

Your stay with us

Information for patients
and families



Hospitality | Compassion | Respect | Justice | Excellence



ST JOHN OF GOD
Murdoch Hospital

Welcome

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

St John of God Murdoch Hospital is one of the leading private health campuses in Western Australia and a major health care hub serving the southern region. Our reputation for excellence in clinical care and first class tertiary level services makes us the hospital of choice for both medical professionals and patients.

During your time with us, we wish to care for you in a manner which is welcoming, sensitive, respectful and fair, and to provide services of the highest possible standard. If there is anything we can do to make your stay with us more comfortable, please do not hesitate to ask our caregivers.

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Your rights and responsibilities

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

The Australian Charter of Healthcare allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps patients, consumers and providers to make sure that, wherever and whenever care is provided, it is safe and of high quality.

You have the right to:

- Health care services that address your healthcare needs
- Receive safe and high quality health services, provided with professional care, skill and competence
- Be shown respect, dignity and consideration and care that shows respect to you and your culture, beliefs, values and personal characteristics
- Be informed about services, treatment, options and costs in a clear and open way, and to receive open, timely and appropriate communication about your health care in a way you can understand
- Be included in and participate in decisions and choices about your care and health service planning
- Privacy and confidentiality of your personal information including maintaining personal privacy and proper handling of your personal health and other information
- Comment on or complain about your care and have concerns dealt with properly and promptly

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 everyone within the hospital
- 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 Murdoch Hospital is committed to ensuring that your personal information is professionally managed in accordance with the Privacy Act.

Switchboard does not release the direct phone number of your room however we do transfer incoming calls from the main hospital number. Please contact Switchboard by dialling *99 for further assistance.

For more information about privacy, please ask your caregiver for a copy of the Protecting Your Privacy brochure.

Providing a safe environment

Here's how you can help us provide a safe environment:

- Be sure you can read and understand any information given to you, and if you can't, please let us know
- Be actively involved in your own health care
- Know who your care providers are, or please ask our for our names and roles
- Ask us if we have washed our hands
- Have a list of questions you can ask your doctor so you understand what is planned for you while in hospital
- Make sure we confirm your identity when drawing blood, performing 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
- Let us know if your condition changes, or if you aren't feeling well
- Write down any questions you may have as you think of them
- Make sure you understand what to do when you go home

Reducing risk of injury

Manual handling requirements in healthcare can place staff at risk of injury.

In order to reduce the amount of manual handling required by our caregivers, we will ask patients to assist as much as possible when performing personal care activities. This also assists with recovery and independence. Luggage can be difficult and heavy to move so please only bring in one small bag weighing less than 5kg and essential medical items. Your family and friends may bring in any additional belongings after you have settled into your allocated room.

By working together we can promote your recovery after illness or surgery and reduce the risk of injury to our caregivers.



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, e.g. Endoscopy Unit, Day Surgery Unit
- Prostheses and surgical extras
- Non-local or mobile telephone charges
- Boarder fees (where appropriately approved)
- Pharmacy costs

On admission you will be provided an account estimate indicating potential out-of-pocket expenses for hospital charges. 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.

Patients with private health insurance

If you have private health insurance, you would have been asked to pay your health fund excess up-front. If you have co-payments and/or discharge pharmacy requirements, you will be asked to settle these costs at the time of your discharge.

Some services may not be covered by your health fund and you are urged to contact your health fund prior to admission and confirm you are covered for the procedure you are having. 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 caregivers of any restrictions or exclusions under your level of health fund cover prior to your admission.

Please be aware that after 35 days of continuous hospitalisation, if you no longer need acute care, by law the Hospital must classify you as a non-acute or nursing home type patient. If this happens, your health fund only pays a small portion of the hospital costs per day and you are required to contribute towards the cost of your care. These costs may be quite substantial. Please contact your health fund or contact the Hospital's Patient Accounts Department for more information.

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

Patients under Workers' Compensation and Motor Vehicle Insurance

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.

