What to expect
Information about giving birth at Subiaco

sjog.org.au/subiacomaternity

Hospitality | Compassion | Respect | Justice | Excellence
Your checklist

Before admission

☐ Check with your health fund prior to your admission to confirm your level of cover, any payable excess, exclusions / restrictions or rebates and if your baby is covered if admitted to the neonatal unit**

☐ Complete your Patient History online through My Admissions portal

☐ Complete booking for Parent Education classes online through My Admissions portal

☐ Join a free tour of our maternity services. Tours run every Saturday 1pm (bookings essential)

☐ Review Informed Financial Consent* through My Admissions portal

☐ Discuss your anaesthetic requirements with your doctor to ensure appropriate arrangements are made prior to your stay

☐ Pack your bag

☐ Install your baby’s car seat.

In hospital


☐ Ensure you have a postnatal ward orientation

☐ Attend in hospital education classes, bathing demonstrations etc.

☐ For safety remember to transport your baby in his / her cot around the ward

☐ Ensure you complete your discharge checklist in preparation for discharge.

* Please be aware that this is an estimate only and additional costs may apply which the hospital is not able to determine until the time of 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.
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Preparing for birth

St John of God Subiaco Hospital respects your right to be involved in decisions regarding your care. It is natural and normal for parents to have expectations regarding their birth and it is very important that you discuss your hopes with your Obstetrician. Midwifery caregivers provide personal, individualised care and support to you and your partner, to guide you through the birthing process.

Birth Suite Birth Plan

Some parents may decide to formalise their expectations about the birth of their baby by writing a birthing plan. Birth plans are not essential, however, should you chose to write one please present and discuss this with your Obstetrician prior to going into labour or having your baby. Birth plans may include requests relevant to birth or afterwards for aspects of care for yourself and/or your baby. Wherever possible, we will try to ensure we support your requests whilst maintaining the safety of you and your baby.

There is a minimum suite of medical assistance that may be required during your labour. This suite of medical assistance has been prepared by our Obstetricians to ensure your baby is born in the safest environment possible.

Examples where assistance may be needed to ensure a safe outcome include:

- Indications for amniotomy (artificial “breaking of your waters” by rupture of your amniotic membranes)
- Frequency of vaginal examinations, foetal heart rate monitoring and augmentation of labour to assist contractions
- Emergency birth by caesarean section
- Management of the third stage of labour (separation and delivery of your placenta)
- Administration of Vitamin K.

What to bring to hospital

It is recommended that you pack the following items in a small overnight bag, as storage is limited:

Birthing Suite
(small separate bag).

Mum

- Basic personal care items
- Favourite music and earphones
- Slippers or similar and nightwear for after birth
- Antenatal card from doctor’s appointments
- One grow suit and hat / beanie for baby
- Mobile phone or camera (and charger)

Postnatal / ward room
(small overnight bag).

Please leave this in the car and ask your partner to collect once your postnatal room is allocated. Please do not bring bags to prior to elective caesarean section.

Mum

- Nighties / pyjamas and casual clothes if preferred
- Breast pads – regular size
- 1 pack super sanitary pads plus 2 packs regular pads
- Clock or watch
- Emery board for sharp nails (including baby’s)
- Phone charger, pen etc. Small amount of change. Avoid large amounts of cash or valuables.

What to expect
Baby
Clothes for the baby to wear in hospital:

- Five baby grow suits (all in one with feet), singlets and cardigans.
- Hat / beanies
- A set of clothes for your baby to wear home
- Mittens
- Comb / brush

Note: ensure you keep clothes separate from hospital linen. The hospital provides nappies, baby wipes and blankets.

Medications
Please bring any current prescribed medications in their original packaging and give them to the midwife / nurse who admits you.

During your stay your doctor may discontinue or prescribe additional medication. These medications will be supplied by the hospital pharmacy and any applicable charges will be directed to your hospital account. If you have any type of pension or concession card which may entitle you to free or subsidised medications, please let the accounts department know.

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

Your medications will be returned to you when you leave the hospital. Please ensure you understand exactly how and when you need to take continuing medications.

Any queries related to pharmacy costs, please call Pharmacy on (08) 9382 6324.

