



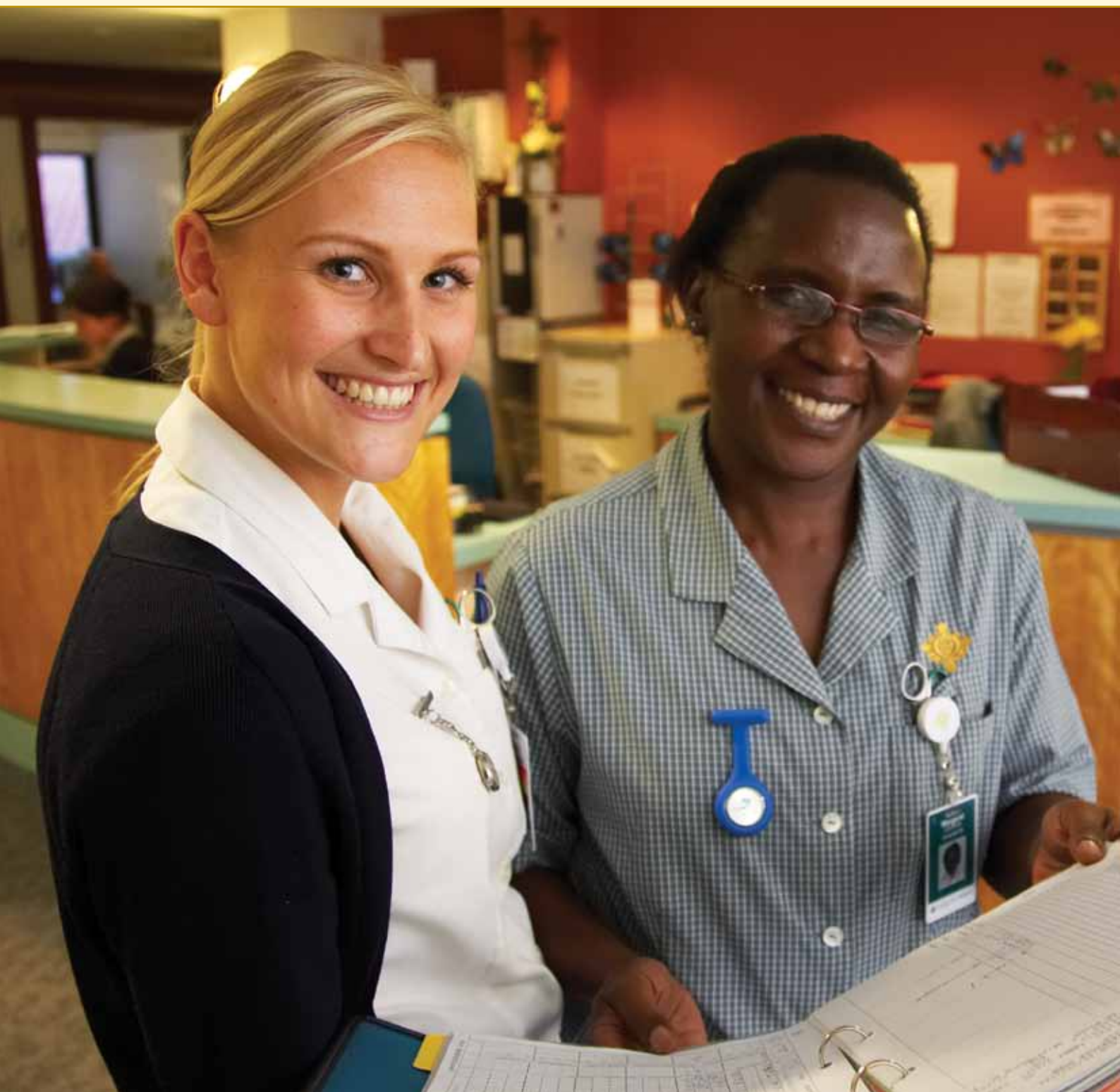
**ST JOHN OF GOD**

HOSPITAL

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MURDOCH

## **Welcome to Murdoch** A Guide for Patients





## About Us

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### Our Values

St John of God Health Care is a leading provider of Catholic hospitals, diagnostic and outreach services, basing its care on five core values:

- Hospitality
- Compassion
- Respect
- Justice
- Excellence

### Our Heritage

The Sisters of St John of God brought the healing mission of Jesus to Western Australia in 1895 when a group of Sisters from Ireland responded to an invitation from Bishop Matthew Gibney. They came primarily to help care for people affected by typhoid and other diseases in the chaos of the 1890s gold rush.

