

Patient Information



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kareenaprivate.com.au



**Kareena
Private Hospital**
Part of Ramsay Health Care

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Welcome

We would like to acknowledge and pay respect to the Dharawal speaking people, the traditional custodians of the land on which this building is built.

We pay our respects to their Elders past; present & emerging and extend that respect to other Aboriginal people visiting this hospital



Welcome

The staff and doctors of Kareena Private Hospital would like to extend a warm welcome to you and your family. Our aim is to provide you with peace of mind during your hospital experience and to make your stay as pleasant as possible.

We recognise that admission to hospital and surgery can be a daunting experience.

It is a time when a lot of information is given verbally, so we are here for any questions or concerns you may have. This booklet assists you in providing information relating to our hospital's facilities and services, your admission and stay here.

We would like to take this opportunity to thank you for choosing Kareena Private Hospital and wish you all the best for a speedy recovery.

Yvonne Hart

Director of Clinical Services

Stephen Wigmore

Chief Executive Officer

The Executive Team

Kareena Private Hospital



About Kareena Private Hospital



About Kareena Private Hospital

Kareena Private Hospital was originally built in 1964 by a local surgeon Dr Harry Segal, the hospital was one of the first purpose built private surgical hospitals. Over the years the hospital has been upgraded and expanded to meet the needs of the Sutherland Shire community. Kareena Private Hospital is owned by Ramsay Health Care Limited, a publicly listed Australian company whose name is synonymous with quality private health care.

Our highly respected surgeons work with our team of skilled nurses and allied health professionals to provide the highest standard of personalised care to all our patients. The team work together to ensure your needs are met prior to admission, whilst in hospital and following discharge.

Our hospital encompasses:

- Multi- specialty theatres
- Endoscopy Suite
- Intensive Care Unit
- Day Surgery Unit

The hospital's specialties include:

- Anaesthetics
- Bariatric Surgery
- Cardiology
- Colorectal Surgery
- Coronary care Unit
- Ear, Nose & Throat Surgery
- Endocrinology
- Gastroenterology
- General Medicine
- General Surgery
- Geriatric medicine
- Gynaecology
- Intensive care Unit
- Obstetrics
- Oral Surgery
- Orthopaedic Surgery
- Pathology
- Paediatric Surgery
- Plastic Surgery
- Radiology
- Respiratory medicine
- Rehabilitation Services
- Robotic Surgery
- Rheumatology
- Urology
- Vascular Surgery

We are committed to meeting all your needs through quality healthcare and teamwork. This booklet provides details about your room, the hospital and services available. We encourage you to ask as many questions as you need to fully understand your care.

Values

The Ramsay values of “People Caring for People” recognises that we operate in an industry where “care” is not just a value statement, but a critical part of the way we must go about our daily operations in order to meet the expectations of our customers, our patients and our staff.

The Ramsay Way is the value system we work within.

The Ramsay Way

People are at the heart of our success. As ‘people caring for people’ there are three key ways we approach our work every day.

We value strong relationships

Healthy working relationships lead to positive outcomes for all. We look out for the people we work with, and we respect and recognise them. Strong healthy relationships are the foundation of our stakeholder loyalty.

We aim to constantly improve

We do things the right way. We enjoy our work and take pride in our achievements. We are not afraid to challenge the status quo to find better ways.

We seek to grow sustainably

Maintaining sustainable levels of profitability are only part of our success. We prioritise long term success over short term financial gains because we care about our people, our community and our planet.



Important Information For All Patients



Important Information For All Patients

Your nursing care

During your stay nurses will be allocated to care for you 24 hours a day. These nurses may comprise a team of Registered Nurses, Enrolled Nurses, Assistant in Nursing and sometimes students and trainees.

We understand the importance of continuity of care and try to allocate the same nurse each day, however sometimes this may not be possible.

The Ramsay Rule – Escalating care

The Ramsay Rule is about keeping our patients safe.

The Ramsay Rule is a three step process where you or your family or carers can escalate their concerns and call for rapid assistance when they believe that something is 'not right' with your clinical condition.

Initially concerns are raised with the nursing staff and the Nurse in Charge of the ward. If you or your family are still concerned about your clinical condition, the final step is to ring a dedicated hospital phone number (02 9717 2306) which alerts a senior clinical staff member. This call initiates a timely clinical review by an experienced clinician.

In addition, the objective of the program is also to acknowledge you and your family's concerns and take appropriate action.



Partnering with consumers

As a patient you will notice that the staff will include you and your family / carers in your treatment by seeking information

from you and giving information to you to ensure that we are providing the right treatment to the right patient and regularly monitoring your care.