The birth of your baby

We recognise that women attending our Maternity Unit are individuals with differing circumstances and risk factors. We are able to care for most mothers delivering after 30 weeks gestation.

The hospital offers a large range of options for pain relief in labour. Our midwives are experienced in supporting women who wish to pursue non drug pain management. We have a roster of anaesthetists available in the Birth Suite if required. Please note that there may be out of pocket expenses incurred from the Anaesthetist.

Women who are low risk and have their doctor’s agreement may go into the Family Birth Suite when it is available, which is suitable for those planning a drug free labour. The bath in this room allows for warm water immersion as an option for pain management in labour, but not for water birth.

When to come to hospital

You can be admitted to the Birth Suite should any of the following occur:

- Membranes rupture (waters break) whether you are having contractions or not (you may feel either a trickle or a large gush of fluid)
- Contraction are occurring at regular intervals and/or causing distress (Please contact Birth Suite if you are experiencing any contractions if you have been booked or had a previous caesarean)
- Experiencing blood loss of a quantity greater than the size of a 50 cent piece which is not a “show” (this is mucus streaked with blood)
- Continuous abdominal pain lasting several minutes or longer
- Decrease or change of movements of your baby.
Please contact the Birth Suite on (08) 9382 2417 if you require advice or if you think you require admission. The Birth Suite is located on the 3rd floor of the South Block and can be accessed via the main entrance.

Photography during birth of your baby

To maintain safety and privacy for all, video recording of the birth, regardless of the type or place of birth (Birth Suite or Main Theatre), is not permitted.

You may take still photographs for personal use, if permission of all present is granted. You must be aware of guidelines to maintain safety and must not interfere with the work of the medical, nursing or midwifery staff. You may be advised to stop photography any time if necessary.

The hospital does not accept any responsibility for loss or damage to camera equipment.

Telephone calls

In the interests of your privacy, caregivers cannot give details to others about the progress of your labour or about your baby's condition. Therefore, family and friends are requested not to telephone the Birth Suite, Neonatal Unit or Maternity wards. Instead, it is better to arrange for your partner or support person to contact the people you wish to keep informed. Each Birth Suite has a telephone.

Caesarean section

All elective caesarean section patients are admitted via our Day of Surgery Admission (DOSA) unit on the day of the caesarean and transferred to the postnatal ward after the caesarean section.

Should you require a caesarean section, an operating theatre is available in Birth Suite or Main Theatre. One support person may accompany you to the theatre. Please ensure your support person wears suitable footwear i.e. closed shoes when accompanying you to the theatre.

Guidelines for support person/s in Birth Suite

Whilst we believe it is important for you to have the support and compassionate care you need at the time of birth, it is important that if a support person is present, their role is clearly understood by all involved in your care.

A support person may include your partner, a friend or family member or a paid, medically unqualified support person commonly called a Doula. If using a paid support person (Doula) the hospital requires that they are aware of the following guidelines regarding their role:

1. The hospital understands that the role is one of emotional and physical support to you in labour. This is a non-clinical role and as such it is expected that respect is shown by the support person to the midwifery and medical personnel, and to decisions made regarding your care and management of your labour.

2. Decisions regarding matters such as timing and frequency of vaginal examinations and any interventions in labour will be made solely by the midwifery and medical caregivers after consultation with you and your partner.

3. If it is the opinion of the midwifery and/or medical caregivers, that the presence of the support person in the birthing room is adverse to the conduct of the care for you in labour, then they may be asked to leave the room.

4. Please note that in the case of a Caesarean Birth, there may be only one support person in the theatre.

It is critical that these guidelines are observed in order to ensure the well-being of you and your baby/ies, as this is central to the holistic care that we provide.
Baby identification

Two name bands are placed on your baby immediately following birth. These are checked against your identification bands frequently and should you and your baby be separated for any reason. For safety reasons, it is necessary for the baby to be known by the same surname as the mother whilst in hospital.

Birth registration

Soon after the birth of your baby, a caregiver will give you a Birth Registration Form to register your baby’s birth. It is your responsibility to post this legal document (within 60 days of birth) to one of the assigned addresses. Claim forms are also available for eligible parents to receive the Family Payment from the Department of Social Security.