The Sisters who answered the call were skilled nurses. They were fully aware of the risks to themselves in the pre-antibiotic era but chose to serve others.

Today, the Hospital is inspired by the rich heritage brought to Western Australia by the Sisters. We are committed to honouring this heritage and aim to do this by providing health care services that promote life to the full.

### Murdoch's History

Our Hospital was created from the collaboration of three congregations of Catholic sisters; those being the Sisters of St John of God, the Sisters of St Joseph of the Apparition and the Sisters of Mercy. It was through the pooling of private hospital bed licences over 20 years ago that the vision of this great hospital was able to be realised.

St John of God Hospital Murdoch officially opened on 8 March 1994, with 203 beds and later establishing the first (and still the only) private Emergency Department in Western Australia.

In our first year we cared for 13,000 patients, delivered 800 babies and employed around 350 caregivers.

Almost 20 years on, our hospital now features 357 beds, and each year we care for around 40,000 patients, and deliver more than 1,800 babies. We employ around 1,400 caregivers, making us the second biggest employer south of the river.



## Welcome

Welcome and thank you for choosing St John of God Hospital Murdoch. Our dedicated team of caregivers look forward to providing you with the best possible care during your stay with us.

Our commitment to the healing Mission finds its form in our Service Ethos. This ethos is embedded in an organisational culture built around our five core values.

During your time with us, we wish to care for you in a manner which is welcoming, sensitive, respectful, just and fair, and of the highest possible standard.

Should you have any concerns or queries, please do not hesitate to contact us, or your medical practitioner.

**Peter Mott**  
Chief Executive Officer



## Contents

<b>Prior to admission .....</b>	<b>5</b>
<b>Account information .....</b>	<b>6</b>
<b>Day of admission.....</b>	<b>8</b>
<b>Your room accommodation.....</b>	<b>9</b>
<b>Your feedback .....</b>	<b>9</b>
<b>Patient information and services.....</b>	<b>10</b>
<b>Leaving hospital .....</b>	<b>17</b>
<b>Your rights and responsibilities.....</b>	<b>18</b>
<b>Confidentiality and privacy .....</b>	<b>19</b>



## Prior to admission

### Admission form

Your doctor will provide you with a Patient Admission Form. To confirm your admission, please complete the following and return the form to the hospital as soon as possible:

- Parts A to H of the form
- Clinical Information page
- Consent to Procedure and Administration of Anaesthesia form

If you are visiting your specialist at the Murdoch Medical Clinic, and can complete the Patient Admission Form at this time, please bring the form to the Patient Admission Department while at the Hospital.

Otherwise please return the completed form by post to:

Patient Admission Department  
St John of God Hospital Murdoch  
100 Murdoch Drive  
Murdoch WA 6150



If you have any questions about this form, contact the Patient Admission Department Monday to Friday between 8.00am and 8.00pm: Telephone: 9366 1136 Toll-free: 1800 640 300 (country only).

### Private Health Insurance

It is important that you contact your private health insurance provider prior to your admission to confirm your level of cover, any payable excess, exclusions / restrictions or rebates. If there is an excess applicable to your health cover, this is payable prior to or on the day of your admission.

Some services may not be covered by your health fund and you are urged to check with them prior to your admission. The Hospital cannot guarantee your health fund will pay the costs associated with your hospitalisation and you are responsible for payment of any charges not covered by your health insurance.

Please advise Patient Admission staff of any restrictions or exclusions under your level of health fund cover prior to your admission. A representative from HBF attends the Hospital on a regular basis - please ask your caregiver for more information.

### Pre-Admission Clinic

Our Pre-Admission Clinic is a free service which helps to inform you about your forthcoming hospital stay, care and treatment and assists with planning for your return home.

A pre-admission telephone interview is required for patients who are staying overnight. Those undergoing more complex treatment, a visit to the Pre-Admission Clinic for a nursing interview may be required and a family member is welcome to attend.

You will be contacted to arrange a suitable appointment time for a pre-admission nursing assessment over the telephone or to attend the Clinic.



If English is not your first language, please let us know when you are booking the appointment so an interpreter can be provided if necessary; or you may wish to arrange for a family member or support person to be present to assist you.

