

## *Admission Information Guide*

Please contact the **Preadmission Clinic**  
at Mater Private Hospital Brisbane on telephone **07 3163 3740**  
before your operation or procedure.



## Admission Information Guide

Thank you for choosing Mater Private Hospital Brisbane for your hospital care. It is our privilege to welcome you as our patient and guest.

Staff at the hospital understand that coming to hospital can be an unsettling experience. This booklet is a guide for your hospital admission and has been developed to help answer some of your questions. To ensure your stay is as comfortable and pleasant as possible we have included necessary paperwork required for your care.



More comprehensive information regarding facilities and services available at Mater Private Hospital Brisbane will be available at your bedside in the Directory of Services or online at [www.mater.org.au](http://www.mater.org.au)

### **Mater Private Hospital Brisbane**

The largest of Mater Health Service's private facilities, Mater Private Hospital Brisbane is a flagship for the level of care the organisation strives to provide. Mater Private Hospital Brisbane is built on a foundation of clinical excellence and a commitment to safe, compassionate care that is quality focused, technologically advanced, and customised to your needs and lifestyle. With a total of 323 patient beds, ten operating theatres and a 24 hour private emergency service, Mater Private Hospital Brisbane is an outstanding health care provider.

As an extension to the health care services provided by Mater Private Hospital Brisbane, the Mater Private Hospital Annerley Road Campus is a 48 bed facility providing specialised rehabilitation and acute care services. This facility is located on the South Brisbane campus and has a number of dedicated nursing staff, doctors, physiotherapists, occupational therapists and speech therapists working together to provide a multidisciplinary approach.

In 2006, Mater Private Hospital Brisbane celebrated 100 years of service to the Brisbane community.



## Location

### Making your way to Mater

The main entrance for the hospital is located at 301 Vulture Street, South Brisbane. There are also entrances via Mater Private Clinic, 550 Stanley Street, Mater Medical Centre, 293 Vulture Street and off the Southern Busway. For your convenience pick up and drop off areas are located at all of these entrances.



**By car:** from the M1 to Stanley Street or the William Jolly Bridge through the South Bank Precinct

**By bus:** Mater Hill Bus Stop is on the Southern Busway. Buses run every 10 minutes to and from the city. The stop is on Stanley Street. Please contact Translink via 13 12 30 for further information or schedules.

**By train:** Mater is a short walk along Stanley Street from South Bank Station. Please contact Translink via 13 12 30 for further information or schedules.

**By taxi:** there are several taxi ranks within the Mater campus.

Please note you will need to organise a responsible person to transport you home after your surgery or procedure. Public transport is not suitable for going home after a day procedure.

### Parking

Parking is available in the Mater Hill, Medical Centre and Hancock Street car parks. Mater's car parks operate 24 hours a day, seven days a week, with the Customer Service Centres open between 9 am and 6.30 pm, Monday to Friday (excluding public holidays).

All of the car parks and major buildings within the Mater campus are detailed on the map. The multilevel car parks are automated, which means patrons are required to pre-pay for parking prior to exiting. For your convenience, several pay stations are positioned at prominent locations in all car parks.

## Preparing For Your Admission

Prior to your hospital admission you will have the opportunity to complete some of the preadmission paperwork and investigations with the dedicated Preadmission Clinic team, either in person or over the phone.

The Preadmission Clinic offers exceptional individualised care and is committed to enhancing your hospital experience by providing education, information and support to you before your procedure or operation.

The aim of the clinic is to offer you the opportunity to clarify anything you are uncertain about and for clinic staff to obtain the information needed to ensure your safe and optimal care whilst a guest at Mater Private Hospital Brisbane.

During your preadmission consultation your needs will be assessed by experienced nursing staff. If you require special services during your stay, these will be arranged for you, just let the Preadmission Clinic staff know. You will have the opportunity to discuss your health and medication history, and raise any concerns about your upcoming admission to hospital.

Discharge information and advice is available from the Preadmission Clinic. You are encouraged to discuss any concerns about your discharge from hospital as soon as possible so your discharge plan can be developed.

