

Essential information for your admission

Welcome

Our dedicated team are here
for your care and comfort
during your stay.



Preparing for your admission

Your admission location

- Day Procedure Unit**
Mater Hospital Brisbane
Level 5, Raymond Terrace
South Brisbane
- Welcome Lounge***
Salmon Building
Level 5, Raymond Terrace
South Brisbane

*Neurosurgery and orthopaedic spine patients

Admission date:

Admission time:

Admission type:

- Day procedure Overnight

If you are unsure of any admission details, please call 07 3163 3000 for more information.

Going home

For safety, please ensure you have your Responsible Person available to collect you from the Day Procedure Unit and take you home by car.

Public transport is not appropriate following anaesthetic. Taxis may be used if accompanied by your Responsible Person.

Your Responsible Person will need to stay with you overnight following your anaesthetic. Please read the Responsible Persons brochure provided to you at preadmission. Please notify the hospital if you do not have this level of support.

A map is included on page 8 of this booklet for your convenience.

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About Mater

Mater comprises of 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 Mater Health, Mater Research and Mater Education.

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.

Acknowledgment of Traditional Owners

Mater acknowledges the people and the Elders of the Aboriginal and Torres Strait Islander Nations who are the Traditional Owners of the land and seas of Australia.

Mater contact information

Mater Hospital Switchboard (24 hours)

To be connected to patients or departments.

 07 3163 8111

Perioperative Nurses (Monday to Friday 8 am – 5 pm)

Experienced nurses are available to discuss appointments or concerns and answer questions about your stay.

 07 3163 3000

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 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 medical record, or have any concerns about your privacy or disclosure of information.

 07 3163 2666

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](https://www.mater.org.au)

For additional patient information, select **Mater Hospital Brisbane.**

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.

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:

- Patient Details form.
- All your regular tablets, medicines and inhalers in their original packet and any current prescriptions you have.
- All x-rays and scans relating to your procedure.
- Medicare card, DVA card, Safety Net card, Pensioner card, Pharmacy card, health benefits card, as needed.
- A certified copy of your power of attorney or advanced health directive, if you have one.
- Pack a bag with comfortable clothing that is not too long or loose. If you are staying overnight also bring sleepwear and toiletries.
- Comfortable, low-heeled and non-slip shoes that fit you well.
- Any personal items you use such as prescription glasses, walking aids and hearing aids.
- 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.
- If you decide to bring valuables such as money, smart phone or smart device please read the Security disclaimer on page 11.

Preparing for your procedure

Important appointments

You may be asked to return to the hospital again before your surgery for a perioperative or anaesthetic appointment. This appointment could take several hours, or occur across multiple days, as you may need to see different health professionals. It is important that you attend these appointments to ensure you are ready for your procedure. Please bring the following to your appointment:

- Your medicines or prescriptions including inhalers in their original packaging
- Any cardiac investigations/tests you have had done
- Previous health summaries

If you need any pre-operative tests such as blood tests or x-rays, you will be provided with the requests by your doctor or the preadmission nurse. Please make sure these tests are done before your perioperative and anaesthetic appointments.

From one week before your procedure

- STOP taking all herbal remedies, vitamins and fish oils seven days before your procedure.
- Arrange to have your pre-operative tests done such as blood tests or x-rays as directed by your doctor or preadmission nurse.

Medicines

- Follow the instructions given to you by your doctor regarding medicines and when to stop taking them:

Please contact the hospital for advice if you have not received instructions for the following:

- If you need to stop your blood thinning medicines before your procedure.
- How to manage your diabetes medicines when you are fasting.

Skin care

- Please do not shave, wax or use any hair removal products on the procedure site within one week of surgery, without checking with preadmission first. If you have any scratches or injury to your skin please contact Mater Hospital Brisbane and let your nurse know.

24 hours before your procedure

It is important that you

- avoid smoking
- do not drink any alcohol
- do not eat any foods that are high in fat or are greasy (i.e. bacon and fried foods)
- check that your Responsible Person is still available to pick you up after your procedure and care for you at home.

On the day of your procedure

If your care requires a surgical or invasive procedure, it is important that before leaving home you:

- shower at home using soap or body wash
- use the 'Surgisponge' if provided by the preadmission nurse
- do not use any skin products following your shower (e.g. powder, deodorant, creams, ointments or make-up)
- wear clean, comfortable clothing to hospital. You may wish to bring a light jumper or cardigan to have with you whilst waiting at hospital
- remove all jewellery and piercings. Notify your admitting nurse if there are any piercings or jewellery that you cannot remove
- remove all nail polish including artificial nails.

Fasting instructions

Ensure you follow the instructions below for when to stop eating and drinking (fasting). If these instructions are not followed your surgery may be postponed. When you arrive at the hospital your nurse will ask you when you last had something to eat and drink.

When to stop eating

Morning procedure

Admission time: between 6 am and 10.30 am

- Stop eating all types of food from midnight, the night before your procedure.
- This includes chewing gum, lollies and mints.

