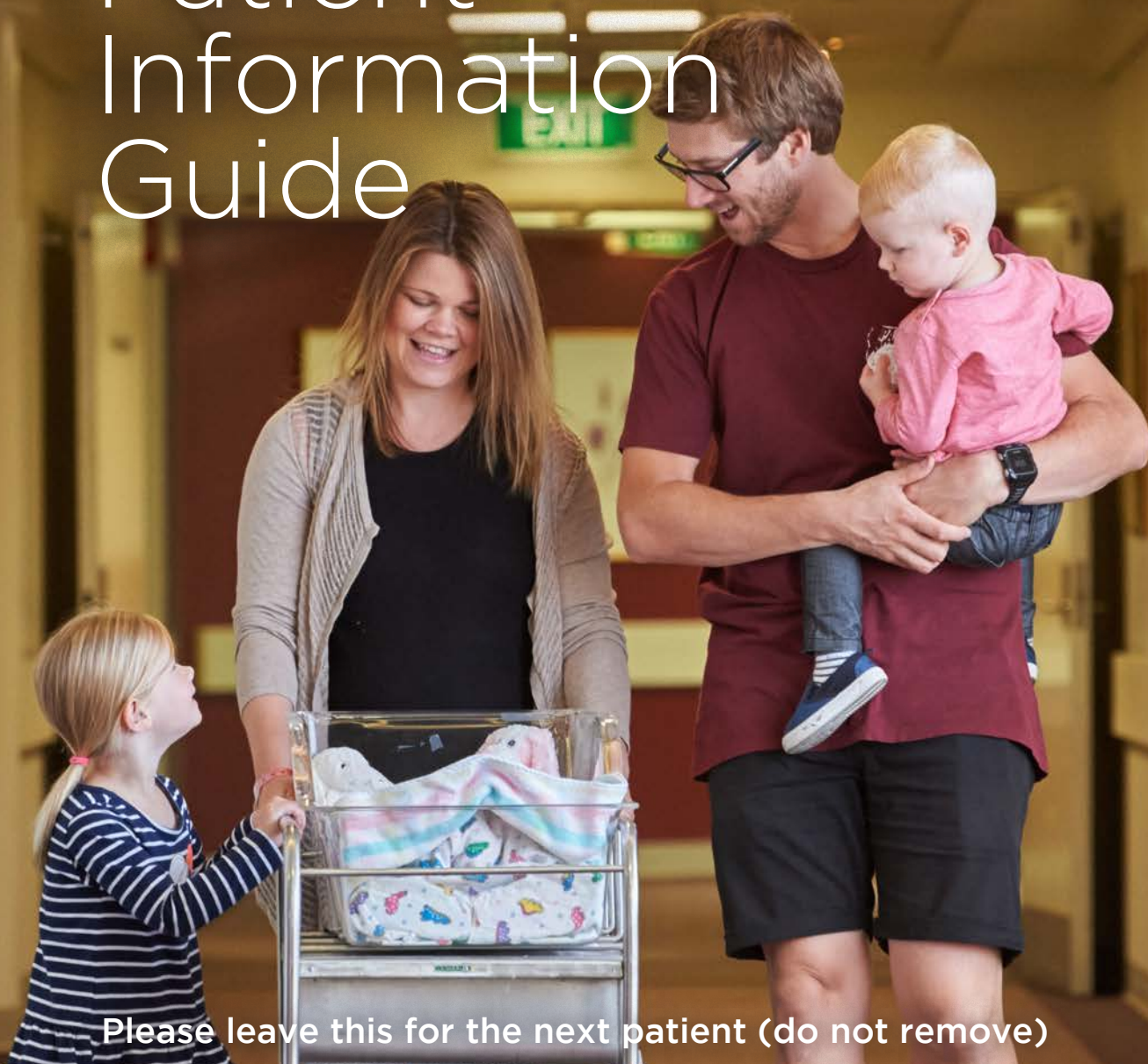


Patient Information Guide



Please leave this for the next patient (do not remove)



Calvary

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

Riverina Hospital

Take our latest guide with you on your smartphone or tablet



- ✓ Access information anytime
- ✓ Keep a copy of all relevant contacts
- ✓ Email the guide to anyone

Scan to download your copy now

Also available for download at www.calvaryriverina/patientguide



Lincoln Cottage MOTOR INN

★★★★★



337 - 339 Edward Street, Wagga Wagga NSW 2650

Phone: 02 6925 3833

Fax: 02 6925 3891

www.lincolncottage.com.au enquiries@lincolncottage.com.au

In the heart of Australia's historic Riverina.

THE LINCOLN COTTAGE MOTOR INN represents superb comfort amidst a relaxed country style atmosphere.

The wide bull nosed verandah, galvanised steel roof, turned posts and lacework, captures the Australian homestead look that is so prominent in this rich rural area.

Each of the 22 ground floor units (which consist of self contained family rooms, standard king/queen rooms, interconnecting rooms, executive king rooms and disabled unit) are tastefully decorated and well appointed with facilities which include television, reverse cycle air conditioners, direct dial telephones, kettles, toasters, hairdryers and a refrigerator.

Cots, fold up beds and microwaves are also available.

The independently owned and operated Lincoln Cottage Motor Inn is conveniently located on the Sturt Highway with a variety of food outlets

(including Gloria Jeans, Red Rooster, an Italian and a Chinese restaurant) on one side and The Calvary Day Surgery on the other.

We are centrally located to Wagga's Clubs, Showgrounds, Racecourse, both Calvary and Base Hospitals, also the closest 4 star Motel to Charles Sturt University and Kapooka Recruit Training Centre and a very short drive to the heart of Wagga, Baylis Street.

Guest Facilities include:-

- * Chargeback facilities for meals from adjoining restaurants;
- * Breakfast served to your room;
- * Undercover children's playground;
- * Salt water swimming pool;
- * Barbecue area;
- * Guest laundry;
- * Liquor Licence;
- * Foxtel;
- * Broadband;
- * Free Wifi.