The Preadmission Clinic is conveniently located on the level 6, Mater Private Hospital Brisbane and is open Monday to Friday 8 am – 6 pm.

If you have any concerns prior to your admission, please contact the clinic staff.

### What to do on the day of your admission

On your day of admission please present at the time requested to the reception area that is ticked on page 10 of this guide. Please note the requested time is your admission time only, this is not your operation or procedure time. You have been asked to arrive at this time to allow for any necessary preoperative requirements.

Your doctor sets the order of the operating list and makes the decision about what time you are needed in the operating theatre. As a result, you may have to wait between two and six hours before your surgery or procedure. The staff will keep you informed of the progress of your doctors list and aim to make your wait as comfortable and pleasant as possible.

The Welcome and Preadmission Lounges are the first step in your clinical care journey, and are designed for the care and comfort of every patient before surgery. The Welcome Lounge is a sanctuary custom designed with your health and wellbeing in mind. The cosy cocoon style seating ensures you're rested and relaxed prior to your procedure. Our friendly staff will provide directions for your relative or friend to relax in one of the several coffee shops and lounges located in the hospital. We will ensure our staff have a mobile number for your relative or friend to ensure they can be contacted.



### Frequently Asked Questions:

**Q Can I visit the Preadmission Clinic the same day I have an appointment with my Specialist?**

**A** Yes. You are welcome to visit us the same day as your specialist appointment if you wish. Alternatively we can arrange an appointment at a later date or if you are unable to attend the Preadmission Clinic we can go through your admission requirements over the phone.

**Q What should I bring with me?**

**A**

1. Any request forms from your specialist eg. Blood test or X-ray referral.
2. Your completed admission information guide, if you already have one.
3. A list of your current medications.

**Q Will there be any cost involved?**

**A** No. The preadmission service incurs no other additional costs or fees. However the benefit of our service to you is priceless. It gives you the opportunity to meet and discuss your admission with our highly trained, friendly and efficient staff.

**Q Who will I see whilst attending the Preadmission Clinic?**

**A** Our clinic is staffed by experienced and highly skilled Registered Nurses and clerical staff. We have access to all the other specialist clinical support staff such as Stomal Therapist, Discharge Coordinator and Physiotherapists. We will arrange referrals as appropriate.

**Q Can I bring a family member with me to my preadmission assessment?**

**A** Yes. We encourage you to do so. Your family is very important to us and our clinic is one way for them to be involved in your stay with us.

**Q I live in a remote area, am I required to make a special trip for this?**

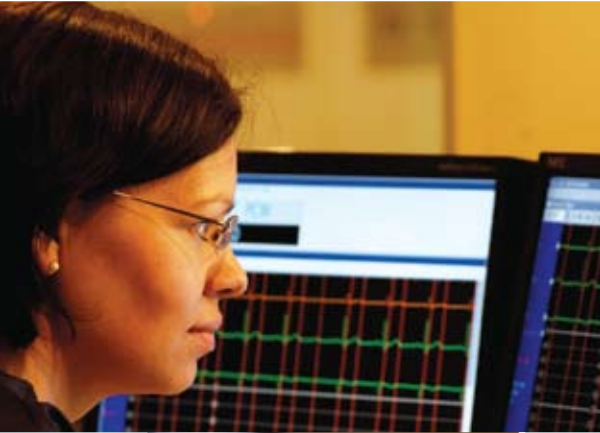
**A** No. We can provide an over-the-phone assessment and information with regard to access to local services such as; Pathology and X-ray. However every patient's needs are different and your doctor may advise you attend our clinic.

### Preadmission Clinic Services Include:

- Health screening
- Admission to discharge planning
- ECG
- Preoperative needs identification
- Preoperative education
- Arrangement of your Specialist's requested tests and procedures

### Access and Referral to the Following Services:

- Urology Specialist Nurse
- Diabetic Specialist Nurse
- Stomal Therapist
- Discharge Coordinator
- Breast Care Nurse
- Physiotherapists
- Pathology
- X-ray



### Fasting

If you are having surgery you will need to "fast". This means that you will not be able to have any food or fluids (including water) for a specified period of time. You will be advised by your doctor or Mater staff if you are required to fast and how long you would need to fast.