Please have the following available for your interview or bring them with you to your pre-admission appointment:

- All forms, letters and requests from your doctor
- A list of the name, strength and dose of your current medications, including over the counter drugs, natural remedies and supplements
- Details of any known allergies, including medications, latex, lotions or food allergies
- Any questions that you may have – it is best to write them down as you think of them and have them to refer to during your interview
- Information on any special diet you may require
- If you have been hospitalised outside WA in the past 12 months, please advise both your doctor and the Pre-Admission Nurse



## Planning for your return home

Planning your return home is very important and you should be considering this prior to your admission. It may involve your immediate family, carer, doctor and nurses to ensure that you are fully prepared.

Preparations may include hiring of medical equipment, transport on discharge, organisation of community services such as home nursing, domestic help or meals and any follow up appointments.

Be sure to discuss your discharge with your doctor and any specific care you may require on returning home. If you require further support with your discharge planning, please speak to your caregivers.

When you are approved for discharge by your doctor, you will be asked to vacate your room by 10.00am to allow caregivers time to clean and prepare the room for the next patient. There is a lounge area on each floor and you are welcome to wait in comfort to be collected if your transport is not available at the time of your discharge.



## Account Information

### About your account

Services included in your Hospital account and payable by either your health fund or yourself include:

- Your accommodation fee (includes nursing care, some pharmacy, meals and dietary requirements, general housekeeping)
- Operating theatre fees
- Procedure room fees, eg Endoscopy unit, Day Surgery Unit
- Prostheses and surgical extras
- Non-local or mobile telephone charges
- Boarder fees
- Pharmacy costs

An account estimate will be provided indicating potential out of pocket expenses which you will be asked to sign on admission.

Please be aware that this is an estimate only, and additional costs may apply which the Hospital is unable to determine prior to or at the time of your admission.

Please contact your health fund prior to admission for clarification of your level of cover for your impending hospital stay. The Hospital cannot guarantee your health fund will pay the costs associated with your hospitalisation and you are responsible for payment of any charges not covered by your health insurance.



### Outstanding charges

If you have been a patient in the Hospital previously, please be aware that any unpaid charges are required to be settled in full prior to your admission for out-patient, in-patient or day patient care.

### Bed allocation

You will be asked to nominate your preferred room type (shared or private). While we will try to meet your accommodation preference, we cannot guarantee your choice of accommodation or that for which you are covered by your health insurance.

Bed allocation is based on availability at the time of admission and you are required to pay for the room you occupy. Private room fees are higher than those for shared accommodation and you will be responsible for the difference between the shared and private room rates.

### Patients with private health insurance

If you have private health insurance you will be asked to pay your health fund excess prior to or on the day of your admission. If you have co-payments and/or discharge pharmacy, you will be asked to settle these costs at the time of your discharge.



Following your discharge, we will submit a private hospital claim form to your health fund on your behalf and following the fund's payment, you will receive an invoice for the balance payable by you to the Hospital.

Separate to your Hospital account you may also receive invoices from one or more of the following:

- Surgeon/Specialist Physician
- Anaesthetist
- Allied health/physiotherapy
- Radiology
- Pathology
- Pharmacy
- Hire of physical aids
- Clinical care provided in the home

Please contact your health fund prior to your admission so that you are fully aware of your entitlements, any excess, restrictions, exclusions or co-payments under your policy and any out of pocket expenses for hospital or medical care.

### **Patients under Workers' Compensation, Motor Vehicle Insurance or Veterans' Affairs (DVA)**

You are required to provide details of your claim/approval to your doctor prior to a booking being made at the Hospital. If the Hospital is unable to confirm that your claim has been accepted by the relevant third party, you will be required to pay your estimated account in full at the time of admission and to finalise payment of your account upon discharge.

Workers' compensation or motor vehicle insurance patients are only covered for the cost of a shared room. If you choose to be accommodated in a private room or you are placed in a private room due to the lack of availability of shared accommodation, you will be responsible for the difference between the shared and private room rates.

If you are a DVA patient, you are also only covered for a shared room and if you choose private accommodation, you will be required to pay the difference between the private and shared room rates.

### **Patients without private health insurance and overseas patients**

If you do not have private health insurance or are visiting from overseas, you will be required to pay an estimate of the total account in advance on admission and any balance owing on discharge.

### **Prostheses/high cost medications**

The Hospital is unable to provide you with an estimate of potential costs associated with any prostheses, medical devices or high cost medications which may be used during your procedure or treatment.

Please ensure you discuss this with your doctor, asking whether you will have a gap, the likely amount of the gap and the availability of any gap free alternatives.

### **Further information and assistance**

Our Patient Accounts Clerks are available on 9366 1132 weekdays between 8.00am and 5.00pm, if you require assistance.





