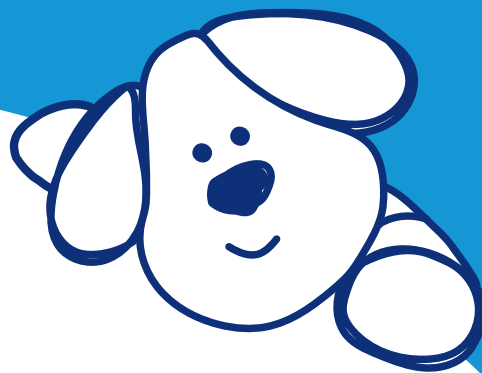


**Helpful
information for
your child's stay**

Tell us about yourself



Patient information

Name:

Nickname: Age:.....

Favourite animal:

Favourite toy:

Favourite movie:

Favourite colour:

Favourite book:

What makes you laugh?

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Meet Miracle Max

A friend to all babies and children born and cared for at Mater.



Please fill in this booklet and bring it with you on the day of your child's admission. Our doctors and nurses are looking forward to learning all about your child.



Welcome

Back in 1998 when Mater Children's Private Hospital first opened its doors, we were Australia's first private hospital for children. Since that time, our team of exceptional staff and outstanding doctors have provided care for thousands of children and their families.

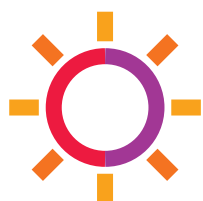
Today, Mater Children's Private Brisbane is here to provide Queensland families like yours with access to world-leading doctors, nurses and care providers from our new look, stand-alone private facility.

Your child's care and wellbeing is at the core of everything we do.

We know that coming to hospital can be worrying for any family; this booklet has been put together to answer some common questions you might have and give you more information about our services and support.

When preparing for your child's visit, make sure you read this booklet and let us know if you have any questions.

Thank you for choosing us for your child's care and welcome to Mater Children's Private Brisbane.



Your child's care and wellbeing is
at the core of everything we do.

Access information

Contact

Phone: 07 3163 2468

materhealth.org.au

Location

- Mater Children's Private Brisbane
Salmon Building, Raymond Terrace
South Brisbane Qld 4101
- Inpatient Ward, Level 7, Salmon Building
- Day Unit, Level 5, Salmon Building
- Sleep Unit, Level 4, Salmon Building

The main entrance for Mater Children's Private Brisbane is via Level 1, Salmon Building, Stanley Street.

Mater Children's Private Brisbane is a locked ward at all times. Access is available via the intercom, between 6.30 am and 8.30 pm. After-hour access is via Level 4 of the Salmon Building. Use the intercom system to gain access after hours.

Emergency care

Mater Children's Private Brisbane is not an acute facility and does not have an emergency care service.

In an emergency, to ensure your child receives the best possible care, please call 000 or go to the closest hospital to you that treats children.

When your child's condition improves, and if clinically appropriate, we can help facilitate their transfer to Mater Children's Private Brisbane for their ongoing care.

Buildings

- 1 Mater Private Hospital Brisbane
- 2 Mater Private Clinic
- 3 Mater Hospital Brisbane
- 4 Mater Private Hospital Annerley Road Campus
- 5 Mater Medical Centre
- 6 Salmon Building
- 7 Queensland Children's Hospital
- 8 Mater Mothers' Hospitals
- 9 Whitty Building
- 10 Potter Building
- 10a Potter Annex
- 11 Aubigny Place
- 12 Kelly Building
- 13 Duncombe Building

Key

- Parking
- Drop off zone
- Adult Emergency
- Private Emergency
- Security booth
- Main entrance



Getting to Mater Children's Private Brisbane

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 bus way. 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. Raymond Terrace taxi rank is the closest to the Mater Children's Private Brisbane entrance.

Max says:

Worried about getting lost?

Our Volunteers are available across our campus to welcome patients and escort you to the right location.



Parking

Mater is committed to offering accessible car parking facilities for the convenience of our patients and visitors. Mater owns and operates three multi-level car parks across the South Brisbane campus—Mater Hill Car Park West (P4), Hancock Street Car Park (P1) and Mater Medical Centre Car Park (P3).

For the most convenient parking access to Mater Children's Hospital Brisbane please park at the Hancock Street Car Park (P1) and walk along Raymond Terrace to the Salmon Building.