You must not drink alcohol or smoke for 24 hours prior to your surgery. You must not drink alcohol for 24 hours after your anaesthetic.

### Day Procedures

If you are having a Day Procedure, please note the following important guidelines:

- You must arrange for a responsible person to transport you home following your Day Procedure – it is unsafe and you may not be covered legally or by insurance to drive for 24 hours after your anaesthetic.
- You must not sign any contracts or make important decisions for 24 hours following your procedure – these may not be legally binding.
- You must follow any post-procedural instructions given to you and contact your doctor or present to an Emergency Department should you have any post-procedural complications.
- Public transport is not a safe or appropriate choice for your trip home after discharge from hospital.

### What to do on the day of your admission

Please present to the reception area that you were previously advised (refer to your checklist).

If you are coming for surgery please note that the time you are given is your admission time and not your theatre time. Your admission time will be structured to allow for any necessary preoperative requirements.

### Meals and special dietary needs

Mater Private Hospital Brisbane patient menus have been carefully planned by our Hotel Services staff, in conjunction with a Dietitian, aiming to provide you with a range of dishes that are both nutritious and tasty. During your stay you may be given a special diet that is appropriate to your stage of recovery. If you have any special dietary needs please alert our ward staff so we may make appropriate arrangements for you.

### Information for your visitors

Visiting hours are from 8 am to 1.30 pm and 3.30 pm to 8 pm. We do request that you advise your loved ones that a rest period is scheduled between 1.30 pm and 3.30 pm as this is an important aspect of your recovery.

Your visitors may like to know that meals and sundries are available from several locations in and around Mater Private Hospital Brisbane. Meals provided by the hospital to your visitor are available and will incur a charge. There is a variety of nearby accommodation available. Please refer to your bedside Directory of Services, contact the hospital or visit [www.mater.org.au](http://www.mater.org.au) for more detailed information.

Flower rooms for arranging bouquets and the allocation of vases are available on each ward. Please note that unfortunately, flowers are not allowed in the Intensive Care Unit or in our Haematology/Oncology Unit.

### Going home

Your doctor and staff at Mater Private Hospital Brisbane will discuss any discharge requirements with you. If you have stayed overnight you should be prepared to leave the hospital between 9 am and 10 am on the day of your discharge.

You should plan ahead for your discharge as much as possible. If you believe you will require assistance once you go home, do not hesitate to alert our staff. Should you require in-depth discharge planning, Mater Private Hospital Brisbane nursing staff will arrange for our Discharge Coordinator to assist with your needs.



### Hospital fees and charges

Hospital charges can include accommodation, use of theatre, prostheses and essential pharmacy items for your care. Charges can vary depending on treatment required, length of stay, prostheses provided, accommodation category and individual private health insurance contracts.

Hospital costs do not include non-hospital or medical provider costs, such as your doctor, anaesthetist, pathology, phone cards and X-ray. Additional charges may also include physiotherapy and the hire of physical aids.

If you have any questions about your hospital fees and charges, including medications, please contact your health fund insurer directly to discuss any out of pocket expenses prior to your admission.

All known hospital costs (other than those covered by contracted insurers) are payable on admission. They may be paid in cash (Australian dollars), by most credit cards, money orders or travellers cheques. The hospital also has EFTPOS facilities, however, it is a no cash-out service. If any additional patient costs arise because of your stay, you are required to pay these prior to, or on, discharge.

Listed below are the different forms of cover patients may use when they are admitted to hospital. Please read the one that is applicable to you.

If you have any questions about hospital accounts please contact our staff on telephone **07 3163 1016** between 8 am and 5 pm weekdays (excluding public holidays).

### Private health insurance

If you have private health insurance please speak to your health fund prior to admission to hospital to ensure you understand your level of cover.

