

Pre-Admission Guide



Calvary

Mater Newcastle

Acknowledgement of Land and Traditional Owners

Calvary Mater Newcastle acknowledges the Traditional Custodians and Owners of the lands of the Awabakal Nation on which our service operates. We acknowledge that these Custodians have walked upon and cared for these lands for thousands of years.

We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country and commit ourselves to the ongoing journey of Reconciliation.



The 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.



Welcome to Calvary Mater Newcastle

Calvary Mater Newcastle is a public hospital within the Hunter New England Local Health District network. We understand that coming to hospital can be a stressful time and we will strive to ensure that you have the best possible experience.

Our staff will work in partnership with you to provide safe and effective care. If you have any questions at any time, please do not hesitate to speak to a member of staff.

Please take some time to read this Pre-Admission Guide; it provides you with important information to help you prepare for your admission and outlines what you can expect during your stay at Calvary Mater Newcastle.

I hope that your stay at Calvary Mater Newcastle will be as comfortable as possible.

Roz Everingham
General Manager



Important Patient Information

Aboriginal and Torres Strait Islander Health

All patients are asked about their Aboriginal or Torres Strait Islander status on admission at Calvary Mater Newcastle to facilitate culturally appropriate care.

An Aboriginal Hospital Liaison Officer is available to help support Indigenous patients accessing services while in hospital. Just ask your nurse and they will put you in contact or call 02 4985 0288.



Interpreter translation services

You have the right to a qualified and confidential interpreter, provided by the hospital at no cost to you. If you require an interpreter please indicate on your admission forms and it will be arranged on your behalf.

Auslan (Australian sign language) interpreters are available for patients who are Deaf.



Hearing services

Calvary Mater Newcastle is a Deaf and hard of hearing friendly health service. Please ask a staff member for assistance.



Confidentiality

The NSW Public Health Service 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 a strict code of conduct to maintain confidentiality of patient information.

Consent

In accordance with NSW Health Policy, no operation, procedure or treatment may be undertaken without the consent of the patient or their person responsible/guardian. In accordance with the NSW Health Patient Charter we are committed to ensuring patients understand any proposed treatment including significant risks and alternatives.

We must obtain patient consent before treatment, except in an emergency or where the law says patients must have treatment. If you are unable to consent we will require your person responsible or your guardian to do this.

Please make sure you return any forms required prior to surgery or treatment, where possible, as this assists with your admission. If you have any questions about your planned procedure please discuss these with your doctor in advance where possible.

Privacy

Calvary Mater Newcastle believes that patients can feel safe in the knowledge that we safeguard their personal health information, ensuring that confidentiality is respected and information is stored securely.

The hospital complies with all applicable laws and regulations, and operates in accordance with the highest ethical standards. For more information, please read our 'Information Privacy' brochure available throughout the hospital.

No smoking policy

The hospital campus is 'SMOKE FREE'. It is a condition of entry that visitors, patients and staff do not smoke in our hospital buildings, grounds, in cars or in car parks. Our hospital works in accordance with the NSW Ministry of Health No Smoking Policy.



Compliments, complaints and suggestions

Calvary Mater Newcastle welcomes your feedback – whether it is a compliment, complaint or suggestion. All feedback is viewed as an opportunity to improve the health care service we provide. Your opinions help us to evaluate and improve all our services.

If you have any concerns, or would like to make a comment on your care at Calvary Mater Newcastle, we encourage you to speak, in the first instance, with the staff in your ward/unit. Or you may wish to discuss your concerns with your doctor.

Alternatively please see our ‘We value your feedback’ leaflets readily available in information stands throughout the hospital. You can also provide feedback online by visiting our website:

www.calvarymater.org.au

If you would like to discuss your care with a member of the hospital executive, you can call the Switchboard on 02 4921 1211 and ask to speak to an executive member.



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



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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

Are you worried

about a recent **change** in your **condition**
or that of your loved one?

If yes... REACH out.

WHAT IS REACH ABOUT?