Patients without private health insurance and overseas patients

If you do not have private health insurance or are visiting from overseas, you would have been requested to pay an estimate of your account before or on the day of your admission and any balance owing will be charged daily during your stay.

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 be required to pay amounts not covered by your health fund, the likely amount to be paid and the availability of any cheaper or free alternatives.

Your room accommodation

While every effort is made to meet your nominated 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 such as seriously ill patients or patients with infections.

Beds are allocated in accordance with bed availability at the time of your admission and requirements for specialised nursing care. 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.

Check with your health fund provider to confirm your level of cover.

Room Service

Our room service model is hospital wide, available to all inpatient (those staying overnight) including maternity. If you have an overnight stay planned with us, you will be able to order your food from our room service menu.

At your request

Any item on our room service menu is available to order between 6.30am and 8.00pm.

We know that while you are in hospital, meals are an important part of your stay and recovery. We also know that you may feel hungry outside of typical meal times, so our food services are here to meet your needs.

You can order what you like with our room service menu, and your meal and snacks will be freshly prepared and delivered to your room.

Snacks

Please don't forget to order your morning tea, afternoon tea and any snacks in between, including hot or cold beverages.

Special diets

Vegan, GF, allergy aware, kosher, halal and clinically required diets are all taken care of; our menu office will be able to advise you of suitable menu items for your special dietary requirements and will assist you in making appropriate menu choices.

If you have a food allergy, our menu office will be able to advise you of suitable items; please ensure that catering and nursing caregivers are aware of your allergy. If you have a dislike or an intolerance to a particular food item, please advise the menu office when ordering and we can inform you if the ingredient is in the dish.

How to order

Call 99987 using your bedside phone.

Place your meal order with our Room Service Call Centre Caregivers.

To order from mobile or outside phone, call 9428 8897. Please state your ward, bed number and full name.

Please be advised that room service is available to inpatients (ie overnight) and paying boarders only. Room service is not offered with day procedures.

Managing pain

Tell us about your pain

We would like you to be as comfortable as possible. If you are experiencing pain or general discomfort, please tell your caregiver who will assist you and keep your medical team informed.

You may be asked to rate your pain out of a score of 10 as this will let us know how you are feeling and what is working best for you.

If your pain increases at any stage, please tell your caregiver immediately.

Pain treatment options

- tablets that you swallow, these may be immediate release or slow release tablets
- continuous drip containing pain medicine
- patches containing strong painkiller
- local anaesthetics given near your wound that block the feeling of pain
- spinal therapy - local anaesthetic or pain medicine is injected directly into the spinal fluid surrounding the spinal nerves
- Patient Controlled Analgesia (PCA) small doses of pain medicine controlled by you

Using a PCA:

- Press the PCA button when you start to feel uncomfortable pain
- Press firmly on the hand held PCA button and release
- You will hear a 'beep' sound from the machine to acknowledge your request for pain medicine
- The pump will deliver a pre-set amount of pain medicine into a vein
- Once this pre-set dose has been delivered, the machine will NOT deliver a dose of medicine during a 5 - 10 minute lockout period
- Continue to use your PCA until the pain is relieved to your satisfaction

- If you are about to commence an activity e.g. physiotherapy or moving, press the PCA button about 5-10 minutes before doing so
- Your nurse will closely monitor you whilst your PCA is in use
- **Do not let anyone press the button for you**

- Epidural pain medicine administered by your anaesthetist who will insert an epidural catheter into your back, close to your spine into an area called the epidural space. Local anaesthetic or other pain medicine is then delivered through the tubing. Your legs may feel numb and heavy but this feeling will decrease over time. If you do not have full movement and feeling in your legs you must not get out of bed without help so always ask your nurse for assistance before mobilising.
- Occasional injections
- Other options: repositioning, cold therapy, aromatherapy and essential oils may also assist you by promoting relaxation.

What else can I do?

Ask for pain relief before you get too uncomfortable. It is harder to ease pain once established so remember to tell your nurse or doctor about any pain that doesn't lessen or resolve.

