



# Essential information for your admission



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# Welcome

Thank you for choosing Mater Private Hospital Springfield. While a dedicated team are here for your care and comfort during your stay, your family and friends have an important role in your care and wellbeing. The hospital has been designed for your safety while providing high quality care and offering flexible visiting hours for your family and friends.



# About Mater

Mater comprises several hospitals, health centres, a world-class medical research institute and pathology and pharmacy businesses.

## What makes us different

Our concerted pursuit of innovation—to discover, improve, adopt and adapt—differentiates Mater as a leader in the areas of health, education and research.

By integrating these fields into the delivery of exceptional healthcare services, Mater is committed to the development and maintenance of healthy communities. This aim is supported by Mater Foundation, who link community and philanthropic support to both Mater Health and Mater Research.

As a Catholic not-for-profit ministry, we are committed to a holistic approach to healthcare in response to ever-changing community needs. We continually strive to improve how we deliver patient care, keep our knowledge and skills relevant, advance our understanding of illness and health and manage resources effectively.

## Planning your hospital admission

Your specialist doctor will organise your admission with the hospital and one of our pre-admission team members will contact you to discuss your upcoming hospital stay. You should expect to be contacted approximately 48 to 72 hours before your planned admission by one of our hospital administration team members who will confirm your personal details and provide you with an estimate of any excess or hospital expenses not covered by your private health insurance. Additionally, one of our pre-admission team members will contact you to talk about your procedure and complete a nursing assessment and health history interview. This allows you to ask any questions about your upcoming hospital stay and for our staff to ensure we have all relevant details required.

Before you come to hospital it is important that you discuss the consent process for your procedure with your specialist doctor. You and your specialist doctor are required to complete the hospital consent form which is provided at the back of this booklet. Your specialist doctor's office will return the signed form to the hospital before your admission date.

# What to bring to hospital

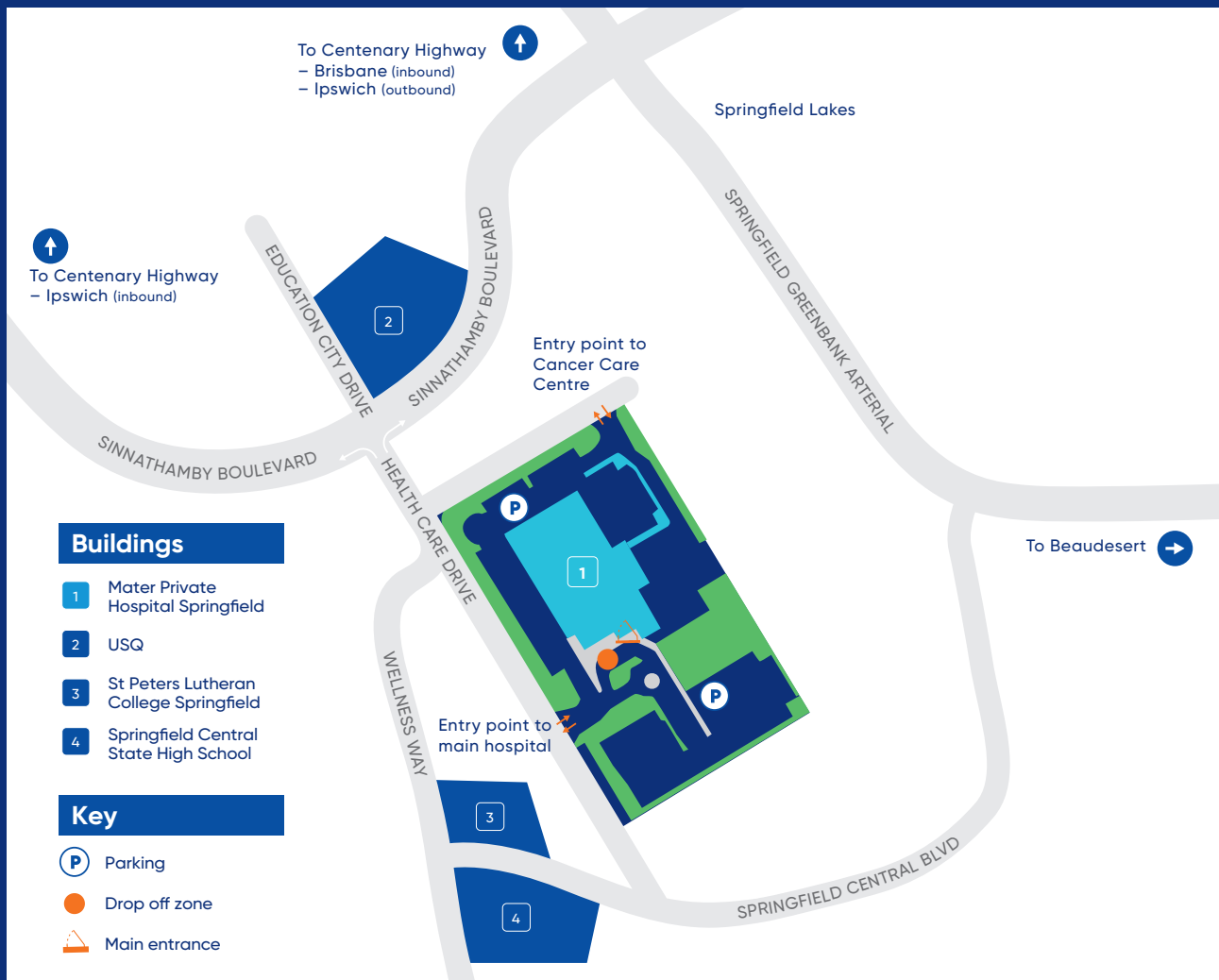
To help make your stay as pleasant as possible it is important that you bring the following items with you on your day of admission:

- All information from your doctor including letters and requests.
- All your current medications in their original packet and any current prescriptions you have.  
*You will need to discuss all your current medications, including over the counter medications with your specialist doctor so they can determine if you need to stop taking them before your hospital admission.*
- All x-rays and scans relating to your current medical condition.
- Private health insurance details, Medicare card, DVA card, Safety Net card, Pensioner card, authority to admit from WorkCover, pharmacy card, health benefits card.
- Your credit card or other method of payment.
- A certified copy of your power of attorney or advanced health directive (if you have one).
- Comfortable clothing that is not too long or loose. If you are staying overnight also bring sleepwear, dressing gown and toiletries.
- Any personal items you normally use, such as prescription glasses, walking aids, hearing aids.
- Comfortable, low-heeled and non-slip shoes that fit you well.
- If you use a CPAP machine please bring this with you, along with any medical documents relating to your Sleep Apnoea or CPAP machine. This is still necessary even if you are not staying overnight in hospital.
- A small amount of money for incidentals.\*
- Electronic devices such as mobile phone or other smart device to link with your room controls.\*

\* Please read security disclaimer on page 6.



# Making your way to the hospital



## Location

Mater Private Hospital Springfield is located in Springfield Central and is 30 minutes drive from Brisbane CBD and 15 minutes from Ipswich.

## By car

From Brisbane CBD travel in a southwest direction towards the Western Freeway and Centenary Highway (M5). Follow the Centenary Highway (M5) signs taking either exit 32 or 33 to Springfield Central. Travel along Sinnathamby Boulevard until you reach the intersection at Health Care Drive.

From Ipswich CBD travel towards Brisbane and follow the signs to Springfield Central.

## Public transport

The region has a public transport hub including an integrated bus and rail interchange at Springfield Central Station, which is conveniently located approximately 1.5 kilometres from the hospital.

For timetables and more information please visit the Translink website [translink.com.au](http://translink.com.au) or contact Translink on 13 12 30.

## Parking fees

All patients and visitors using the hospital car park are required to pay before exiting at pay stations situated in the car park. You are able to pay using cash, Visa or Mastercard.

## Hospital parking

Mater is committed to offering accessible car parking facilities for the convenience of our patients and visitors. Mater Private Hospital Springfield has an open air car park adjacent to the hospital with drop off zones located at the hospital's main entrance and the entrance to the cancer care centre. Drop off and pick up is allowed in these designated zones for a maximum of five minutes.

Car parking is free for the first 30 minutes, following this the fees increase to a maximum of \$10.00 per day.

All proceeds support Mater patient care. These car parks are open 24 hours a day, seven days a week.