Patient Centered Care (PCC) is an important part of your care. It is a broad term used to describe healthcare that is respectful of and responsive to the preferences, needs and values of you, as patients.

PCC is more than customer service, in that it involves actively consulting, collaborating and partnering with patients, carers and families to not only improve your perceptions and experience of healthcare, but to also support your healthcare rights and responsibilities, improve your health literacy and the quality and safety of the wider system of healthcare.

Consumer Forum

We have an active Volunteer Consumer Forum which meets quarterly at the hospital. The Consumer Forum is made up of residents of our local community, in many cases our former patients and we value their advice and insight. If you would like more information about the Consumer Forum please contact our Quality & Clinical Risk Manager, Jane Early on earlyjane@ramsayhealth.com.au

We may at times seek input from patients or families regarding patient information publications, new processes or equipment to ensure that they are either easy to understand and informative, or what patients are needing



Preventing & controlling healthcare associated infections

Strategies and education are in place to dramatically reduce your risk of acquiring an infection from your hospital stay. The nursing staff will provide education to you regarding your role in participating in our infection control program. Please ask should you have any questions.

Hand Hygiene

Hand hygiene is the single most important factor in reducing hospital acquired infections. Everyone plays an important role in stopping the spread of infection by ensuring they regularly sanitise their hands. Please ask your visitors to sanitise their hands on entering and exiting your room. All staff should also always perform hand hygiene in front of you. Please feel free to remind staff if you are concerned this has not been done. Alcohol hand rub is available in every room and throughout the hospital.



Clinical handover

As part of the management of your progress it is important that all members of the healthcare team communicate to you about your treatment and care effectively. To assist in the process we utilise a standard approach to transferring information using the acronym ISBAR. There may be many situations where you will hear staff talking about you or your care. These discussions will generally take place with you in attendance.

If you hear information that is incorrect or that you don't understand we encourage you to speak up to staff to explain or repeat the information.

Patient Communication Board

Within the rooms there is a Patient Communication Board which will be used by the staff who will be looking after you to write their names and any other significant information including your goals for the day.

We encourage you and your family to use this Patient Communication Board if you have any questions for your care team.

Medications

Please inform nursing staff about any medication you are currently taking, including any herbal or complimentary medications.

You can obtain a list of your current prescribed medication from your GP or Pharmacist to bring along with you to hospital. This will help your Doctor to ensure the correct medications are prescribed for you during your admission.

For safety reasons any medications you bring with you will be securely locked in your bedside cabinet and made available for use during your stay with us.

For your safety, the nursing staff will administer ALL your medications whilst you are in the hospital from their original labelled pharmacy containers. Legally we are unable to use any alternative containers, such as webster packs and dosette boxes as we may be unable to identify the medications.

We suggest these be left at home. If additionally it is likely that you will be prescribed extra medication whilst in hospital. Should you have any questions or concerns please discuss these with a staff member or request to speak to a Pharmacist.

Medication Safety

Our staff that administer medications are qualified to do so and are assessed regularly to ensure they remain competent. We utilise systems that ensure that we match you to your intended treatment. Each time the nurses administer medication to you they will ask you to identify yourself, or check your identification band, and ask you about any allergies that you may have. Any medication errors that may occur are reported, thoroughly investigated and analysed to learn from them.

Patient identification

We are committed to the delivery of safe patient care by adopting the Australian Commission for Safety and Quality in Health Care's National Specification for patient identification. The hospital has developed and implemented an organisation wide system for patient identification using key identifiers and questions to correctly identify you and match your procedure. These may include:

- What is your name?
- When were you born?
- Why are you here?



Your Room



Your Room

The call bell

Your room's call bell system allows you to contact nursing staff 24 hours a day. A button is located on the white handset by your bed, which your nurse will place within your reach.

Once the button is pressed, it will remain ON until cancelled by your attending nurse. Additional buttons are located in the bathroom. Please don't hesitate to call staff to help you in any way.



Television & radio

Your room's in-house entertainment includes free-to-air television and a range of Foxtel Channels. The system is remote-controlled and located on your white handset. The speakers are located in the handset.

Bed adjustment

Beds are adjustable and can be repositioned using the up/down arrows located on the handset. In some cases, the bed's position is set by the nursing staff to facilitate your recovery.

If you feel uncomfortable, please press the call bell and staff will assist you.

Telephone

- Local Calls: Dial 0 to access an outside line. Local calls to land lines are free.
- No calls to STD or mobile telephone numbers can be made from your room phone. Please contact our switchboard operator on 9 who will connect you.
- You are permitted to use your own mobile phone.