FAMILY

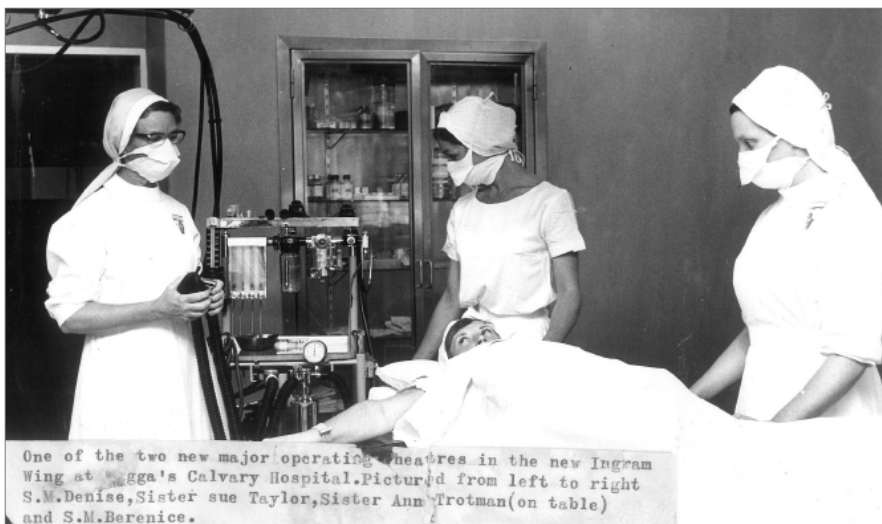
Family rooms are available which offer kitchenette facilities and large open rooms.

EXECUTIVE KING/QUEEN

Rooms for 1 and 2 people, whether you are in town for business or pleasure, we have stylish rooms to suit your needs.

Contents

• Welcome	3	o Department of Veterans' Affairs Liaison	18
• Our Mission, Vision and Values	4	o Allied Health	18
• Our Commitment to you "The Spirit of Calvary"	6	o Tests and Diagnostic Services	18
• Hospital map and campus overview	9	o Family/Carer Accommodation	18
o Visiting hours and times	9	• Catering	19
• General information	10	o Cafe	19
o About your rights and responsibilities	10	o ATM	19
o What can I expect from Calvary?	11	o Hospital Menus	19
o What Calvary expect from you?	11	• Room amenities	20
o Your personal information and privacy	12	o Housekeeping	20
o National Safety and Quality in Healthcare Standards	13	o Mail	20
o Patient identification	13	o Phone calls	20
o How to provide feedback/compliments/complaints	13	o WiFi	20
• Taking care while we take care of you	14	o Radio	20
o Emergency Procedures	14	o Televisions	20
o No smoking and no alcohol policies	14	o Valuables	20
o Pressure Injury Prevention	15	o Private ensuites	20
o Medications	15	o Laundry	20
o Preventing falls	16	• Discharge and returning home	21
o Infection Prevention and Control	17	o Discharge Time	21
• Support services	17	o Taxis	21
o Pastoral Care	17	o Calvary Community Care	21
o Pharmacy	17	• Drug and Alcohol Support	23



Welcome

I welcome you to Calvary Riverina Hospital on Behalf of the Sisters of the Little Company of Mary, our Staff and Doctors.

Continuing the Mission of the Sisters of the Little Company of Mary, our service builds on the tradition of care and compassion that has been handed down by the Sisters, a worldwide order founded by Mary Potter in 1877, in England. To ensure the continuation of a health care ministry in keeping with the mission of the Little Company of Mary, LCM Health Care has been established. As a service of LCM Health Care, the care given at Calvary Riverina Hospital is in keeping with the values which Mary Potter and her Sisters have ministered in health care for over one hundred years - Hospitality, Healing, Respect and Stewardship.

In 1926 the Sisters first came to Wagga Wagga and began a tradition of care and concern for the people of the Riverina region that continues today. Mary Potter's vision of 'being for others' remains very relevant today and is the inspiration for our commitment to excellence and quality of service.



The purpose of this Handbook is to provide information about our Hospital that may be helpful to you during your stay and to answer some of the questions you may have. We aim to meet your needs and make your stay as comfortable as possible, our primary concern is your wellbeing and recovery.

Thank you for choosing Calvary Riverina Hospital for your healthcare.

Robin Haberecht
Chief Executive Officer

Our Mission

We 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.

Our Vision

As a Catholic Health, Community and Aged Care provider, to excel, and to be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.

Our Values

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 these values:



Hospitality

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

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

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 now and for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the tradition of the Sisters of the Little Company of Mary.



Respect

Respect recognises the value and dignity of every person who is associated with our Services. It is our 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.



Best Western Ambassador Motor Inn and Apartments

We are close to Calvary and the CBD, clubs, pubs, shops and eateries. Quiet ground-floor units. Probably the best 4-star Motel in Wagga, offering 5-star service. Come and stay with us.

- Spacious family suites & self contained 2-brm villas
- Luxurious spa suites & queen doubles
- Room service: Dinner Mon-Thurs, breakfast 7 days
- All ground floor, park at your door
- FAST FREE WI-FI for all the family
- Free Foxtel & DVD movies
- Salt-water pool, BBQ, guest laundry

RING DIRECT BOOK AND SAVE

Phone: 02 6925 7722

email: info@ambassadorinn.com.au
Website: www.ambassadorinn.com.au



Fax: 02 6925 6990
313-315 Edward Street
Wagga Wagga NSW 2650



Spirit of Calvary

Being for others

Hospitality
Healing
Stewardship
Respect

Everyone is welcome.

You matter. We care about you.

Your family, those who care for you, and the wider community we serve, matter.

Your dignity guides and shapes the care we offer you.

Your physical, emotional, spiritual, psychological and social needs are important to us.

We will listen to you and to those who care for you. We will involve you in your care.

We will deliver care tailored to your needs and goals.

Your wellbeing inspires us to learn and improve.



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



Leading the way in Pathology Services

Our experienced and caring staff are committed to providing a personal pathology service for Calvary Healthcare Riverina and the wider community

Wagga Wagga Centres

St Gerard's Wing, Calvary Hospital*

Hardy Ave, Wagga Wagga
Ph: 6932 6700, Fax: 6925 0060
Mon - Fri: 8.00am - 5.30pm
Sat: 8.30am - 12noon

Docker Medical*

Suite 13, 2 Docker St, Wagga Wagga
Ph: 6932 6700, Fax: 6925 5498
Mon - Fri: 7.30am - 1.00pm
1.30pm - 3.30pm

Koorringal Shopping Mall*

Lake Albert Rd, Koorringal
Phone/Fax: 6926 3103
Mon - Fri: 7.00am - 4.30pm

KRS Health*

547 Koorringal Rd, Koorringal
Phone/Fax: 6922 3311
Mon - Fri: 8.00am - 1.00pm

Southcity*

Shop 14, 1 Tanda Pl, Glenfield
Phone/Fax: 6971 2516
Mon - Fri: 7.30am - 1.00pm
1.30pm - 4.30pm