# Let us know

## Voicing a concern or providing positive feedback

Mater Private Hospital Springfield values feedback about your hospital stay and invites you to provide positive feedback, suggest a service improvement or voice any concerns. We are committed to continuously improving the care and quality of service we provide and encourage you to let us know so we can improve our service.

To provide feedback, you are able to speak to the Manager of your care environment, the After Hours Manager or you may wish to contact the Mater Patient Representative on telephone 07 3163 8303.

Alternatively you are able to refer your complaints to the Office of the Health Ombudsman on 13 36 46 or [oho.qld.gov.au](http://oho.qld.gov.au). The Office of the Health Ombudsman is available as an independent body to deal with your concerns about the healthcare received.

## Privacy policy

Mater Private Hospital Springfield is committed to ensuring your personal information is professionally managed in accordance with the Privacy Act at all times. Further information about Mater's privacy policy can be viewed on the Mater website at [mater.org.au](http://mater.org.au)

If you would like access to your hospital medical records, please contact Mater's Privacy Coordinator on telephone 07 3163 2666 or email [privacyoffice@mater.org.au](mailto:privacyoffice@mater.org.au).

## Security

It is recommended that you leave any valuable items including jewellery or large amounts of cash at home. While every effort is made to ensure you have a safe and comfortable stay at Mater Private Hospital Springfield 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.

## Making a contribution

As a not-for-profit provider of health, education and research Mater relies on various fundraising initiatives to assist in meeting the healthcare needs of the community.

You can support Mater through Mater Foundation by giving a donation, buying a lottery ticket, or joining in one of our many community events. For more information about our fundraising programs, please contact Mater Foundation on telephone 07 3163 8000 or visit [materfoundation.org.au](http://materfoundation.org.au)

# Your guide to staying safe

Mater is committed to providing the safest possible environment for staff, patients and visitors. As part of our commitment to exceptional care, we use an organisation-wide program to ensure we always remain vigilant and seek to improve. We call it SafeQuest—for a safer Mater community. The following SafeQuest information is provided to help you stay safe while in hospital.



## Identify yourself

- To ensure that we are providing safe and quality care your identification will be checked frequently.
- You will be provided with an identification band during your stay. If you have an allergy this band will be red.
- Let us know if any of your personal information is incorrect (for example, your name and date of birth).
- A member of your healthcare team will check and confirm your identification prior to performing treatments/procedures, surgery, giving medications, specimen collection or blood transfusions.
- If you think that identification is not being checked appropriately, please let a member of your healthcare team know.



## Ask questions and be involved in your care

- Speak to us if you have any concerns or if there is anything about your treatment that you do not understand.
- If you think of questions when your doctor or nurse is not present, write them down so that you can ask them at a later time.
- Sharing of patient information between clinical staff will happen frequently during your stay at hospital. It is important that you participate during this exchange of information when you are able.



## Preventing infection

- Be aware that hand washing is the best way to prevent the spread of germs.
- If you feel you need to remind staff to clean their hands before examining you or giving you your medicine, please do so.
- Ask friends and relatives who have coughs and colds, diarrhoea and vomiting, or other contagious illnesses not to visit you or anyone in the hospital.



## Your role in medication safety

- Ask your nurse, pharmacist or doctor about your medicines—what they are, what they do, what they look like, when they are given, and what side effects they might have.
- If you do not recognise a medicine, check that it is for you and ensure you know why you are taking it.
- Ensure you let your doctor or nurse know if you have any allergies or have had previous reactions to any drugs, food or latex products (or anything else).
- Inform your doctor and nurse about all medicines you are taking, including vitamins, herbal remedies, and over the counter medicines.



## Reducing the risk of developing a pressure injury or bed sore

- Pressure injuries or bed sores develop when a person has remained lying or sitting in one spot for an extended period of time.
- If you are able, keep mobile as much as possible and let a member of your healthcare team know if you are uncomfortable.
- We can assist you to change position and provide ways to help relieve pressure.



## Falls prevention

- Many factors, including unfamiliar surroundings, poor balance, impaired eyesight, unsafe footwear, medical conditions and medications can increase your risk of falling while in hospital.
- To reduce your risk of falling, keep your nurse call bell close to you.
- To reduce your risk of falling, ask for help when getting out of bed especially at night and when you need to use the bathroom.
- To reduce your risk of falling, wear well supported shoes with rubber soles or the traction socks that are provided and use your usual walking aid.



