

Admission Guide

Information for
Paediatric Patients
and their Families



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Welcome

Thank you for choosing St John of God Subiaco Hospital, it is our privilege to welcome you and your child as our patient and guest.

We are committed to providing the best possible care for your child and hope the information presented in this booklet will help answer any queries you have may have and make your stay as comfortable as possible.

Further information on our facilities and services will be available in our *Patient Services Directory* in your hospital room or is available on our website.

Please scan the below QR code or visit www.sjog.org.au/subiaco



Mission & Values

We aim to continue the healing mission of Jesus Christ through the provision of health care services that promote life to the full by enhancing the physical, intellectual, social and spiritual dimension of being human.

Our Vision is to live and proclaim the healing touch of God's love where we invite people to discover the richness and fullness of their lives, give them a reason to hope and a greater sense of their own dignity.

St John of God Health Care has a culture where:

- Each person is respected
- There is a deep commitment to our Values
- There is a searching to recognise and respond to the needs of individuals and the community

In this endeavour, we are guided and influenced by our core Values of Hospitality, Compassion, Respect, Justice and Excellence.



Code of Conduct

Our Code of Conduct supports our Mission, Vision and Values of St John of God Health Care. It defines the standards of behaviour expected from all who are employed or are associated with our organisation. This includes all caregivers (employees), agency staff, volunteers, contractors, vendors and anyone else who conducts business for or on behalf of St John of God Health Care.



Scan this QR Code or visit www.bit.ly/SJGHC_CC to view a copy of our Code of Conduct

Privacy policy

St John of God Subiaco Hospital is committed to upholding the dignity of each person. Guided by the value of respect, we manage all personal information in accordance with privacy legislation.

For more detailed information about our privacy policy, please ask your nurse for a copy of our *Protecting your privacy* brochure, scan the below QR code or visit our website: www.sjog.org.au/privacy



Planning for your admission

We would like your stay in hospital to be as pleasant and stress free as a hospital visit can be. We understand that your visit may be a new experience for you and your child, so please do not hesitate to discuss any concerns with one of our caregivers.

Many children are unprepared for their hospital admission and as a result, they can feel fearful; this is why ensuring that children receive the right level of age appropriate information is important. As parents, you can help to prepare your child prior to admission by explaining the procedure in clear, simple, nonthreatening words.

If you feel your child would benefit from visiting the ward, please register your interest by emailing: info.subiaco@sjog.org.au

Paediatric patients are usually cared for on our paediatric ward; however, if your child is transferred to another ward, they will be cared for by one of our experienced caregivers.



The following is a list of what you should bring with you on the day of your child's admission:

- All forms, letters and requests from your child's surgeon and anaesthetist
- The results of any infection control testing you or your child have been asked by your doctor or the hospital to complete (e.g. COVID-19 rapid antigen test)
- Medicare card and private health care fund details
- Concession card or PBS safety net card
- All x-rays and scans relating to this admission
- Funds to pay for any health fund excess or known out-of-pocket expenses
- Any prescribed & non-prescribed medications and herbal preparations your child is currently taking in their original packaging
- Information regarding any allergies to foods, medications or other, e.g. medical tapes, latex.
- Information regarding any special dietary requirements
- Medical equipment or disability aids, e.g. asthma spacers
- Enclosed shoes for yourself as you will be required to wear

these to theatre

- Full supply of nappies required for the length of stay (where applicable)
- Baby bottles, teats and formula (where applicable)
- A favourite doll, blanket, teddy or other comfort item
- A favourite activity or a new one especially for hospital
- Lightweight / loose pyjamas, socks, slippers, comfortable clothes & toiletries if staying overnight.

Please keep in mind that storage space in the room is limited.

Respecting your wishes

We consistently strive to provide excellent care, which requires close collaboration between patients, families and all those involved in their care.

In order to respect your wishes and the hospital Ethos, we only offer treatments which are in accordance with your personal treatment

decisions, the Catholic Health Australia Code of Ethical Standards for Catholic Health and Aged Care Services in Australia and relevant legislation.