R

You may recognise a worrying change in your condition or in the person you care for.

E

1 Engage (talk) with the nurse or doctor. Tell them your concerns.

A

2 Ask the nurse in charge for a "Clinical Review". This should occur within 30 minutes.

C

3 If you are still worried call REACH. You can use your bedside phone.

H

Call REACH on **44994** from the bedside phone or **4014 4994** from your mobile or home phone.

Speak to your nurse or doctor first.
They may be able to help with your concerns.



R.E.A.C.H out to us
Because together we make a great team.



The R.E.A.C.H program was developed by the NSW Clinical Excellence Commission.

Financial information

Health fund

If you choose to use your private health insurance at Calvary Mater Newcastle you will be entitled to the following:

- No Health Fund Excess
- Your choice of doctor
- All accounts processed for you by our simplified billing service
- Access to single room accommodation (if available)

Calvary Mater Newcastle is a registered Simplified Billing Agent with the Department of Human Services (Medicare) and will process your inpatient service accounts through Medicare and your private health fund on your behalf.

These accounts include: hospital doctors, pathology, x-ray and some visiting medical officer accounts.

It is important that you understand that if you present to the Emergency Department and are admitted, that you can request to be classified as a private patient and can be transferred to the care of the doctor of your choice if they have admitting privileges to the hospital. This can occur after your admission, under the specialist of the day on the admitting emergency roster.

The staff are obliged to facilitate this for you if this is an option.

If you require further information about using your private health insurance, please contact Revenue Services on 02 4014 4721 during business hours - 8:30am-4pm.

Coming to hospital (admission)

Pre-Admission Clinic

You may be asked to attend the Pre-Admission Clinic prior to your actual admission date. Staff will be in contact with you if this is necessary.

Admission forms

If you have been asked to complete forms, please do so as soon as possible and return these to the Admission Office located at the Information Desk, level 3. If you have any questions please phone 02 4014 4694 during business hours.

Your admission arrangements

Except in an emergency, your doctor will have planned your admission to hospital. On arrival to the hospital you should present to the Information Desk, which is located in the main foyer, level 3, of the hospital, unless you have been instructed otherwise. You will be directed to the ward where you will be admitted. On arrival at the ward, the staff will explain the layout and ward procedures.

Information about your care and treatment

Patients may nominate two persons who can be contacted if there are any concerns regarding your progress and treatment. Patients should nominate just one contact person who can make all enquiries to the hospital.

This will assist us to ensure your privacy. Information about a patient's location is available on 02 4921 1211 or the ward number is available from staff. If you have any concerns please discuss these with staff as soon as possible.

What to wear

Wear loose comfortable clothing and sensible shoes. Do not wear make-up, jewellery or body piercing rings or studs of any kind. All nail polish, acrylics, and shellac must also be removed before your admission as they interfere with our ability to monitor you effectively during your treatment.



Calvary Mater Newcastle endorses the international #endPjparalysis campaign to get patients up, dressed and moving.

Research has shown that by supporting patients to wear their day clothes while in hospital can help aid their recovery and get them home and back to independence as soon as possible.

During your stay, staff will encourage you to get dressed in your own clothes and to get moving when medically able. Please bring comfortable clothes and supportive footwear to enable you to do so.

What to bring to hospital

On the day of your admission please be sure to bring your:

- ✓ Admission documentation if this has not been returned
- ✓ Medicare card (if you have one)
- ✓ Health care, pension or concession card (if you have one)
- ✓ Health fund details (if you have private insurance)
- ✓ An up-to-date list of all of the medications you're currently taking
- ✓ All your medications in their original, labelled containers, including over the counter and complementary and alternative therapies
- ✓ Any relevant doctors' letters, reports or consent forms
- ✓ Any x-rays or other medical images which are relevant
- ✓ General Practitioner's (GP) contact details including name, address and contact number
- ✓ Physical and mobility aids
- ✓ Vision and hearing aids
- ✓ Nightwear, dressing gown, non-slip slippers, comfortable clothes and toiletries
- ✓ A letter of Work Cover approval, Third Party or Public Liability claims (if applicable)
- ✓ A small amount of money for newspapers and incidentals, and a pen to fill out menus
- ✓ Earphones/headphones for use of the TV/radio

