



Patient Information Compendium

Lenah Valley and St John's





Acknowledgement of Country

Aboriginal communities have been known to have access to fresh water, this could be in the form of rivers, billabongs, waterholes and/or underground water systems. The river that flows through the painting depicts the importance of what it offers to the community. Whether this be a source of food, drink or just used for recreational purposes.

The painting caring for our communities entails how we need to care for our families and support our communities through kindness, concern and open communication through our patients' journeys.

Artist: Thomas Croft



Welcome

Welcome to Calvary. While you are with us, we will make every effort to make your stay as comfortable as possible. We understand that being in hospital takes some adjusting for both you and your family. We designed this booklet to answer your questions and help you make the most of your stay. Please let us know anything that might help us care for you better.

- You have been admitted to Calvary Hobart (Lenah Valley or St John's Hospital) as one of the following:
- Inpatient (when you stay in hospital overnight)
- Day surgery/day procedure patient (you have an operation or procedure then go home the same day)
- Emergency patient (you may have become ill suddenly or had an accident).

Spirit of Calvary

BEING FOR OTHERS

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.



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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.

About

Calvary is part of Little Company of Mary Health Care, a national Catholic health care organisation providing high quality values-based care and support for people who are sick, dying and in need. Calvary is guided by the Catholic Health Australia code of ethical standards. Calvary is proud to live its values of Hospitality, Healing, Stewardship and Respect.

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres.

Little Company of Mary Health Care operates in New South Wales, Victoria, Tasmania, South Australia, the Northern Territory and the Australian Capital Territory. Services include public and private hospital care, acute and

sub-acute care, and home, community, retirement and aged care services. Opened in 1940, Calvary Lenah Valley has provided over 80 years of care in Hobart. St John's Hospital was opened in 1899 and operated under a number of health care providers until 2000 when it joined Calvary.

Calvary Lenah Valley is the largest private hospital in Tasmania. Situated five minutes from the heart of the city of Hobart with spectacular views over greater Hobart, we are a leader in Neurosurgery, Orthopaedics, Urology, Gynaecology, Robotics, Cardio-thoracics, Surgical, Maternity and Medical Care.

Calvary St John's private hospital is located five minutes from the heart of the city of Hobart, Tasmania, in a serene garden setting with views of the picturesque Mount Wellington. Along with offering the only Private Rehabilitation Unit in Hobart, Calvary St John's offers an extensive range of health care services for the community including a contemporary day surgery unit, Oncology and Palliative care unit as well as a 43 bed Rehabilitation Unit, 2019.



Hospitals

Lenah Valley Hospital

49 Augusta Road
Lenah Valley TAS 7008
T: (03) 6278 5333 F: (03) 6278 5149

www.calvarycare.org.au/lenah-valley-private-hospital-hobart/

Specialities - Lenah Valley Hospital

- Accident & Emergency
- Acute Medical
- Cardiac Services
- Cardiothoracic Surgery
- Critical Care Unit
- Day Surgery
- Endoscopy
- General Surgery
- Gynaecology
- Maternity & Women's Health
- Neurosurgery
- Orthopaedics
- Robotic Surgery
- Urology
- Vascular Surgery

St John's Hospital

30 Cascade Road
South Hobart TAS 7004
T: (03) 6223 7444 F: (03) 6224 4753

www.calvarycare.org.au/st-johns-private-hospital-hobart/

Specialities - St John's Hospital:

- Day Surgery
- Ophthalmology
- Ear, Nose & Throat Surgery
- Oncology
- Palliative Care
- General Surgery
- Plastic Surgery
- Inpatient Rehabilitation
- Paediatrics
- Orthopaedics
- Pain Care
- Dental / Faciomaxillary

During your stay

Ask For Help

We want you to speak up and feel encouraged to take an active role in your care. See below our R.E.A.C.H protocol which you invites you to REACH out to your clinical carers because we work better together.

Ask Us Your Questions

“You matter: we care about you” is our Spirit of Calvary statement. We are never too busy to answer your questions or ease your worries. All your questions are important, no matter how small you may think they are. We will explain your care, treatment options, the technology in your room and indeed anything you want clarified. You are the centre of our care. Ask us anything: it helps us to know how to care for you better (and tell us about any legal documents that could help us do so).