Long term and subsidised parking is available upon request for children and their families with extended stay. Please speak to the administration team on the ward for more information.

All proceeds from Mater's car parks support Mater patient care and medical research. These car parks are open 24 hours a day, seven days a week.

Parking attendants answer calls between 6.30 am and 9.30 pm Monday to Friday, and 11.30 am to 6 pm on Saturday and Sunday.

Calls outside these times will be diverted to Mater security.

Parking phone: 07 3163 8914

Preparing for your child's visit

Visiting hospital can be unsettling at any age. For a child, the idea of going to hospital may seem a little scary. We've listed some things you can do to help you both feel prepared.

It's helpful to learn more about the hospital, your child's medical condition and the treatment. Encourage your child to ask any questions they might have and never hesitate to say "I don't understand" or to ask what a word means. Our friendly team are here to help you.

Some common questions you may want to ask:

- What should I tell my child about the procedure?
- What will happen immediately before the procedure?
- How long will the procedure take?
- Can I stay with my child during the procedure?
- Where will I wait during the procedure?
- Will I be told how my child is doing during the procedure?
- When will I be able to see my child after the procedure?
- Will my child be in pain?
- How long will my child stay in hospital?
- How long will it be before my child can go back to school and play?
- Where can I find more information on my child's condition and procedure?
- Can I stay overnight with my child while they are in hospital?

Use the notes pages at the back of this book to write down the answers to your questions.



Helpful hints for parents and carers

Family centred care is at the heart of everything we do to improve your child's health.

- Choose a quiet time to talk to your child about their hospital visit, using a calm and relaxed tone of voice.
- Tell your child that they will be going to hospital for an operation, test or procedure, and let them know that you feel this is the right thing to do. If you feel at ease, your child is usually able to sense this and react in the same way.
- Use honest and simple explanations that fit your child's age and level of understanding.
- Ask your child questions to make sure they understand what you have said. Below are some age guidelines you might want to use:
 - **Under the age of four**—consider telling them one or two days before going to hospital. At this age, a child will likely react to your feelings, so it is more important to take the time to focus on preparing yourself.
 - **Five to seven years**—children at this age have a better understanding of time, so you might want to tell them three to five days prior.

Encourage role play activities with your children like 'playing doctors' so that they become familiar with what they might experience in hospital.
 - **Older than seven years of age**—a child is able to understand the reason for a hospital stay so you may want to tell them a week before going to the hospital so they have plenty of time to ask questions.
- You know your child best. Be sure to tell your child's doctors, nurses and other caregivers about your child's personality and past experiences with healthcare. For example, if your child is especially afraid of blood tests, staff can often find ways to make the experience less upsetting.
- Involve your child in organising and packing. Encourage your child to bring something familiar to hospital, a favourite toy or item of clothing can be of great help.
- Encourage them to bring their favourite toy or blanket and pajamas to keep them comfortable.
- Try not to make promises you can't keep. For example, don't tell your child that nothing will hurt or that there won't be any blood tests if you are unsure.
- Tell your child how they might feel. For example, you may want to explain they will not hear, see or feel anything during their operation. You could try saying something like 'the doctor will give you a special sleep medicine called anaesthesia before the operation.'
- Let your child know that it is okay to feel many different ways about going to hospital. For example, excited, curious, worried or frustrated.
- Please ensure your child is accompanied by a responsible adult support person whilst in hospital and for discharge. This may be yourself, your partner, or another family member or guardian. This is to ensure your child is kept comfortable and informed of all procedures that may happen during their time in hospital.

Max says:

Hospitals are very different to home, but they are the best place to be when our bodies need some help to work at their best.



What to bring to hospital

To help make your child's stay as pleasant as possible, it is important that you bring the following items with you on the day of your child's admission:

- ☐ All information from your child's doctor including letters, requests and a consent form if you have this.
- ☐ All of your child's current medications in their original packaging with patient label attached. You will need to discuss your child's current medications, including over the counter medications with their specialist doctor, so they can determine if your child will need to stop taking them before their hospital admission.
- ☐ All x-rays and scans relating to your child's current medical condition.
- ☐ Private health insurance details, Medicare card, pharmacy card, health benefits card, as needed.
- ☐ Your credit card or other method of payment.
- ☐ Comfortable clothing. If your child is staying overnight also bring sleepwear, pyjamas and toiletries (i.e. toothbrush, toothpaste).
- ☐ Any personal items your child would normally use such as prescription glasses, or comfort items like toys, teddy bears, or blankets.
- ☐ Comfortable non-slip shoes that fit your child well.
- ☐ A small amount of money for incidentals.*
- ☐ Please bring headphones or personal electronics. They can help distract your child from noises in the room from the medical equipment. Mater Children's Private Brisbane does have games, televisions, and game consoles available for patients to use.