Afternoon procedure

Admission time: from 11 am onwards

- You can eat a light breakfast (e.g. toast) before 7 am on the morning of your procedure.
- After 7 am, stop eating all types of food.
- This includes chewing gum, lollies and mints.

When to stop drinking

You may drink small sips of water until two hours before your arrival time at the hospital (no more than 200 mLs per hour).

Enhanced recovery fasting procedure

If you require enhanced recovery fasting instructions, follow the directions provided to you by your doctor or preadmission nurse.

Bowel preparation

If you need bowel preparation for your procedure, follow the directions provided to you by your doctor or preadmission nurse.

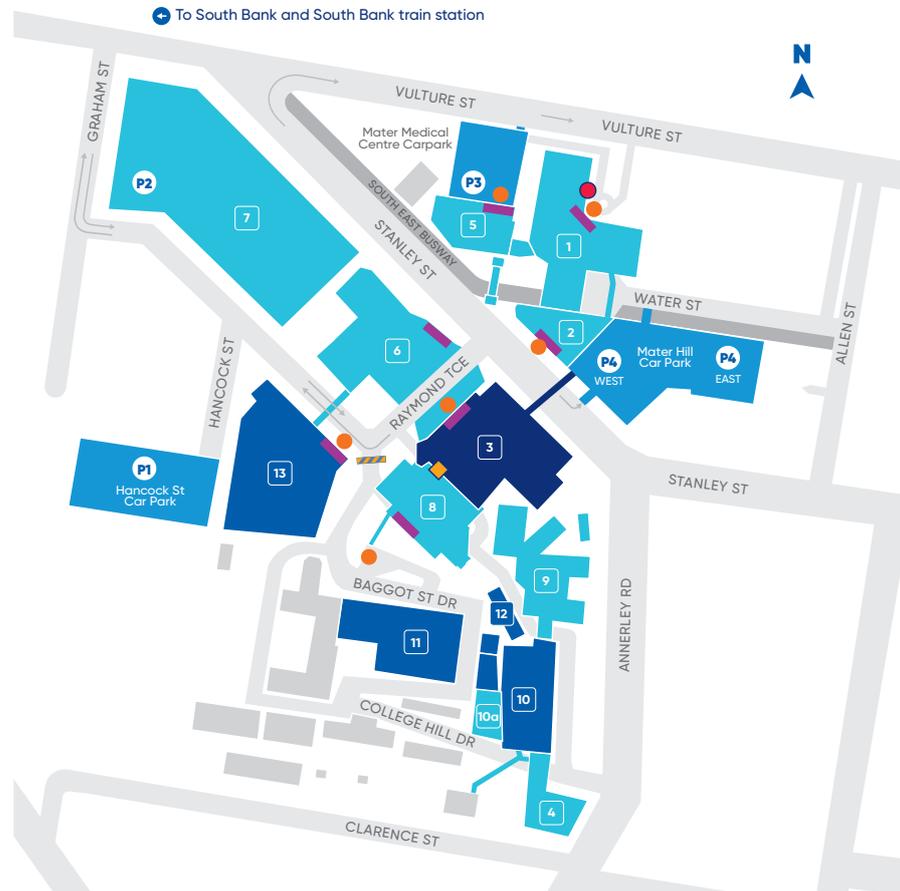
Making your way to the hospital

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



Location

Mater Hospital Brisbane is located at Raymond Terrace, South Brisbane and easily accessible via public transport, car or taxi.

By car

From Brisbane CBD, travel south towards the Cultural Centre at South Bank. Mater Hospital Brisbane is located between the South Bank parklands and Brisbane Cricket Ground (Gabba), as two points of interest.

Public transport

South Bank has a public transport hub including an integrated bus and rail interchange at South Brisbane/Cultural Centre. Additional services from South Bank will connect you to Mater Hill busway.

For timetables and more information please visit the Translink website 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.

Parking options

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

For the most convenient parking access to Mater Hospital Brisbane, you can park at the Mater Hill Car Park West (P4). All proceeds support Mater patient care. These car parks are open 24 hours a day, seven days a week.

Mater Hill Car Park West: Designated patient and visitor car parking for your convenience. Entry via Water Street. Convenient to Mater Hospital Brisbane and Salmon Building.

Hancock Street Carpark: Convenient for Salmon Building. Entry via Raymond Terrace and Hancock Street.

Let down zones

Mater Hospital Brisbane, Raymond Terrace, South Brisbane QLD 4101. Allocated let down zone in front of the hospital on Raymond Terrace.

On arrival

Please check in with our friendly reception team at your designated reception area. When you check in, our team will confirm your details, assist you to complete any required paperwork and direct you to the appropriate care area.

Please be aware that your appointment time is not your procedure time. When you arrive at the hospital our team will take you through the preparation process needed for your procedure. While waiting in the Day Procedure Unit for your procedure, you may have a support person wait with you.

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

After your procedure

Planning your discharge is an important part of your hospital stay. This will involve talking with your family and support people to ensure you are ready.

It is important that you arrange your way home and make any discharge plans before your admission.

To ensure that your discharge from hospital is safe and as easy as possible, please:

- 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 for 24 hours after your procedure
- follow all discharge information given to you
- contact your general practitioner or attend your closest emergency department if you have any post-procedural complications.