Your direct telephone number to give to family & friends

You may receive calls directly to your inpatient room or alternatively, calls can be received and transferred to you from our main switchboard 9717 0000.

Please confirm with staff what your Room telephone number is.

Meal Services



Meal Services

We understand how important your meals are to you during your stay. We strive to ensure the consistent delivery of high quality food and food services to patients every day.

Our Diet Aide will visit you each day and take your meal order with our computerised meal ordering system. Our meals have been created to meet the specific needs of patients in a healthcare environment, and are therefore lower in fat and salt content which may affect the taste that you are used to.

We offer menu options which are suitable for patients on a diabetic, low fat, low salt or restricted diet as ordered by the dietician or your doctor. Kosher & Halal meals are also available on request. If you have special dietary needs please advise our Diet Aides.

Due to your medical condition you may be on a special diet. In some cases your meal option may be changed as a result of changes in your health requirements. A suitable alternative will be chosen. Should you require further information regarding the type of diet you are on please discuss with the nurse caring for you or one of our experienced Diet Aides. An information leaflet is also available for further clarification.

Bringing in food for patients

We understand that family and friends may like to bring in food for their loved ones, unfortunately Kareena Private Hospital cannot accept responsibility for food that is prepared outside of the hospital and is brought in for patients by relatives and visitors.

Our hospital has a legal obligation to comply with Food Safety Standards. Patients, relatives and visitors are welcome to use storage and reheating facilities in the pantry in each Ward. Please inform the nursing staff about food you bring and clearly label this with the patient's name and the date the food was prepared.

Meal service times

Breakfast	7.30am – 8.30am
Morning Tea	10.15am – 10.45am
Lunch	12.00pm – 13.00pm
Afternoon Tea	14.45pm – 15.30pm
Dinner	17.00pm – 18.15pm
Supper	19.00pm – 19.45pm



Patient Services & Facilities



Patient Services & Facilities

Hospital Reception hours

Monday – Friday 6:00am to 8:30pm

Saturday 7:30am to 7:00pm

Sunday & Public Holidays 8:00am to 7:00pm

After hours enquiries will be diverted to the hospital After Hours Manager.

Kareena Café

The cafe is located on the Ground Floor of the hospital for patients and visitors, offering delicious beverages, cakes, sandwiches and hot snack options.

Opening hours are:

Monday – Friday 7.00am – 4.00pm

Saturday 9.00am – 1.30pm

Sunday 9.00am – 1:30pm

Please note that the coffee service finishes 30 minutes prior to closing time.

Public Holidays will have reduced operating hours.

Clergy and Religious Representation

If you would like a visit from a religious representative please contact a nurse and they will provide you with a list of local contacts.

Department of Veterans Affairs

A Veterans Affairs Liaison Coordinator is available from 7.00am – 3.30pm Monday to Friday. Please ask the ward staff to arrange a visit.

Housekeeping services

Your room will be cleaned daily. Please notify a member of the nursing staff if you have concerns about any aspect of the housekeeping service.

Interpreter services

The Translating and Interpreter Service (TIS) is available and provides a free interpreting service for doctors and specialists. If you would like an interpreter at any stage of your hospitalisation, please speak with your doctor or nurse. Kareena Private Hospital is happy to assist with these arrangements. Please be aware, there are a small number of exceptions to the provision of free services. Compensation case patients, non-permanent residents and services not booked under the doctor are not eligible for free services. In these cases, charges apply. We do also have a number of staff who speak different languages and are available to provide assistance with non-medical translation. Please request from the nurse caring for you.

Internet access

Free WiFi is available to inpatients & visitors.

Welcome to Ramsay WiFi



Network name:

Ramsay Guest WiFi

Ensure your device has its wireless signal/switch activated, go to the available wireless network connection list and select 'Connect' underneath 'Ramsay Guest WiFi'.



ASSISTANCE AND SUPPORT

If you are having issues connecting, please speak to the ward staff or the ward reception desk. Should you still have problems, let the ward staff know and they will reach out to Ramsay IT to assist where possible.



Ramsay
Health Care

Pathology & Radiology

Private specialist pathology and radiology services provide 24 hour cover to hospital inpatients. They also provide outpatient services. If you have a pathology or radiology service performed whilst you are in hospital, a separate account may be sent to you which can be claimed from Medicare and your health fund. Any enquiries in relation to this will need to be directed to the providers of the service.