St George Family Medical Centre*

23 Best St, Wagga Wagga
Phone/Fax: 6971 7595
Tues/Thu only: 8.30am - 12noon

Trail St Medical Centre

69 Trail St, Wagga Wagga
Mon/Wed/Fri: 8.00am - 11.00am

Trinity Medical Centre*

54 Best St, Wagga Wagga
Phone/Fax: 6925 8707
Mon/Wed/Fri only: 8.30am - 12noon

Regional Centres

Batlow*

Batlow Medical Practice,
32 Tumbarumba Rd, Batlow
Mob: 0417 222 435
Mon - Thur: 8.00am - 11.00am

Gundagai*

Gundagai Medical Centre,
95 - 97 Sheridan St, Gundagai
Phone/Fax: 6944 2600
Mon - Fri: 8.30am - 1.00pm
1.30pm - 4.00pm

Narrandera

119A East St, Narrandera
Phone/Fax: 6959 4925
Mon - Fri: 8.00am - 12noon

Temora*

Temora Medical Complex,
296-298 Hoskins St, Temora
Phone/Fax: 6978 0580
Mon - Fri: 8.00am - 4.30pm

Tumbarumba*

Tumbarumba Medical Practice,
69 Murray St, Tumbarumba
Phone/Fax: 6948 2060
Mon/Wed/Fri: 8.30am - 12noon

Tumut*

Unit 7, Tumut Connection,
Russell St, Tumut
Phone/Fax: 6947 3171
Mon - Fri: 7.30am - 12.30pm
1.00pm - 3.30pm

West Wyalong*

115A Main St, West Wyalong
Phone/Fax: 6972 4445
Mon - Fri: 8.00am - 1.00pm
1.30pm - 3.30pm

*denotes wheelchair access

All pathology requests accepted • Bulk-billing available
No appointments necessary on most procedures
All patients welcome • Highly trained and experienced staff

For further information, please phone:

Douglass Hanly Moir Pathology
St Gerard's Wing • Calvary Hospital • Hardy Ave • WAGGA WAGGA 2650
Tel: 02 6932 6700 Fax: 02 6925 0060
www.dhm.com.au



Calvary Riverina Hospital is a private not for profit hospital owned and operated by Little Company of Mary Health Care. The hospital has been providing quality care and services for the people of Wagga Wagga and surrounding areas since 1926. Our health service comprises three main campuses:

Calvary Riverina Hospital - the main hospital campus located here on Hardy Avenue.

Calvary Riverina Surgicentre - Our day surgery facility located on Edward Street.

Calvary Riverina Drug and Alcohol Centre - located on Emblem Street.

All campuses are known collectively as Calvary Riverina Hospital and our services include:

Pre-Admission Clinic - providing patients with a comprehensive pre-admission service including nursing assessment, patient education, preparation for discharge and after-care arrangements.

St Anne's East - a combined acute surgical and medical ward..

St Anne's West - Orthopaedic and general surgical ward.

St Elizabeth's - Intensive care and critical care unit.

St Gerard's - Women and Children's unit providing maternity, neonatal care including special care nursery, women's surgery including breast, gynaecology, general surgery, ENT and paediatric surgery.

St Joseph's - rehabilitation unit providing inpatient and day patient rehabilitation services. Facilities supporting rehabilitation include hydrotherapy pool, gymnasium, assisted daily living areas and a mobility courtyard.

Mary Potter - specialist palliative care unit, all rooms have private courtyards with facilities for families and carers. We provide an environment of physical, psychological, emotional and spiritual support for patients, their family and friends.

Calvary Riverina Surgicentre - providing a diverse range of day surgical procedures.

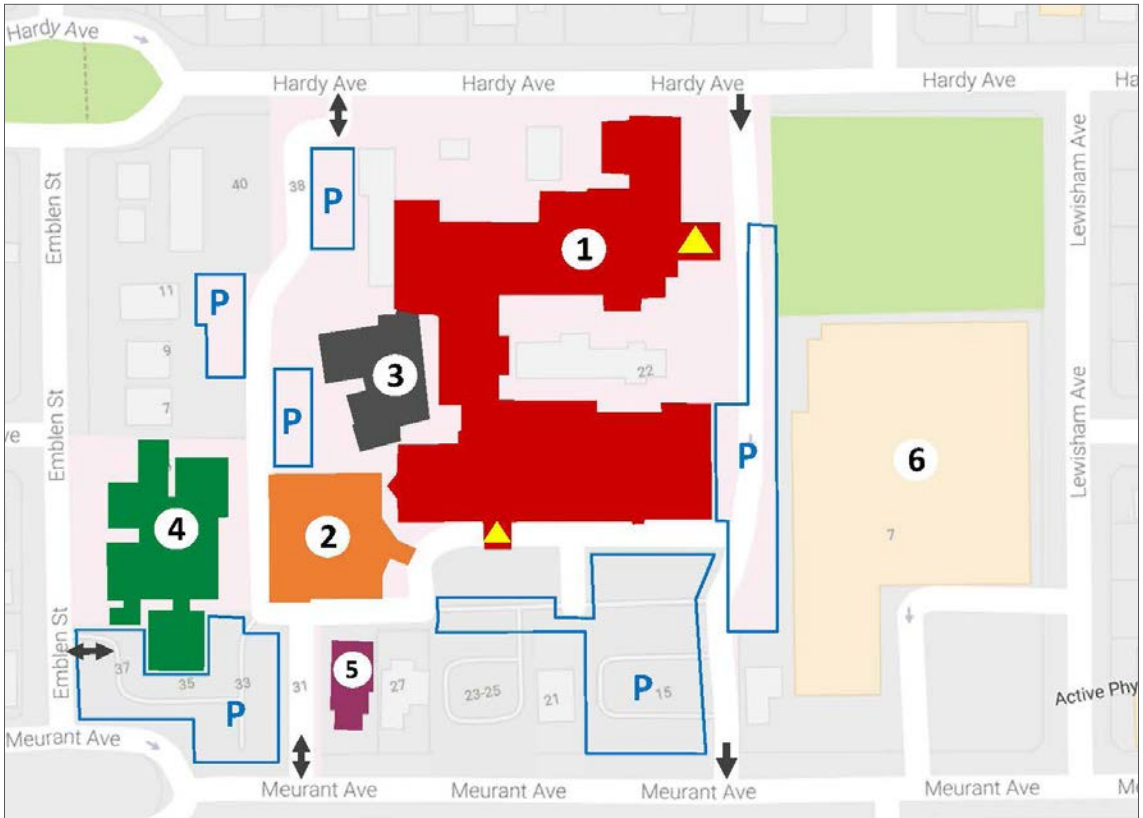
Calvary Riverina Drug and Alcohol Centre - This centre provides acute and rehabilitation drug and alcohol withdrawal services to public patients.