We care for your child's and your safety

Our aim is to ensure that your child feels safe and that you have confidence in the quality of the care we provide. Children have a better experience when they and their families are well-informed and participate as active members of the care team. This collaborative approach, known as 'patient and family-centred care', recognises that patients and their families are essential partners in the provision of high quality and safe care.

Therefore, we encourage you and your child, when appropriate, to participate in decisions affecting the health and wellbeing of your child and to escalate any concerns you may have.

The following lists ways you can be actively involved in your child's health care:

- Know who your child's caregivers are. If they do not wear a name badge or introduce themselves, ask for their name and position
- Ask if your child's caregiver has washed their hands – they won't be offended!
- Make sure you and your child understand what will happen if your child needs surgery or a procedure
- Make sure your child's caregiver confirms their identity when drawing blood, performing procedures or giving medications
- Ask why your child is being prescribed a new medication
- Question your child's caregiver if a medication looks different, the wrong colour or the wrong amount
- Write down any questions you or your child may have as they arise
- If you or your child do not understand what you are being told, ask for further clarification
- Be sure you read all information given to you
- Make sure you understand what to do when you go home

We want your child to be comfortable during their stay

You or your child can ask questions, provide feedback or raise concerns in the following ways:



If you are worried or upset, please let us know!



Let the caregiver, who might be a doctor or nurse, looking after you know



Tell a person you know who can talk to a caregiver for you



Call or text us at any time:
your safety representative's number is 0447 324 683



Write an email to SU.HereToHelp@sjog.org.au



Scan the QR code to provide your feedback online.

Once your concern has been received, one of our friendly caregivers will let you know what happens next.



ST JOHN OF GOD
Health Care

Infection prevention and control

As part of our commitment to provide the safest possible care, our goal is to limit and prevent the spread of infection. We have an extensive program of infection prevention and control policies and procedures, covering all aspects of the hospital, from sterilisation of instruments through to catering, cleaning and environmental standards.

Hand hygiene before and after contact with patients is one of the most important measures our caregivers take to reduce the risk of transmitting micro-organisms from one person to another. We participate in the National Hand Hygiene Australia initiative and regularly audit and monitor compliance by our caregivers. Antimicrobial hand gel is located in all patient rooms. Your child's caregiver should always perform hand hygiene in front of you. If you do not see them do this and are worried, please feel free to remind them.

Sometimes it may be necessary to care for patients in a single room to minimise the spread of an infection. Caregivers caring for patients with possible infections may be required to wear gowns, aprons, gloves, masks and eye protection during patient

care. Our infection prevention and control team will visit you and explain why extra precautions are required.

To minimise your child's risk of infection, we recommend you take these simple precautions:

- Always wash your hands when leaving your room
- Wash your hands after each visit to the toilet
- Do not share your toiletries with others. Complimentary toiletries are provided if you do not have your own
- Please tell a caregiver if you have any concerns regarding the hygiene of your room or bathroom



Before your child's admission

Financial implications

Our admissions team will contact you prior to admission to discuss any financial implications and confirm these in writing, where possible.

Any excess or identified co-payment required under your health insurance cover **must be paid at the time of admission.**

Pre-admission

Your child's specialist will direct you to submit admission forms and complete the process online through 'My Admission'.

If your child is staying overnight, a pre-admission phone call will be booked with a nurse who will interview you to obtain and confirm information in preparation for your child's admission. The purpose of this call is also to provide you with information about your stay and to enable you the opportunity to ask

any questions that you may have. If your child is taking any medications, including over the counter drugs, complementary medications and vitamins, please have details ready at the time of your telephone interview.

For day case patients, your doctor's rooms will provide you with the information required for your child's admission booking. Our hospital will usually have acquired all the information we need in order to process your admission. You will only be contacted if clarification is needed.

Prior to the day of surgery, you may receive a phone call from your Anaesthetist regarding the anaesthetic process, your child's fasting times from solids and clear fluids, and an admission time.