* It is recommended that you leave any valuable items at home. While every effort is made to ensure you have a safe and comfortable stay at Mater Children's Private Brisbane, we cannot be held responsible for the loss or theft of any personal items. For your convenience all patient care rooms are equipped with a secure drawer.

On the day of your child's admission

Preadmission guidelines

Prior to admission you will be sent a preadmission letter with your child's admission date and time, plus some paperwork to complete on their behalf. You might also need to bring any test request forms from your specialist (e.g. blood test or x-ray referral).

One of our friendly admission team members will call you approximately three days before your child's admission for an over the phone assessment and to check some personal details. This is a good time to ask any questions you might have, or to let us know of any special requirements your child may have during your stay. The admission team may transfer your call to one of our nurses for further discussion if needed.

Please note—all admissions for surgical procedures are on Level 5 of the Salmon Building.

Feel free to record your child's admission details [here](#).

Admission date:

Admission time:

Meals and special dietary needs

Patients can order meals from a specially prepared Room Service menu which has been designed by our Room Services staff and Mater dieticians.

All meals are freshly prepared and delivered within 45 minutes of your request.

Please note if your child is on a diet that has special requirements, including preparation for a procedure, the menu choices may be modified or restricted.

Please use the telephone at your child's bedside to call extension 3663 between 6.30 am and 7 pm to place your room service order. Alternatively, online meal ordering is available via your MyMater Bedside device from 6.30 am to 7 pm, with a selection of snacks available until 8 pm. If meal ordering is not available on your MyMater Bedside device, this may be due to your specific dietary requirements.

If you, a family member or carer would like to place an order on your child's behalf they can phone 07 3163 3663 from outside the hospital. The menu can be viewed at mater.org.au. Parent meals can be made to meet dietary requirements and allergies. Otherwise, kitchen facilities are available at the parent's lounge if you wish to bring your own food from home. Fridges are also located in each patient's room. Please feel free to store food here for your own consumption.



On the day of your child's admission please present to Mater Children's Private Brisbane Day Unit, located on Level 5, at the time shown on your child's pre-admission letter.

On the day

Admission time is determined by the doctor and anaesthetist. this allows for the doctor and anaesthetist to review, and for the nursing staff to complete, an admission history and tour of the area.

The wait time is dependent on your child's specific procedure time. Our nurses will keep you updated on your child's progress throughout the procedure.

Please note—the requested time relates to your child's admission only, this is not your child's operation or procedure time. It is important that you and your child arrive at this time to allow for any necessary pre-operative requirements.

Parent's lounge

Mater Children's Private Brisbane offers a dedicated parent's lounge, located on Level 5, where parents or guardians can spend time during the procedure. If your child requires surgery, one parent or guardian will be allowed into the theatre, accompanied by Mater Volunteers, with your child as they are sedated. You will then be escorted to the parent lounge on Level 5 until your child is transferred to the recovery area.

Max says:

You might have to wait a little while before you meet your child's nurse or specialist because they are with another family. But there are still plenty of fun things for your child to do.



Hospital fees and charges

Hospital charges can include accommodation, use of theatre, prostheses and essential pharmacy items for your child's care. Charges can vary depending on their treatment required, length of stay, prosthetics provided, accommodation category and the type of health insurance you hold.

Hospital charges do not include non-hospital or medical provider costs such as your child's specialist, anaesthetist, pathology and x-ray. Additional charges may also include physiotherapy and the hire of physical aids.

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 cheques.

For your convenience, an account estimate will be discussed with you before or at the end of your child's admission, indicating anticipated out of pocket expenses for hospital charges. It is important to note this is an estimate only.

Listed over the page 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 2489** or **07 3163 2468** 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 your child's 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 Children's Private 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?
- Have I served all waiting periods for my health fund?

Travel insurance

If you have travel insurance, hospital policy requires you to pay for your child's hospital stay prior to admission unless approval has been given by Mater prior to admission.