## Blood transfusions

If you require a blood transfusion while in hospital:

- the reasons, risks and benefits will be explained to you. Make sure you understand these before you agree to the transfusion and sign the consent form
- ask your doctor or nurse if there is anything you do not understand
- you will be asked to confirm your identity prior to your blood transfusion. Staff will follow strict checking procedures before and during every transfusion
- ensure you inform a member of your healthcare team immediately if you begin to feel unwell during a transfusion.



## Your Safety, Our Priority—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 a bed side 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.

For further information  
about Mater's SafeQuest  
program, please visit  
**[safequest.mater.org.au](https://safequest.mater.org.au)**

# On the day of admission

Your specialist doctor will let you know if your admission to hospital will be as a day patient or if you will need to stay overnight or longer.

Before coming to hospital, if your care requires a surgical procedure, it is important that you:

- shower at home and do not apply deodorant, powder or moisturiser afterwards
- remove all nail polish and jewelry
- wear comfortable clothes.

## On arrival

Please check in with our friendly front reception staff in the main foyer on level 2 of the hospital. When you check in staff will confirm your details, assist you to complete any required paperwork and direct you to the appropriate patient care area.

## Day patients

If you are coming to hospital for a planned day procedure, after you have been checked in at the front reception you will be escorted to the Welcome Lounge near the Day Surgery Unit on level 3.

While waiting in the Day Surgery Unit for your procedure a family member or friend may wait with you.

We aim to ensure that you wait for the shortest time possible; however it's a good idea to bring a book or magazine to read or an electronic handheld device.

Your care team will keep you informed on your specialist doctor's progress and any potential wait times.

When it is time for your procedure, a member of your care team will collect you and assist you to prepare for your visit to theatre.

## Overnight patients

Your specialist doctor will let you know if your admission to hospital requires you to stay overnight or longer. After you have been checked in at the front reception you will be escorted to the Welcome Lounge near the Day Surgery Unit on level 3.

If your specialist doctor has requested that you are admitted before the day of your surgery, you will be checked in at the front reception and escorted to your patient care room where a member of your care team will assist you to get settled.

When it is time for your procedure, a member of your care team will collect you and assist you to prepare for your visit to theatre. We aim to ensure that you wait for the shortest time possible; however it's a good idea to bring a book or magazine to read or an electronic handheld device. Your care team will keep you informed on your specialist doctor's progress and any potential wait times.

After your procedure you will be transferred back to your hospital room.

# After your procedure

Planning your discharge is an important part of your hospital stay and will involve discussion with your family and support people to ensure you are fully prepared. It is important that your discharge arrangements are made before you leave hospital.

When you are ready to leave hospital, a member of your care team will discuss with you ways you can care for yourself at home and will give you information to take with you.

A member of your care team will contact your nominated support person to arrange a time for your pick up from hospital. When it is time for you to leave you will be escorted to the front reception area to meet your support person.

It is important that your discharge from hospital is as safe and easy as possible so please:

- arrange for a responsible person to pick you up and stay with you for the first 24 hours following your procedure
- do not drive your car or use heavy equipment for 24 hours after your procedure as the anaesthetic medication can cause drowsiness

- do not sign any legal documents or make important decisions 24 hours after your procedure
- follow the discharge information given to you
- contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications
- speak to a member of your care team if you require any assistance with aids such as wheelchairs, crutches etc.

If you require any assistance with your discharge planning, please let us know at your pre-admission assessment and we will assist you or put you in touch with someone who can.

For your convenience there is a patient drop off and pick up zone at the hospital's front entrance.

## Accommodation requests

Your patient care room is an important feature of your stay and every effort will be made to accommodate any requests. Unfortunately there are no guarantees that your requests will be met as rooms are allocated on the day of your admission to hospital. Preference must be given according to clinical conditions and room availability.

Our single rooms have private ensuites with the option to request a fold away bed to allow your loved one to stay overnight with you.