Accident & Emergency

Emergency services are only available at Lenah Valley Hospital.

Operating hours of the Emergency Department are currently reduced (Mon to Friday) but aiming to expand back to 24/7 over 7 days a week as soon as possible.

Access is via Honora Avenue or Augusta Road, Lenah Valley – follow the signs.

Accident & Emergency fees:

All attendances attract an **Emergency Attendance Fee** which is an out-of-pocket expense (some health funds may cover this fee). Separate fees charged by Emergency Doctors are fully refundable through Medicare.

Additional out-of-pocket charges:

There may be additional out-of-pocket costs for these services:

- Medicines
- Fibreglass and plaster casts/splints
- Pathology services – billed separately through Hobart Pathology
- X-rays and other radiology – billed separately through Regional Imaging Tasmania
- Visiting Specialist consultations including anaesthetists.

Accommodation for Patients

Calvary has single and shared rooms, all with ensuite facilities, televisions and private telephones.

While we will always do our best to place you in the room of your choice, we thank you for understanding that our priority must be the clinical needs of yourself and other patients.

Rooms are allocated on clinical needs, however, we will endeavour to fulfil your request. If you are admitted to a Post-Operative Care Unit you may be cared for in a mixed gender ward. Some patients are allocated to a high dependence room based on their clinical care needs. The day surgery unit is also a mixed gender area for both pre and post-surgery care.

Advocacy Services

An advocate is someone who stands beside you and works and speaks solely on your behalf, and at your direction. It is your right to obtain an advocate if you are unable to make decisions or it is in your best interest for someone to act on your behalf or to assist you in making decisions regarding your health care or future well-being.

Advocates:

- Take the side of the person being represented and remain loyal and accountable to them
- Take action to bring about positive changes in the life of a person
- Take action to try and prevent unpleasant things happening to people
- Take action to identify and put a stop to unfair and unjust treatment or situations, to ensure that the person's fundamental needs are met.

How to provide feedback, compliments and complaints

Our aim at Calvary is to provide you with the highest standard of compassionate patient centred care.

Your feedback helps us to evaluate and improve all of our services. Please let us know if you feel any aspect of our service could be improved. If you would like to speak to someone now, please ask to speak with the Nurse in Charge, Director of Mission or Manager of Patient Safety and Experience.

We value your input and welcome any comments or suggestions you may have. It is important you let us know as soon as possible if you wish to discuss any problems.

Café Services

There is a café at each hospital. They offer a range of barista made hot drinks, food, snacks, biscuits and cakes as well as magazines, papers and sundry items. Vending machines for soft drinks and snacks are also available at both hospitals.

Cafe opening times may be subject to change (for example public holidays):

Café Lenah Valley Hospital

Mon – Fri	7.00 am – 4.30 pm
Sat	10.00 am – 2.30 pm
Sun	10.00 am – 2.30 pm

Café St John’s Hospital

Mon – Fri	9.00 am – 3.30 pm
Sat	Closed
Sun	Closed

Calvary Community Benefits Program

Calvary is a registered charity and also has an active community benefit program. This program includes the Calvary Community Council Grants Program for health based projects, and the Mary Potter Foundation which enables access to urgent medical treatment for those who qualify for assistance (referral must be initiated by a Calvary accredited Doctor).

For more information on how you can make a difference, contact our Mission Office on (03) 6278 5045.

Calvary Values

Calvary is all about “being for others”. You, our patient, is the centre of everything we are doing. We want to make sure all our interactions, service and care lives up to our values. Our values are ‘hospitality’ (so that you feel welcome), ‘stewardship’ (so that all the human and technological gifts serve you), ‘respect’ (so that your dignity is our absolute priority) and of course that we never forget that your ‘healing’ is our goal.

Cameras / Clinical Photography in Hospital

The privacy and confidentiality of our patients and staff are a priority. With cameras on our phones these days, we all know we need to seek permission before taking someone’s photo. We kindly ask that you do not photograph staff or other individuals without their express permission. Similarly, clinicians will seek your consent (written/verbal) if taking photos for the purposes of your clinical care. There is a policy available for further information.