Self-insured

If you are self-insured (paying the whole hospital account yourself), you will need to contact Mater Children's Private Brisbane to obtain an estimate before your child's admission. Self-insured patients are required to pay for all estimated hospital costs on admission.

To assist us in providing an accurate estimate, you need to provide as much information as possible about your child's stay. This would include; the CMBS (procedure) numbers for your proposed theatre procedure/s, prosthetic items to be used (such as screws or mesh) and proposed length of stay. Your treating doctor can assist with this information.

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

Max says:

Everything we do at Mater Children's Private Brisbane helps us work toward a healthier community.



During your stay

Room types

The majority of our rooms are single rooms at Mater Children's Private Brisbane. All of our single rooms include an ensuite and a day bed for a parent or guardian to stay overnight. Each room has a telephone, MyMater Bedside device (see page 14), security safe and mini-fridge.

We also offer shared sibling rooms, with the ensuite facility available adjacent to the room. The sibling rooms are only available to those siblings who are both receiving treatment at Mater Children's Private Brisbane. Please let staff know of your preferred room type on admission.

We will make every effort to accommodate your requested room type. 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. We will always do our best to ensure your preferences are met wherever possible.

Children's playground

Being stuck in a bed all day can get very boring, which is why Mater Children's Private Brisbane has dedicated indoor and outdoor play areas for you to enjoy. Siblings and other young visitors are also welcome to join you.

Reading and colouring in room

Hospitals are busy places and we know there will be times when you want to escape your room for a while. Our reading and colouring in room provides a quiet space for parents or guardians and children to take some time out together.

Parent's lounge and kitchenette

We understand that having a child in hospital is a very stressful time for a parent. While providing compassionate care to your child is our number one priority, we care about your needs too.

For children having day surgery, our parent's lounge provides a space for you to have a coffee, read a magazine, or talk with one of our volunteers and other parents. It is located close to our Day Unit on Level 5, so you are never far from your child while they are receiving treatment.

There is also a parent or guardian kitchenette overlooking the children's playground on Level 7 as part of the inpatient ward so you can enjoy a hot cup of tea while watching your child play.



A-Z of facilities and services



Accounts and administration

Depending on how your child is admitted to Mater Children's Private Brisbane you will either speak to one of our Administration Officers prior to admission or meet with them on your admission day. They will explain all health fund claims and payments to you.

If you would like an Administration Officer to visit you or speak with you regarding your health fund or payment, please ask the nurse who is caring for your child to contact the administration team on **07 3163 2489** or **07 3163 2468**.



ATM

An ATM is located on Level 1 of the Salmon Building.



Captain Starlight

Captain Starlight visits Mater Children's Private Brisbane regularly. While health professionals focus on treating illness, Captain Starlight is the super hero who captures children's imagination and creates a healing environment filled with entertainment, fun, laughter and joy. Captain Starlight's role may seem simple—playing games, telling jokes and performing magic tricks—but it's a critical part of a child's overall care and can help children through their most challenging moments.



Cafés

Mater has a number of coffee shops located around the Salmon Building. They offer hot and cold drinks, sandwiches, cakes and hot food.

Retailers are located on Stanley Street across the road from the front entrance of the Salmon Building also.



Cleaning services

Your child's room will be serviced daily. If your linen or towels require more frequent changing please let your nurse know.



Emergency procedures

If an emergency arises, please remain by your child's bed until a staff member explains what to do. All staff are trained in emergency procedures. Do not use the lifts in the event of a fire.



Pharmacy and medications

There are two pharmacies at the hospital, located on Level 2 of the Salmon Building and Level 6 of Mater Private Hospital Brisbane. Mater Pharmacy offers prescription and dispensary services. For patients, the pharmacy has an electronic ordering system so that required medicines can be dispensed by the pharmacist and delivered to your child's hospital room.

To ensure your medications are managed safely while in hospital, our pharmacists will review your child's medications that they've been taking at home. It is important that you bring all current medications in their original packing and any current prescriptions to hospital with you. Or, if you take regular medications, please request a medication list from your local pharmacy and bring this too.

During your child's stay in hospital, the specialist doctor may ask that your child stop taking any regular medications or prescribe additional medication as part of the treatment plan. For this reason, medications that have been put into a dosette box or Webster pack cannot be used while your child is in hospital. New supplies are required to ensure your safety.