Important questions to ask your health fund are:

- Am I covered for the procedure at Mater Private Hospital Brisbane?
- What level of cover do I have?
- Does my health fund cover allied health expenses?
- Does my health fund cover all medication expenses?
- Do I have to contribute to the hospital costs? (Do I have an excess or co-payment?)

Close to your admission day you will be contacted by our staff who will confirm all your details. At this time, you will be given an estimate of the portion of hospital costs, which are your responsibility.

These include:

- Any health fund excess applicable to your stay
- Any health fund co-payment applicable to your stay
- Any other health fund requirements

It is a requirement of admission that any known health insurance gaps as mentioned above are paid on admission. Should any additional costs arise because of your stay in hospital, such as additional co-payments or medicines, you are required to pay these prior to, or on, discharge from the hospital.

Once you have been discharged, our Patient Accounts Team will send an account, in accordance with our private health insurer contract, directly to them for assessment. If your claim for hospital benefits requires any further documentation prior to submission or assessment by your insurer we ask that you comply and return to us as soon as possible. Ultimately, you are responsible for payment of your hospital account.





### Travel insurance

If you have travel insurance, hospital policy requires you to pay for your hospital stay prior to admission unless approval has been given by a recognised travel insurer and proof of the approval and billing details are provided prior to admission.

### Department of Veterans' Affairs (DVA)

If you have Department of Veterans' Affairs (DVA) cover

- Gold Card Holders – No approval necessary
- White Card Holders – You must provide your approval letter from DVA prior to or on admission

Please note that DVA covers patient's accommodation costs in a shared room only. If you choose to stay in a private room, additional costs will apply and payment will be required on admission.

### Workers Compensation

If you have Workers Compensation Cover (WCB, etc) we will require the approval letter from your employer or related workers compensation provider prior to, or on admission. Please note that most workers compensation insurers cover patient's accommodation costs in a shared room only. If you choose to stay in a private room, additional costs will apply and payment will be required on admission.

### Self insured

If you are self insured (paying the hospital account yourself), you will need to contact Mater Private Hospital Brisbane staff to discuss hospital costs once you have discussed your hospital admission with your doctor. To assist in providing an accurate estimate you need to provide as much information as possible about your stay. This would include; the CMBS (procedure) numbers for your proposed theatre procedure/s, prostheses items to be used (such as screws or mesh), proposed length of stay and room type.

Mater Private Hospital Brisbane staff are available to discuss hospital costs on telephone **3163 1016** between 8 am and 5 pm weekdays (excluding public holidays).

Estimates provided are based on the information available at the time and are subject to change. If any aspect of your stay changes due to medical necessity, for example your doctor performs a different or modified procedure, the doctor uses additional or different prostheses or the length and type of accommodation changes this will affect the cost.

As a self insured patient, you are required to pay for all estimated hospital costs on admission. If any additional costs arise you are required to pay these prior to discharge.

### Room types and availability

Shared and single rooms are available at Mater Private Hospital Brisbane and all rooms have ensuites. Each bedside has a telephone, television, security safe and mini-fridge.

Please indicate your preferred room type on the Personal Details form on page 10 of this booklet. We will make every effort to accommodate your request. If we are unable to offer your preferred room type at the time of your admission, one may become available during your stay with us.

Your doctor, health insurer or the hospital can not guarantee your preference however we will endeavour to ensure your room preferences are met wherever possible.

## Fall Prevention

### Information for patients and carers

Did you know that many incidents in hospitals are related to falling?

While only some falls cause injuries, they can affect walking and make it harder to stay independent. There are usually a number of reasons for someone falling. These may include poor balance, trying to maintain independence, unfamiliar environments and obstacles in the environment, poor eyesight, unsafe footwear and some medicines to name a few.



Here are some ways that staff are working to reduce your risk of falling while you are in hospital:

- Helping you to settle in, keeping your surroundings safe and providing you with fall-prevention information.
- Assessing your risk of falling and discussing the results with you to develop and implement a care plan suited to your needs. This care plan may involve you seeing a range of staff, who specialise in different areas.