Chapel - All patients and visitors are welcome to visit Mary Potter Chapel situated on the second floor of St. Anne's Wing for quiet reflection or prayer. The Chapel of the Maternal Heart of Mary is located adjacent to the main hospital and offers daily mass Monday to Friday at 8am.

The Blessed Bean Café - This modern contemporary café with excellent quality food and beverages is located on the ground floor of the main hospital. This lovely comfortable environment is very popular and well supported by the many people who pass through Calvary every day.

Garden and Outdoor Areas - All patients and visitors are welcome to enjoy Calvary Riverina Hospital's lovely outdoor gardens and courtyards.

Hospital map and campus overview



Visiting hours and times

11.00 am – 1.00 pm

Visiting hours except MATERNITY WARD
(no morning visiting permitted to Maternity Ward)

3.00 pm – 8.00 pm

ALL WARDS

1.00 pm – 3.00 pm

REST PERIOD – NO VISITORS ALLOWED

Key	Building
1	Calvary Riverina Hospital: Ground Floor – St Joseph's Rehabilitation, Mary Potter Palliative Care, Main Reception, Coffee Shop and Pathology Level One – St Elizabeth's St Gerard's and Theatres Level Two – St Anne's East and St Anne's West
2	Riverina Cancer Care Centre
3	Regional Imaging Riverina
4	Calvary Riverina Drug and Alcohol Centre
5	Carrigan Cottage
6	The Forrest Centre Mary Potter Nursing Home
▲	Entrance to Building
P	Parking

General information



About your rights and responsibilities

Calvary Management and Staff support the appropriate Charters and legislative obligations associated with the delivery of your care, including:

Australian Charter of Health Care Rights

- This Charter describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter of Care Recipients Rights and Responsibilities - Residential Care

- This Charter outlines Residential Aged Care recipient's rights and responsibilities.

The Charter of Care Recipients Rights and Responsibilities for Home Care -

This Charter acknowledges your rights and those of your family and carers, as well as your responsibilities. According to the Charter, services should be delivered in a respectful manner. The Charter also says carers should be recognised as partners in care, and be able to participate in decision making in care situations when the care recipient is unable to do so.

The Charters help everyone to work together towards safe and high quality care. A genuine partnership between residents, clients, patients and providers is important so that everyone achieves the best possible outcomes.

What can I expect from Calvary?

My Rights	What this means
Access	
I have a right to health care.	I have a right to access services to address my health and care needs.
Safety	
I have a right to receive safe and high quality care.	I receive safe and high quality services, provided with professional care and competence by Calvary Staff.
Respect	
I have a right to be shown respect, dignity and consideration.	The care Calvary Staff provide shows respect to me and my culture, beliefs, values and personal characteristics.
Communication	
I have a right to be informed about services, treatment, options and costs in a clear and open way.	I receive open, timely and appropriate communication by Calvary Staff about my care in a way I can understand.
Participation	
I have a right to be included in decisions and choices about my care.	I may join in making decisions and choices about my care and about service planning.
Privacy	
I have a right to privacy and confidentiality of my personal information.	My personal privacy is maintained and the safe handling of my personal information and health records is assured.
Comment	
I have a right to comment on my care and to have my concerns addressed.	I can comment on or complain about my care and have my concerns dealt with properly and promptly.

What Calvary expect from you?

My responsibilities	What this means
Honesty and openness	
I have a responsibility to answer questions about my health openly and completely.	I will disclose all information about my health and care needs openly and completely to Calvary Staff.
Compliance	
I have a responsibility to comply with prescribed treatments or to inform my health carers or support workers if I do not intend to do so.	If I do not want the recommended treatment, I will discuss with my Calvary health carers or support workers.
Respect	
I have a responsibility to respect the cultural backgrounds of others.	I will be courteous, considerate and respectful towards others.
Safety	
I have a responsibility to respect the rights of others to feel safe.	I will act in a way that helps both myself and others to be safe.



Your personal information and privacy

Calvary is committed to safeguarding the privacy of patient information and has implemented measures to comply with its obligations under the Health Records and Information Privacy Act 2002.

Our doctors, nurses and other staff are bound by law, by NSW Privacy Policy and by strict code of conduct to maintain confidentiality of patient information.

Accessing your medical records

Our Privacy Officer is available to answer any questions you may have concerning the policy and to assist you in accessing your medical records of your health condition and treatment.

Please dial Reception (9) if you wish to speak with our Privacy Officer.

National Safety and Quality in Healthcare Standards

The Australian Commission for Safety and Quality in Healthcare have a suite of National Standards which must be complied with by all healthcare facilities in Australia. These standards aim to maximise safety and quality in healthcare. Calvary Riverina Hospital has a comprehensive quality and risk program ensuring compliance with the National Standards. To find out more, visit our website at <https://www.calvarycare.org.au/about/clinical-safety-and-quality>

Patient identification

When admitted, an identifying band will be placed on your wrist/ankle. This band includes your name, date of birth and a unique hospital identification number.

The staff will check your band on many occasions during your stay, for example, when you are checked into theatre, before they administer medication or perform a blood test, etc.

If you indicate you have an allergy or have an increased likelihood of falling, etc, a red alert band will be used to alert staff to your individual risk profile.

All members of staff are required to wear photographic identity badges including name, photograph and job title. Please don't hesitate to ask the identity of anyone not wearing a badge.

How to provide feedback/compliments /complaints

We welcome all feedback regarding our people and services, this assists us to evaluate and continuously improve the care we provide. Should you have any questions or concerns regarding any aspect of your care, we encourage you to speak with one of our staff members as soon as possible.

If you have a complaint or concern, we encourage you to speak with the Clinical Manager of your ward/unit and you may also contact the Hospital by:

- Providing feedback online at <https://www.calvarycare.org.au/contact/feedback/>
- Writing to the CEO or the Director of Clinical Services.

Please be assured the complaints process is confidential and all feedback is respectfully considered.

Taking care while we take care of you

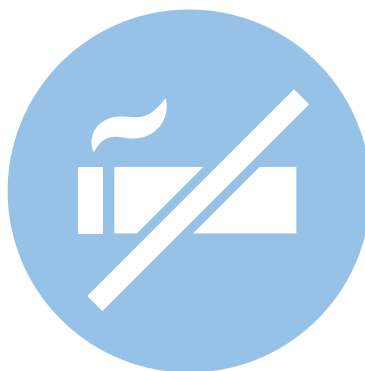
Emergency Procedures

Do not use the lifts in the event of an emergency.

