



Essential information for your admission

Welcome

Thank you for choosing Mater Private Hospital Bundaberg. Our dedicated team are here for your care and comfort during your stay.

Preparing for your admission

Your admission location is:

Mater Private Hospital Bundaberg

313 Bourbong Street
Bundaberg QLD 4670

P 07 4153 9539

F 07 4153 1063

E info.bundaberg@mater.org.au

A map is included on page 8 of this booklet to help assist you in where to go.

IMPORTANT: All forms need to be completed and returned no later than 14 days prior to your admission date.

Please complete these using **one** of the following methods:

You may choose to complete and submit your forms online using the Mater Patient Portal, **patientportal.mater.org.au**

Or, if you choose to complete the paper version of the forms enclose, please return them by either:

- Mail, using reply paid envelope provided (allow up to seven days for delivery)
- Scan and email to **info.bundaberg@mater.org.au**
- Fax to 07 4153 1063.

If faxing or emailing your documents, please ensure you also bring the original documents on admission day.



Contents

About Mater	2	Overnight or longer stay	13
What makes us different	2	On arrival	13
Acknowledgment of Traditional Owners	2	Arriving the day prior to your procedure	13
Planning your hospital admission	2	Arriving on the same day as your procedure	13
Mater contact information	3	Outpatient accommodation	13
Important information	4	Going home after a longer stay in hospital	13
What to bring to hospital	7	Quick reference	13
Making your way to the hospital	8	Hospital facilities and services	14
Location	8	Café	14
By car	8	TV and phones	14
Bundaberg Domestic Airport	8	Allied health services	14
By taxi and bus	8	Chapel and pastoral care services	14
By train	8	Food service	15
Parking options	8	Pathology	15
Your rights and responsibilities	9	Radiology	15
What can I expect from the Australian health system?	9	Volunteers	15
Guiding Principles	9	Smoking	15
Important instructions to follow after receiving anaesthesia	10	Visiting hours	15
Type of anaesthesia	10	Wi-Fi	15
Responsible Person caring responsibilities	10	Students	15
Diet and fluids	10	Let us know	16
Complications?	11	Voicing a concern or providing positive feedback	16
Contact	11	Privacy policy	16
Follow-up	11	Security	16
Day procedures	12	Account information	17
On arrival	12	Private health insurance	17
Day procedure patients	12	Department of Veterans' Affairs (DVA)	17
Quick reference	12	Self-insured	17

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.

Planning your hospital admission

Your specialist doctor will organise your admission with the hospital. You will be called by our administration team regarding your personal finance details, and/or by our preadmission nurses to discuss your clinical details.

You will be contacted approximately 48 to 72 hours before your planned admission by one of our hospital administration team members. During this call they 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 preadmission 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 the relevant details we need.

Mater contact information

Hospital Reception

Monday to Thursday, 8 am – 5 pm

Friday, 8 am – 4 pm

To be connected to patients or departments.

 07 4153 9539

Preadmission Clinic

Monday to Friday 8 am – 4 pm

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

 07 4153 9430

Financial account enquiries

Monday to Thursday, 8 am – 5 pm

Friday 8 am – 4 pm

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

 07 4153 9539

Patient feedback

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

 feedback.bundaberg@mater.org.au

Information and privacy

If you wish to have access to your medical record, or have any concerns about your privacy or disclosure of information. Please contact our friendly reception staff who can direct your call.

 info.bundaberg@mater.org.au

Interpreter services

Effective communication between patients and staff is important. Interpreter services are available and can be organised by the nurse caring for you.

REACH out for help*

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:

Recognise—you may recognise a worrying change in your condition, or in the person you care for.

Engage—talk with the nurse or doctor, tell them your concerns.

Act—ask the nurse in charge for a clinical review. This should occur within 30 minutes.

Call—if you are still worried call REACH. You can use your bedside phone or ask for a ward phone.

Help—call REACH on 07 4153 9409. Help is on its way.

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

mater.org.au

For additional patient information, select **Mater Private Hospital Bundaberg**.

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 info.bundaberg@mater.org.au to find out more.

Important information

The following guidelines will assist you in preparing for your procedure:

Today

- Please complete your admission forms in preparation for your hospital stay. Refer to the inside front cover of this booklet for details on how to return your forms.
- Stop or reduce smoking.

Consider your discharge arrangements

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 you plan your discharge transport before your admission wherever possible, and that your discharge arrangements are made before you leave hospital.

Preparing for your procedure

- For day procedure patients having sedation or general anaesthetic, please organise to have your Responsible Person accompany you home and stay with you overnight.
- Skin care (not applicable for some procedures)—please do not shave, wax or use any hair removal products on the operation site within one week of surgery, without checking with your doctor.

Should you require pre-operative tests such as blood tests or x-rays, we will contact you up to one week prior to your procedure or as soon as possible once we receive your booking from your specialist doctor. We can arrange for these to be attended at a local provider or at Mater Private Hospital Bundaberg. These tests will be ordered by your doctor if needed and are not always requested.

7 – 10 days before your procedure

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

If you have not received instructions regarding whether to cease blood thinning medications or not, or how to manage your diabetic medications during your fasting time, please contact your doctor for advice.