Care Boards

Many patient rooms have communication or Care Boards which contain information including your nurse's name and consulting doctors. There may also be important reminders regarding your dietary requirements or recovery exercises relevant to your personal care plan. The Care Board is your board so please do not hesitate to write or have a visitor note for you a question you want to remember to ask.

Car Parking

Parking is available on site at both Lenah Valley and St John's Hospitals. Spaces for disabled parking are located and marked throughout the hospital grounds.

Chapel

Our chapels are open to you 24 hours a day 7 days a week at both Lenah Valley and St John's.

The Lenah Valley Chapel is located on the 1st Floor near the stairs. Catholic Mass is celebrated first and third Wednesdays at 12.00 noon.

The St Johns Chapel is located on the ground floor near the Café.

Anglican Eucharist is celebrated each Friday at 9.00 a.m. and Catholic Mass is celebrated usually on the third Thursday at 10.30 a.m.

Children

Children requiring hospitalisation have special needs and we aim to make your child's stay at Calvary as pleasant as possible. Children are catered for on all units, as well as the designated children's area on Simpson Unit, St John's Hospital. A parent or adult support person stays overnight with children under the age of sixteen (16) in order to provide consent for care.

A special children's menu is available and you are welcome to bring your child's favourite toys. If children are visiting the hospital, parents are asked to ensure they are closely supervised at all times.

Clinical Bedside Handover

Each day clinicians will meet at your bedside to communicate with you about your care plan, particularly when there is a shift handover for your nurses. This is an opportunity to ask questions and for your clinicians to explain changes or updates. Do not hesitate to ask about the clinical words, procedures and processes that are mentioned as part of your healing.

Coronavirus (COVID-19) Updates and Visitor Information

Health restrictions in the community and hospitals are constantly changing. For up to date visitor guidelines for hospitals and residential aged care, go to the Calvary website at www.calvarycoronavirusupdates.org.au. Social distancing, hand hygiene and other infection control strategies may alter some of our services, and in particular may restrict arrangements for visitors.

Critical Care Services

The Critical Care Unit (CCU), at Lenah Valley Hospital is equipped with the specialist staff, monitoring and emergency equipment necessary to care for seriously ill patients or for patients who require close observation following major surgery.

Experienced CCU nurses staff are supported by a full time specialist Intensivist. Emergency Medical Officers are also available to give support to nursing staff 24 hours a day.

Visiting hours are flexible for immediate family, but may be restricted at the discretion of nursing or medical staff.

Cultural Awareness

Ya pulingina! (means “welcome” in palawa kani, a composite language of recovered Tasmanian indigenous languages).

Do you have First Nation heritage? The Director of Mission would love to meet with you and welcome you. Cultural Awareness is a learning priority for Calvary. You are very welcome and so indeed are all peoples of all cultural and religious traditions. Calvary is a place of Hospitality and Welcome for all cultures and all people. We offer special welcome to our first nation peoples.

We pay respect to the traditional and original owners of this land the muwinina (mou wee nee nar) band of the South East Nation, and acknowledge today’s Tasmanian First Nation peoples, their elders past, present and emerging, who are the custodians of this land.

Among our staff are people that speak many languages and represent many cultures in our Hobart community. Let us know if you would prefer to speak to someone on our staff who speaks your primary language.

Pre-admission

The pre-admission clinic is a service offered to patients of Calvary Hobart prior to their admission.

The clinic is free of charge and is staffed by experienced Registered Nurses who will:

- Discuss your care before and after surgery
- Check your health history and complete other admission paperwork
- Ensure the tests ordered by your doctor are completed
- Discuss discharge planning for your return home
- Discuss equipment you may need following surgery and when you return home
- Discuss your expected length of stay in hospital
- Answer questions you may have about your hospital stay.

This means that you will know what to expect whilst in hospital and ensures your admission is well planned, relaxed, and not rushed.

Day of Surgery Admissions

All patients having surgery on the day they are admitted will be admitted through the Day of Surgery Area (DOSA) and after surgery will be transferred to the ward. It is not uncommon for patients to spend up to four hours in DOSA and sometimes longer, before going to theatre.