In the unlikely event of an emergency we ask that you follow these few simple steps:

- Remain calm and stay in your room. This includes any visitors with you at the time
- Follow the advice of staff at all times. Staff on each ward and in other areas are trained in the emergency and evacuation procedures. They will direct and accompany you to a safe location.

No smoking and no alcohol policies



Calvary Riverina is a **smoke free zone**. Patients, families and visitors may not smoke within the hospital grounds.



Alcohol is not permitted within the hospital, except with the prior permission of the Nurse Unit Manager.

Pressure Injury Prevention

P	Protect skin	<ul style="list-style-type: none">• ensure your skin is protected from body fluids• avoid harsh rubbing
R	Reposition regularly	<ul style="list-style-type: none">• change your body position frequently
I	Inspect the skin	<ul style="list-style-type: none">• check your skin over bony areas at least once a day
M	Move and moisture	<ul style="list-style-type: none">• be as mobile as you can• apply moisturising cream daily
A	Ask for assistance	<ul style="list-style-type: none">• specialist health professionals are available to help with mobility, diet and equipment• ask your nurse to check your skin if you can't manage
T	Tell if skin is sore	<ul style="list-style-type: none">• report sore skin, redness that won't go away, broken or blistered skin, tingling or numbness
E	Equipment	<ul style="list-style-type: none">• specialised equipment is available to reduce pressure over bony areas – discuss your needs with your nurse, doctor or other health professional

Medications

It is important you let us know the medications you take regularly or occasionally. These include Herbal and Natural supplements. Ask your doctor, nurse or pharmacist about any new medications, what they are and what they do, when they are given and their potential side effects. The pharmacist can also provide further medication education and information while you are in hospital.



Preventing falls

Speak up if you or your family have any questions or concerns about your care:

- Speak to the unit manager or the ward/unit/facility
- If you are unaware of who the manager is, ask any staff member to either introduce you to the manager and/or organise a time for you to speak with the manager.

Did you know that that falls are the second leading cause of accidental injury and death world-wide?

Why do most falls occur?

The number one cause of falls while in care, is getting out of bed instead of waiting for assistance.

What can you and your family do to prevent falls?

- Don't get out of bed to use the buzzer – keep it within safe reaching distance
- Always use the buzzer, don't get out of bed to do it yourself
- If getting out of bed, always sit on the side of the bed first, don't get up too quickly
- Do give a complete history of falls during assessment
- Be sure you know the layout of the room and bathroom
- Take care at night
- Understand the possible effects of medication
- Wear safe shoes or non-slip socks
- Watch the floors
- Ensure adequate food and water is provided and in reach
- Work with the clinical team to fully identify needs and then follow through with recommendations; for example, using a walking frame
- Do not ask your family for help to the toilet while you are staying with us.



Infection Prevention and Control

Hand Hygiene is the single most important factor in reducing hospital acquired infections.

Our hands may look clean but many germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and the environment.

When should you clean your hands?

You may use soap and water when hands are visibly dirty or a waterless hand rub.

It is important to clean your hands as you enter and leave Calvary health care facilities and also:

- When you enter and leave the hospital or a patient's room
- After going to the bathroom
- After blowing your nose
- After smoking
- After handling/patting animals
- Before, during and after preparing food
- When your hands are visibly dirty.

Support services

Pastoral Care

Calvary Riverina Hospital's Pastoral Care team supports our patients and their families at a time when it can be helpful talking about the emotional aspects of illness. Pastoral Care staff respect each person's spiritual beliefs and they will liaise with a spiritual representative of your choosing. Please advise your nurse or clinical manager if you wish to speak to a pastoral care worker or your spiritual representative.

Pharmacy

Pharmacy hours are:

8.00 am – 4.00 pm Monday to Friday

8.00 am – 12.00 pm Saturday

Prescription pharmacy services are provided by HPS Pharmaceuticals hospital pharmacists. Scripts are dispensed under the Pharmaceutical Benefits Scheme (PBS). It is recommended that patients bring their regular medications into hospital with them, even if they are only booked as a day case.

During a patient's hospital stay, a pharmacist will regularly review patient's medication charts and give medication advice to the medical and nursing staff. If you would like to talk to a pharmacist about your medications, please ask your nurse to arrange this for you.

To know what is and isn't covered by your Private Health Insurance, please contact your health fund.

Department of Veterans' Affairs Liaison

Calvary Riverina Hospital has a dedicated Department of Veterans' Affairs (DVA) Liaison Officer who supports DVA patients with any queries or concerns regarding access to DVA services and benefits from pre-admission to post-discharge.

Allied Health

Calvary Riverina Hospital has a range of contracted allied health professionals supporting patient care while in hospital. These include physiotherapy, dieticians, diabetes educator, speech therapy, social work, etc. Referral to these services is dependent on clinical need at the discretion of the clinical manager and your treating doctor.

Tests and Diagnostic Services

The services below charge the patient and/or health funds directly (including out of pocket fees). Any accounts owing to these providers are exclusive of Calvary Riverina Hospital and any concerns or queries should be raised directly with these service providers:

- **Regional Imaging Riverina** provides a comprehensive range of x-ray, radiology and medical imaging services on-site at Calvary's main campus
- **The Riverina Cardiovascular & Physiology Centre** provides the latest in cardiovascular investigation and treatment

- **Douglass Hanly Moir Pathology Laboratory & Collection Centre** provides a full range of pathology services

- **The Riverina Cancer Care Centre** provides a comprehensive range of cancer diagnostic and treatment services.

Family/Carer Accommodation

Calvary Riverina Hospital can facilitate one family member/carers to board overnight under special circumstances. The Boarder Fee charge is inclusive of meals, regardless of whether or not they are ordered, a fold-out bed and the use of hospital resources such as shower and linen. Whilst boarding, it is important to remember that every endeavor should be made to ensure care routines are not interrupted. There are no charges incurred for ONE parent to board while their child is a patient.

If family and/or carers wish to receive meals, even if not boarding, this can be arranged. Meals should be ordered on the ward, and are to be paid for on patient's discharge. For further information about meals, charges or accommodation, please contact reception (dial 9) or the clinical manager on your ward.



Catering

Café

The Blessed Bean Café is located on the ground floor. Snacks and meals and a variety of goods including newspapers, magazines, confectionery and flowers are sold at the Café. All visitors are welcome to order and purchase meals and refreshments.

ATM

An Automatic Teller machine is located on the ground floor outside the Café for withdrawal of cash.