# Hospital facilities and services

## ATM

An ATM is located on level 2 of the hospital, just past the front reception desk. This machine accepts all cards however a fee may be charged by your bank.

## Café

A café is located on level 2 of the hospital near the front reception desk offering a range of beverages and snacks as well as breakfast and lunch meal options.

## Chapel and pastoral care services

Mater Private Hospital Springfield has a chapel available for all patients, visitors and staff located on level 2 of the hospital. The chapel has been specifically designed as a sacred space for people to access for their own quiet time and reflection regardless of race, culture, religious differences, gender or status.

Through working in close cooperation with healthcare professionals the pastoral care team at Mater recognise the holistic needs of each individual. They primarily care for, and are concerned with the human spirit and care is offered with sensitivity to the needs, feelings and wishes of others.

A pastoral carer will seek to visit you during your stay in hospital and specific religious needs of all denominations and faiths are coordinated through the department. Visits may be requested through a member of your care team. A member of the pastoral care team is available at all times.

## Electronic devices

Mater Private Hospital Springfield has been designed to embrace technology and seamlessly connect mobile devices. Patients are encouraged to bring along their own handheld devices and take advantage of the premium WiFi to ensure their experience at Mater Private Hospital Springfield is truly exceptional.

## Healing garden

Hospital can be extremely stressful for patients and their loved ones. Mater Private Hospital Springfield offers a pleasing, calming and tranquil rooftop healing garden where patients and their families can enjoy a short walk, a chat or simply just a break to enjoy the natural outdoor environment.

Regularly cared for by hospital maintenance staff the healing garden will continue to offer benefits to the Springfield community well into the future.

## Room controls

Integrated room control technology is available in all patient care rooms. The technology features include:

- general lighting in the room including the above bed down light, ensuite and reading lights all with dimming abilities
- motorised window blinds with one block out and one shade blind per room that can be operated independently of each other.

The system is controlled by simple switch panels located at the entrance to the room and beside the bed. The panels illuminate when a hand comes close allowing you or a member of your care team to easily change the room conditions without having to turn on the lights.



## Pharmacy and medications

There is a Mater Pharmacy at the hospital which exclusively operates as a dispensary to inpatients. The pharmacy has an electronic ordering system so that your medicines are dispensed by the onsite Mater Pharmacist to avoid any delays.

It is important that you bring all your current medications in their original packaging and any current prescriptions. If you take regular medications, please request a medication list from your pharmacy and bring this too.

During your stay your specialist doctor may ask you to stop taking your regular medications or prescribe additional medication as part of your treatment plan.

To ensure your medications are managed safely while in hospital, a Mater Pharmacist is available to review medications that you have been taking at home. Please ensure that you have all your medications with you in their original containers and any current prescriptions. If your medications are in a delivery device such as a dosette box or Webster pack, this may not be satisfactory for hospital and new medications will be dispensed to ensure your medication safety.

## Room service

Mater Private Hospital Springfield is pleased to offer room service for your meals. The room service menu is comprehensive and offers freshly prepared delicious meal options that cater to every taste, and options available to meet individual dietary requirements. Meals can be ordered at your convenience and delivered to your room within 45 minutes of your request.

You will be able to place an order using the telephone at your bedside or if you would like a family member to place an order on your behalf they are able to telephone 07 3163 3663 from outside the hospital between 6.30 am and 7 pm. Alternative food options are available to patients outside of the room service ordering times.

## Smoking

This hospital is a smoke-free campus. From 1 January 2015 it is against the law to smoke at any public and private health facilities and five meters beyond their boundaries. Private health facilities include hospitals and day hospitals. The new laws, introduced by the Queensland Government, apply to the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes (e-cigarettes). Smoking is only permitted beyond the five meter buffer around the perimeter of hospital and healthcare facility boundaries. The laws are enforced by Queensland Health environmental health officers and public facility authorised officers.

## Volunteers

Volunteers are a valued and important part of Mater, enabling the organisation to maintain a wide range of services and support for staff, patients and visitors. Our volunteers aim to fulfill the physical and emotional needs of every individual placed in their care and at all times uphold the core values of dignity, quality, mercy, care and commitment.