## Day of admission

### What to bring

The following is a checklist of items that you are requested to bring with you on your day of admission;

- All forms, letters and requests from your doctor/ medical practitioner/anaesthetist
- X-rays and scans relating to this admission
- All medications that you are currently taking in their original packaging, including blister packs and any current prescriptions you may have
- Sleepwear, dressing gown, well fitting slippers and toiletries, including toothbrush and tissues
- Blood group card (if you have one)
- Medicare card
- Private health fund details, such as membership number and level of cover, including advice with respect to any exclusions under your policy
- Safety net card
- DVA and/or pension card
- Reading material, if required
- Comfortable day clothes for longer stay patients
- A small amount of money for incidentals (eg newspapers)



Please do not bring valuables such as large amounts of cash and 'non-essential' jewellery. While all care is taken with patients' belongings, the Hospital does not accept responsibility for any loss or damage.

Due to space restrictions, please limit those accompanying you to only one family member or friend.

### Where to go

Patients can be set down at the Hospital entrance; however, parking is not permitted in this area. Parking fines will be issued to any vehicles parked or left unattended in this area at any time. Wheelchairs are available from Reception if required.

On arrival please register your name at Reception located in the main Hospital foyer. The receptionist will direct you to take a seat in the admission lounge area.

One of our Admission Clerks will come to collect you and will go through the remaining paperwork with you, including your account estimate, and will then escort you to a pre-operative area.

Please note that admission is prioritised according to your place on your doctor's operating list and not in order of arrival at the Hospital.

At times of high activity, delays can occur and it may be necessary for you to wait in alternative pre-operative areas, such as the Day Procedure Unit or ward lounge areas, until you are taken through to the operating theatre.



## Your room accommodation

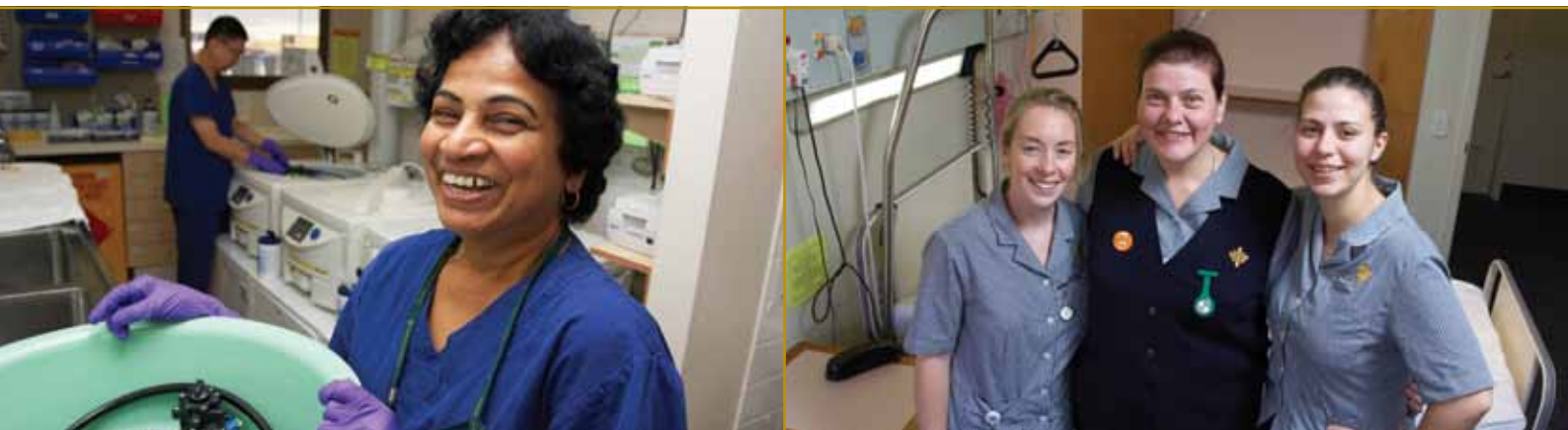
We understand the importance of room accommodation to you. You will be asked to nominate your preferred room type and while every effort will be made to meet your accommodation preference, it is not possible to guarantee your requested room type.

Rooms cannot be booked or reserved in advance, and preference is given to clinical conditions, eg seriously ill patients or patients with infections.

Beds are allocated in accordance with bed availability at the time of your admission and you will be charged, and obliged to pay, for the room that you occupy regardless of your accommodation preference or your health insurance coverage.