DO NOT bring

- ✗ Electrical appliances such as a television, hairdryer, etc
- ✗ Food
- ✗ Talcum powder (as it can cause patients to slip and fall)
- ✗ Thongs (they are a trip/slip hazard)
- ✗ Personal valuables, such as jewellery and large sums of money - the hospital cannot accept responsibility for personal items

Parking

Calvary Mater Newcastle has three timed car parks available for patient and visitor use – Platt Street Car Park P1, Edith Street Car Park P2 and Villa Road Car Park P3. Allocated disabled parks are available in all patient and visitor car parks.

At entry to the car parks you will be required to take a ticket at the boom gate. Please remember to take your ticket with you.

Payment options

If eligible for a concession, please have ticket validated prior to payment at one of the pay stations.

The pay station will accept payment by cash, credit card or EFTPOS. You can also pay by credit card at the boom gate.

The three pay stations are located:

1. Level 3 main foyer opposite the Information Desk
2. Level 2 corridor near the entrance to Radiation Oncology
3. By the Hospice Reception Desk

Concession rates are available for eligible patients and their carers who require regular or long-

term hospitalisation or treatment. Patients and carers eligible to obtain concession rates can have their tickets validated at five locations throughout the hospital before returning to their vehicle. Please refer to the concessions leaflet for further details or speak to a member of staff.

Further information regarding car park fees, pay station locations and concession rates can be found at www.calvarymater.org.au

Public transport

Train

The closest train station to Calvary Mater Newcastle is Waratah Train Station located on Station Street, Waratah. It is approximately 1.5km from the hospital.

Bus

Newcastle Transport frequently service Calvary Mater Newcastle on Edith, Maud and Lorna Streets, Waratah, through a bus service.

For assistance planning your travel arrangements please visit www.transportnsw.info or telephone 131 500.

Taxi

Staff at Calvary Mater Newcastle are able to arrange a taxi on request, or alternatively, call 13CABS – 132 227.

Information for visitors

Visiting hours and visitor access

Your visitors are most welcome but in the interest of your care and recovery, they are asked to observe the hospital's visiting hours. Please refer to the website, www.calvarymater.org.au, for the latest visitor information.

If you do not wish to see a visitor or to receive telephone calls, please inform the nurse caring for you.

After hours visitors

The hospital recognises that when a patient is very ill, relatives and carers may wish to remain with them after hours when normal visiting hours have finished.

For the security of our patients, staff and visitors it is important we have a procedure in place to record who is in the hospital after hours (8:30pm to 6am) when the hospital is locked down. Should relatives and carers wish to stay, the arrangement needs to be formalised with the Nurse Unit Manager of the ward.

The Nurse Unit Manager of the ward will direct the relatives and carers to the Emergency Department Reception to register. They will be issued with a numbered badge that is required to be worn at all times. The Hospice has similar arrangements in place and maintains a register for its guests.

Information for your stay

Meals

The Catering Department provides a range of high quality hot and cold meals which are prepared onsite for our patients. Working closely with nutrition and dietetics staff, they ensure extra care is taken to provide special meals to patients who require specific diets and supplements.

Please let our nursing staff know if you have special dietary requirements.

The meal service times are as follows:

- ▶ **Breakfast** 6:30am – 8:00am
- ▶ **Morning Tea** 10:00am – 11:00am
- ▶ **Lunch** 12:00pm – 1:00pm
- ▶ **Afternoon Tea** 3:00pm – 4:00pm
- ▶ **Dinner** 5:00pm – 6:00pm
- ▶ **Supper** 7:00pm – 8:00pm

The food served at Calvary Mater Newcastle adheres to stringent food safety and nutritional requirements. These guidelines ensure our food is prepared, transported, stored and heated safely. Therefore, the hospital strongly advises patients not to consume meals that have been brought in by relatives or carers.