Never take more painkillers than prescribed. Seek advice from your doctor if your pain is not being controlled.

What happens when I am discharged?

You may be given pain medicine to take home. Clinical staff are available to give you information about these medications.

The pain medicine may make you feel sleepy or less alert - if so, do not operate machinery, tools, appliances or drive a vehicle.

Take your medications for the prescribed length of time or until the pain no longer restricts your activities.

If you require more medication contact your doctor.

If you are on strong pain medicines reduce the dose slowly as you get better.

Ensure your painkillers are stored safely, away from children.

If you have had a spinal or epidural therapy please contact your doctor if you experience any numbness or muscle weakness, unfamiliar loss of bladder or bowel control; tenderness, swelling, pain or discharge at the spinal / epidural site; new back pain, persistent headache, nausea, vomiting or fever.

Your medicines

The onsite pharmacy at St John of God Murdoch Hospital is EPIC Pharmacy.

What happens to my medicines while I'm in hospital?

Your medicines will be stored safely and securely in hospital.

It is important you don't take any medicines while you're in hospital without checking with the doctor or nurse looking after you, including pain relief or sleeping tablets.

If you're having an operation, the doctor will likely prescribe you some new medicines. Your doctor can discuss changes to medicines with you or your carer and you can speak to your pharmacist.

Will I be out-of-pocket for my medicines?

Private health insurance, DVA or workers' compensation patients might have some out-of-pocket costs at the end of your stay, depending on your level of cover and the hospital's agreement with your health fund. The medicines you take home with you (discharge pharmacy) will be billed to you separately from our pharmacy.

Uninsured patients will need to pay for all out-of-pocket costs before leaving hospital.

How much will my medicines cost?

The Pharmaceutical Benefits Scheme (PBS) gives you a government subsidy for many medicines. If you have a valid Medicare card, you'll receive the subsidy for PBS eligible medication during your stay. Medicines not covered by the PBS will be charged at the full cost. If you don't have a Medicare card, then your medicines will also be charged at the full cost.

What happens to my medications when I go home?

The medicines you brought to hospital will be returned to you, along with any additional or new medicines prescribed. If any of your medicines have been stopped, you can take them home or they will be disposed of for you.

A pharmacist may visit you before you go home to make sure you understand how to take your medicines when you arrive home.

Please let a caregiver know if you'd like to talk to a pharmacist while you are in hospital. You can also contact your local pharmacy or phone EPIC Pharmacy when you get home.

If you have specific medicines at home and don't need additional doses supplied, please make sure you ask your caregiver to return them to the pharmacy before you leave.

If you had been told to stop taking medications prior to surgery, ensure you know whether to resume taking these at home.

How should I update?

Update your doctor and local pharmacist if there have been any changes to your medicines while you've been in hospital.

Pressure injuries

What is a pressure injury?

A pressure injury, also called a 'bed sore' or 'ulcer', is a painful wound that affects the skin and the flesh under it.

Skin may look blistered, change colour, feel hard or puffy, feel warm, break or split.

Your skin needs blood flow to be healthy. If you sit or lie in a chair a lot, over time the weight on the bony parts of your body stops blood from flowing.

What can I do to avoid a pressure injury?

Move, move, move!

- Keep active – change how you sit or lie often.
- Avoid sitting up in bed for long periods
- Ease sore spots with an air mattress, cushions, pillows or booties.

Check your skin

- Is your skin red, blistered or broken?
- Do you have any pain near a bony area?
- Is your bedding or clothing damp?

Talk with your caregiver about using mild soaps and water-based creams.

Do not rub or itch your skin and avoid using anything that dries or irritates your skin, such as powders or talc.

Eat well

Eat a healthy and nutritious diet.

Preventing falls

You will be screened for your risk of falling. If you score at a certain level, strategies will be put into place to ensure this risk is minimised.