### Everyone has a role to play in preventing falls

What YOU can do:

1. Bring to hospital any equipment you normally use, such as spectacles and walking aids.
2. If you have a walking aid, make sure it is in good condition and that you use it rather than using furniture or walls for balance.
3. If you have spectacles, only wear your distance ones when walking. Take special care when using bifocal or multi-focal glasses.
4. Wear comfortable clothing that is not too long or loose. Whenever you are up and about, wear comfortable, low-heeled and non-slip shoes that fit you well rather than slippers.
5. Use your call bell when you require assistance and keep it within easy reach.
6. Take your time when getting up from sitting or lying down.
7. Let staff know if you feel unwell or unsteady on your feet.
8. If staff recommend that you need assistance or supervision when moving, please ask them for this assistance and wait until they come to help you.
9. Familiarise yourself with your room, its furniture and bathroom. Look out for environmental hazards such as spills and clutter that may cause a fall and tell staff about them promptly.
10. Keep your fluid levels up.

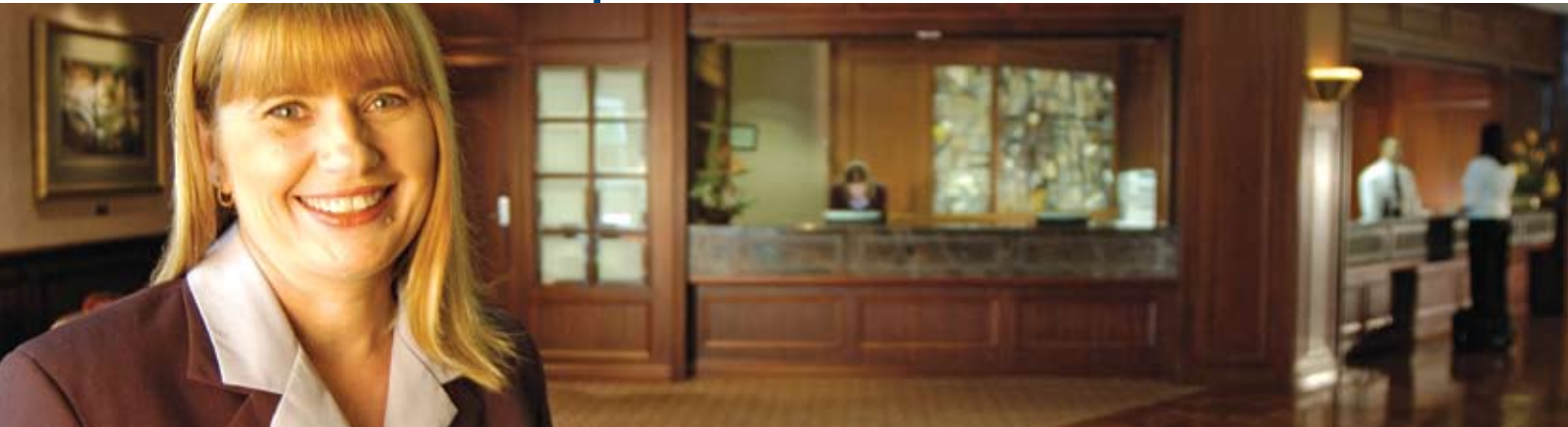
If you do have a fall, the staff will take action to identify what contributed to your fall and reduce the risk of you experiencing another. You may be assessed by a doctor and staff will repeat some or all of your fall risk-assessment. This may result in changes being necessary to your care plan. However, any changes to your care plan will be discussed with you.

Remember, preventing falls is important when you go home as well. Before you leave hospital you may be referred to follow-up services to make your home safer and to reduce your risk of falling.

## Forms for You to Complete

Please complete the **Personal Details Form, Health Assessment Form** and **Medication Summary Form** on the following pages and **return to the hospital as soon as possible.**

These forms should be completed as best you can, providing as much detail as possible, in the comfort of your own home and returned to the hospital either by post, within the prepaid envelope provided, or by faxing directly to **07 3163 1193.**



By providing this information to the hospital as soon as possible, you will ensure we know you will soon be our guest and allow us to plan for your admission and care.

