

Food/drinks

We ask that patients do not eat or drink before checking with the triage nurse, as certain tests require fasting for a period of time or surgery may be required.

There are cafes located in the Medical Clinic and the main hospital building, and a vending machine with hot and cold beverages and snacks is located outside the Emergency Department entrance. Cold water is available in the waiting area.

Parking Fees

Parking fees apply throughout the public carpark. from 7.00am to 5.00pm Monday to Friday. Parking is free at other times and on public holidays

Long term visitor parking permits can be purchased from Patient Accounts (next to Reception, ground floor) on weekdays between 9.00am and 3.00pm

ACROD permit holders are entitled to free parking in all paid parking areas when ACROD permits are displayed. Free-of-charge motorcycle bays are also available.

Phone calls

Only immediate family may enquire about a patient's condition. We ask that families nominate one person to be the contact point to help keep calls to a reasonable minimum.

You may use your own mobile phone to make calls at any time, however please respect other patients and their families when using phones in public areas.

Visitors

We understand that patients need the love and support of family and friends. We ask visitors to be kept to two per patient out of respect for other patients and to enable staff to access patients.

St John of God Health Care is a leading provider of Catholic hospitals, diagnostic and outreach services, basing its care on the values of Hospitality, Compassion, Respect, Justice and Excellence.



ST JOHN OF GOD
HOSPITAL

MURDOCH

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Welcome to St John of God Hospital Murdoch's Emergency Department, open 24-hours a day, 7 days a week.

Our Emergency Department is a purpose built facility for the emergency management of acute illness and injury, contributing significantly to Perth's emergency services by seeing approximately 25,000 patients each year.

Our emergency medical staff with extensive experience in acute medicine, work with on-call consultant specialists to provide a comprehensive range of services.

Triage and waiting times

To ensure patients with severe or life threatening illnesses/injuries are prioritised, a system called 'triage' is used to categorise all patients' conditions.

On arrival at our Emergency Department, you will see a specialist emergency nurse called the 'Triage Nurse', who will determine the severity of your condition by performing a brief initial assessment.

Triage scale:

Triage Scale	Meaning
1	Immediately life threatening illness or injury
2	Life threatening and requiring emergency care
3	Illness or injury requiring urgent care
4	Semi-urgent illness or injury
5	Non-urgent illness or injury

Patient treatment is provided in order of medical priority, not in order of arrival. The most severe and life-threatening cases must and will be seen first. As a result, there may be delays for patients requiring less urgent medical treatment.

We understand that waiting can be frustrating and we will do everything we can to keep your wait to a minimum and keep you as comfortable as possible.

It is important to let the Triage Nurse know if you feel your condition changes. If you decide prior to treatment that you are feeling better or will see your GP or attend another facility, you are free to leave at any time. Please inform the triage nurse that you are leaving.

Fees, accounts and payments

The out-of-pocket fee is based on the triage score (above) which covers:

- triage assessment
- nursing care
- facilities and equipment access
- pharmaceutical and surgical supplies used.

During the registration process, you will be informed about the expected out-of-pocket fee. If you do not consent to receive treatment, you may choose to either seek alternative treatment at another facility. Please discuss alternative options with the triage nurse before leaving.

Please note:

- Private health insurance and Medicare do not cover the out-of-pocket fee.
- Department of Veterans' Affairs will cover the fees associated with a visit to our Emergency Department for gold cardholders.
- There is no discount for Pensioners and Concession cardholders.
- We request payment of all costs, including the Medicare portion of your visit prior to leaving.
- We accept credit card or EFTPOS payments
- We have a Medicare claim facility. If you do not have your Medicare card, you will be given a pre-printed Medicare claim form and receipt, which you can take to a Medicare office for a refund.
- A reduced out-of-pocket fee plus Medicare charges will apply to patients who return to our Emergency Department for review within 7 days because their existing condition is not improving or has worsened.
- A facility fee may apply for patients who utilise our nursing services and do not see an Emergency Department Doctor.

Fees for diagnostic services

- Fees for diagnostic services, such as pathology and medical imaging (X-rays), are not included in the out-of-pocket expenses.
- The service provider, e.g. St John of God Pathology, SKG Radiology, will send you an additional account for these services.

- An after hours surcharge applies.
- These diagnostic services fees may be claimable from Medicare.

Admission to hospital

We provide a range of clinical services at this hospital, and if hospitalisation be required, we will try to admit you to our hospital. However, if this is not possible, we may need to arrange for your transfer to another hospital. Your emergency presentation is a separate event to hospital admission and the out-of-pocket fee for your emergency visit will still apply.

Ambulance transfers

If we are not able to admit you into our hospital or specialised treatment is needed, you may need to be transferred to another facility by St John Ambulance. You will receive an account from St John Ambulance for these services in accordance with their fee structure.

If you have private health insurance coverage and before taking the trip, you will need to check with your insurer to find out if an ambulance transfer is covered by your policy. An ambulance transfer is not covered by Medicare, nor is it covered if you are holding a Healthcare card, Pharmaceutical or Pensioner Benefit Card.

Behaviour

We pride ourselves on maintaining a safe environment for our staff, patients and their families. We reserve the right to refuse entry and/or treatment to competent people who behave aggressively, are violent or abusive.

Comments and concerns

The health and comfort of our patients is our primary concern. We encourage patients to give us their suggestions/comments by using our Patient Comment Card, which are available from the administration clerk.

If you have any concerns about your emergency experience, please speak to the Emergency Doctor or nursing staff caring for you, or you may write to:

Executive Officer
St John of God Hospital Murdoch
100 Murdoch Drive
Murdoch WA 6150