Hospital Menu

Calvary's National Menu has been developed in conjunction with national nutritional standards and a lead Dietician ensuring that all the meals meet requirements for your hospital stay, and that there is variation from day to day. All meals are cooked fresh daily by our professional chefs.

We will always endeavor to meet your dietary needs. Our Catering Staff can assist you with menu choices and any special requests. If you require a modified diet or have special dietary needs or allergies, please notify your nurse.

Approximate meal times are:

- **Breakfast** - 07.45 am to 08.45 am
- **Morning Tea** - 09.45 am to 10.45 am
- **Lunch** - 11.45 am to 12.45 pm
- **Afternoon Tea** - 03.30 pm to 04.30 pm
- **Evening Meal** - 05.30 pm to 06.30 pm
- **Supper** - 07.30 pm to 08.30 pm

Please note: Due to patient clinical care requirements and Food Safety Legislation compliance, we discourage food being brought into the hospital for patient consumption. Calvary Riverina Hospital does not accept responsibility for the preparation, storage and transport of food obtained from outside the hospital.

Room amenities

Housekeeping

Our Hotel Services Staff aim to keep the hospital clean and well presented at all times. Please advise if you have any concerns about the cleanliness and environment of your room.

Mail

If you wish to receive mail at the hospital, the postal address is: P.O. Box 618 (Hardy Avenue), Wagga Wagga NSW 2650.

There is a daily mail delivery service Monday - Friday. Mail addressed to you will be delivered to your room.

If you wish to post items, please see the Ward Clerk on your Ward or dial 9 for Reception.

Phone Calls

Telephone: 02 6925 3055 or
02 6923 2200

Facsimile: 02 6925 4885

- A public telephone is available in the St. Anne's lift lobby
- There is a telephone at each bedside where local calls can be made: dial 0, wait for the tone, then dial your number
- Facsimiles may be forwarded to you and will be delivered to your room as soon as practicable. A complimentary facsimile facility exists for patients who need to send or receive facsimiles. A member of the Patient Services Staff can assist you with this service - for enquiries, please dial 9 for Reception.

WiFi

WiFi is available to patients, please contact reception for further inquiries regarding access.

Radio

Your radio is operated by the handheld patient call system. The radio stations (2AAAFM, FM93, 2WG and ABC Radio Riverina) are received through the television set, channels 11 - 14. Please refer to your Operational Instructions for use of your Television and Radio, which is located in your locker.

Televisions

A television is provided for each patient free of charge. Your television receives all the digital channels.

Valuables

The hospital takes every care but does not accept responsibility for personal items, valuables or money retained by the patient.

Patient Ensuites

Are for the use of patients only, public facilities are located on the ground floor for visitors.

Laundry

Facilities for patients only are located on St. Elizabeth's ward for the laundering of small personal articles. Please be aware that the hospital does not wash patient's personal items, however, family/carers and patients are most welcome to use this facility.

Discharge and returning home

Discharge planning commences as soon as possible on admission to hospital.

Patients may require a range of support and referrals to assist with a timely and supported discharge. The hospital discharge planners and nursing staff together will coordinate:

- Assessment of discharge needs
- Planning and referral for specific home based support services
- Facilitating appropriate referrals to agencies such as Calvary Community Care, community nursing services etc
- Provision of discharge information to relevant service providers including general practitioners.

Discharge time

Discharge time for all patients other than Day Surgery patients is 9.30 am. On the morning of your discharge you will be required to visit Reception to finalise your account.

Day Surgery patients are reminded that you must have someone to drive you home and stay with you after discharge, as it is not recommended that any patient drive a vehicle for at least 24 hours after an anaesthetic.

Taxis

The Reception Staff can phone for a taxi for you if required.

Calvary Community Care

Provides assistance to enable people to live independently in the comfort and security of their own homes. Calvary Community Care provides care and support services for:

- Older people
- People with disabilities
- People coping at home after hospital or illness
- Families with children who have special needs
- Family carers
- People injured in accidents, or
- Anyone who would like help in the home.

Services include respite, personal care, domestic assistance, companionship, overnight care, personal security monitoring and home maintenance. For more information, contact Calvary Community Care on 1300 660 022.



Don't wait until you get home from hospital

Government funded services available*



Have a chat to our Care Advisers before your surgery. Our friendly team can help you recover in comfort.



Calvary

Community Care
www.calvarycare.org.au

1300 66 00 22

Calvary Community Care is a not for profit organisation that supports older people and people with a disability to live independently at home.

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

*Eligibility subject to Government funding guidelines & means testing



Drug and Alcohol Support

Calvary Riverina Drug and Alcohol Centre is a modern purpose built facility located in the Calvary Riverina Hospital Precinct. The service is funded by the State and Commonwealth Governments.

The Calvary Riverina Drug and Alcohol Centre provides a comprehensive residential and outpatient treatment service for people wishing to overcome their dependence on drugs and or alcohol. These services include:

- **Acute drug and alcohol withdrawal** – for people to undertake withdrawal in a safe supportive environment, staffed by experienced clinicians and supported by local general practitioners.
- **Outpatient withdrawal** – for people who have safe stable accommodation and good support from family, friends and other professionals. Nurses visit you at home or in the community to monitor your progress, and liaise with your GP ensuring withdrawal is safe and as stress free as possible. Telephone support is available to the client and family seven days a week.
- **Residential treatment service** – provides support for people requiring ongoing treatment after completion of withdrawal. Residential treatment can be facilitated up to six months dependent on the person’s assessed level of need. Care and support is provided by a multidisciplinary team skilled in the provision of individual and group therapy, assisting people to achieve their treatment goals.
- **Outpatient Day Programs** – for people who require less intensive support. This is an eight week outpatient group program including individual counselling and case management. Accommodation in a group setting is available for people who may wish to attend but reside outside the Wagga community.
- **Mental Health Counselling** – this is provided for people with identified needs, recognising that individuals with drug and or alcohol problems often have co-existing mental health concerns.

For further information regarding drug and alcohol services, call 02 6932 6800.

Just Better Care

IN-HOME, SOCIAL & LIFESTYLE SUPPORT

We do more than just in-home support

- Senior Services
- Disability Support
- Dementia Support
- In-Home Nursing
- Overnight Support
- Transport and Travel
- Personal Care
- Respite for Carers
- Get Better at home
- Shopping Assistance
- End of Life Care
- Help around the house
- Meal Preparation



02 6931 1020

justbettercare.com/south-west-nsw/

Ask us how we can tailor our services to suit your needs,
and offer the solutions you want.