## Visiting hours

Mater Private Hospital Springfield believes that family and friends have an important role in your care therefore the hospital provides flexible visiting hours wherever possible. By having no set visiting hours families and friends are able to visit you when it's mutually convenient. We support open visitation to the patient care rooms however this is dependent on your care needs and physical environment. Please discuss with a member of your care team.

# Account information

Your Mater Private Hospital Springfield account can include:

- your accommodation fee
- operating theatre fees
- prostheses and surgical extras
- pharmacy costs.

Hospital charges may vary depending on your treatment, length of stay, prostheses provided and type of private health insurance you hold.

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

All known out-of-pocket hospital charges, not covered by private health insurers, are payable to the hospital on check in. They may be paid in cash or with most credit cards. The hospital has EFTPOS facilities and an ATM is located on level 2 near the main reception desk. If extra charges occur during your stay, you will be asked to finalise these before you leave hospital.

For your convenience an account estimate will be given to you before your admission, indicating potential out-of-pocket expenses for hospital charges. It is important to note this is an estimate only and the hospital cannot guarantee your private health fund cover.

## Private health insurance

If you have private health insurance please speak to your health fund before your admission to hospital to ensure you understand your level of cover. Important questions to ask include:

- Am I covered for the procedure at Mater Private Hospital Springfield?
- What level of cover do I have?
- Does my health fund cover allied health expenses?
- Do I have to contribute to the hospital costs e.g. is there an excess or co-payment payable?

## Travel insurance

If you have travel insurance, hospital policy requires for you to pay for your hospital stay before your 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 are a DVA Gold Card holder no approval is necessary however if you are a White Card holder you must provide your approval letter from DVA prior to or on admission to hospital.

## Workers' compensation

If you have Workers' Compensation cover you are required to get an approval letter from your employer or related workers compensation provider prior to or on admission to hospital.

## Self-insured

If you are self-insured, paying the full hospital account yourself, you will need to contact Mater Private Hospital Springfield to obtain a quote before your admission. Self-insured patients are required to pay for all estimated hospital costs on admission and if additional costs arise you are required to pay these prior to discharge.





Unit Record No. \_\_\_\_\_

Surname \_\_\_\_\_

Given Names \_\_\_\_\_

DOB \_\_\_\_\_ Sex \_\_\_\_\_

AFFIX PATIENT IDENTIFICATION LABEL HERE

Both sides of this form must be completed for the booking to proceed. A copy of this consent form is as valid as the original form.

to undergo the following planned **procedure(s)**

PROCEDURE	


**General and other risks** (please select relevant boxes)

- ☐ Wound infection
 ☐ Blood clots in the calf (DVT)/ lungs
 ☐ Nerve damage  
☐ Pain and/ or disability may increase
 ☐ Need for unplanned remedial procedures  
☐ Serious damage to other organs including heart, lungs and brain that could lead to permanent disability or even death  
☐ Bleeding where a blood transfusion may be necessary considering the risks and benefits of a transfusion as well as alternate treatments  
 Complete Refusal or Limited Consent for Blood Transfusions form, on admission, if patient does not agree to a blood transfusion  
☐ Other specific material risks and alternatives:

**I have discussed the risks and alternatives with the:**

- ☐ Patient ☐ Patient's parent(s) ☐ Patient's substitute decision-maker ☐ Using a registered interpreter (refer to page 2)

Doctor's signature:

I am the	<input type="checkbox"/> Patient	<input type="checkbox"/> Patient's parent(s)	<input type="checkbox"/> Patient's substitute decision-maker	Relationship to patient:
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**understand**

- the reason why this procedure(s) is necessary
- the potential benefits, risks and possible complications of the procedure(s)
- what alternative forms of care I could have, including not have any procedure, and why the one(s) I have agreed to is the most appropriate for me
- I have had all my concerns about the procedure(s) explained
- I feel informed about the procedure(s).

**agree to** - the procedure(s) that the doctor has advised, being performed  
 - other unplanned procedure(s) being performed if they are necessary for my wellbeing and they cannot be discussed with me at the time because I am under the influence of an anaesthetic and/or other drugs  
 - a blood transfusion if required: ☐ Yes ☐ No.

**If you are NOT the patient, please indicate your agreement with the following statement before signing below:**

☐ I am not aware of any legal or other reason that prevents me from providing unrestricted consent for this patient for this procedure(s).