We will do our best to keep you informed during your wait for surgery. Please feel free to talk to the nursing staff at any time if you have any questions or concerns.

Day Procedures

Most day patients can be discharged within a few hours of their procedure. Your time of discharge depends on the type of surgery, required medical review and your recovery. You must have a responsible adult to accompany you home and stay with you overnight. We will contact your support person after your procedure to inform them of your approximate discharge time.

Discharge

Prior to leaving the hospital please ensure you present to reception area where a member of the Patient Services Staff will assist with your discharge process. Discharge is usually 10:00 am.

Donations and Bequests

Calvary is a registered charity. We are grateful to the many individuals who have supported our hospital.

Donations, no matter how large or small, make a difference. Your generosity enables us to fund valuable research, purchase equipment we otherwise may not afford to buy, and enhance the comfort and care of our patients, residents and clients.

You can make donations via a portal on our website or directly at reception. All donations over \$2.00 are tax deductible.

Many of our supporters choose to leave a bequest to us in their will. Areas of benefit include:

- general medicine
- oncology
- research
- palliative care.

Bequests can be used to assist with the promotion of positive community attitudes towards the necessity and desire of quality health care. Your contribution will go on helping us through the 21st century. Your contribution can be a fixed amount or a percentage of your estate. You can nominate to assist in the general provision of our services or your bequest can be directed towards a specific unit, project or type of service. Please see our website for further information.

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.

Facebook

To keep up with all the news from Calvary, follow our Calvary Healthcare Hobart page on Facebook.

Feedback

To improve our services and patient care, we need your feedback. Mostly we get compliments but we especially appreciate if you can suggest an improvement. After discharge you will receive an email (for those who 'opted in' on admission), with a link to an online survey. There are 20 questions which take five to ten minutes to answer including an open response box – we particularly appreciate your written comments so we can circulate them to our staff and publish them in our newsletter (with your name removed).

If you have any concerns about your care or treatment, these may be discussed with the Nurse Unit Manager.

Of course you can also write to us: Calvary Executive, Calvary Hobart Hospital, GPO Box 1523, Hobart TAS 7001.

You could also send a direct compliment or complaint via our website www.calvarycare.org.au/contact/feedback/

If you leave your contact details we will reply promptly and follow-up with affirmations or investigations in a timely manner.

We welcome and appreciate your comments and all comments will be treated confidentially.

For more information, see section on Rights and Responsibilities.

Food and Beverage Service

Great care has been taken to provide you with an extensive, nutritious and varied menu. Special diets, including medical and religious, can be catered for. Please advise the catering staff or ask to see a dietician if you have any special requirements or questions. Additional meals can be requested for some visitors. The cost of their meal will be added to your account. Food is so important for healing: please do not hesitate to contact our Hospitality Services staff so we can meet your needs. Your feedback is always welcome.

Flowers

Flowers and gifts sent to you will be delivered the Ward Clerk. Regrettably, we ask that visitors not send potted plants as these can contain infectious substances.

Flowers are not permitted in the Critical Care or Post-Operative Care Units but will be delivered to you on the ward.

Hospital Staff ID and Uniform

All staff members wear photographic identification badges to help you know who is caring for you. All nursing and support staff wear a Calvary uniform.

Hourly Rounding

Hourly rounding is an important part of providing you with exceptional care. This means a staff member will check on you hourly. Our rounding includes:

- Checking on your well-being
- Monitoring your comfort and pain
- Helping you to move and change position
- Assisting you to the bathroom
- Ensuring you can reach everything you need.

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 must use soap and water when hands are visibly dirty. At other times, you may use 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 or vaping
- After handling/patting animals
- Before, during and after preparing food
- When your hands are visibly dirty.