Pharmacy

Ramsay Pharmacy Services provide on-site pharmaceutical services to our patients. Pharmacists will attend frequent rounds of each ward daily. They will dispense medications as requested by your Specialist and explain new medications to you. Some medications are additional to your hospital charges. If applicable, these will be added to your hospital account and payable on discharge. You will need to collect and pay for your discharge medications prior to leaving the hospital.

Physiotherapy

Ramsay Professional Services provides comprehensive assessment and treatment to hospital inpatients and outpatients.

Inpatient Rehabilitation

Our rehabilitation unit is conveniently located on the ground floor with two well equipped gymnasiums, a heated hydrotherapy pool, rehabilitation kitchen and education centre. Patients may be referred to Rehabilitation by their doctor, from within our hospital, from other hospitals or from a general practitioner (GP).

Outpatient Rehabilitation – Ramsay Health Plus & Activate

Ramsay Health Plus – The Day program offers an individualised program within the rehabilitation unit. Patients attend 2 to 3 times per week over a period of 3-5 hours. Whilst the program is customised to the individual, the average duration is 4-6 weeks.

Activate – This Multi-disciplinary CancerCare program is suited to those who have a primary diagnosis of cancer and are looking to improve their quality of life and have a level of decline due to cancer treatment.

The program is designed to assist individuals to maximise participation in an active and fulfilling life, with a focus on functional and psychological wellbeing.

Pressure injury prevention

A pressure injury (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to prolonged or unrelieved pressure. Pressure injuries may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

Pressure injuries usually occur over bony areas – especially heels, buttocks and toes. Anyone confined to bed or a chair, who is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of developing a pressure injury.

The best thing that can be done is relieve the pressure by keeping active, and changing your position frequently, whether you are lying in bed or sitting in a chair.

If you are unable to move yourself, the staff will help to change your position regularly. Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular places following assessment. If you are at an increased risk, your staff will develop an individualised care plan with you. Staff will also inspect your skin daily to identify if a pressure injury is developing. Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Keeping your skin and bedding dry helps to keep the skin in good condition. It is important to let staff know if your clothes or bedding are damp. Avoid massaging your skin over bony parts of the body. Use a mild soap and moisturise dry skin.

For more information, speak with the nursing staff caring for you, or ask for a patient information pamphlet.



Stop the clot

As you may be restricted to bed or have limited mobility, you are at risk of complications of blood clots. The nursing team will assess you daily and your doctor will decide your treatment. To reduce the risk of clots you are encouraged to keep your fluids up and get moving as soon as possible - remember to do gentle exercises for your feet and legs while you are in bed.

Your doctor may prescribe some or all of the following:

- Mechanical devices such as graduated compression stockings - these are elastic stockings over the calf of your leg and should be worn until fully mobile, or intermittent pneumatic compression - which involves a garment around the leg that is regularly inflated and deflated to squeeze the leg.
- Anti-clotting medicines work by reducing the blood's tendency to clot. They can also increase the risk of bleeding so your doctor will aim to get the dose right for you.

Falls prevention

It's surprisingly easy to fall or slip whilst having treatment. Medication or fatigue may affect your balance, or you may not be as fit or as steady on your feet as you normally are. That's why we ask you to take particular care when standing or moving about because your safety and well-being are important to us. On admission we will assess your risk of having a fall and will implement strategies to reduce your risk of falling. The following describes a few ways you can reduce the risk of a fall.

Medication

Pain-relieving drugs or other medication can make you feel dizzy, as can changes to your medication. Always take special care when walking or getting to your feet.

Unfamiliar surroundings

Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

Flooring

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

Your condition

Ask your doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist can also give you advice with balance or mobility.

Visiting the bathroom

You may need to use the toilet unexpectedly or more often than usual whilst having treatment. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses, they are here to help you feel as comfortable as possible.

Clothing

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip and fall at home. Make sure these are the right length for you.

Footwear

Check that your slippers or other footwear fit securely.

If your doctor has asked you to wear pressure stockings, it is a good idea to wear slippers over the top so you don't slip. Carers, Family & Visitors

We know many carers and family members provide support to patients in their home environment. However, there may be risks associated with hospital environment and the patient being unwell.

Please speak with a member of the health care team, such as nurse, physiotherapist or occupational therapist if you would like to keep helping while the person you care for is in hospital

Carers, family and visitors can help by:

- Telling staff if you notice any changes in the patient's condition
- Making sure the patient can reach their call bell and personal items
- Reminding the patient to ask the nurse for help before getting up
- Telling the nurse before leaving if the patient is experiencing any confusion so that additional safety measures can be taken.