Patient's signature: \_\_\_\_\_



DOB Sex

AFFIX PATIENT IDENTIFICATION LABEL HERE

Procedure date								Admission date								Admission time																																								
d	d	m	m	y	y	y	y	d	d	m	m	y	y	y	y		:		AM	PM																																				
Bed requirement: <input type="checkbox"/> Day surgery <input type="checkbox"/> ICU <input type="checkbox"/> Overnight           Admission type: <input type="checkbox"/> Intermediate <input type="checkbox"/> Private <input type="checkbox"/> Public																																																								
Prostheses: <table border="1"> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr> </table>																																																								
Special equipment: <div>Image intensifier required: <input type="checkbox"/> Yes <input type="checkbox"/> No</div>																																																								
Additional requirement(s): <div>Anaesthetic: <input type="checkbox"/> Nil <input type="checkbox"/> Epidural <input type="checkbox"/> General <input type="checkbox"/> Local <input type="checkbox"/> Regional <input type="checkbox"/> Sedation <input type="checkbox"/> Other</div>																																																								

Permanent residential address									
						Suburb/ Town:			
State:		Country:				Postcode:			
Home ☎:			Work ☎:			Mobile ☎:			
Medicare number:				Card ref. number:		Expiry date:		Safety net number:	
<div> <div></div> <div></div> <div></div> </div>		<div> <div></div> <div></div> <div></div> </div>		<div> <div></div> <div></div> </div>		<div> <div>m</div> <div>m</div> <div>y</div> <div>y</div> <div>y</div> <div>y</div> </div>		<div> <div></div> </div>	
Health fund name:		Membership number:		Excess co-payment amount:		Level of cover/ Plan type:			
<div></div>		<div></div>		<div>\$</div>		<div></div>			
Department of Veterans' Affairs number:				Card type: <input type="checkbox"/> Gold <input type="checkbox"/> White <input type="checkbox"/> Orange Department of Defence? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<div></div>									
WorkCover claim number:		Claim approved?		Pension card number:		Expiry date:		<input type="checkbox"/> Self funded	
<div></div>		<input type="checkbox"/> Yes <input type="checkbox"/> No		<div></div>		<div> <div>m</div> <div>m</div> <div>y</div> <div>y</div> <div>y</div> <div>y</div> </div>			
Substitute decision-maker contact details									
Title:		Surname:				Given name:			
Home ☎:			Work ☎:			Mobile ☎:			
Emergency person contact details									
Title:		Surname:				Given name:			
Home ☎:			Work ☎:			Mobile ☎:			

The service was provided by ☐ telephone or ☐ in person. I declare that I have interpreted the dialogue with the patient in the language specified below to the best of my ability, and I have advised the participants of any concerns regarding my performance.

Language:	NAATI no.: (if applicable)							
Print name:	d	d	m	m	y	y	y	y
Signature:	h	h	:	m	m			

Binding margin - do not write. Do not reproduce by photocopying.  
All clinical form creation and amendments must be conducted through Health Records

# Mater 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 healthcare system I have a right to:

- Healthcare—I can access services to attend to my healthcare 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 healthcare 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, 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 Mater.

- 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 healthcare 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 healthcare 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 healthcare 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.

## Our values

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### **Mercy: the spirit of responding to one another**

By being merciful we can bring forgiveness, joy, peace, kindness, compassion and hope to all in our care.

### **Dignity: the spirit of humanity, respecting the worth of each person**

Each person we encounter in our working day—patients, visitors, co-workers—deserves our respect.

### **Care: the spirit of compassion**

We show that we care for one another by being sensitive to each others needs and showing kindness.

### **Commitment: the spirit of integrity**

Being committed to those who entrust themselves to us is a responsibility we take seriously.

### **Quality: the spirit of professionalism**

We strive to be leaders in our fields and to combine those skills with humanity and warmth.

## Our mission

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In the spirit of the Sisters of Mercy, Mater offers compassionate service to the sick and needy, promotes a holistic approach to healthcare in response to changing community needs and fosters 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.

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### **Mater Private Hospital Springfield**

30 Health Care Drive  
Springfield Central QLD 4300

P 07 3098 3900 F 07 3098 3901

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

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