Please note that private room fees are higher than those for a shared room and you will be responsible for the difference between the shared and private room rates.

Please check with your health fund provider to confirm your level of cover prior to your admission.



## We value your feedback

St John of God Hospital Murdoch aims to provide a service that meets the needs of our patients and we value your feedback in providing opportunities for us to review and improve the care we provide.

### Concerns or complaints

You have the right to raise a concern about the care or service you receive. Any problems you encounter can usually be resolved easily at the time on your ward. Should you, your family or carer have any concerns during your stay, please speak with your caregiver or ask to speak with your Ward Nurse Manager.

Following your discharge, if you would like to raise a concern or make a complaint about the service or care you received, please complete our Patient Complaint Form available online at [sjog.org.au/murdoch/feedback](http://sjog.org.au/murdoch/feedback).

The Hospital's Executive Officer is also available to discuss any concerns you may have and can be contacted on 9366 1144 or alternatively written communication can be directed to: Executive Officer, St John of God Hospital Murdoch, 100 Murdoch Drive, Murdoch WA 6150.

### Comments and compliments

If you would like to make a comment and/or compliment regarding any aspect of your stay, we invite you to complete our Patient Comment Form, available in patient rooms, common areas or online at [sjog.org.au/murdoch/feedback](http://sjog.org.au/murdoch/feedback).



## Patient information and services

### A

#### **Accommodation (local)**

There are a variety of accommodation options available within the local area. Please ask Reception or visit [www.sjog.org.au/murdoch](http://www.sjog.org.au/murdoch) for further details.

#### **Address**

The hospital street and postal address is 100 Murdoch Drive, Murdoch WA 6150

#### **Alcohol**

Alcohol should not be consumed before or within 24 hours after any procedure, or in conjunction with medication.

#### **Allergy**

It is important that you alert caregivers involved in your admission of any known allergies, including medications, latex, lotions or food allergies

#### **Ambulance transfers**

During your stay or treatment with us, a situation may arise that requires you to be transported to another medical facility, or you may need transport back to your place of residence.

Please note that transfer costs associated with using the services of St John Ambulance are not covered by the Hospital, and you will receive an account directly from St John Ambulance in accordance with their fee structure.

#### **ATM**

Automated teller machines are available within the hospital buildings. Please enquire at Reception.

### B

#### **Boarders**

Family members may board under certain circumstances and may only do so if you are accommodated in a private room. A daily boarding charge applies.

Boarding fees may be refunded by your health fund, however please check with your insurer prior to boarding as not all funds cover boarder fees and limits often apply. Children may not board with the exception of babies being breastfed when a mother requires hospitalisation.

For further information on boarding, please contact the Patient Admission Department on 9366 1162.

If you are coming from outside the metropolitan area, please visit [www.sjog.org.au/murdoch](http://www.sjog.org.au/murdoch) for information on accommodation facilities near the Hospital for family or friends who wish to stay close by.

### C

#### **Cafes**

Ferns Café is located on the ground floor of the Hospital, and Fontenay's Café is situated within the Medical Clinical. Both offer a large selection of fresh foods and hot and cold drinks.



## Caregivers

Every person employed by the hospital is called a 'caregiver', and can be recognised by their Hospital identification badges. In addition, you may receive care from doctors and allied health professionals not directly employed by the hospital.

## Call bell

A handpiece (call bell) near your bed will allow you to call for attention at any time. There will always be a caregiver close by to attend to your needs. Most wards have a silent paging system so you will not hear a bell.

## Chapel

You are invited to visit our tranquil interdenominational Chapel located on the ground floor near the lifts, for reflection, prayer or a few quiet moments.

Mass is celebrated every Sunday at 9.00am, and Tuesday through Friday at 11.30am. Please ask your caregivers for details of other services. Our in-house television network broadcasts Mass and other Chapel services on channel 15.

If you are unable to attend the Chapel, one of the Pastoral Services team can provide Holy Communion or prayer at your bedside. Our Pastoral Services team can be contacted on telephone extension 1196.

## Consent

By coming to hospital you have given an implied consent to general treatment which may be required for your condition. For procedures, such as anaesthetics and surgery, your doctor is required to obtain your written consent.

We may check your consent, identity, procedure being undertaken and other relevant parts of your medical history with you on several occasions to ensure all is correct. This is a part of our quality and safety measures to ensure that errors do not occur and you receive the very best care.

