



Patient Information

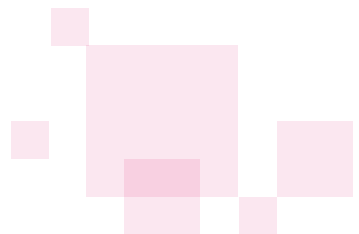
Having a Baby at Kareena Private Hospital



Contents Page

- 4 Maternity Unit**
 - Delivering Care for Better Outcomes!**
- 5 Our maternity unit**
 - 5 Our Commitment to You and Your Baby
 - 5 Delivery Suites
 - 5 Special Care Unit
 - 5 Our Antenatal/Postnatal ward
- 6 Visiting hours**
 - 6 Delivery Suite Policy for Visitors and Support People
 - 6 Your average length of stay
 - 6 Hospital tours
- 7 Kareena maternity unit staff**
 - 7 Our doctors
 - 7 Our midwives and nursing staff
- 7 Maternity Bookings**
 - 7 Private Health Insurance
- 8 Additional services provided**
 - 8 Preparation for Parenthood classes
 - 8 Topics
 - 9 Maternity Preadmission and bookings
 - 9 Infant Feeding Specialist (IFS) Services
 - 9 Parenting and Mothercraft Sessions
- 9 Physiotherapy Services
- 10 In home massage services
- 10 For all enquires**
- 10 What to bring into hospital**
 - 10 For Mum
 - 10 For Baby
 - 11 Other Suggestions
 - 11 What to take in the car
 - 11 What the Father/Support person should bring while in Birth Suite
- 11 When to come to hospital**
 - 11 How to contact the Birthing Suite
- 12 Postnatal care - caring for you & your baby**
- 12 Patient Information**
- 13 Payment Procedure**
- 13 Valuables**
- 13 Rights & Responsibilities**
 - 13 What you should expect while in our care
- 15 Compliments & Complaints**
- 15 Frequently Asked Questions**

If you are in labour please call the
Maternity Unit on 9717 0118



Maternity Unit Delivering Care for Better Outcomes!

Thank you for choosing Kareena Private Hospital for the birth of your baby. Please take the time to carefully read all the information provided.

In conjunction with your doctor, it is recommended that you call the hospitals pre- admission department on (02) 9717 0226, **within the next 14 days** to arrange a pre- admission appointment with our midwife. At this appointment arrangements can be made for your Childbirth and Parenting Class, if you wish to attend.

Your pre- admission form should be completed and, returned to the hospital as soon as possible, in one of the following ways:

- Online: www.kareenaprivate.com.au

For any enquires please phone (02) 9717 0226 between 9am and 1pm Monday to Friday. Additional information is also available on our website www.kareenaprivate.com.au.

- In person to Reception: (Open 7am – 8pm Monday to Friday)

- Fax (02) 9717 0313

- Post: Kareena Private Hospital,
86 Kareena Road,
Caringbah, NSW, 2229.

Our maternity unit

Childbirth is a very personal experience and a very important time of your life. You need to feel confident in all your care givers and the environment you will birth in. Our facilities ensure confidence, trust and comfort at all times. Our Maternity Unit consists of Birthing Suites, a Level 2 Special Care Nursery Unit, Antenatal and Postnatal beds.

Our Commitment to You and Your Baby

The staff of our Maternity Unit are committed to the philosophy of family and women centered care. This allows a greater involvement of all family members in the birth and care of the new baby. Flexibility and choice is an important approach to our hospital. Our dedicated midwives encourage women and their families to choose birthing and postnatal options that best suit their needs. We welcome all couples to discuss these options with us prior to and on admission.

The Maternity Unit is staffed by an experienced and caring team of midwives and nurses who will support you during your birthing experience. Our aim is to maximise your childbirth experience through education and participation.

Delivery Suites

- Three Delivery Suites
- Multi functional birthing beds
- Large ensuites with showers
- Flat screen television
- Telephone
- Therapeutic comfort tools available e.g Heat packs, electric oil burners.