Televisions and radios

We provide all patients with free-to-air television which includes radio channels at their bedside. There is no charge for this service. Please note, you are requested to wear earphones/headphones for the comfort of other patients.

Telephones

Patients may use their mobile phone while at Calvary Mater Newcastle but please be considerate towards other patients, and keep call volume, duration and number of calls to a minimum. Please note service coverage may vary across areas.

Public telephones are located:

- Level 3 Edith Street Main Entrance, opposite the Information Desk
- Level 3 Emergency Waiting Room

Bedside telephones are available in some wards. If you need assistance please ask a staff member.

Messages

The ward staff will give you any telephone messages received and inform you of any visitors whom you may have missed.

Laundry

The hospital is unable to undertake personal laundry for patients. It will be necessary to make arrangements for washing of personal clothing with friends or relatives.

Shops

Located on level 3, close to the Chapel, Amigo Shop To Go offers a range of hot and cold meals and snacks, hot and cold drinks, confectionery, toiletries, newspapers, activity books, cards, gifts, mobile phone/data recharges and accessories.

Additionally, DeliMarche, located just inside the Main Entrance, offers a range of breakfast and lunch hot and cold meals, hot and cold drinks, cakes, snacks and confectionery. There is also a coffee cart located on level 2 that offers a range of hot and cold drinks, snacks and confectionery.

For opening times refer to our website: www.calvarymater.org.au

ATM (cashcard machine)

We have an ATM located opposite the Information Desk, level 3, in the main reception area. This machine accepts most commonly used cards.

Looking after your safety

We strive to ensure that the hospital environment is safe for our patients, visitors, contractors and staff. It is important you feel safe physically, emotionally and culturally. You can help ensure your own safety by talking to staff about your needs, and by following any specific directions given to you by the staff or on signs in the hospital.

Allergies and adverse drug reactions

It is vital that the medical and nursing staff are aware of any allergies from which you suffer. This includes foods, bites, stings and other materials e.g. iodine and lotions, in addition to medications. If you do not tell the staff, they may not have any other way of gaining this information, and your health may suffer as a consequence.

If you are admitted to the hospital or attending the Day Treatment Centre, you will be asked to wear a red armband flagging to staff that you have an allergy or drug alert, which needs to be considered.

Blood clots

When you are in hospital your risk of blood clots forming is higher because you are not walking or moving as much as normal, due to illness, surgery or an injury. This lack of movement stimulates the blood to clot more easily. To prevent blood clots forming hospital staff will encourage you to exercise where possible and the doctor may prescribe anti-clotting medicines and stockings.

Clinical handover

Clinical handover is the transfer of responsibility and accountability of patient care from one health professional to another. This is an interactive process, providing opportunities for input and questions from all involved, including you.

This should occur across shifts, across disciplines (for example medical officers, nurses and allied health, which includes physiotherapists, dietitians, social workers) and between care settings, for example hospital to a nursing home, or other aged care facilities.

Our nursing staff will explain this process to you while you are in hospital.

Patient care boards and nurse rounding

By the bedside of every patient is a Patient Care Board. These boards are a communication tool to help individualise your care and can help you 'handover' important information back to the health professionals. It also makes it easier for you, the health care team and your family and/or carers, to plan and understand the care that is provided to you on a daily basis.

Goals of care are documented on your patient care board each day. Goals of care best describes what you, the patient, would like to achieve on this day, based on your condition and treatment.

Nurses will also carry out hourly patient rounding, which is a system to keep you informed and involved in your care and to check on your care and comfort needs. You can expect to see the nurses coming to see you several times during each shift.



Identification bands and your personal details

On admission you will be issued with an identification band which you are required to wear for the duration of your stay. Surgical patients will be asked to wear two bands.

Please make sure your GP and personal contact details are correct.

You will also be asked to confirm core personal details at various points of care to ensure you receive the correct care.

Leaving the ward

Should you need to leave the ward or treatment area for any reason, you must inform a member of the nursing staff before you go.