On the day of your child's admission

Your child should have a bath or shower the evening before or the morning of the surgery. Please remove any nail polish and jewellery.

Please follow any instructions you may have been provided separately by your doctor or the hospital in regards to conducting infection control testing prior to arriving on the day (e.g. COVID-19 rapid antigen testing).

When you enter the hospital via the Salvado Road main entrance, please take the lifts past the Reception desk to level 4 and enter Paediatric Admissions opposite the lifts. You will need to see one of our Ward Clerks for administrative admission prior to going through to the Paediatric Ward.

If your child is staying overnight, they will be allocated a single room, and **one** parent / legal guardian may board with them.

If your child is below two years of age and is staying overnight, they will be nursed in a cot. For your child's safety, the cot sides must remain up at all times unless treatment or care is being administered.

Pre-operative

A nurse will collect you from Paediatric Admissions and carry out the nursing admission on the ward, which includes attaching identification bands to your child's wrist and ankle. Your child will be cared for by several different caregivers throughout their hospital stay, and for this reason, you will be asked on a number of occasions to confirm that the information contained on your child's identification band is correct. You will also be asked multiple times to confirm that any operation/procedure to be performed is documented correctly on the consent form you have signed. This is a safety mechanism to ensure that the right child receives the right care.

Your child's specialist determines the order of the theatre list. We can estimate when your child will be going into theatre for their procedure; however, your wait time will depend on how long previous cases take.

We will keep you informed of undue delays and you are welcome

to ask caregivers at any time for information.

Please ask your nurse about our playroom which contains various toys and activities. For safety reasons, we ask that you directly supervise your child and do not allow him/her to wander around the ward.

The hospital provides tea and coffee facilities for parents, situated in the tea and coffee room opposite the lifts. A lid must be used on all disposable cups and no children are allowed in this area. This is not accessible overnight, but our caregivers are always happy to provide you with refreshments at any time.

Your child will be given a hospital gown to change into; leave on their underpants or nappy. When it is time to go into theatre, **one** parent/legal guardian may go to the holding bay to wait with your child until they are anaesthetised. The nominated parent/legal guardian will need to wear enclosed shoes and be provided with a hospital gown to wear over their clothes.

escorted to be with your child in the recovery area until they are ready to be transferred back to the ward.

The length of time your child will remain in hospital after their procedure varies depending on what anaesthetic they have, the procedure performed and how they wake up and recover. Your child will need to stay on the ward on the day of surgery but may make use of the playroom if your nurse determines it is safe to do so. You will find the names of your child's nurse(s) on the whiteboard in your room.



Post-operative

The ward is contacted once your child is awake in recovery and **one** parent / legal guardian will be

Discharge

To make sure the discharge process is as easy as possible, please consider the following:

- **Are your child's x-rays and medications prepared?** Please take with you any x-ray and radiology results (including films and CDs) relating to your child's procedure. These will be returned to you on discharge. Your child's anaesthetist may prescribe pain medications for you to take home after your procedure. Please ensure these are administered as prescribed as it will minimise any pain your child may have and aid in their recovery.
- **Has your child's specialist planned discharge with you?** Your specialist will discuss with you any specific care and medicines that may be required post-procedure. Feel free to ask any questions or seek further information if you have any concerns. It may help to have a pen and paper handy to write down any questions you may have for your child's specialist or nurse as you think of them.
- **Going home:** Our discharge time is **10:00am**. For day procedures, we will provide you with an expected time of discharge which

is usually four to six hours from the time of admission.

- **Have you organised transport home?** We recommend that you make arrangements ahead of time for someone to transport you home to avoid discharge delays.
- **Do you need equipment such as a wheelchair or crutches?** Your child's specialist will assess whether any mobility equipment is required, which you will need to purchase or hire
- **Have you packed all personal belongings, including phone chargers?**
- **Once you are home, if you have any concerns about your child's condition, please contact your child's specialist for advice.**

Important information for overnight patients and boarders

We encourage you to familiarise yourself with the hospital by taking a few minutes to read the Patient Services Directory that is located in your room. It contains important information about your stay.