Special Care Unit

- Level 2 facility
- Ability to provide care for neonates from 32 weeks gestation
- Modern equipment
- Mother's private feeding area
- Experienced neonatal nurses to provide care and support
- Expert medical backup available 24 hrs a day

Our Antenatal/Postnatal ward

- Single room accommodation with ensuite
- Twin share accommodation with shared bathroom

Note: All accommodation is subject to availability, if you do not receive the type of accommodation that you prefer, we will aim to transfer you to your desired accommodation when/if it becomes available.

- Option of deluxe parenting suite
- Husbands/ Partners are welcome at all times in our Maternity Unit.
- Overnight accommodation for husbands/partners can be requested and is subject to availability. Depending on your health fund an out of pocket charge may be payable per night. Please call you health fund or our reception for confirmation
- Flat screen television
- Telephone
- Security in-room safes
- Free Wi-fi

Visiting hours

- Visiting hours are 2pm-4pm and 7pm-8pm daily Mothers undisturbed rest period is from 12pm-2pm. During this time no phone calls or visitors will be allowed into patient's rooms.

Delivery Suite Policy for Visitors and Support People

It is the policy of this hospital and the Obstetrician that up to two support people be with you during the labour and birth of your baby. If you wish to have more than this number, please discuss the matter with your doctor.

Also, please be aware that anyone other than your husband/partner may be asked to leave the Delivery suite if the circumstances of your care deem necessary.

Giving birth is a beautiful and happy experience for you and your family. However, we know that it is also very exhausting. Therefore, in the interest of the mother's well being we ask that visitors to the delivery suite immediately after the birth be limited to grandparents and siblings.

Your average length of stay

- 4-5 days for Vaginal Birth
- 5-6 days for Caesarean Section Birth

Hospital tours

Before you have your baby with us, you may wish to tour our Maternity Unit and view our facilities. No booking is required. Please present to the main hospital reception for directions.

Tours are available on the 1st and 3rd Sunday of every month in two time slots of 11.30 and 12.30.

Kareena maternity unit staff

Our doctors

Our Obstetricians, Paediatricians and Anaesthetists work in collaboration with our Maternity staff to ensure that all our mothers and their babies receive the highest standards of care. Our Maternity Unit has a number of Obstetricians, Paediatricians and Anaesthetists that have admitting rights to our hospital. Please contact us if you require a list of names and contact details or please go to our website- www.kareenaprivate.com.au

Our midwives and nursing staff

All the midwives and nursing staff that work in our Maternity Unit are experienced and competent to care for you during your stay. Our staff are dedicated to ensuring your first few days as a mother are supported and focused on your individual needs. They are able to support and care for you during your pregnancy, the birth of your baby, the postnatal period and any parenting education that you require.

Maternity Bookings

Maternity Bookings are now available online. To make a booking please go to www.kareenaprivate.com.au and follow the links to online admission. Should you have any questions about your online booking please call our Maternity Unit on 9717 0226.

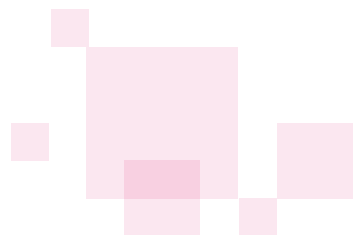
Private Health Insurance

Kareena Private Hospital has negotiated agreements with all major health funds to ensure hospital charges are paid by the relevant fund. An excess or co-payment may form part of your contract with your health fund.

We strongly recommend you contact your health fund to confirm:

- The level of your private health insurance cover
- If there are any policy excess, or co payments
- Whether your baby is covered if admitted to the Special Care Nursery
- If a second or third baby will be covered in the event of a multiple birth.

Please note that your obstetrician, paediatrician, anaesthetist, allied health practitioners fees will be billed separately by your practitioner.



Additional services provided

Childbirth and parenting classes

We have formulated an Antenatal Program for you and your husband/partner that is designed to share knowledge through discussion and education. The program covers practical information and is presented by the Midwives who work in our Maternity Unit.