After the birth

Following the birth you will be transferred to one of the postnatal wards with your baby. The wards consist of all private rooms (some with double beds), equipped with a telephone, television, tea/coffee making facilities, fridge, en-suite and baby care facilities. A Midwife/Nurse will show you your room and orientate you to the ward’s facilities.

A patient compendium can be found in every room, providing further information on the hospital’s facilities. There are many educational sessions available, we encourage you to take advantage of these free sessions.

Over the next few days our aim is to prepare you for going home with your baby, allowing you to gain confidence in the day to day care of your baby, including bathing, cord care, feeding and settling techniques.

Boarder information

Your partner is welcome to stay with you overnight to assist with and learn about the care of your baby.

Your partner may sleep in either the double bed with you or on a boarder bed in single bed suites, which are generally allocated to mothers who have had a caesarean section. For occupational health and safety reasons, only one boarder per room is permitted and boarder beds cannot be placed in double bed suites. Children may not board under any circumstances.

It is important for boarders to remember that they are staying in a hospital environment. Mother and baby are our priority and boarders are asked to make every endeavour to ensure hospital routines are not interrupted. It will be necessary for hospital caregivers to access the room at various times and turn on lights so appropriate care can be provided. Your partner may prefer to sleep at home as your baby will be awake and may feed often during the night.

Boarders will be asked to complete a Boarder Form which must be signed each night they board to ensure you understand the conditions under which they are boarding, confirm the number of nights boarded and also to ensure they can be accounted for in an emergency.

The daily boarder fee provides for overnight accommodation, bed linen, shower and ensuite facilities and meals. If required, other meals can be purchased from the hospital café located on the ground floor.

Please check with your health fund prior to boarding as not all funds cover boarder fees. You will be required to pay all costs not covered by your health fund prior to discharge from hospital.
Your responsibilities as a boarder

For the comfort of your partner, baby and others, we ask that you observe the following guidelines:

- Wear appropriate attire at all times and dress in the ensuite, not in the main room
- Wear an identification band
- At night, position the boarder bed away from the door openings and ensure your bed does not impede caregivers from moving around the room easily and safely
- Fold away your boarder bed by breakfast time
- Only place your towel in the linen skip provided when it needs replacing, otherwise please hang it up appropriately in the ensuite
- Take responsibility for any personal items of value and/or your own medications by storing them securely and separately in one of the lockable drawers provided
- Cooperate with caregivers at all times
- Alcohol is not recommended during pregnancy or breastfeeding so please assist your partner by not consuming alcohol during your stay
- Standard parking fees apply and long term parking permits are available for purchase from the main hospital reception
- The hospital is a smoke free environment – please do not smoke on the hospital grounds
- Please check your Boarder Form details with the Ward Clerk or Patient Care Assistant at the time of your discharge.
## Postnatal Stay

### Milestones for your postnatal stay

<table>
<thead>
<tr>
<th>Day</th>
<th>Vaginal Birth</th>
<th>Caesarean Birth</th>
<th>Baby</th>
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Visiting hours and rest period

Visiting hours are 3.00pm – 8.00pm, but partners and your children are welcome at any time. **A rest period is set aside between 1.00pm – 3.00pm each day.** We encourage you to take advantage of this to get adequate rest and discourage visitors and telephone calls during this time.

Bedside handover

Bedside handover is a conversation between caregivers and you about your progress and care. We will check your ID band and update your whiteboard at each bedside handover.

Rooming-in

Research shows that keeping your baby with you in your room at all times (night and day) is beneficial for you and your baby. It allows you to get to know your baby, improves your confidence in mothering skills and lessens the risk of infection between babies.

Rooming in also assists with establishing breastfeeding and feeding during the night helps to improve your supply of milk and the quality of your sleep.

Baby safety and security

We recommend the following precautions to enhance the safety and security of your baby whilst in hospital:

- Ensure your baby is dressed in his / her own clothes at all times
- Keep your baby with you in your room at all times
- Never leave your baby alone
- Always place your baby’s cot in view
- Ensure only caregivers wearing hospital identification are caring for your baby
- Ensure your baby has two identification bands on at all times and they are checked with your own ID before and after times when you and your baby are separated
- Always transport your baby in the hospital cot with the bassinet positioned flat
- You or your partner are welcome to go with your baby for any test
- If going to the café with your baby, please sign in and out at the nurse’s station.