You will be contacted by a hospital staff member prior to your admission. They will give you instructions relating to your admission and also advise you of where you need to come to on the day of your admission. Please be sure to take careful note of the information the hospital staff give you.

### Please tick as a reminder which area you are to go to on admission:

- Welcome Lounge** -  
Mater Private Clinic, Level 7, 550 Stanley Street, South Brisbane
- Preadmission Clinic** -  
Mater Private Hospital Brisbane, Level 6, 301 Vulture Street, South Brisbane
- Front Reception** -  
Main Entrance, Mater Private Hospital Brisbane, Level 6, 301 Vulture Street, South Brisbane

### Your Admission Checklist

The following checklist has been provided to assist you with the requirements for your admission.

- Any letter(s) from your doctor relating to your procedure
- Any appropriate X-rays, scans and medical reports
- All medications that you are currently taking (in their original packaging) and all prescriptions
- Your Medicare Card, Pension Cards and Safety Net Cards
- Your Health Fund details or Veterans' Affairs Entitlement Card
- Your credit card or other means of payment (please note, we do not accept personal cheques)
- If you are having day surgery, please shower and wear loose, comfortable and appropriate clothing
- If you are staying overnight, please bring personal items such as night attire, dressing gown, slippers, personal toiletries, reading materials and glasses

Please do not bring valuables to the hospital including large amounts of cash or jewellery. We can not be responsible for the loss or theft of any items.

If you have any questions please contact Preadmission Clinic staff on telephone **07 3163 3740.**





# Health Assessment Form

Please complete this form in **BLOCK LETTERS** as best you can, with as much detail as possible. The more detail you provide, the better we are able to ensure your safe and optimal care whilst our guest.

NAME:

DOB:

AFFIX PATIENT IDENTIFICATION LABEL HERE

Reason for admission to hospital:

Admitting Doctor:

## Health and Risk Assessment - do any of the following apply?

Allergy or Adverse Reactions  Yes  No

Latex  Food  Skin Prep  Medication  Tapes  Other:

Asthma/bronchitis  Yes  No

Have you ever been hospitalised for asthma/bronchitis?  Yes  No

Sleep apnoea/investigative sleep studies  Yes  No

CPAP machine advised?  Yes  No

*Please ensure you bring your CPAP machine to hospital with you.*

Infection with multi-resistant organism eg. 'golden-staph'  Yes  No

Diabetes  Yes  No  Insulin  Tablet  Diet

*Please ensure you bring your medications to hospital with you.*

Previous blood clots  Yes  No

Blood-thinning medication ie. Plavix, Cartia, Astrix  Yes  No

*Please ensure you follow your doctor's instructions regarding this medication.*

Heart attack/angina  Yes  No

Artificial heart valve / implant / defibrillator / pacemaker / cardiac stent  Yes  No

Epilepsy/fits/seizures  Yes  No

Anaesthetics difficulties  Yes  No

Height:  Weight:

If you have answered Yes to any of the questions on the left please provide details:

**\*NURSING STAFF - OT Patients - if risk identified initiate Theatre Risk Alert Protocol (TRAP) - except Allergies (Latex only) and Diabetes (Insulin only) and document action in progress notes.**

## Your Physical Health - do any of the following apply?

High blood pressure  Yes  No

Blood disease/disorder  Yes  No

Liver disease/disorder  Yes  No

Kidney disease/disorder  Yes  No

Irregular heartbeat or murmur  Yes  No

Stroke/CVA  Yes  No

Gastric reflux/hiatus hernia  Yes  No

Neurological condition  Yes  No

Significant back/neck injury  Yes  No

Organ failure/transplant  Yes  No

Any form of cancer  Yes  No

Any other illness/condition?  Yes  No

If you have answered Yes to any of the questions on the left please provide details:

## Your Mobility and Daily Activities/Planning your Discharge

Do you expect to remain in hospital >24 hours?  Yes  No

Do you have difficulty with walking or require aides?  Yes  No

Have you had a recent fall?  Yes  No

Do you live alone?  Yes  No

Do you have difficulty showering or dressing?  Yes  No

Are you having trouble managing at home?  Yes  No

Are you the carer of someone?  Yes  No

Do you need accommodation assistance?  Yes  No

Do you use a community support services?  Yes  No

Did you arrive by Air Ambulance?  Yes  No

**\*NURSING STAFF: If patient remaining in hospital >24 hours, has ticked yes two or more times or requires travel assistance please fax this side of form to Discharge Coordinator on 07 3163 1173 and document in progress notes that fax has been sent.**

Referral faxed  Yes Date: / /

Actioned by Discharge Coordinator  Yes Date: / /

Please complete forms and return to the hospital as soon as possible

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**Special Procedures and Diseases - do any of the following apply?**

You received a *dura mater graft* between 1972 and 1989  Yes  No

You received human pituitary hormone (growth, gonadotrophin) prior to 1985  Yes  No

You, or two or more first-degree family members have a history of Creutzfeldt-Jacob Disease (CJD) or related disease  Yes  No

**\*NURSING STAFF - if risk identified, contact Infection Control and document action in progress notes.**

**Specific Procedures and Surgery - do any of the following apply?**

Past blood transfusion	<input type="checkbox"/> Yes <input type="checkbox"/> No	If you have answered Yes to any of the questions on the left please provide details:
Angiogram	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Chemotherapy/radiation therapy	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Surgery (please list)	<input type="checkbox"/> Yes <input type="checkbox"/> No	

**Your Personal and Emotional Health - do any of the following apply?**

Currently or possibly pregnant?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Problems with your bowels?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Problems with your bladder?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Eating /swallowing difficulties?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Unexplained weight loss/gain?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Any rashes/bruising/cuts/ulcers?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Did you or do you smoke?	<input type="checkbox"/> Yes <input type="checkbox"/> No	How many per day?	If stopped, when?
Do you drink alcohol?	<input type="checkbox"/> Yes <input type="checkbox"/> No	How many?	How often?
Any hearing difficulty?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Left Ear <input type="checkbox"/> Right Ear	<input type="checkbox"/> Hearing Aid <input type="checkbox"/> Lip Reading
Any vision difficulty?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Left Eye <input type="checkbox"/> Right Eye	<input type="checkbox"/> Glasses <input type="checkbox"/> Contact Lenses
Any dental Issues?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Upper <input type="checkbox"/> Lower	
	<input type="checkbox"/> Dentures <input type="checkbox"/> Braces	<input type="checkbox"/> Bridges <input type="checkbox"/> Caps/Crowns	<input type="checkbox"/> Loose Teeth <input type="checkbox"/> Broken Teeth
Any pain management problems?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Anxiety or depression?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Any psychological disorders?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Any dementia or memory loss?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Any sleeping difficulty?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Any recent significant events in your life?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Details/Comments:

**While you are in hospital...**

The hospital's Pastoral Care team endeavours to visit all patients. Would you like to specifically request a visit?  Yes

A Eucharistic Minister distributes communion regularly for those of Catholic faith. Would you like Holy Communion?  Yes

Is there anything else hospital staff can do to make your stay more comfortable?

The information I have provided here is accurate and complete to the best of my knowledge.

Patient Signature: <b>X</b>	Date:
Nurse Signature/Designation:	Date:

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## **Mater Health Services Patient Charter**

Everyone who is seeking or receiving care in the Australian health system has certain rights and responsibilities regarding the nature of the care they receive. Mater's Patient Charter is consistent with the Australian Charter of Healthcare Rights, and reflects our commitment to providing you with exceptional care. This charter explains your rights and responsibilities relating to the care and treatment you will receive as our patient.

### **Within the Australian health care system I have a right to:**

Health care—I can access services to attend to my health care needs.