Module 1 – Normal labour and birth

- Tour of maternity unit
- Signs of impending labour
- When to contact the Hospital
- Stages of labour
- Natural methods of pain relief
- Care during labour
- Normal birth

Module 2 – Obstetrics interventions explained

- Induction/augmentation of labour
- Maternal/foetal monitoring
- Malpresentation
- Assisted birth
- Caesarean section
- Medicated pain relief

Module 3 – Your new baby

- Immediate care of newborn
- Normal characteristics of newborn
- Newborn tests
- Safe sleeping practices
- Immunisation
- Circumcision
- Postnatal care
- Postnatal disorders

Module 3 – Your new baby

- Benefits of breastfeeding
- Positioning and attachment
- Common breastfeeding problems
- Sleep and settling
- Wrapping/nappies/bathing
- Community resources

Saturday sessions will cover modules 1, 3 in week 1 and modules 2, 4 in week 2.

Weeknight sessions

Available over 4 weeks, on Monday and Tuesday.
They are 2 hours each session.

Weekend session

Saturday classes are also available, 5 hours each sessions over 2 weeks.

Maternity Preadmission and bookings

We provide a preadmissions booking appointment conducted by a midwife. This one on one session ensures you are prepared prior to your day of admission. Questions or concerns you may have can be discussed. At this time your Preparation for Parenthood Class booking is arranged.

Infant Feeding Specialist (IFS) Services

Our Maternity Unit provides follow- up consultations by our IFS following discharge. These consultants are able to offer expert advice and support.

All midwives and mothercraft nurses working in the Maternity Unit are available at all times to assist you in establishing your baby's feeding. They take phone calls 24/7 pertaining to feeding issues and mother/infant health concerns. Whichever method of feeding you choose our staff will support and encourage your choice.

Our maternity staff conduct sessions for all mothers whilst in hospital to enable them to learn, revise and consolidate their mothercrafting skills. They also provide an informal environment for mothers to share their child birthing stories.

Parenting and Mothercraft Sessions

Following discharge all mothers can contact the Maternity Unit 24/7 for any mother-baby- family related issue of concern they may be experiencing.

Physiotherapy Services

Your body will have undergone considerable changes during pregnancy and childbirth. Your pelvic floor muscles, abdominal muscles, postures and body awareness have all been affected.

The extent of these changes varies between individuals, depending on your type of delivery, the size of your baby and your physical condition prior to and during pregnancy.

Physiotherapists with special interest in Women's Health visit Kareena Private Hospital and they can provide individual consultants in your hospital room. Please ask your midwife to arrange a physiotherapy visit.

In home massage services

Arrangements can be made for in home massage services. Check with your Health Funds for rebates.

For all enquires

We have experienced and helpful staff available to talk with you by telephone 24 hours a day. The telephone number is 9717 0223.

What to bring into hospital

For Mum

- Your health insurance details (if applicable)
- Your antenatal card
- Two packets of sanitary pads- 1 maternity/1 regular
- One packet of breastfeeding (nursing) pads
- Casual wear for day time and to go home in
- Nightwear- preferably front opening for easier access whilst breastfeeding
- Dressing gown
- Slippers/ comfortable shoes
- Bras (nursing bras if breastfeeding)
- Toiletries
- Plenty of underwear- old or disposable
- Socks
- Old Oversized shirt/ nightwear/ t-shirt to wear in labour (hospital gowns are available)

You will also receive a 'Welcome Pack' which will contain samples of nappies, wipes, baby products etc after your baby is born.

For Baby

- Bonnet and Booties (for baby to use while in hospital)
- Full set of clothes and wrap to go home

Other Suggestions

- For your support- swim wear for use in the shower
- Lanolin or Lip Balm
- Favourite pillow
- Camera, film, batteries
- Address/phone book

What to take in the car

- A towel in case you waters break
- A paper bag in case of car sickness

What the Father/Support person should bring while in Birth Suite

- Layers of clothing as temperature can change
- Bathers to assist mother in shower or bath

When to come to hospital

Please contact the Birthing Suite if you have any concerns or worries. Our telephone is answered by midwives 24 hours a day, every day of the year. We are also in 24 hour contact with your obstetrician.