Managing your pain

It is not uncommon to experience pain and/or discomfort following your procedure. Pain is experienced differently by each person.

Nursing staff will regularly ask you to rate your pain levels on a scale from one to ten to determine how best to manage it. Discuss any

concerns you may have with the nurse caring for you.

Falls prevention

During your admission to hospital nursing staff will assess your risk of having a fall. If you're at risk of having a fall, your care team will develop a plan for you to follow to reduce your risk of falling whilst in hospital and make referrals to others who specialise in falls prevention. This plan will be discussed with you and/or your carer.

This plan may include, for example, that you have someone with you when getting in and out of your bed or chair, or escort you to the bathroom and assist/supervise you to have a shower or use the toilet.

If at any time you feel light headed, dizzy, or you have trouble with walking or movement, please tell your care team. Remember 'Call, don't fall'.

It is important to remember that when you are walking around the hospital you must wear supportive shoes or slippers that fit well. Scuffs, ill-fitting slippers and thongs are not safe.

If you use a walking aid, you need to continue to do so in hospital. If you are worried about falling either in hospital or when you return home, please talk to the staff about your concerns.

Infection control

The prevention and control of infection within the hospital is of vital importance. Staff, patients and visitors can assist in controlling the spread of infection:

- It is very important for patients, staff and visitors to clean their hands regularly using the alcohol based sanitisers or soap and water to stop the spread of disease.
- Tell visitors who are unwell not to visit you in hospital.
- Tell staff when you arrive if you have been identified as carrying a multi-resistant organism for example, Methicillin Resistant Staphylococcus aureus (Staph) infection.
- When you are admitted, if visitors bring you food, please ask staff about the foods which should be avoided that put you at a high risk of contracting an infection.

- Occasionally health threats and/or disease outbreaks in the community require additional or specific actions to be taken by individuals and the wider community to reduce the risk of harm. This may include restricting visitation if you are sick or requesting additional precautions e.g. wearing a mask, etc.
- If you want further clarification regarding infection control matters prior to admission, please ring the hospital and ask for the Infection Prevention and Control, Clinical Nurse Consultant.

Multidisciplinary team care

Calvary Mater Newcastle promotes a multidisciplinary team approach to patient care, overseen by a doctor.

Professionals in the fields of physiotherapy, speech pathology, occupational therapy, psychology, social work, pharmacy, dietetics, and pastoral care are employed at the hospital to take care of the needs of our patients.

Pastoral care

Pastoral Care is a member of the allied health team and work in all clinical units. The Pastoral Care team attempt to visit each patient during their time at Calvary Mater Newcastle to provide emotional support and spiritual care. Priority is given to those who are at end of life and those who are emotionally distressed or fragile.

The team is also available for families, friends, carers and staff.

We value your religious and cultural needs. Representatives of all faiths are available to visit and arrangements can be made through pastoral care staff or a message can be left on 02 4014 4687.

Chapels for quiet reflection and prayer are located in:

- The main hospital corridor, level 3, next to the Cafe.
- The Mercy Hospice, adjacent to the entrance.

A meditation room is also available on level 3. Staff at the Information Desk can provide directions.

Both chapels and the meditation room are available for use by patients, families, visitors and staff.

Pressure injury prevention

Pressure injuries (also known as bed sores) can develop most commonly on bony areas of the body. This is more likely to happen if you spend more time lying in bed or sitting in a chair when you are unwell. During your hospital stay, be as mobile as you can and change your position often.

Ask the staff to check your skin if it is sore or you have any concerns.

Security

Our security officers are at the hospital at all times and conduct regular patrols.

Between the hours of 8:30pm and 6:00am the entrance into the hospital is restricted to entry via the Edith Street Main Entrance.

We ask that you report anything or anyone you regard as suspicious to staff.

Leaving hospital (discharge)

Planning for discharge commences prior to admission when you will be advised of the probable length of your stay in hospital.

We aim to have most patients discharged between 10am and 11am.