Boarders

For patients staying overnight, **one** parent/legal guardian may board overnight. As a boarder, you will need to wear an identification band with your child's details and this must be worn until discharge. The boarder receives accommodation, meals, bed linen, shower/ensuite facilities and a fold out bed.

We ask that your bed is only unfolded in the evenings and packed away each morning before breakfast. In line with safe sleeping recommendations and hospital policy, we ask that you and your child do not share the same sleeping surface. If your child is under two years of age and staying overnight, they will be nursed in a cot.

Personal items

Complimentary shampoo, conditioner and soap are provided in your room on arrival. Other toiletries, such as a toothbrush and

toothpaste, can be purchased from the pharmacy located in the Subiaco Medical Clinic or from nearby shops.

Parking

There are patient drop off areas at our main entrance off Salvado Road and the Subiaco Medical Clinic entrance off McCourt Street.

Visitors can park in the multi-storey car park or Subiaco Medical Clinic car park. All pay stations accept coins and notes, and the multi-storey car park also accepts credit cards.

Internet access

Free WiFi is available for patients. To access the hospital WiFi:

Step 1 Connect to the 'Guest' wireless network

Step 2 Enter in your details and accept the Terms and Conditions

Step 3 Click the 'Login' button

You can now access the internet

and will not be prompted to re-login for five days. A daily download limit applies.

Please note: St John of God Health Care reserves the right to monitor both internet and content of web pages accessed through the SJGHC system at any time and without notice. SJGHC is not able to provide support for patients' own devices.

Interpreters

If required, the hospital is able to organise an interpreter.

Mobile phones

Please consider others when using your mobile phone. Restrictions for use apply in the Neonatal Unit, Delivery Suites, Theatre, and Intensive Care and Coronary Care Units.

Pastoral services

The pastoral services team is an integral part of our holistic care, offering emotional and spiritual support to patients and their families, irrespective of their religion, background or culture.

Our confidential service is provided by qualified pastoral practitioners and Chaplains. Please ask your nurse if you wish to speak to someone from the pastoral services team.

Chapels

The hospital has two chapels designed to provide reflective spaces for patients, their families and our caregivers.

The main chapel, located adjacent to the main entrance, is open daily from 7.00am to 9.00pm and the nearby small chapel is open 24 hours a day.

The chapel may be viewed on your television at any time and our religious services are also broadcast on Channel 1 of your TV.

A small multi-faith room is available in the pastoral services department for people of all faiths to use.

Catholic Mass

- Sunday at 10.30am
- Tuesday and Friday at 11.30am

Holy Communion is available to patients daily at their bedside and other sacraments may be requested as needed.

Please speak with your nurse if you are interested in receiving these sacraments.

Pharmacy

A pharmacy service is provided daily.

A clinical pharmacist visits the ward each weekday and can answer any questions you may have about your medications.

A range of assistive equipment is available for purchase or hire from the retail pharmacy located in the Subiaco Medical Clinic.

Opening hours are:

- Monday to Friday, 8.30am to 5.30pm
- Saturday, 8.30am to 1.00pm

Security and safety

Please leave any valuables at home.

We recommend you clearly label personal belongings. The hospital does not accept responsibility for loss of, or damage to, patients' and visitors' belongings.

Smoking

St John of God Subiaco Hospital is a smoke free site.

Students

The hospital has links with universities and other educational service providers. All our students work under the supervision of a qualified medical practitioner, registered nurse or health care professional. If you have any concerns about students assisting in your care, please discuss these with your nurse.

Telephones

Each patient room is equipped with

a telephone. Local calls are provided free of charge; however, international and interstate call charges will be included in your final account.