Safe sleeping

The safest place for your baby to sleep for the first six months of life, is in a cot next to your bed (as recommended by the WA Department of Health). This applies in hospital and when you go home.

**Bed-sharing** is defined as a baby sharing a bed with their mother to breastfeed or to receive comfort.

**Co-sleeping** is defined as where the mother and baby share a bed and either of them are asleep.

Bed-sharing may become co-sleeping when either the mother and/or baby fall asleep and is not advised for the safety of your baby.

The hospital does not support the practice of co-sleeping and adopts the practices recommended by SIDS and Kids WA as follows:

- Babies sleep on their back
- Babies sleep in a bassinet or cot in your room
- Babies are dressed appropriately (not too hot or cold) and do not have their head covered whilst asleep
- Baby is in a smoke free environment
- There are no toys, wedges or positioning devices in a baby’s cot.

The hospital requires you place your baby back into the cot when either of you need to sleep. During your stay in hospital a Midwife / Nurse will check your room at regular intervals during the day and night to provide care and ensure that safe sleeping practice is adhered to.

If you require any further information about safe sleeping practices or have any questions please speak to your Midwife / Nurse.
Other postnatal care

Your Midwife / Nurse is skilled and competent to assist you with all aspects of establishing and maintaining breastfeeding. If required you may be referred to a lactation consultant for additional support.

If you choose or need to bottle feed you will be provided with information on how to clean equipment and prepare formula feeds.

It is advisable to continue with pelvic floor exercises. If you have had stitches or a wound to your perineum you will be advised of the most appropriate care.

If required, Rubella or Pertussis vaccinations and or Anti-D will be administered to you prior to discharge as ordered by your doctor.

Pastoral Services

Members of the Pastoral Services team offer emotional and spiritual support for you and your family. This confidential service provided by the hospital is accessible day and night, including on weekends.

Pastoral Services also provide worship services in the Chapel. Please contact (08) 9382 6200 for more information.

Parent Education

The postnatal Parent Education ‘New parents class’ talks offer you the chance to meet other parents, share information and discuss concerns. We encourage you and your partner to attend before going home.

Lactation Consultant talks are also offered. Ask your Midwife / Nurse for further details.

Physiotherapy classes

Physiotherapy group classes are conducted in Ward 54 seminar room.

Genesis Physiotherapy and Sportsmed Subiaco are able to provide individual inpatient services during your stay. Please discuss this with your midwife.

Food Service Advisors

Your Food Service Advisors will manage your religious, cultural and special dietary requirements. Please do not hesitate to contact your Food Service Advisor at any time between 9.00am - 6.30pm on ext: 2854.

À la carte menu and cheese platter

You and your partner can order from our à la carte menu between 5.30pm and 9.00pm daily. You will also receive a delicious cheese platter following your baby’s birth.
Care of your baby

Vitamin K

Your baby will be given Vitamin K, with your consent, shortly after birth to prevent a blood clotting disorder which can affect some infants. Please speak to your Doctor for more information.

Hepatitis B

The National Health and Medical Research Council (NHMRC) and the Health Department of WA have recommended that all newborn babies in Australia are vaccinated against Hepatitis B. This free immunisation is administered on day 3 or 4, with your consent. Further information is available on their websites.

Newborn hearing test

A baby newborn hearing test is available free from the Newborn Screening for Hearing service. A hearing screener will visit you shortly after your baby’s birth.

Newborn screening – Guthrie testing

The free Newborn Screening (Guthrie) test is routinely performed on all babies born in Australia. This test can detect very rare metabolic disorders that unless treated early in life may affect a child’s future development. You will only be contacted if the results of this test are abnormal. Further information is available from the WA Newborn Screening Program website if required.

Congenital heart screening test

This is a simple test that measures the oxygen level in your baby’s blood to screen for rare forms of congenital heart disease. It is painless and involves briefly attaching an oxygen measurement probe to your baby's hand and foot. No blood sample is taken. Please speak to your Neonatal Paediatrician or Midwife / Nurse for more information.