You are at risk of falling if you:

- have problems with walking and balance
- need help when going to the toilet
- have low blood pressure
- are taking lots of medication
- are confused or disorientated
- have eyesight problems

You can help us keep you safe by:

- using the nurse bell if you require assistance
- keeping the bed rails down
- wearing sturdy, non-slip slippers
- taking your time when getting up after sitting or lying down
- using glasses, walking aids and any equipment you would normally use
- calling for staff to help when moving and also if you are feeling unwell, dizzy, unsteady or if there are hazards in your way.

If you do have a fall

Always call for help from your caregivers. Do not try to get up by yourself and do not rely on your friends, family or carer to help you.

Before you leave hospital

Talk to your doctor, caregivers or physiotherapy staff about ways to reduce your risk of falling.

When you get home:

- build up to a level suited to your needs
- speak to your physiotherapist about exercises that can build balance, strength and flexibility

- speak to a physiotherapist if you need advice on carrying out daily activities and to check your home for hazards
- use walking aids that have been prescribed to you
- ensure you know what your medicines are for and what their effects are before you leave hospital

Leaving hospital

Going home

If you are approved for discharge by your doctor, the expected time for discharge is 10am. This allows caregivers time to clean and prepare the room for the next patient.

You are urged not to drive for at least 24 hours, or as directed by your doctor, following an anaesthetic or procedure using sedation. Please arrange for a family member or support person to collect you.

Patients can be picked up from 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. 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
- All personal belongings
- Your nursing discharge plan or other medical information
- 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, e.g. fever, shivering or nausea

If you have any medical or clinical concerns, please contact your specialist or GP. If unable to contact your specialist or GP, contact the ward you were discharged from on 9366 1111.

If you are 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 re-presentations within seven days after your discharge from the Hospital. Re-presentations after seven days from discharge will incur the full applicable out-of-pocket emergency fee.

We value your feedback

St John of God Murdoch Hospital 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.

You have the right to raise a concern about the care or service you receive. Any problems you encounter can usually be resolved easily during your stay in our hospital. If 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.

NPS – Measuring the patient experience

NPS (Net Promoter Score) is a customer feedback system used by thousands of organisations around the world to measure the willingness of customers to recommend their products or services to others.

St John of God Health Care has adopted NPS for all of its hospitals as a key measure of whether we are providing excellent services that meets the needs of our patients, obtaining feedback and sharing the results with our caregivers.

You may receive a text message survey asking whether you would recommend Murdoch Hospital to family or friends (on a scale of 1 to 10), and whether you have any feedback.

We value your response which will be used to congratulate our caregivers, improve services and measure our patient experience. You may also receive a follow-up phone call based on your response to this survey.

Patient information and services

A

Address

100 Murdoch Drive, Murdoch WA 6150.

Our main entrance is located off Barry Marshall Parade.

Alcohol

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

Allergy

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

An Automated Teller Machine (ATM) is available in the Murdoch Medical Clinic, right outside Fontenay's Café.

B

Boarders

Family members may board under very specific circumstances that aid in the care of the patient 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 extension 1162.

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

C

Cafés

Ferns Café is located on the ground floor of the Hospital, and Fontenay's Café is in the Medical Clinic.

The Coffee Club and the General Sherman are located at the Wexford Centre.

Caregivers

Every person employed by the hospital is called a 'caregiver', and can be recognised by their Hospital identity card and name badge. Theatre caregivers name and role can be identified on their scrub cap. In addition, you may receive care from doctors and allied health professionals not directly employed by the hospital.

Caregiver of the month

Recognising and valuing the contribution of caregivers is an important part of the hospital's culture and service ethos.

To nominate a caregiver in recognition of their service and care, please ask your caregiver or visit www.sjog.org.au/murdoch/feedback.

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 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.

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 89680.

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 will 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.

Consumer consultation

St John of God Murdoch Hospital is committed to constantly reviewing and improving our services. Our consumer consultative group (the Murdoch Community Consultative Committee - MCCC) made up of hospital caregivers and interested members of the community meet regularly to discuss issues affecting patients and identify opportunities for improvement. This group ensures that our community can be involved in the care provided at Murdoch in a meaningful and collaborative way, and contribute to hospital planning and decision making. For more information, please speak to your ward manager.