## Contact information

For general enquiries or information:

Telephone Tel: (08) 9366 1111 1800 640 300 (country only)

Fax: (08) 9366 1133

Online [www.sjog.org.au/murdoch/feedback](http://www.sjog.org.au/murdoch/feedback)

# E

## Electrical appliances

On admission all electrical appliances including hairdryers, shavers, radios, mobile phone chargers and laptop computer transformers must be checked by the Hospital engineering department prior to use. Please show them to your caregiver on admission.

## Emergency responses

The Hospital has modern detection systems and procedures to handle any foreseeable emergency, and caregivers on each ward are trained in the emergency procedures.

There are exit signs pointing to each fire escape, and emergency exit plans are displayed at each lift and fire escape.

In the unlikely event of an emergency we ask you to follow a few simple steps:

- Remain calm and stay in your room
- Follow the advice of caregivers at all times. They will direct and accompany you to a safe location
- Do not use lifts in the event of an emergency



## F

### **Florist**

Flowers of St Johns (9366 1090), located alongside Ferns Gift Shop, offer a wide range of bouquets, floral arrangements and gifts. Gift baskets and special occasion bouquets are also available to order.

## G

### **Gift shop**

Ferns Gift Shop can be found next to Ferns Café and provides a range of gifts, toiletries, cards, confectionary, newspapers, magazines, stamps, telephone cards and baby baskets.

## I

### **Infection control**

Visitors are requested to help us maintain our Hospital's strict hygiene standards by cleaning their hands thoroughly with the alcohol based hand gel provided in each room when they arrive and before they leave.

If your visitors are unwell, please encourage them to visit you when they are feeling better. Children should be supervised at all times.

We have an extensive program of infection control policies and procedures to ensure you receive safe care at all times.

### **Internal services**

During your stay you may be referred to one or more of the following internal services:

- Nutrition and dietetic service
- Acute pain services
- Stomal Therapy/Wound Management/Specialist Breast Care Nurse
- Continence Nurse
- Diabetes education
- Infection control
- Social Worker
- Case Management Coordinator
- Occupational safety and health
- Occupational therapy
- Diagnostic cardiology service
- Physiotherapy
- Pastoral Services
- Other allied services:

Please be aware that some allied services may attract a fee and we encourage you to ask the service provider prior to commencing treatment.

### **Internet access**

A coin-operated Internet Kiosk is located on the ground floor in Ferns Café. You may also choose to use your own wireless internet service and device. Please be considerate of other patients if you are in a shared room.



## **Interpreter**

Professional interpreting services are available for non-English speaking or hearing impaired patients when an explanation regarding clinical care or procedure is required. Please ask your caregiver.

Your carer, a family member or support person is also encouraged to accompany you to assist if necessary.

## **L**

### **Library Service**

A regular mobile library service for patients on the wards is provided by our volunteers.

## **M**

### **Mail**

Incoming mail will be distributed directly to you. Outgoing mail with postage stamp may be left at your ward's nursing station. The Hospital's postal address is: St John of God Hospital, Murdoch 100 Murdoch Drive Murdoch WA 6150

## **Meals**

Our chefs prepare delicious and healthy fresh meals each day in accordance with Australian Dietary Guidelines and your clinically specified requirements. Please let admission staff know of any special diet or food allergy requirements you may have.

Please note that your dietary requirements may change for clinical reasons during your stay, and previously chosen meals may need to be altered or substituted accordingly.

See also Room Service

## **Medications**

Please bring any current medications in their original containers and any current prescriptions, and give them to the nurse who admits you.

During your stay your doctor may discontinue or prescribe additional medication in the course of your treatment. These medications will be supplied by the pharmacy and any applicable charges will be directed to your hospital account and you may be asked to settle these costs at the time of your discharge. If you have any type of pension or concession card which may entitle you to free or subsidised medications, please let your caregiver know.

If you do not hold private health insurance, you will be required to pay for all new or repeat prescription medications dispensed during your hospital stay at the time of your discharge.

Your medications will be returned to you when you leave the Hospital. A nurse will make sure you understand exactly how and when you need to take continuing medications.

If you have any queries in relation to pharmacy costs, please contact APHS Pharmacy on 9366 1062.

## **N**

### **Newspapers**

Newspapers and magazines are available for purchase and delivered to the wards each morning by our volunteers. Newspapers and magazines can also be purchased from Ferns Gift Shop on the ground floor.



## O

### **Organ and Tissue Donation**

St John of God Hospital Murdoch works with DonatLife in WA to raise awareness about organ and tissue donation. If you would like more information, please visit [www.donatelife.gov.au](http://www.donatelife.gov.au), email [donatelife@health.wa.gov.au](mailto:donatelife@health.wa.gov.au) or call 9222 0222.