20 Tarakan Ave Wagga Wagga Email: mailswsw@justbettercare.com



Peter Russell
B.OPTOM (UNSW HONS) M.OPTOM

Scott Chalker
B.OPTOM (UNSW HONS)

RUSSELL & CHALKER OPTOMETRISTS

Your local, experienced, independent optometrists

- ✓ **Comprehensive eye examinations**
- ✓ **Ocular Coherence Tomography**
For assessment of Macula Degeneration,
Glaucoma & Diabetic Eye Disease
- ✓ **Digital Retinal Imaging**
Advanced technology for retinal assessment
- ✓ **Spectacles & contact lenses**
- ✓ **Children's vision assessments**
- ✓ **Health fund instant rebates (HICAPS)**
- ✓ **Medicare bulk billing***

 **Eyecare Plus*** OPTOMETRISTS

www.eyecareplus.com.au/wagga

22 Baylis St Wagga Wagga

 **6921 8833**

*Charges apply for non Medicare tests.



Boulevard Motor Inn

Ph 6925 5388

305-309 Edward Street, Wagga Wagga
boulevardemotel@westnet.com.au
www.boulevard.net.au

The Boulevard motor inn offers comfortable, relaxing 4 star accommodation at an affordable rate.
Located only 450m from Calvary Hospital and just moments to Wagga Wagga's CBD.
All rooms are ground floor, fully furnished and air conditioned ensuring complete comfort.
In room dining available Mon-Thurs with breakfast also available to be served in your room daily from 6.30am.
We offer a variety of rooms that will suit your needs including: Family Rooms, Double Rooms, Disabled rooms, Deluxe rooms, 2 bedroom self contained apartment & a 4 bedroom self contained apartment.

Facilities include:

- ✓ Free WiFi internet
- ✓ Swimming pool
- ✓ Playground
- ✓ Off Street Parking
- ✓ Free Foxtel
- ✓ Guest laundry
- ✓ Outdoor BBQ area



Abbeyfield

Independent living for 55+

Your own large bedsitter (self furnish) and ensuite

All meals and energy bills catered for

Cost per week 70% of Old Age Pension

Abbeyfield House

29 Wiradjuri Crescent

Wagga Wagga

**Come and have a look
Contact : 02 6925 4907**



Hospital at Home

Home Care Medical Equipment - Delivered and Installed into the Comfort of your Own Home
Supplier to the Department of Veterans' Affairs

Hire * Sales * Service

- * Hospital Beds
- * Patient Lifters
- * Seating
- * Pressure Care
- * Daily Living Aids
- * Cushions & Pillows
- * Incontinence Items
- * Pegasus Air Mattresses
- * LSS Compression Stockings
- * Wheelchairs
- * Walking Frames
- * Crutches
- * Walking Sticks
- * Bathroom Aids
- * Toilet Aids
- * Commodes



**Hire before you buy -
Your needs might change**

Visit our website at: www.hospitalathome.com.au
352 Edward Street, Wagga Wagga, NSW 2650
Telephone 02 6925 4966

UPA Riverina

The United Protestant Association of NSW Limited (UPA) is a not for profit organisation providing service to the elderly in many parts of New South Wales and Victoria. We believe that every human being has the basic right to live in peace with dignity and security and that right does not diminish with age.

To this end, we will provide an environment in which physical and social needs are met and where a sense of security, love and belonging is realised. We will also provide opportunities and resources for each individual to maintain and develop self esteem and the realisation of personal potential.

UPA Riverina provides services such as Residential Aged Care (Hostel living with 24 hour care), Retirement Living (independent living in a village environment) and Home Care (Aged Care Services in your home) to Wagga Wagga and surrounding areas. Anyone considering moving into a UPA Village or Hostel can be assured of the highest level of service backed by UPA's local reputation and dedication to quality, resident focused care.

UPA can help you to establish a new home in the perfect place. Come and have a look or talk to some of our residents.



For further information please contact one of our friendly staff:

Phone: Gumleigh Gardens Village
(02) 6921 3219

Gumleigh Gardens Hostel: (02) 6931 0409

Facsimile: (02) 6921 7142

Email: regionaloffice@upamurray.org.au



Settlers

APARTMENTS

care and independence...



Settlers Apartments offer respite accommodation for those in need of short term Care, Assistance and Recuperation.

During your stay, enjoy healthy and delicious meals created on site by our Qualified Chef and his kitchen team. You can dine in our exquisite dining room, enjoying the company and laughter of our residents.

Your apartment will be cleaned and your laundry will be taken care of. Our warm, friendly and experienced team will ensure your individual requirements are met on a daily basis providing you with Care if and when required, 24 hours a day, 7 days a week.

Our respite services do not require an ACAT assessment.

Phone: 6923 6400

Email: nurse@settlersvillage.com.au

1 Franklin Dr, Estella, Wagga Wagga
manager@settlersvillage.com.au

www.settlersvillage.com.au





Prof Gerard Carroll AM
A/Prof Michael McCready
A/Prof Peter Ruchin
A/Prof Joseph Suttie
Dr David Gallagher
Prof John French

Ph 02 6926 0300

Fax 02 6925 5477

20 Docker Street
Wagga Wagga NSW 2650
www.riverinacardiology.com.au

Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor.

2. Don't Smoke

Smoking greatly increases your risk of heart attack.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia

UNDERSTAND ALZHEIMER'S SUPPORT AUSTRALIA

Alzheimer's Australia is here to help people of all ages with all forms of dementia

WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

**NATIONAL
DEMENCIA HELPLINE
1800 100 500**



**OR CALL 131 450
FOR LANGUAGE ASSISTANCE**

FIGHTDEMENCIA.ORG.AU

**YOUR
BRAIN
MATTERS**
YOURBRAINMATTERS.ORG.AU

Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at yourbrainmatters.org.au



“Care for me is being able to share happy and private moments with someone.” Anne

WHO CARES?

We do!



The little things in Anne's world are big things to us at Caloola Centre.

See Anne's Story at
baptistcare.org.au/whocares

Book a Tour - 1300 275 227



BaptistCare
CALOOLA CENTRE

Care you can trust.