It is very important to contact the Birthing Suite if any of the following occurs:

- Your waters break or you notice continuous leaking of fluid from the vagina
- If you have vaginal bleeding
- Onset of contractions before 37 weeks
- Onset of regular contractions after 37 weeks remain persistent or change in frequency or intensity
- If you are concerned about the movement of your baby
- If you feel unwell
- If you have any concerns regarding your pregnancy or onset of labour
- If you feel concerned or anxious

How to contact the Birthing Suite

Prior to coming to hospital please ensure that you telephone the midwives in the birthing suite to notify them of your imminent arrival. Please phone: 9717 0118.

Postnatal care - caring for you & your baby

During your stay you will be guided by our midwives in baby bathing, dressing and settling techniques. Midwives will assist and support you in establishing the feeding method of your choice for your baby. Extra support is also provided by lactation specialists.

We recognise that your family and friends are very excited about the new arrival and they will provide valuable support for you and your partner. Our visiting hours are between 2-4pm and 7-8pm daily.

This enables you to rest, attend education classes and establish feeding. Partners are welcome at all times in our Maternity Unit.

Rest period is between 12 and 2pm. Guest will not be allowed to visit during this time.

Please note that after discharge there are midwives available 24- 7 to answer any questions or concerns regarding the wellbeing of the mother or baby. Please call 9717 0223.

Patient Information

If you are a member of a health fund it is important prior to admission to check with them regarding the following:

- That your level of Health Fund Cover adequately covers the cost of the procedure and accommodation outlined in the Pre-Admission Form (e.g in the case of postnatal patients, if your new born baby covered).
- If an excess is payable for this admission. This would need to be paid prior to your procedure.
- If you have been a member of your Health Fund for less than 12 months your fund may not accept liability for the costs of this admission eg. If your condition or any symptoms of your condition existed prior to your joining. If there is a question regarding pre-existing symptoms your health fund has the option to obtain details in this regard from your GP or specialist.

Pharmacy and pathology, imaging and x-ray may attract an additional charge. STD telephone calls and Sundry item charges are payable on discharge.

Please note that your obstetrician, paediatrician, anaesthetist, allied health practitioners fees will be billed separately by the practitioner.

Payment Procedure

- **Private patients** - the portion of your estimated hospital account not covered by your health fund, eg an excess, must be paid on admission. Any additional costs incurred during your stay are payable prior to discharge. Eg. Discharge Pharmacy Costs and some investigations.

We do suggest that you pay this 2 weeks prior to your due date to ensure there are no delays when you arrive at the hospital.

- **Uninsured patients** - total payment (aside from any ancillary charges) must be made on/or up to 2 weeks before admission.

Other costs which may be incurred during your stay are payable on discharge. Please bring provision for payment of these fees on admission to hospital.

Payment can be made by cash, personal cheque (up to \$1000, bank cheque, credit card (except Diners and American Express) or eftpos (please check your daily withdrawal limits).

Valuables

It is strongly recommended that you do not bring jewellery or large amounts of money to hospital- Kareena Private Hospital does not accept liability for any items brought into the hospital.

Rights & Responsibilities

As a patient in our Hospital, we encourage you to be informed of your rights and responsibilities.

What you should expect while in our care.

You have the right to:

- A quality, personalised health service, focused on maximising your health outcomes
- Information on what services are available to you in this hospital
- The use of an interpreter service if needed
- A clear explanation of
 - Your condition, problem or disease
 - Any planned treatment or investigation
 - Any alternative procedures available
 - Possible side effects of after effects, adverse outcomes and any risk involved
 - Information regarding your hospital account, regardless of payment source
- Withdraw your consent and refuse treatment to the extent provided by law