Going home after a day procedure

Your doctor may arrange for you to have your procedure and go home on the same day. If this is the case, you will be cared for in the Day Procedure Unit.

Following your operation you will return to the Day Procedure Unit where your care team will look after you until you go home. We expect that, on average, your stay with us will be approximately five to seven hours from time of admission to time of discharge.

When you are ready to leave:

- medications that you may need for home, such as pain relief, can be provided by Mater Pharmacy before you leave
- your discharge instructions and medications can be discussed with you and your carer before you leave
- a member of your care team will contact your nominated Responsible Person to arrange a time for you to be collected from hospital

- your Responsible Person will be asked to park and come to collect you from:
 - the Day Procedure Unit located on Level 5 of the Mater Hospital Brisbane **OR**
 - the Welcome Lounge located on Level 6 of the Mater Private Hospital Brisbane.

If you are staying longer in hospital

Your doctor will let you know if your admission to hospital requires you to stay overnight or longer.

After your procedure your care team will transfer you to your hospital room on Ward for post-procedure care.

Phones are available at each bedside and friends and family are welcome to phone the hospital between 8 am and 8 pm on 07 3163 8111. A prepaid phone card is required if you need to dial out from the hospital phone. You are also welcome to use your mobile phone.

You will be ready to leave when the doctor approves for you to go home:

- we expect to have you ready by 10 am to leave the hospital
- we kindly ask that you plan to have discharge transport available before your admission to hospital
- a member of your care team will discuss the following with you:
 - your medicines
 - how to care for yourself at home
 - your discharge plan and any additional information you may need to take home.

If you are concerned about transport or your care at home, please discuss this with your care team before going home.

Let us know

Voicing a concern or providing positive feedback

We value your feedback about your hospital stay and invite you to provide feedback, suggest a service improvement or voice any concerns. We are committed to continuously improving the care and quality of the service we provide and encourage you to let us know how 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**. The Office of the Health Ombudsman is available as an independent body to deal with your concerns about the healthcare you have received.

Privacy policy

We are 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 our website at **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**

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 we cannot be held responsible for the loss or theft of any personal items. It is recommended that you leave any valuable items including jewellery or large amounts of cash at home. 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 support to help meet the unmet 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 07 3163 8000 or visit **materfoundation.org.au**

Hospital facilities and services



ATM

An ATM is located on Level 2 of the hospital, just past the front reception desk as well as on Level 4 near the emergency department. The machines accept all cards however a fee may be charged by your bank.



Café

There are two cafés located within Mater Hospital Brisbane that provide a wide range of snacks, meals and hot and cold beverages for patients, visitors and staff. McAuley's Café is located on Level 2 of the hospital and is very close to the entrance. It's a convenient café offering light meals, coffee and snacks. Café on 3 is situated on Level 3 and it provides a broad range of hot meals for breakfast, lunch and dinner.



Chapel and pastoral care services

A chapel is located on Level 2 of the hospital and is available for all people to access for their own quiet time and reflection.

An alternative multifaith room is located on the ground floor of Aubigny Place.

Our pastoral care team is concerned for you holistically, which includes your physical, emotional, social and spiritual wellbeing.

Pastoral care at Mater supports the entire clinical team in providing holistic care for you, your family and carers. A pastoral care practitioner will seek to visit you during your stay in hospital. You may also request a visit by asking a member of your healthcare team.

Pastoral care is offered with sensitivity to your needs and wishes.



Pharmacy and medications

There are two Mater Pharmacy locations, on Level 6 of Mater Private Hospital Brisbane and Level 2 of the Salmon Building. Mater Pharmacy offers prescription and dispensary services as well as a wide range of gifts. For hospital inpatients, the pharmacy has an electronic ordering system so required medicines can be dispensed by our pharmacists and delivered to your hospital room.

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. It is important that you bring all your current medications in their original packing and any current prescriptions. Or, if you take many regular medications, please request a medication list from your local 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. For this reason, medications that have been put into a dosette box or Webster pack cannot be used while you are in hospital. New supplies will be required to ensure your safety.



Room service

Mater Hospital Brisbane offers 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.

Alternatively, online meal ordering is available via your MyMater Bedside device between 6.30 am and 7 pm. If meal ordering is not available on your device, this may be due to your specific dietary requirements.

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 facility and five meters beyond their boundaries. 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 us to maintain a wide range of services and support for our 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.



Visiting hours

Your family and friends have an important role in your care. Visiting hours for Mater Hospital Brisbane are 11 am to 1 pm, and 3 pm to 8 pm, seven days a week. Rest periods are between 1 pm to 3 pm.



Patient entertainment and information

You can enjoy a range of entertainment options and access important patient information with MyMater Bedside. This touchscreen device provides you access to TV, radio, relaxation music and games, as well as educational health information.

If you experience difficulty using this feature, please discuss this with your care team.

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 Hospital Brisbane



Raymond Terrace
South Brisbane QLD 4101



07 3163 8111



07 3163 6875

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

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