Receive safe and high quality care—I receive safe and high quality health services, provided with professional care, skill and competence.

Be informed about services, treatment, options and costs in a clear and open manner—I receive open, timely and appropriate communication about my health care in a manner I can understand.

Be included in decisions and choices about my care—I may join in making decisions and choices about my care and about health service planning.

Be shown respect, dignity and consideration—the care provided shows respect to me and my culture (for example, Aboriginal and Torres Strait Islander), beliefs and personal needs and requirements.

Privacy and confidentiality of my personal information—my personal privacy is maintained and proper handling of my personal health and other information is assured.

Comment on my care and to have my concerns addressed—I can comment on or complain about my care and have my concerns investigated and responded to.

### **I have a responsibility to:**

- advise Mater of any changes to my address, contact and GP details
- be aware that I may need to wait for attention or treatment at times if staff are attending to other patients
- keep my appointments, or notify Mater if I am unable to attend
- accept that some services I require may not be available at this location
- provide accurate information about my health and anything else that may have an impact on my care (including alternative or complementary therapies)
- tell staff of changes I notice in my medical condition
- tell staff if I have concerns regarding any aspects of my care
- be as open and honest as I can, and ask for more information if I do not understand
- tell staff if English is not my first language so I can be given access to an interpreter in person or by phone
- understand that if I am not covered by Medicare (for example, I am an overseas visitor) I will be responsible for payment of all relevant fees and charges
- understand that if I elect to be a private (chargeable) patient, I will be given information about costs and I will be responsible for paying my attending doctors and any other relevant charges
- ask questions so I can be informed about my medical condition and my care options before giving my consent to any treatment
- discuss my concerns and decisions with my health care provider, for example, if I do not wish to continue treatment, am unable to comply with treatment, or intend to discharge myself against medical advice. Once I am made aware of the implications, I must accept responsibility for the consequences of my decisions
- provide a copy of advanced health care directives, enduring power of attorney or other legal documents which may be relevant to my care
- participate in my post-discharge care planning
- tell staff of circumstances concerning my culture and beliefs so they can respond to my needs
- treat Mater staff, patients and visitors with respect and dignity
- respect other patients and staff, for example, by limiting noise and the number of visitors
- accept that my health information may be shared with appropriate health care providers and other agencies as authorised by law
- ask for my recorded health information to be corrected if it is inaccurate
- respect the privacy and confidentiality of others
- tell staff if I have a problem or any concerns so they can respond.

### **Voicing a concern or complaint**

If at any time during your visit, you feel your needs are not being met, please don't hesitate to speak to our staff. If you would like to voice a concern or make a complaint, you may wish to speak to the Nurse Unit Manager or the nurse in charge of that particular shift. The Director of Nursing is also available on telephone **07 3163 1008**. Alternatively you may wish to contact the Patient Representative on telephone **07 3163 8303**. We encourage you to provide us with this feedback to enable us to improve our service to you.

You may also refer your complaints to the Health Quality Complaints Commission (HQCC) on free call **1800 077 308**. The Commission is available as an independent body to deal with your concerns about the health care you have received.

### **Privacy Coordinator**

If you would like to have access to your medical records, please contact Mater's Privacy Coordinator on telephone **07 3163 3422**.



**Our Mission**

In the spirit of the Sisters of Mercy, Mater Health Services offer compassionate service to the sick and needy, promotes an holistic approach to health care in response to changing community needs and foster high standards in health-related education and research. Following the example of Christ the healer, we commit ourselves to offering these services to all without discrimination.

**Our Values**

<i>Mercy</i>	<i>Dignity</i>	<i>Care</i>	<i>Commitment</i>	<i>Quality</i>
The spirit of responding to one another	The spirit of humanity, respecting the worth of each person	The spirit of compassion	The spirit of integrity	The spirit of professionalism

**Mater Private Hospital Brisbane**  
 301 Vulture Street  
 South Brisbane Qld 4101

General Enquiries Telephone  
 07 3163 1111

[www.mater.org.au](http://www.mater.org.au)