Healthcare Associated Infections

Everyone – you, your visitors and the healthcare workers caring for you all play a role in preventing and controlling infections. Here are a number of things you can do to reduce the risk of infection, including:

- Washing your hands
- Asking healthcare workers if they have washed their hands
- Ask your visitors to wash their hands before and after visiting you
- Do not let your visitors touch dressings, drips or other equipment around the bed
- Ask your visitors to stay at home if they are unwell, have a cold or experienced vomiting or diarrhoea
- Report any infections you may have had and complete the full course of antibiotics you have been given
- Inform your nurse if your dressing becomes loose or wet
- Inform your nurse if the drips, lines, tubes or drains inserted into your body or the area around them becomes red, swollen or painful
- Inform a healthcare worker if your room or equipment hasn't been cleaned properly
- Stop smoking (or vaping) before any surgery as smoking increases the risk of infection.

Ask your nurse for a copy of the Healthcare Associated Infections Consumer factsheet for further information.

Interpreter

It's important that you understand your care our communications whilst in hospital. Please let us know if an interpreter service would make things easier. An in-person interpreter service may take 24 hours to organise. Please speak to your Nurse Unit Manager or Patient Administration if an interpreter is required.

TIS National Free Interpreting Service [131 450 within Australia]

The Translating and Interpreting Service (TIS) is available 24 hours a day, 7 days a week.

If you think a relative, friend or client may need an interpreter, encourage them to use one by asking the receptionist, doctor or pharmacist. Give them details of the language, dialect and gender needed. They can then organise an interpreter.

Directory of Accredited Practitioners of Translating and Interpreting
1300 557 470 within Australia.

National Accreditation Authority for Translators and Interpreters (NAATI).

Calvary's Patient Rights and Responsibilities statement is available in six languages other than English:

Calvary translated resources

Rights and Responsibilities brochures



Arabic



Chinese Simplified



Chinese Traditional



Greek



Italian



Vietnamese



Laundry

Patients should arrange laundering of their personal clothing with family/ friends.

Mail

Calvary's postal address is:

Calvary Hobart

GPO Box 1523
HOBART TAS 7001

Your mail will be delivered to you in your room, Monday to Friday.

Maintenance and Repairs

If you find anything in your room that requires repair, please ask one of our staff members who will inform our maintenance department.

Maternity Services

The Maternity & Women's Health Unit offers personalized care from highly qualified midwives who have experience in all aspects of the birthing process. For further information on Calvary maternity services or to make a booking, please contact the Maternity Unit during office hours on (03) 6278 5328. A Deluxe Maternity Suite in Room 309 has a dedicated restaurant quality menu and is very popular, requiring advance booking.



Keeping You Safe

Let us know if you think of anything that might improve your safety. All employees and volunteers of Calvary have a duty of care to work safely, taking reasonable care to protect their own health and safety and that of their colleagues and patients.

Any person entering the premises of Calvary is required to comply with all instructions in order to protect the health and safety of themselves and others whilst on any Calvary property.

Falls prevention

- Falls in hospital can lead to injury, resulting in a longer length of stay.
- Most people who fall in hospital fall near the bed and whilst getting to the toilet.

- Even non-injurious falls can have negative impacts, such as loss of confidence and activity restriction
- Falls are the most commonly reported adverse event among hospital inpatients.

Did you know that falls are the second leading cause of accidental injury and death world-wide? ¹

Why do most falls occur?

The number one cause of falls while in care, are related to being unwell and in an unfamiliar place, unsafe mobility and balance, poor fitting footwear, an urgent need to get to the bathroom and medications that cause drowsiness/dizziness.

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, ring early if you require assistance and don't get out of bed to do it yourself
- Familiarise yourself with the new environment
- If getting out of bed, always sit on the side of the bed first, don't get up too quickly – take your time
- Sit down to shower and use rails and mobility aides
- Do give a complete history of falls during your assessment
- Be sure you know the layout of the room and bathroom in particular
- Take care at night - use the call bell to turn on your light and remember to turn the light on in the bathroom
- Understand the possible effects of medication
- Wear safe shoes or non-slip socks and your glasses
- Watch the floors
- Ensure you have adequate food and water within reach
- Work with your health care 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.

What is Calvary doing to prevent falls?