Jaundice

Neonatal jaundice is a common condition occurring in approximately 60% of term babies and 80% of premature babies. It is characterised by a yellow colouring of the skin that is often most noticeable on the third or fourth day of life.

Most jaundice in newborn babies is normal and does not usually indicate a problem. However, if the jaundice is marked, a Neonatal Paediatrician will review your baby to decide if treatment is required. If the jaundice persists for more than two weeks or worsens after your discharge home, you should seek immediate medical review for your baby. Please read the Discharge booklet for more details.

Neonatology Service

Consultant Neonatal Paediatricians

Your Obstetrician may request a Neonatal Paediatrician (a Paediatrician who specialises in newborns) to attend your delivery for the safety of your baby. If this occurs, the Neonatal Paediatrician will provide newborn care and resuscitation to your baby as required, and will thoroughly examine your baby.

If a Neonatal Paediatrician is not requested to attend your delivery, they will examine your baby on the postnatal ward within the first 24 hours of life. This ‘initial check’ is to ensure that your baby has transitioned well following the birth process and to examine for any congenital abnormalities (many of which are not visible and are only found on medical examination).
A Neonatal Paediatrician will examine your baby again prior to their discharge from hospital. This ‘discharge check’ is similar to the initial check, but we are especially looking for particular problems and abnormalities that may not be evident on the initial check.

If your baby has any medical issues during your hospital stay, your midwife / nurse will ask a Neonatal Paediatrician to review your baby. If you have any concerns about your baby, you may also request review by a Neonatal Paediatrician.

Please note that there is an additional fee for the Neonatal Paediatricians’ services. Whilst we endeavour to provide continuity of care wherever possible, the neonatology service provides in hospital cover 24 hours a day, 7 days a week, so your baby may be seen by different Neonatal Paediatricians during their stay. Each Neonatal Paediatrician who sees your baby will send a separate invoice.

**Neonatal Unit**

The Neonatal Unit is a 26 bed, high dependency, level 5 nursery, which provides specialised care for premature or unwell babies. Premature babies (born before 37 weeks gestation) and sick babies are assessed and cared for in the unit until they are well enough to be transferred to the postnatal ward.

Should your baby be admitted to the Neonatal Unit, our Neonatal Paediatricians and Neonatal Nurses will provide medical and nursing care for your baby. You will be kept well informed regarding your baby’s progress. Please feel free to discuss any concerns you may have with your Neonatologist or Midwives / Nurses.

We recognise that parental involvement is a major part of your baby’s care and encourage you to visit your baby and participate in their care at any time. To prevent the risk of infection to your and other babies, we ask that no children come to the Neonatal Unit at any time. The only people that can visit a baby are the parents, one nominated additional support if required and grandparents. Please do not allow any visitors (including yourselves) to come into the Neonatal Unit if they are unwell. Even mild viral illnesses can have serious consequences if passed onto newborn babies.

**Going home**

We request that you vacate your room **before 10am** on your day of discharge. The Midwife / Nurse will do your daily check, answer any questions and provide specific discharge information.

It is a legal requirement, and your responsibility, to ensure your baby is secured in an approved car restraint. Please ensure you have one ready for your discharge from hospital.

**Breastfeeding support service**

Breastfeeding is a natural process but occasionally issues may be encountered. Our breastfeeding support services can provide assistance with breastfeeding difficulties if they arise both while you are an inpatient and following discharge from hospital.

Services provided are:

- Support at ward level from experienced Midwives / Nurses
- Ward consultations by Lactation Consultants if complex breastfeeding issues arise – by referral only.

St John of God Subiaco Hospital
Support Services following discharge

**Breastfeeding Circle**
*Bookings Essential (FREE)*

This small group consisting of up to five women and their babies is facilitated by a Lactation Consultant / Midwife, and is ideal for a mother whom requires additional support with their early breastfeeding journey. This friendly and informal group provides a forum for discussion that is individualised. To maximise the effectiveness of the group and allow for personal comfort and freedom when breastfeeding, partners and siblings are not able to attend. No crèche facility is available. Please bring referral form to session.

**Location:** Advised at booking

**Telephone:** (08) 9382 6708

**St John of God Subiaco Health Choices**
*Home visit - booking required*

SJG patients are able to have two free home visits within 10 days of discharge. Hospital Caregivers can refer you or you can book yourself. A Midwife or Lactation Consultant can visit at a time which suits you.