Calvary

Calvary Directory

www.calvarycare.org.au

NATIONAL OFFICE

Little Company of Mary Health Care Limited
Level 12, 135 King Street,
Sydney NSW 2000
Ph: 02 9258 1700
www.calvarycare.org.au

CALVARY COMMUNITY CARE

Operates in Victoria, New South Wales, ACT, South Australia, Tasmania, Northern Territory and Tiwi Islands
Head Office: 551 Blackburn Road,
Mt Waverley VIC 3149
Ph: 03 9271 7333 / 1300 660 022
www.calvarycommunitycare.org.au

HOSPITALS

AUSTRALIAN CAPITAL TERRITORY

Calvary Public Hospital Bruce
Corner of Belconnen Way and
Haydon Drive, Bruce ACT 2617
Ph: 02 6201 6111
www.calvary-act.com.au

Calvary Bruce Private Hospital
30 Mary Potter Circuit,
Bruce ACT 2617
Ph: 02 6245 3100
www.calvarybruceprivate.org.au

Calvary John James Hospital
173 Strickland Crescent,
Deakin ACT 2600
Ph: 02 6281 8100
www.calvaryjohnjames.org.au

SOUTH AUSTRALIA

Calvary North Adelaide Hospital
89 Strangways Terrace,
North Adelaide SA 5006
Ph: 08 8239 9100
www.calvarynorthadelaide.org.au

Calvary Wakefield Hospital
300 Wakefield Street,
Adelaide SA 5000
Ph: 08 8405 3333
www.calvarywakefield.org.au

Calvary Rehabilitation Hospital
18 North East Road,
Walkerville SA 5081
Ph: 08 8165 5700
www.calvaryrehabsa.org.au

Calvary Central Districts Hospital
25-37 Jarvis Road,
Elizabeth Vale SA 5112
Ph: 08 8250 4111
www.calvarycentraldistricts.org.au

TASMANIA

Calvary Lenah Valley Hospital
49 Augusta Road,
Lenah Valley TAS 7008
Ph: 03 6278 5333
www.calvarylenahvalley.org.au

Calvary St John's Hospital
30 Cascade Road,
South Hobart TAS 7004
Ph: 03 6223 7444
www.calvarystjohns.org.au

Calvary St Luke's Hospital
24 Lyttleton Street,
East Launceston TAS 7250
Ph: 03 6335 3333
www.calvarystlukes.org.au

Calvary St Vincent's Hospital
5 Frederick Street,
Launceston TAS 7250
Ph: 03 6332 4999
www.calvarystvincents.org.au

NEW SOUTH WALES

Calvary Riverina Hospital
23-36 Hardy Av,
Wagga Wagga NSW 2650
Ph: 02 6925 3055
www.calvaryriverina.org.au

Calvary Mater Newcastle
Edith Street,
Waratah NSW 2298
Ph: 02 4921 1211
www.calvarymater.org.au

Calvary Health Care Kogarah
91-111 Rocky Point Road,
Kogarah NSW 2217
Ph: 02 9553 3111
www.calvarykogarah.org.au

VICTORIA

Calvary Health Care Bethlehem
476 Kooyong Road,
South Caulfield VIC 3162
Ph: 03 9596 2853
www.calvarybethlehem.org.au

CALVARY RETIREMENT COMMUNITIES

www.calvaryretirement.org.au
Level 1, 432-344 Main Road,
Cardiff NSW 2285
Ph: 02 4954 1800 / 1800 222 000

NSW - RYDE

Calvary Ryde Retirement Community
678 Victoria Road,
Ryde NSW 2112
Ph: 02 8878 1400

ACT

Calvary Haydon Retirement Community
2 Jaeger Circuit,
Bruce ACT 2617
Ph: 02 6264 7400

NSW - CESSNOCK

Calvary Cessnock Retirement Community
19 Wine Country Drive,
Cessnock NSW 2325
Ph: 02 4993 9000

SOUTH AUSTRALIA

MARY MACKILLOP CARE
Calvary Flora McDonald Retirement Community
206 Sir Donald Bradman Drive,
Cowandilla Sa 5033
Ph: 08 8159 7000

Calvary St Catherine's Retirement Community
6-12 Coneybeer Street,
Berri SA 5343
Ph: 08 8582 1444

NSW - HUNTER

Hunter Regional Office
240 Maitland Road,
Sandgate NSW 2304
Ph: 02 4967 0600

Calvary St Joseph's Retirement Community
240 Maitland Road,
Sandgate NSW 2304
Ph: 02 4967 0600

Calvary Coinda Retirement Community
42 Bathurst Street,
Singleton NSW 2300
Ph: 02 6572 1537

Calvary Mt Carmel Retirement Community
9 Dwyer Street,
Maitland NSW 2320
Ph: 02 4932 0350

Calvary Mt Providence Retirement Community
59 Tindale Street,
Muswellbrook NSW 2333
Ph: 02 6543 2053

Calvary Muswellbrook Retirement Community
15 Cassidy Avenue,
Muswellbrook NSW 2333
Ph: 02 6542 4800

Calvary Nazareth Retirement Community
1 Vincent Street,
Belmont North NSW 2880
Ph: 02 4947 0047

Calvary St Francis Retirement Community
Gleeson Crescent,
Eleebana NSW 2282
Ph: 02 4942 7477

Calvary St Martin de Porres Retirement Community
26 Lorna Street,
Waratah NSW 2298
Ph: 02 4968 2244

Calvary St Paul's Retirement Community
54 River Street,
Cundletown NSW 2430
Ph: 02 6553 9219

Calvary Tanilba Shores Retirement Community
71-74 Tanilba Avenue,
Tanilba Bay NSW 2319
Ph: 02 4984 5922

Calvary Ephesus Retirement Community
88 Dickson Street,
Lambton NSW 2299
Ph: 1800 222 000

Calvary St Luke's Retirement Community
204-206 Darby Street,
Cooks Hill NSW 2300
Ph: 1800 222 000

Calvary Tours Terrace Retirement Community
242 Lawson Street,
Hamilton South NSW 2303
Ph: 1800 222 000

THE FORREST CENTRE



We will care for each person compassionately as an individual, respecting the rights and dignity of all. In our pursuit of quality care, we will respond to the needs for change by developing innovative programs aimed at achieving excellence.

Do you these boxes?

- Aged over 65
- Living at home
- Need care and support

**Phone (02) 6932 3009 or
(02) 6964 0088**

Forrest Community Services can assist with

- Home Care Packages
- Home Support including domestic assistance, personal care, social support and flexible respite care
- Continence Advisory Service
- Private Nursing Services
- DVA Community Nursing

Loreto Home of Compassion

33 Bardia Street
PO Box 842
Wagga Wagga NSW 265
Ph: (02) 6971 5715

Mary Potter Nursing Home

6 Lewisham Avenue
PO Box 842
Wagga Wagga NSW 2650
Ph: (02) 6932 3011



- Quality high level residential nursing care
- Homelike environment
- Respite care
- Pastoral care

- Specialised dementia care
- Caring for your physical, emotional and spiritual needs with dignity and respect
- Palliative care

www.forrestcentre.com.au