Patient entertainment and information

Your child can enjoy a range of entertainment options and access important patient information with MyMater Bedside. This personalised touchscreen device provides access to TV, radio, relaxation music and games, as well as educational health information. Streaming services such as Netflix, Stan and SBS On Demand are also available. Parents and guardians are responsible for deciding which content their child can view or access on MyMater Bedside.



Telephones

For your convenience all private inpatient rooms have a phone for your use. Please dial '0' for an outside line. Local calls are complimentary.

Mobile phones are permitted on the wards and in your child's room. Mobile phones are not to be used in the corridors as the noise may disturb other patients.

USB ports for charging your phone are available. Please remember to pack your phone charger.



Security and safety

The main entry doors to the Salmon Building are locked between the hours of 8 pm and 6 am. There is a video intercom beside the Level 4 entry doors that can be used to contact the ward to gain entry. The hospital is monitored 24 hours a day by security.



Smoking

As part of changes to Queensland's smoking laws, smoking is banned across the Mater campus at South Brisbane.

The smoking laws relate to all Queensland hospitals and health facilities. Patients and visitors who wish to smoke can do so five metres from the boundary of a Mater facility; however, existing restrictions to smoking in public spaces still apply. Smoking is not permitted in front of Mater's Salmon Building.

For more information on the smoking laws please visit the Queensland Health website health.qld.gov.au.



Volunteers

Volunteers are an integral part of Mater, enabling the hospitals to maintain a wide range of services to support the needs of staff, patients and relatives.

Our Mater Volunteers Service is Queensland's largest hospital volunteer program. These friendly helpers will be available to escort you to your room on arrival and act as guides throughout our hospital.

Mater contact information

Mater Hospital Switchboard (24 hours)


To be connected to patients or departments

 **07 3163 8111**

Financial account enquiries

(Monday to Friday 9 am – 5.30 pm)

Our friendly, professional staff can assist with questions relating to your hospital account or finance.

 **07 3163 1016**

Patient Representative

Available to patients and their families who wish to voice complaints or provide valuable feedback about our service.

 **07 3163 8303**

Information Privacy Office

If you wish to have access to your child's record, or have any concerns about your privacy or disclosure of information.

 **07 3163 2666**

Consumer engagement

Mater has an engaged community of consumers who partner with us to provide valuable feedback. We would love for you to be a part of this community. Please email consumers@mater.org.au to find out more.

Patient and Carer Escalation (PACE)*

We value your safety above all else. We expect that your healthcare team can address any concerns or worries you may have about your care and immediate safety. Patients, families or carers have a right to further escalate their concerns and we encourage you to raise any concerns as early as possible. If you have serious or immediate concerns about your health, please follow the steps outlined below:

Step 1: Speak to your nurse or doctor, who will listen and respond to your concerns. If you are unsatisfied with the response and are still concerned, move to step 2.

Step 2: Ask to speak to the nursing team leader or nursing unit manager. If you are unsatisfied with the response, and are still concerned, move to step 3.

Step 3: Activate a PACE

Dial 555 from your bedside phone or call 07 3163 8555.

Tell the operator "I am using PACE", your name, ward, bed number and doctors name, if known. A senior member of staff will see you within 10 minutes.

*PACE is the equivalent to Ryan's Rule as used by Queensland Health.

mater.org.au

For additional patient information, select **Mater Children's Private Brisbane.**

Notes

If you or your child have questions for the doctors, jot them down here. That way, if you forget or you're feeling shy, you can just show them this book. If you're worried about something, like a needle or medicine, write that here too. Our doctors and nurses can help talk through your questions.

This image shows a blank sheet of white paper with horizontal blue lines, resembling notebook paper. The lines are evenly spaced and extend across the width of the page. In the bottom-left corner, there is a teal-colored quarter-circle shape, which appears to be part of a larger graphic or design element. The overall appearance is clean and minimalist.

[illegible]

Mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries.

Values

We honour and promote the dignity of human life and of all creation

We act with compassion and integrity

We strive for excellence.

Mater Children's Private Brisbane



Salmon Building
Raymond Terrace
South Brisbane Qld 4101



07 3163 2468

Mater acknowledges consumer consultation in the development of this patient information.

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Last stakeholder and consumer review 01/05/2019

Version 1

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