- Be treated without bias, regardless of your race, creed, sex, national origin, sexual identity or beliefs
- Meet with, and communicate privately with, people of your choice and to send and receive personal mail unopened
- Participate in activities of social, religious and community groups, unless medically contraindicated
- Know the identity and professional status of individuals providing care and service to you
- Have the detail of your hospitalisation kept confidential by the Hospital and staff except where you have authorised disclosure of the law states otherwise
- Privacy while undergoing treatment, examination and discussions regarding your care, therefore you have an obligation to respect the privacy rights of other patients
- Expect reasonable safety and comfort
- Be informed about the health care system, including the extent of insurance coverage for services, supplementary costs, the means of referral to other health and social facilities and services in the community
- Access your medical record in accordance with relevant legislation and hospital policy
- As in the case of all medical treatment, you are entitled to ask for a second opinion, however this may be impractical in an emergency situation
- Resources and support for people with special needs will be met appropriately

Your responsibilities:

- It helps to be informed about your condition and treatment. Please ask questions if you are unsure or do not understand something
- You have the responsibility to provide, to the best of your knowledge, accurate and complete information about your present condition, past illness, hospitalisation, medication and any other matters relating to your health
- You should follow up appointments or advise those concerned if this is not possible
- You are required to comply with hospital rules and regulations affecting patient care and conduct. Try to be well informed about hospital procedures. Always feel free to ask questions of our staff
- Your financial obligations should be promptly fulfilled unless suitable arrangements are made
- Please show consideration for other patients, staff and property of the Hospital
- All medications, provided by the Hospital or brought in by you, need to be locked in a drawer and administered by a nurse

Compliments & Complaints

We welcome compliments and feedback relating to your stay with us and we encourage all patients to complete a Patient Questionnaire Card. This enables us to evaluate and improve our services to our patients. These comment cards are anonymous. If you are concerned about your care of the hospital services, please do not hesitate to contact the Nursing Unit Manager on the ward, the Director of Clinical Services of the Chief Executive Officer.

Frequently Asked Questions

Who do I call if I have a problem or think I am going into labour?

Our midwives are able to speak to you 24 hours a day, every day of the year. Please telephone 9717 0380 to speak to the Delivery Suite Midwife.

Where do I park?

Parking is available on site as well as on street parking. If you are arriving in labour short term parking is available at the main entrance.

What do I do if I arrive at night?

Please ring the bell at the entrance and assistance will come.

Can the support person video the birth of my baby?

No one is allowed to video procedures in the operating theatre or delivery suite - this is Hospital Policy.

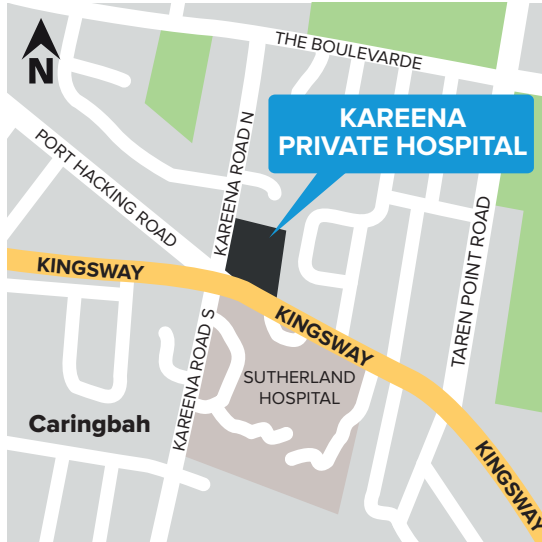
Can my support person stay with me if I need a Caesarean Section?

If you are having an elective (planned) Caesarean Section with an epidural, your support person will be able to attend. Should you require an emergency Caesarean Section your support person will be able to attend unless a general anaesthetic is given.

Can my husband/partner stay with me whilst I am in hospital?

While you are in labour, we encourage your husband/partner to be your support person and to be with you at all times. To help this process we provide meals for your husband/partner until you deliver. Whilst you are on the ward we encourage partners to stay overnight; however there will be a fee incurred.

We look forward to welcoming you and your family to Kareena Private Hospital.



Kareena Private Hospital

Part of Ramsay Health Care

86 Kareena Road
Caringbah NSW 2229
Ph: 02 9717 0000

kareenaprivate.com.au