**Telephone:** 1300 475 442

**Early Weeks**
*No booking required*

This program is available to new parents with babies up to twelve weeks of age, where feeding, settling and any other concerns will be discussed. It is facilitated by a Midwife / Lactation Consultant and is an excellent transition from the “Breastfeeding Circle”.

**Location:** Lake Monger Recreation Centre, 144 Gregory St, Wembley

**When:** Thursdays (Fortnightly) 12.30pm – 2.30pm

**Thursdays by the Lake – Open House**
*No booking required*

The “Open House” program is an extension of “Early Weeks” and is the perfect forum to gain invaluable feeding and settling support in a friendly and informal atmosphere. Sessions are available for babies up to nine months of age and are held fortnightly throughout the school term.

**Location:** Lake Monger Recreation Centre, 144 Gregory St, Wembley

**When:** Thursdays (Fortnightly) 9.30am – 11.30am

**Breastfeeding Clinic**
*Bookings Essential (fees may apply)*

This service provides one to one breastfeeding support with a Lactation Consultant and is ideal for mothers that are experiencing more complex issues surrounding their breastfeeding journey. If appropriate, referral to this service will be discussed and completed prior to your discharge from hospital.

After discharge mothers are welcome to self refer to the Breastfeeding Clinic by contacting the clinic directly.

**Location:** Breastfeeding Clinic, Level 3, St John of God Subiaco Hospital

**Telephone:** (08) 9382 6078

Other services

**Raphael Services**

Raphael Services offer a support and information service for parents affected by anxiety or depression during pregnancy or in the four years following the birth of their baby. Our highly experienced and specialised team provides a family centered service (either while you are in hospital or at home) which aims to:

- Enhance the social and emotional wellbeing of women and their families
- Support parents in their relationship with each other and their baby
- Increase parenting satisfaction and coping skills.

**What to expect**
The service also offers:

- Telephone support and information – 1800 524 484
- Individual therapy and assessment
- Postnatal anxiety and depression therapeutic groups
- Parent-infant therapeutic programs.

Referral to Raphael Services can be made by a G.P or Obstetrician. Please call 1800 524 484 for further information.

Elizabeth Clinic

Offers families support and expert care from specialist clinicians including Paediatricians; perinatal, infant, child and adolescent mental health clinicians, developmental specialists; parenting experts, GP lactation consultant; family and couple therapists and a number of evidence-based group programs.

Enquiries:
P: (08) 9384 4565
F: (08) 9284 7408
E: enquiries@elizabethclinic.com.au
www.elizabethclinic.com.au

Onsite Consultant Perinatal Psychiatrist

Dr Caroline Crabb is a specialist consultant Perinatal Psychiatrist based at SJGSH Medical Clinic. Please note that a referral is required from your GP or Obstetrician.

For further information please contact
P: (08) 6558 1864
E: caroline@drcarolinecrabb.com.au

Ambulance service

During your hospitalisation should a situation arise where a clinical service is unavailable within a clinically appropriate time frame, or your care is to be progressed at another facility, you may require transfer using the services of St John Ambulance. Ambulance transfers will be in accordance with their fee structure and patients will receive an account direct from St John Ambulance for these services.

Additional services offered at St John of God Subiaco Hospital during and after your stay include:

- Postnatal and antenatal aquatherapy classes – for information contact SportsMed on (08) 9382 9600
- Baby Dolphin Swim Classes 10 week program – for information contact SportsMed on (08) 9382 9600
- Professional photographers for baby portraits and announcement cards
- Pregnancy and postnatal massage. Contact Sportmed for more information.

Note: some of these services incur fees.

After you go home

If you require advice or assistance after you go home the following are useful resources:

- Your General Practitioner
- Your Obstetrician
- Your Neonatal Paediatrician
- Your Child Health Nurse
- Health Direct 1800 022 222
- Pregnancy / Birth Helpline
- Sportsmed Subiaco
- Genesis Physiotherapy
- Breastfeeding Support Service

Your baby’s personal health record / Purple Book also contains a list of useful telephone numbers.
About St John of God Health Care

St John of God Subiaco Hospital is 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.