Public telephones are located on Level 2 of the hospital at the following locations:

- Opposite pastoral services
- In front of main admissions
- In the front foyer of the Subiaco Medical Clinic

Transport

- Bus stops are located directly outside the hospital on Cambridge Street
- Subiaco Train Station is a five to 10 minute walk from the hospital and is on the Fremantle Line. Services run frequently throughout the day
- The Leederville Train Station is a short bus ride from the hospital and is on the Joondalup Line. Services run frequently throughout the day
- Free taxi phones are located at the main reception area of the hospital and at the McCourt Street entrance.

Visiting hours

Our patients' health is our primary concern and having adequate time to rest and recuperate every day.

Visitors

We welcome visitors to St John of God Subiaco Hospital however the extent to which visitors are able to access the hospital is subject to State safety restrictions.

You can view the most current visitor information and restrictions our website.



sjog.org.au/patients-and-visitors

Alternatively you can ask one of our staff about current visitor restrictions at any time.



Account information

About your account

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

- Accommodation fee (includes nursing care, some pharmacy, general housekeeping, meals and dietary requirements)
- Operating theatre fees
- Procedure room fees, e.g.; Endoscopy Unit, Short Stay Unit or Theatre
- Prostheses and surgical extras
- Non-local telephone calls
- Visitors' meals

If your child is not covered by private health or third party insurance, an estimate of hospital expenses will be provided prior to your admission. Please bear in mind that this is an **estimate** only and that your child's doctor may perform different or additional procedures during your stay, which may affect the final cost.

Separate to your hospital account, you may receive invoices for one or more of the following services:

- Surgeon
- Assistant surgeon

- Anaesthetist
- Specialist physician
- Physiotherapy, occupational therapy or speech pathology
- Boarding; there is no charge for boarders of patients 14 years and under
- Pharmacy
- Other supplies, including surgical stockings
- Hire of physical aids
- Clinical care provided in the home
- Radiology (x-ray) or pathology

Patients admitted with private health insurance

If you have private health insurance, we will submit a claim form to your insurer on your behalf.

It is important to be aware that some services and costs, such as medications, may not be covered by your health insurance, especially if your child's treatment is likely to involve allied health care, such as physiotherapy and pharmacy.

We highly recommend that you talk to your private health fund prior to admission so that you are fully aware of your entitlements and any out of pocket expenses for hospital and medical care.

If you are claiming from your private health fund and there is a remaining balance payable by you, an itemised account will be sent to your home address usually within 30 days of your child's discharge. This allows time for your health fund's contribution towards your account to be claimed and received by the hospital.

Patients without private health insurance and overseas patients

If your child is uninsured or an overseas patient, you will need to pay an estimate of the total account in advance or on admission, and any balance owing on discharge.

Holders of health benefit cards may be entitled to receive a discount on pharmacy items. Please present your card on arrival.

You can pay your account at patient accounts on Level 2. We accept payment by cash, cheque, credit card (except Diners and American Express), EFTPOS and BPAY.

Any questions about your account

Our patient accounts department is happy to assist with any queries you have about charges, benefits or payments. Please feel free to contact them during or after your stay. The office is open Monday to Friday from 8.00am to 4.30pm. From your room, dial 26214 or 26202. From outside the hospital, dial 9382 6214.

Children's and young people's rights in healthcare services

We recognise the role of parents, guardians and carers and will collaborate with and include children when planning and providing patient care.

As a patient under our care, your child has rights that are consistent with the Australian Charter of Healthcare Rights.



Scan this QR Code or visit www.bit.ly/ACoHR to view these rights.

About St John of God Health Care

St John of God Subiaco Hospital is a division of St John of God Health Care, a leading Catholic not-for-profit health care group, serving communities with hospitals, home nursing and social outreach services throughout Australia, New Zealand, and the wider Asia-Pacific region.

We strive to serve the common good by providing holistic, ethical and person-centred care and support. We aim to go beyond quality care to provide an experience for people that honours their dignity, is compassionate and affirming, and leaves them with a reason to hope.

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 facebook.com/stjohnofgodsubiacohospital

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

www.sjog.org.au/subiaco



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