- Ensuring our Falls Prevention Training is completed by all care providers
- Having a system to ensure every patient and resident is assessed for their needs, to prevent falls during their stay
- Performing hourly rounding to assist with toileting and to ensure your needs are being met
- Communicating with you regarding your level of risk
- Providing equipment such as hand rails throughout our facilities, including in bathrooms
- Providing equipment for short term use
- Involving allied health professionals such as a physiotherapist to help prevent falls
- Checking for environmental hazards such as uneven floor services and fixing them
- Providing information when medications are changed
- Investigating all falls to identify opportunities to prevent a similar incident happening in the future.

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

Meal Times:

Breakfast	7.45 am to 8.15 am
Morning Tea	10.30 am to 10.45 am
Lunch	12.00 noon to 12.30 pm
Afternoon Tea	2.15 pm to 2.30 pm
Dinner	5.00 pm to 5.30 pm
Evening Supper	7.45 pm

Tea and Coffee making facilities are available for you and your visitors. We do request that the pantry be left neat and tidy for the next user.

Medications

It is important you let us know the medications you take regularly or occasionally. These include Herbal and Natural supplements. Whilst in hospital, ask your doctor, nurse or pharmacist about any new medications, what they are, what they do, when they are given and their potential side effects. Medicines prescribed to you are your property, and should either be taken home with you on discharge, or if appropriate, we can arrange for them to be destroyed.

Become familiar with the name of the active ingredient and the doses so you do not double up on taking the same active ingredient with two brand names when you get home.

Newspapers and Magazines

Newspapers and magazines can be purchased from the Cafe.

Nurse Call Bell

Nurse call bells are located on your handset by the bed. We call them 'nurse call bells' but it's your bell to call on the nurse when you need one. Call bells are also fitted in all ensuites. Never hesitate to call for help.

No smoking and No Alcohol Policies

Calvary Hobart Hospitals are smoke free zones - this is Tasmanian Government legislation. By law patients, families and visitors may not smoke or vape within the hospital grounds. Alcohol is not permitted within the hospital, except with the prior permission of the Nurse Unit Manager.

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 24 hours a day, 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. Catholic Sunday Mass is available online: www.youtube.com/@ArchdioceseofHobart

Pathology Service

During your hospital stay, pathology tests may be carried out at the request of your doctor. Most of our pathology services are provided by Hobart Pathology and you may receive a separate invoice for their services. If you have any account queries, please contact Hobart Pathology Accounts, telephone: (03) 6237 1205.

Personal Information and Privacy

Patient Identification

We want to speak to you in the way you feel most respected so let us know how you would like us to refer to you. 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. If you indicate you have an allergy/alert, a red alert band will be used to alert staff.

Privacy and Access

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

Our doctors, nurses and other staff are bound by law, by Calvary National Privacy Policy, the local Confidentiality Policy and by a strict Code of Conduct to maintain the confidentiality of your information. To view our Privacy Policy, including what information we collect and how we use it, visit www.calvarycare.org.au/about-you/privacy/

Accessing your Medical Records

Our Health Information Services Manager is available to answer any questions you may have concerning the policy and to assist you in accessing the medical records of your health condition and treatment. Dial Reception (9) and ask to speak to our Health Information Services Manager.

Alternatively, you can visit our website <https://www.calvarycare.org.au/lenah-valley-private-hospital-hobart/patient-and-visitor-information/your-admission/> where you can download an 'Access to Patient Record' form.

National Safety and Quality in Healthcare Standards

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

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



Personal Items

The Hospital is unable to accept responsibility for your personal possessions, such as jewellery, cash or electronic devices including phones, tablets and laptop computers.

To prevent loss of belongings, bring only essential items needed for your stay and please label them clearly with your full name. Lost unlabeled property will be retained for three months at our reception before being donated to the Society of St Vincent de Paul.

If you are admitted via Accident & Emergency, or inadvertently bring valuables with you, we advise that you arrange for them to be taken home as soon as possible.

If you wear dentures, please ask the nursing staff to supply you with a labelled denture cup for storage. We recommend that you do not wrap dentures in tissues or place them under a pillow because they may get lost or damaged.

Pharmacy Services

HPS Pharmacies provides pharmacy services for Calvary Hobart.