Contact information

For general enquiries or information:

Telephone (08) 9366 1111

1800 640 300 (country only)

Online www.sjog.org.au/murdoch/feedback

D

Donations

St John of God Health Care and St John of God Foundation are both not-for-profit organisations.

St John of God Foundation has been raising funds to support critical lifesaving care since 1994. The Foundation has raised millions of dollars for ground breaking medical research, state-of-the-art equipment, revolutionary hospital facilities, and programs that directly support our community.

Donations are used to support the development of innovative, person-centred treatment and medical research, particularly where funds are not received from traditional sources. In supporting us you help us to maintain our extraordinary commitment in providing quality health care to our community.

Donate Life

See Organ and Tissue Donation.

E

Electrical appliances

On admission all electrical appliances including hairdryers, shavers, radios, phone chargers and laptop power adapters must be checked by an SJOG caregiver in the ward prior to use to confirm there are no obvious physical damages. We discourage patients from using heaters and fans.

Please show all appliances 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

Emotional support

During your time in hospital you or your family might experience feelings of anxiety, vulnerability, confusion or grief. Our Pastoral Services Team provides confidential and free emotional and spiritual support 24 hours/day. If you would like to meet with one of our team members, please speak with your caregiver who will facilitate this for you.

F

Florist and gifts

Floral Posies is located on the ground floor alongside Ferns Café and offers a wide range of bouquets and floral arrangements. Gift baskets and special occasion bouquets are also available to order. Phone 9332 9842.

Food

See Room Service on page 8.

Foundation

See Donations

H

Holy Communion

See Pastoral Services

Healthcare at Home

Health Choices, the community nursing service of St John of God Health Care, and is available for ongoing health care on discharge, including the administering of intravenous antibiotics and wound care, maternity services through to some personal care.

Our aim is to provide the highest standard of care in the comfort of your own home, working with you to develop a personalised plan of care that will encompass your needs in consultation with your medical practitioner.

Programs are defined by the health funds and your level of cover will determine what you are entitled to. Your ward case manager will discuss this with you if you require our service. The service runs 365 days a year and we service the metro area, the hills and Mandurah.

Phone 1300 475 442 for further information.

I

Infection control

Visitors are requested to help us maintain our Hospital's strict infection prevention and control standards by cleansing 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 only 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
- Prostate Cancer Specialist 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

See Wifi

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.

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 Murdoch Hospital, 100 Murdoch Drive Murdoch WA 6150

Medications

Please give any current medications in their original containers and any current prescriptions, 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 may 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 EPIC Pharmacy on extension 1062.

N

Newspapers

Newspapers and magazines can be purchased from Ferns Café and Fontenay's Café on the ground floor.

NPS

Your experience at our Hospital matters.

See NPS on page 12.

O

Organ and tissue donation

DonateLife in WA works with St John of God Murdoch Hospital to raise awareness about organ and tissue donation, encourage discussion about donation, offer compassionate support to donor families and manage effective services in organ and tissue donation.

If you would like more information please visit www.donatelife.gov.au, email donatelife@health.wa.gov.au or call 9222 0222.

P

Palliative care

Our palliative care services support the physical, psychological, social and spiritual aspects of living with a life-limiting or terminal illness, including providing information, goal setting, and coordinating care. Please speak with our caregivers to arrange palliative services.

Parking

Visitor parking is available on site and charges apply. Please see the map at the back of this brochure for locations of visitor parking.

Visit www.sjog.org.au/murdoch/parking for up to date parking information.

Visiting hours are 3.00pm to 8.00pm.

You can contact the Duty Security Officer regarding parking on 0414 438 780.

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. This is a free service and accessible 24 hours/day.