Blood or blood product transfusion?

Some patients may need a single or emergency transfusion after major surgery, childbirth or a major accident/illness.

Potential risks

Although Australia's blood supply is safe; blood and blood component transfusions are not risk free. Complications can occur, as with all medical procedures. Severe reactions to blood transfusions are very uncommon.

Is there anything I need to do during the transfusion?

- Before any procedure is carried out, you will be asked to give your permission or consent. You should make sure you understand the reasons, risk and benefits when you are asked to give consent for a transfusion.
- During the transfusion you will be closely observed.
- Your physiological observations and general condition will be monitored by the nurse caring for you.
- Report to the nurse as soon as possible if you notice any chills, fever, problems with breathing, rash, if you are worried or feeling unwell in any way during the transfusion.

In some cases alternatives to blood product transfusion may be suitable. Ask your doctor if this may be so in your case.

Should you wish to read further about blood product transfusions please ask the staff caring for you for an information booklet entitled "Blood and Blood Component Transfusions" If you have objections to blood transfusions, it is extremely important to discuss this with your doctor.



Patient Manual Handling System (PMHS)

We aim to optimise patient quality care as part of our ongoing quality improvement process. We have implemented patient handling work practices for staff that eliminates lifting of a patient's full body weight when handling, transferring and mobilising our patients. Your nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurses will encourage you to be as independent as possible. If you need assistance the staff may use equipment or aides that will facilitate your movement, making it more comfortable and safe for you, whilst reducing the risk of injury to staff assisting.

Electrical safety

All electrical equipment, including laptop computers, electric shavers, hair dryers, radio/stereos and clocks, have the potential to affect our electrical network. Please consult with ward staff to have your electrical items checked prior to use in the hospital.

Medical records

A medical record will be kept of your admission and treatment. This will be confidential with access being limited only to the healthcare professionals directly involved in your treatment. This record will remain the property of the hospital. The contents of your medical record will be divulged only with your written consent, or where required by the law. You may request to review your medical record at any time. Please contact the Nurse Unit Manager to organise this.

Medical staff

The doctor (VMO) who admits you is responsible for your medical care whilst you are a patient in Kareena Private Hospital. Each doctor will have a different time of the day that they will visit the hospital.

Career Medical Officer (CMO)

The hospital provides 24-hour Career Medical Officer coverage in liaison with your VMO to assist with your care in hospital.

We have a system in place to flag changes in your condition. If you or your visitors are concerned about your condition, we ask that you inform your nurse immediately. They will assess you and inform the senior nurse or medical officer of your condition as necessary.

Students in training

We are involved in the training of nursing and other health care students. We hope you appreciate the importance of their training. However, if at any time you do not wish to be seen by students, please let the Nurse Unit Manager or nurse caring for you know.

Security

Surveillance cameras are positioned in common areas within the hospital providing 24 hour security as well as on-site security guards.

Smoke-free environment

In accordance with the Department of Health Policy, smoking is not permitted at Kareena Private Hospital. It is recommended that you do not smoke before and after your procedure.

Staff identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. Additionally our staff wear different uniforms depending on their role within the hospital.

Valuables

We strongly recommend that you do not bring any valuables to hospital. Kareena Private Hospital does not accept responsibility for patient's valuables. A small safe is available in each room, however valuables remain your responsibility.

Should you wish to view our latest safety and quality data please head to our website www.kareenaprivate.com.au and view information under the clinical quality & safety tab.

Alternatively this can be viewed on the My hospitals website at <https://www.aihw.gov.au/reports-data/myhospitals/hospital/h5190>



Preparing to Leave Hospital



Preparing to Leave Hospital

Discharge time

The discharge time is **10.00am**. Please arrange your transport home by **10.00am**.

Important information on discharge day

Before you leave hospital, please make sure you have the following:

- a discharge letter
- all personal belongings
- all personal x-rays
- all current medications
- follow-up appointment requirements

As you leave please see staff at the Nurses Station on your ward to ensure you have completed the discharge process.

Discharge planning services

Please consider who will be taking you home on discharge and confirm your plans with your nurse. Any discharge services that may be required such as rehabilitation will be confirmed with you, if this has been arranged by the Hospital. Please confirm with your nurse if you are uncertain.

If you have any concerns after discharge please contact your Doctor during office hours or contact the hospital for advice

Information for Your Visitors



Information for Your Visitors

Visiting Hours

Your visitors are welcome to Kareena Private Hospital during visiting hours. Please respect the rest period scheduled to ensure the optimal recuperation for you and other patients. Our general hours for visiting are listed below, however some specialty areas such as maternity and ICU may differ slightly.