## P

### **Parking**

Visitor parking is available on site and charges apply. Long term parking permits are also available and can be purchased through Patient Accounts. Please see the map on the back of this brochure for location of visitor parking.

### **Pastoral services**

We recognise that during times of illness, pain or stress you may feel vulnerable and the opportunity to talk to someone about your feelings and experiences can provide great comfort and relief.

Pastoral Services caregivers are an integral part of your health care team providing confidential professional pastoral support and ministry.

If you would like to meet with one of our Pastoral Services team during your time at Murdoch, please call extension 1196 or speak with your caregiver.

Our Pastoral Services team can also organise a Minister or Priest from within your own faith group to visit, or arrange for you to receive Holy Communion.

The Hospital has an interdenominational Chapel which is located on the ground floor opposite the lifts. For specific chapel times please contact the Pastoral Services Department on extension 1196.

You are invited to visit this tranquil place for reflection, prayer or a few quiet moments. Our in-house television network broadcasts all Chapel services for your convenience.

### **Pharmacy**

A retail pharmacy operates from the Medical Clinic. For more information call extension 1778 or 9366 1778.

### **Public Transport**

Bus stops and the Murdoch train station are located within easy walking distance of the Hospital. Timetables for local routes are available from Reception, or telephone Transperth on 13 62 13.

## R

### **Radio**

A selection of AM and FM radio stations are available through your television along with the option of pre-programmed music. Radio Lollipop is available on the paediatric ward (St Gabriel's).



## Room service

Room Service is available to patients, visitors and boarders between 3.00pm and 7.00pm daily and a menu is located in your room. To place an order, please dial extension 1094. Payment is required on delivery by cash, credit card or eftpos.

If you are a patient ordering room service, please check with your nursing caregiver regarding any dietary restrictions before ordering.

# S

## Security and Safety

Patient rooms are equipped with a lockable drawer however the Hospital does not accept responsibility for any loss or damage of patients' belongings, including dentures, hearing aids, glasses, walking sticks, prosthetics or clothing.

We recommend that all valuables are left at home, and that all personal property is clearly marked.

## Smoking

We wish to maintain a smoke-free environment in and around the Hospital. This includes patient balconies and the front entrance to the Hospital. For the comfort of others and for the sake of your own health, please do not smoke.

# T

## Taxi

A free 'taxi phone' is available at the Hospital reception area for your convenience.

## Telephones

Each bed has its own telephone equipped with local, STD and ISD facilities, and a telephone attachment for hearing impaired people is available.

Charges will apply for STD, ISD and calls to mobile phones. Press '0' prior to dialling an external number.

Mobile phone use is restricted to public areas only. A payphone is located in the main reception area.

## Television

The television set receives all Perth 'free to-air' stations, some AM and FM radio stations, hospital information, Chapel and a selection of free in-house movies.

## Transport

See Parking, Public Transport or Taxi

# V

## Valuables

See Security and safety



## Visiting Hours

Our patients' health is our primary concern and ensuring you have time to rest and recuperate every day is an important part of your recovery. We ask that visitors be kept to a minimum at any one time, particularly during meal times.

Visiting hours are as follows:

General wards

- 10.00am - 1.00pm, 2.00pm - 8.30pm
- General rest period from 1.00pm - 2.00pm

Maternity Ward

- 3.30pm - 5.30pm, 6.30pm - 8.30pm
- Rest period from 1.00pm - 3.30pm

The main entry doors of the Hospital close at 9.00pm and attendance after this time is discouraged.

People attending the hospital between 9.00pm and 11.00pm are required to announce their arrival on the intercom at the front entrance. After 11.00pm access is through the Emergency Department where the reason for their after hours visit will be verified before entry is allowed.

## Volunteers

The Hospital has volunteer caregivers who provide additional services to patients. Volunteers can be identified by their green 'pinnies' and assist by running Ferns Gift Shop, providing a mobile library, delivery of newspapers and attending to patients' flowers. Our volunteers also raise funds which are used throughout the Hospital to benefit caregivers, patients and visitors





## Leaving hospital

### Going home

If you are approved for discharge by your doctor, we ask that you please vacate your room by 10.00am as this allows caregivers time to clean and prepare the room for the next patient.

There is a lounge area on each floor and you are welcome to wait in comfort to be collected should your transport not be available at the time of your discharge.