If you would like to meet with one of our Pastoral Services Team during your time at Murdoch, please 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. You are invited to visit this tranquil place for reflection, prayer or a few quiet moments. See 'Chapel' for further information.

Pathology

During your stay in hospital your doctor may order pathology tests to assist in your diagnosis, treatment and recovery.

An invoice for pathology services will be sent to you by Australian Clinical Labs, not by the hospital. The total fee for pathology testing during your hospital stay will vary depending on the frequency, volume and complexity of the pathology tests requested by your doctor. It is therefore very difficult to estimate in advance your out-of-pocket expenses. However, your total pathology out-of-pocket expenses will be capped at a maximum of \$250 per hospital stay (discounts apply for some concession card holders and DVA patients incur no out-of-pocket pathology expenses during their hospital stay).

As Australian Clinical Labs operates independently of St John of God Murdoch Hospital, please direct any telephone enquiries to 1300 369 762 or visit clinicallabs.com.au.

Pharmacy

A retail pharmacy operates from the Wexford Medical Centre.

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 via transperth.wa.gov.au.

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 Michael's).

Room Service

See page 7.

S

Sacrament of Anointing

See Pastoral Care

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.

You can contact the Duty Security Officer anytime on 0414 438 780.

Smoke-free

The St John of God Murdoch Hospital campus is smoke-free. Our buildings and grounds are completely smoke-free to create a healthier, cleaner and safer environment for patients, visitors and caregivers. Smoking is not permitted in any building, outdoor area or vehicle within the boundary of our campus.

Surveys

You may receive a text message survey asking you whether you would recommend Murdoch to family or friends (on a scale of 1 to 10) and whether you have any feedback.

See page 12 for more.

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 and STD facilities. A telephone attachment for hearing impaired people is available. International calls (ISD) can be requested through Reception.

Charges 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.

Television

The television set receives a selection of 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

General wards: 3.00pm to 8.00pm daily.

St Mary Ward (maternity):
3.00pm to 5.30pm and 6.30pm to 8.00pm.

Patient rest period is between
1.30pm and 3.00pm.

People attending the hospital between 8.00pm 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

For more than 25 years, well before the hospital opened, volunteer caregivers have made an incredible contribution to the care and wellbeing of our patients and the culture of hospitality and compassion at Murdoch.

Volunteer caregivers, distinctive in the red uniforms, undertake a range of support roles in the hospital including concierge, companionship, hospitality, therapy, music and more.

For more information about volunteering at Murdoch visit www.sjog.org.au/murdochvolunteers

W

Wifi

Patients have free wireless internet access in the Hospital grounds:

1. Ensure your device is switched on and has wireless signal / switch activated
2. Connect to the 'Guest' wireless network
3. Enter your details and accept the Terms and Conditions by ticking the check box
4. Click the 'Hotspot Login' button to connect

You will be prompted to re-login for five days. Download limit of 350MB per day applies. Please be considerate of other patients if you are in a shared room.

100 Murdoch Drive,
Murdoch, WA 6150

T. (08) 9366 1111

sjog.org.au/murdoch

[f facebook.com/stjohnofgodmurdoch](https://www.facebook.com/stjohnofgodmurdoch)

[@sjogmurdoch](https://www.instagram.com/sjogmurdoch)

St John of God Murdoch Hospital is located on Murdoch Drive, just west of the Kwinana Freeway South Street exit. The main Hospital entrance is located off Barry Marshall Parade.



About St John of God Health Care

St John of God Murdoch Hospital is a division of St John of God Health Care, a leading Catholic not-for-profit provider of high-quality health care and community services in Australia and New Zealand.

As a not-for-profit health care provider, we return all surpluses to the communities we serve by updating and expanding our facilities and technology, developing new services, investing in people, and providing our social outreach services to those experiencing disadvantage.

Our Mission

To continue the healing mission of Jesus.

Our Vision

We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those most in need.

100 Murdoch Drive, Murdoch WA 6150
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sjog.org.au/murdoch



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ST JOHN OF GOD
Murdoch Hospital