Please check with your nurse to confirm the visiting hours for your ward.

General Visiting Hours:

Morning	10.00am – 12 noon
Afternoon / Evening	3.00pm – 8.00pm

Maternity:

2.00pm – 4.00pm & 7.00pm – 8.00pm

Rehab:

3:00pm – 8:00pm

To help your recovery, it is a good idea to nominate a close relative/friend to coordinate your visitors in the first few days following major surgery. At this time your care is usually more intensive and your rest and recuperation must take priority.

Visitors who are unwell should not visit the hospital. This includes flu like symptoms, diarrhoea and fever.

Hand sanitiser is available in multiple areas of the hospital and we encourage all visitors to clean their hands before entering and leaving the hospital and patient rooms.

Face masks are available and can be worn if desired.

Parking

For your convenience we have designated parking areas for visitors in our hospital Carpark. Parking for disabled and less mobile visitors is also available onsite.

Please pay for parking at the pay stations in the facility or via credit card ONLY at the exit boom gates. Please observe restricted parking spaces for doctors and other designated areas.

Public transport

Kareena Private Hospital's nearest train stations are Caringbah or Miranda stations.

From the station the hospital is about a 15- 20 minute walk. A free courtesy telephone to St George Cabs taxi service is located at reception.

Accommodation for relatives and friends

Kareena Private Hospital is only able to accommodate relatives or friends on-site under special circumstances (speak to the wards Unit Nurse Manager). A list of local accommodation options is available for download from our website Accommodation

Parents are welcome to be with their child during admission to hospital and one parent can be accommodated overnight with their child.

Children who are not patients must always be under the direct supervision of a responsible adult. The responsible adult must not be a patient of the hospital.

Ten Tips For Better Health



Ten Tips for Better Health

Australia has one of the best health care systems in the world. This means when you visit a health care service you can expect the highest standards of health care available.

With your help, systems in health care can continue to be improved so that problems are less likely to occur.

No single person or group can improve health care systems on their own. Improving safety in health care is not only the business of doctors, nurses or other health care professionals. Everyone has a part to play – especially you, the patient receiving care.

1. Be actively involved in your own health care

Taking part in decisions about your treatment is the single most important way to help prevent things from going wrong and to ensure the best possible care for yourself.

2. Speak up if you have any questions or concerns

You have the right to ask questions and to expect answers you understand, however, your health care professional can only answer your questions if you ask them. You have the right to ask for another professional opinion. A family member, carer or interpreter can be present if this will help you.

You may wish to say:

- I'm not sure I understand what you said
- I'm worried that...
- Could you please explain that to me again?
- Can I come back with my family to talk about this again?

3. Learn more about your condition or treatments by asking your doctor, nurse or other health care professional and by using other reliable sources of information

You may wish to ask:

- Can you please tell me more about my condition?
- What can I do to help myself? When should I come back to see you?

4. Keep a list of the medicines you are taking

You can use the list to let your doctor and pharmacist know about everything you are taking, and about any drug allergies you may have. Remember to include prescriptions, over-the-counter medicines and complementary medicines (such as vitamins and herbs) on your list.

5. Make sure you understand the medicines that you are taking

Make sure the medicine you have been given is exactly what your doctor ordered for you. If you are starting on a new medication, or told to stop taking your medication be sure you understand what side effects may occur and if or when to restart.

You may wish to ask:

- What do the directions on the label mean?
- Do you have any written information about this medicine?
- How much should I take, and when is the best time to take it?
- What are the common side effects?
- What should I look out for?
- How long before it starts to work?
- Will this medicine interact with the other medicines that I am taking?
- Are there any foods or other things that I should avoid while I'm on this medicine?
- How long do I need to take this medicine?
- Do I restart taking the medication and when?

6. Make sure you get the results of any tests or procedure

If you don't get the results when expected, don't assume 'no news is good news'. Call your doctor to find out your results, and ask what they mean for your care.

7. Talk to your doctor or other health care professional about your options if you need to go into hospital

Most hospitals do a good job at treating a wide range of problems. Other hospitals specialize in particular areas, such as, heart bypass surgery. Become involved in decisions about your hospital treatment by discussing your options with your health care professionals.

Ask:

- How quickly do I need to have this treatment?
- Is there an option to have the surgery/procedure done as a day patient?
- Is there more than one hospital to choose from?
- If so, which has the best care and results for treating my condition?