Please arrange for someone to take you home at this time, unless you are advised otherwise by ward staff. If you have any concerns, please discuss these with a member of staff.

At the time of discharge please ensure that you:

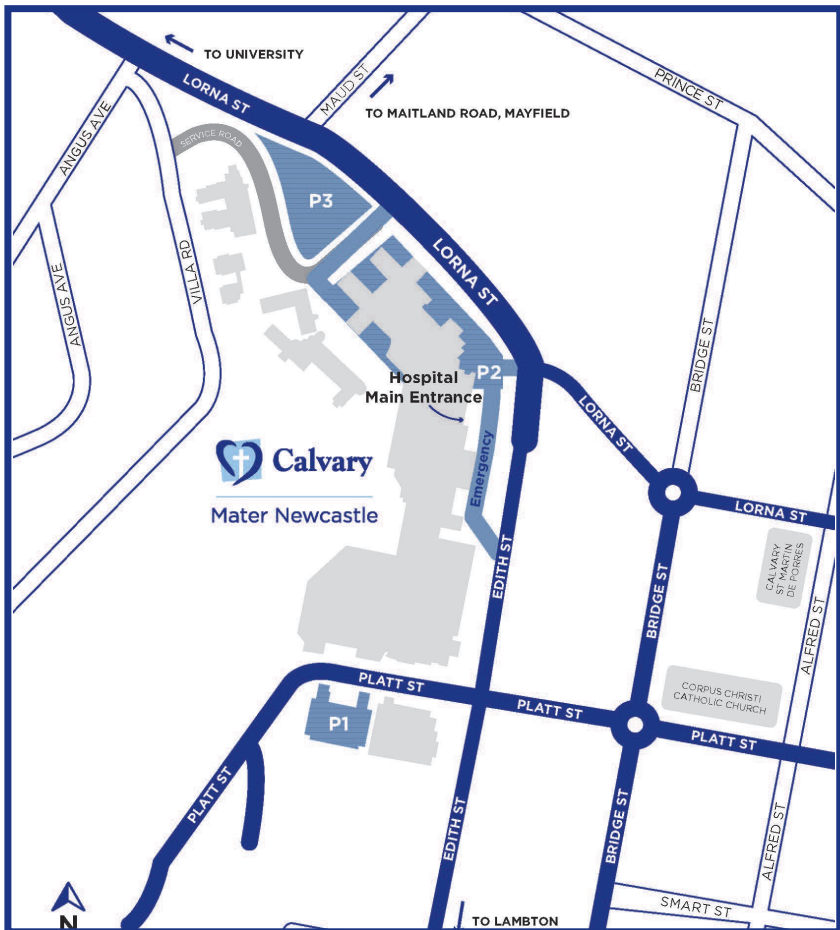
- Have all of your belongings, x-rays and your medications, including discharge medications (if any). If changes were made to your regular medications during your admission, the pharmacist can assist in discarding any unwanted medications.
- Are aware of any follow-up appointments with your specialist or general practitioner or any other doctor/service to whom you have been referred.
- Have any discharge information given to you by the staff.
- Have any discharge equipment prescribed by the staff.
- Have signed all necessary paperwork associated with your admission.

Follow up phone call

All eligible patients will receive a follow up phone call the day after discharge from hospital. The primary aim of this call is to enhance patient safety and satisfaction of care, and the transition from hospital to outpatient care. The call also provides a valuable opportunity to review patient's experience and quality of care.

Contact Details

- ▶ **Address:**
Corner of Edith and Platt Streets, Waratah NSW 2298
- ▶ **Postal Address:**
Calvary Mater Newcastle
Awabakal Country
Locked Mail Bag 7
Hunter Region Mail Centre NSW 2310
- ▶ **Telephone:** 02 4921 1211
- ▶ **Website:** www.calvarymater.org.au



About Calvary

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.



Awabakal Country
Locked Mail Bag 7
Hunter Region Mail Centre NSW 2310
www.calvarymater.org.au



Updated: May 2024