You are urged not to drive for at least 24 hours, or as directed by your doctor, following an anaesthetic or procedure using sedation, so please arrange for a family member or support person to collect you. A free taxi phone is also located at the main reception area of the Hospital.

If you are from outside the metropolitan area, please check with your caregivers whether you need to remain within the Perth area for follow up or review appointments prior to returning home.



### Before you leave the ward

The Hospital does not accept responsibility for the loss of items not taken at the time of your discharge so before leaving the ward, it is important you check that you have:

- Your medications
- X-rays
- All personal belongings

Also ensure you have:

- Any post discharge care advice sheets
- A follow up appointment with your doctor if required

### When you get home

Once at home, it is important to report any of the following to your doctor:

- Swelling
- Redness
- Increase in pain
- Excessive bleeding
- Offensive discharge
- Generally feeling unwell, eg fever, shivering or nausea.

Should you have any queries or concerns, please telephone your doctor's rooms or your GP. The Hospital Duty Nurse Manager is also available on telephone 9366 1352. Should you be directed to attend the Emergency Department for further follow up medical care in relation to your hospitalisation, please be aware that an out of pocket review fee will apply for representations within 7 days after your discharge from the Hospital. Representations after 7 days from discharge will incur the full applicable out of pocket emergency fee.



## Your rights and responsibilities

It is our philosophy to respect your individuality and dignity, and to care for you hospitably and compassionately. We also recognise the role of carers and commit to a collaborative, inclusive approach in the planning and delivery of patient care.

### You have the right to:

- An explanation of your treatment and its associated risks before giving consent for the treatment
- Participate in decisions which affect your care
- Be treated with respect, professional competence, consideration and dignity
- Have your beliefs, ethnic, cultural and religious practices respected
- Be told the names and roles of the caregivers involved in caring directly for you
- Have your personal and medical details kept with full confidentiality
- A second medical opinion. You may wish to discuss this with your Consultant
- Refuse a recommended treatment, test or procedure
- Advice on care when you leave the Hospital
- Access your health record, in accordance with Hospital policy
- Be aware of the potential costs involved in your hospitalisation
- Voice a concern if you are not satisfied with any aspect of your care

### You have the responsibility to:

- Provide, to the best of your knowledge, accurate and complete information about your medical history, medications and other matters relating to your health
- Advise your doctor or caregivers about any changes in your condition or of any concerns you may have with any aspect of your care or treatment
- Let caregivers know about any special requirements, particularly any cultural or religious needs
- Respect the role and dignity of Hospital caregivers and their right to a safe and pleasant work environment. Caregivers reserve the right to withdraw care to people who behave aggressively, are violent or abusive
- Comply with medical instructions designed to aid your recovery or discuss with your doctor if you are unhappy or unwilling to do so
- Respect the beliefs, ethnic, cultural and religious practices of all Hospital caregivers
- Be knowledgeable of your private health fund cover and associated restrictions, provide information regarding your ability to pay for services and to ensure that the financial obligations of your care are fulfilled as promptly as possible
- Observe relevant Hospital protocols





## Confidentiality and privacy of information

St John of God Hospital Murdoch is committed to ensuring that your personal information is professionally managed in accordance with the Privacy Act.

For more detailed information about privacy, please ask your caregiver for a copy of the 'Protecting your Privacy' Brochure.



## Providing a safe environment

We take your safety seriously and encourage you to help us. Here's how you can assist:

- Be actively involved in your own health care
- Know who your care providers are. If we don't wear a name badge or introduce ourselves, ask for our names and positions
- Ask if we have washed our hands – we won't be offended!
- Make sure you understand what will happen if you need surgery or a procedure by asking your doctor
- Make sure we confirm your identity when drawing blood, doing a procedure or giving medications
- Ask what new medications are for
- Question us if a medication looks different, the wrong colour or the wrong amount
- Write down any questions you may have as you think of them
- Be sure you can read and understand any information given to you
- Make sure you understand what to do when you go home



St John of God Hospital Murdoch is located on Murdoch Drive, just west of the Kwinana Freeway South Street exit.



# ST JOHN OF GOD HOSPITAL

MURDOCH

A DIVISION OF ST JOHN OF GOD HEALTH CARE INC.

100 Murdoch Drive Murdoch WA 6150  
 Tel: 61 8 9366 1111 Fax: 61 8 9366 1133  
[www.sjog.org.au/murdoch](http://www.sjog.org.au/murdoch)  
 feedback: [sjog.org.au/murdoch/feedback](http://sjog.org.au/murdoch/feedback)

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