Discharge medications and medications that are supplied during your admission and which you were taking prior to your admission to Calvary, may not be covered by your private health insurance.

If you have any medication account queries, please contact HPS Pharmacies Lenah Valley: (03) 6286 8900.

HPS Pharmacies St Johns: (03) 6286 8500.

REACH Protocol Encourages Patients to Reach Out and Call For Help

We want you to speak up and feel encouraged to take an active role in your care. R.E.A.C.H out to your clinical carers because we work better together.

R = Recognise a change

E = Engage the staff

A = Act

C = Call for help is activated

H = Help is on the way



Quality and Safety Data

Calvary regularly provides quality and safety data to our patients and community members. This information is displayed on notice boards adjacent to our cafés and on the wards.

Radiology and Imaging Service

Regional Imaging Limited provides a range of diagnostic services to Calvary Hobart Hospitals. The comprehensive range includes MRI, Multi-slice CT, Nuclear Medicine, Ultrasound, X-Ray, Diagnostic Mammography and the latest interventional procedures. These procedures are available to both inpatients and outpatients and you will be billed separately for these services. If you have any imaging account queries, please contact RIL's Accounts Department on (03) 6242 8000.

Religion and Spirituality

For patients and visitors who are devotees of the world's great variety of religions let us know if we need to meet your devotional needs in regard to diet, times of religious observance and bodily care.

Visiting Hours

We have flexible visiting hours, between the hours of 12 noon and 6 pm daily. Please refer to our website for further visitor information. If children are visiting the hospital, parents are asked to ensure they are closely supervised at all times.

WiFi

In response to patient feedback we have introduced a free WiFi service for all admitted patients. To access, join your device to the **Calvary_Free_WiFi** network and enter your **Last Name** and **Date of Birth** when prompted (e.g. 15 February 1948 is 15021948).

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



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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

You matter. We care about you.

Caring for Australians since 1885.

Hospitals



9,118
Employees



216,706
Admissions



26,372
Emergency presentations



133,994
Surgical procedures



5.11 Days
Average length of stay

Home care



1,598
Employees



1,071
Support workers



208
Corporate staff



1,206,578
Hours of care



17,519
Clients

Residential aged care



5,551
Staff in homes



144
Corporate staff



1,959,514
Hours of care



63
Homes



86
Average age of residents

Vital care



2
Service types



162,163
Covid Care at Home patients



2,514
My Home Hospital admissions

Retirement living

Existing Calvary Independent living units



11
Retirement facilities



329
Residents

Independent living units



5
Retirement facilities



115
Residents

It's time to go digital



My Health Record: Connected and collaborative

Try checking your patient's My Health Record for information from other hospitals, GPs, community pharmacies and pathology & diagnostics providers.

For more information:
www.myhealthrecord.gov.au or 1800 723 471



Australian Government
Australian Digital Health Agency



My Health Record

Do you have a My Health Record?

**Ask your nurse,
doctor or allied
health professional
to check your
My Health Record.**

If you have information in your My Health Record that is relevant to your visit to the emergency department, please ask the staff to access it.



House cleaning
and gardening



Showering and
dressing



Nursing and Allied
Health Services



Transport to get
out and about

Did you know Calvary provides home care?

Through a government subsidised Home Care Package, we can support your independence by providing lifestyle and health care services to your home.

SCAN ME



Contact us to find out how you can apply for a Home Care Package

1800 52 72 72

www.calvaryhomecare.org.au

**LENAH VALLEY HOSPITAL**

49 Augusta Road | Lenah Valley TAS 7008

p: 03 6278 5333 **w:** www.calvarylenahvalley.org.au

ST JOHN'S HOSPITAL

30 Cascade Road | South Hobart TAS 7004

p: 03 6223 7444 **w:** www.calvarystjohns.org.au

In 1885, six courageous Sisters sailed into Sydney to continue the mission of Venerable Mary Potter and the Sisters of the Little Company of Mary to care for those in need. Thus began Calvary's enduring legacy of care in Australia. Today, we continue their mission, in our hospitals, home and virtual care services, retirement living and residential aged care homes across five states and two territories.

To view our other locations visit
calvarycare.org.au/regions