8. Make sure you understand what will happen if you need surgery or a procedure

Ask your doctor or surgeon exactly what the procedure will involve and who will be in charge of your care when you're in hospital. If you want, your general practitioner or other health care professional can help you find out what you need to know. Remember to tell the surgeon, anaesthetist and nurses, if you have allergies or have ever had a bad reaction to an anaesthetic or any other drug.

Ask:

- How will having this surgery/procedure help me?
- What are the possible risks, and what are the chances of these happening?
- What will happen if I don't have this surgery/procedure?

9. Before you leave hospital, ask your doctor or another health care professional to explain your future treatment plan

When people are discharged from hospital, doctors can sometimes think their patients understand more than they really do about their continuing treatment and follow-up.

You may wish to ask:

- Who will be following up on my care and when do I need to see them?
- How long will I be taking this medicine?
- Will I require physiotherapy or other rehabilitation services?
- When can I return to work?
- When can I play sport?
- When can I drive?
- Will I be given a written summary of my care to give to my GP? Remember to visit your GP after you are discharged.

10. In hospital you can expect your health care professional to:

- Actively involve you in your own health care
- Set aside time to allow you to talk about your concerns
- Provide information for you in a language and format that is easy to understand
- Complete a medication history that takes into account over-the-counter medicines, herbs, vitamins, alcohol and recreational drugs that you use
- Provide verbal and written information about medicines in plain language
- Make sure that you get the results of your tests and investigations
- Provide you with complete information about your treatment if you are to have surgery or a procedure
- Make sure you know exactly what is going to happen to you in surgery and that you have consented in full
- Discuss discharge planning. Start planning as early as practical, if possible, before the time of hospital admission

Where can you go for more information?

A good place to start finding information about your condition is the Health Insite website www.healthinsite.gov.au. Your local library may help you with access to the internet.

You may also like to contact a support group for people with similar conditions.

The FREE [10 Tips Booklet](#) is available at the Australian Council for Safety & Quality in Health Care website www.safetyandquality.org.

Patient Co-Payments

Acute Care...

The costs associated with your stay in Ramsay Health Care Facilities are either partly or fully funded by your Private Health Fund or Government Departments, such as The Department of Veteran Affairs (OVA).

This funding is available if you are considered medically unwell and need Acute Care Treatment in a hospital environment.

As such, patients are classified in an “Acute Care Category” and your treating Doctor is responsible for assessing if your illness fits within this category.

What happens when the Acute phase of my illness is over?

When the acute phase of your illness is over, the Health Fund and the Government funding payments change.

When it is decided that you could be cared for at home with support or required to be cared for in an appropriate facility in the community you no longer meet the requirements of the Acute Care Category.

If it is identified during your current stay that you no longer meet the requirements of the “Acute Care Category”, we will advise you what this means to you and will keep you financially informed.

What does this mean for me?

You and/or your family will be responsible for a co-payment paid directly to the hospital if you remain in hospital after you no longer meet the “Acute Care Category”.

The daily co-payment amount is determined by your health fund or DVA.

This cost could be approximately \$700 per day to be paid weekly in advance but any such charge will be discussed with you by hospital personnel and you will be notified in writing.

What if I need Aged Care Placement?

If following the acute phase of your illness, you require care in an aged care facility, our senior nursing staff are available to guide you through this process.

An Aged Care Assessment will be necessary to determine your care needs. This is arranged through the government agency MyAgedCare by our hospital Discharge Planner.

You will be required to commence the application process. If you cannot do this yourself and you do not have a family to assist with this, senior nursing staff can provide details of an Aged Care Broker who can complete the application process on your behalf at a cost to you.

It is important to note that sometimes a bed might not be immediately available in your chosen facility and that the daily co-payment to the hospital will still commence when it is determined that you no longer need acute care treatment in the hospital. To reduce costs to you, you may wish to accept a facility with an available bed; with the view of being transferred to your preferred facility in due course.

It is our commitment to keeping you informed. If you have any questions or concerns, please ask your doctor or nurse

Policies

Privacy policy

Ramsay Health Care Australia (Ramsay) is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information (including but not limited to patient health information).

We are committed to complying with all applicable privacy laws which govern how Ramsay collects, uses, discloses and stores your personal information.

This Privacy Statement sets out in brief how Ramsay will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: www.ramsayhealth.com or telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

In respect of Patients, Ramsay will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay may collect, use or disclose personal information:

- For use by a multidisciplinary treating team;
- Assessment for provision of health care services;
- To liaise with health professionals, Medicare or your health fund;
- In an emergency where your life is at risk and you cannot consent;
- To manage our hospitals, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers or the placement of students or trainees at Ramsay facilities;
- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

In respect of other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with Ramsay and for other related purposes. Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties.

For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

Ramsay will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.



Compliments, concerns & complaints

We welcome compliments and feedback relating to your stay with us and we encourage all patients to complete feedback questionnaires when requested to do so.

This enables us to evaluate and improve our services to our patients. Feedback can be anonymous, however if you wish to write a specific and signed letter, your points will be acknowledged and dealt with appropriately.

If you are concerned about your care or the hospital services we encourage you to speak to the Nurse Unit Manager on the Ward, the Director Clinical Services or the Chief Executive Officer during the day and the Hospital Duty Manager out of hours. It is important that you endeavour to resolve any matter with the hospital whilst an inpatient

Please be advised that:

- we want to resolve your concerns to your satisfaction
- you can expect any complaint to be dealt with quickly and confidentially
- your complaint will not adversely affect the treatment / service you receive

You may also write via email:

irwind@ramsayhealth.com.au

Should you feel that the matter requires independent hearing, feel free to write to:

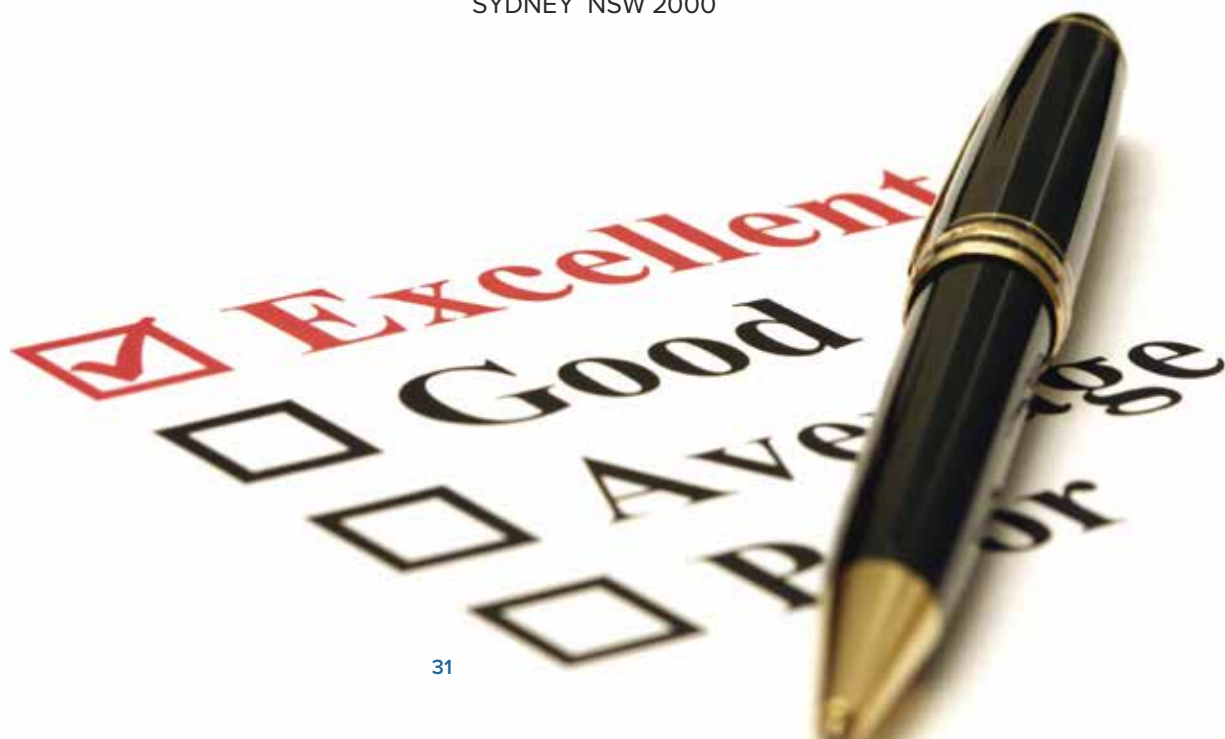
The Director General

NSW Ministry of Health
73 Miller Street
North Sydney NSW 2060

or

The Commissioner

Health Care Complaints Commission
Level 13, 323 Castlereagh Street
SYDNEY NSW 2000



My healthcare rights

This is the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services





Kareena Private Hospital staff are committed to providing compassionate, professional & high standard health care

 @KareenaPrivateHospital

Updated October 2024



**Kareena
Private Hospital**

Part of Ramsay Health Care

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