- STOP taking all herbal remedies, vitamins and fish oils now, or check with your doctor before continuing.
- If you are having surgery to your arms and/or legs, it is recommended that you remove nail polish on the affected limb.

48 hours before your procedure

- Notify your surgeon or the Preadmission Clinic on 07 4153 9430 if you are feeling unwell or have any of the following symptoms:
- temperature or fever
 - chest infection
 - sore throat
 - rash
 - vomiting
 - diarrhoea
 - skin—any cuts, breaks, skin tears, insect bites on the limb or near the region of your body being operated on.

You will receive a call from the finance/administration team to confirm your personal details, discuss the financial aspect of your stay and confirm your admission time and location.

You may be contacted by a Preadmission Registered Nurse who will discuss your medical history and admission details.

Fasting instructions

- Ensure you have received fasting instructions. If you do not have instructions, please check with your specialist doctor. **Note:** Please check any information provided by your surgeon, as these instructions may be included in an admission letter from your doctor:

Admission time:

If you are unsure of any admission details, please seek clarification from your doctor or contact Mater Private Hospital Bundaberg's Preadmission Clinic on 07 4153 9430.

Day of procedure

- Shower thoroughly at home using soap or body wash and wear clean, comfortable clothing to hospital. You may wish to bring a light jumper or cardigan to have with you while waiting at hospital.
- Do not use any skin products following your shower (e.g. powder, deodorant, creams, ointments or makeup).
- Please remove body piercings and jewellery.
- Check that your Responsible Person is still available to pick you up after your procedure.
- Present to your allocated admission location.

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.

Special needs

Please advise the hospital prior to your admission of any special needs you may have, so that we may appropriately prepare for your stay. Special needs include physical disabilities, hearing or visual impairments or special dietary requirements.

Children having surgery

Please bring a favourite toy and a spare set of pyjamas.

As a parent or guardian, we encourage you to remain with your child prior to surgery and during the recovery stage. Please do not bring other children as space is limited. We aim to ensure that you wait for the shortest time possible. However, it is a good idea to bring a book or magazine to read, or an electronic hand-held device.

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, requests and a consent form if you have this.
- 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 and natural remedies 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, as needed.
- 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 please also bring sleepwear and toiletries.
- Any personal items you normally use such as prescription glasses, walking aids and 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 a mobile phone or other smart devices.*

* Please read *Security disclaimer* on page 16.



Making your way to the hospital



Location

Mater Private Hospital Bundaberg is located at 313 Bourbong Street, Bundaberg and is easily accessible via public transport, car or taxi.

By car

Mater Private Hospital Bundaberg is located within the medical precinct on Bourbong Street.

Bundaberg Domestic Airport

Mater Private Hospital Bundaberg is located a short ten-minute drive from Bundaberg airport. Services to Bundaberg from Brisbane run daily, and you can check schedules via Qantas and Virgin Australia.

By taxi and bus

Taxi and bus transportation is available throughout Bundaberg. Ask at reception if you would like a taxi ordered on your behalf.

By train

The hospital is located a short three-minute drive from the Bundaberg railway station. You can find out more information on services via Queensland Rail.

Parking options

Mater is committed to offering accessible car parking facilities for our patients and visitors.

Free 24-hour parking is available at Mater Private Hospital Bundaberg, including disabled parking zones. Parking is accessed via Bourbong Street and Hope Street.

Your rights and responsibilities

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

The Charter recognises that people receiving care and people providing care all have important parts to play in achieving healthcare rights. The Charter allows patients, consumers, families, carers and services providing health care to share an understanding of the rights of people receiving health care. This helps everyone to work together towards a safe and high-quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes. Your safety is our primary focus when in our care. We'll work with you to ensure you're cared for in a safe and comfortable environment. We encourage you to be advocate for your health.

What can I expect from the Australian health system?

Access—I have a right to health care. I can access services to address my healthcare needs.

Safety—I have a right to receive safe and high-quality care. I receive safe and high-quality health services, provided with professional care, skill and COMPETENCE.

Respect—I have a right to be shown respect, dignity and consideration. The care provided shows respect to me and my culture, beliefs, values and personal characteristics.

Communication—I have a right to be informed about services, treatment, options and costs in a clear and open way. I receive open, timely and appropriate communication about my health care in a way I can understand.

Participation—I have a right to 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.

Privacy—I have a right to 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—I have a right to comment on my care and to have my concerns addressed. I can comment on or complain about my care and have my concerns dealt with properly and promptly.

Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

1. Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.
2. The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.
3. Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.

For more information, please contact the Australian Commission on Safety and Quality in Health Care by calling 02 9126 3600 or you can visit their website, safetyandquality.gov.au or email mail@safetyandquality.gov.au.

Resource: Australian Council For Safety And Quality In Health Care.

Important instructions to follow after receiving anaesthesia

The following information is being provided to help you understand:

- the effects that anaesthesia can have on you
- things you should not do after sedation or general anaesthesia
- how to return to normal eating and drinking
- what complications to be aware of
- when and how to seek medical advice

Type of anaesthesia

- Sedation
- General anaesthesia
- Local anaesthesia

Subtle effects of anaesthesia can last more than 24 hours after the procedure, depending on the type of anaesthesia used. Although you may feel normal within the first 24 hours, your reflexes and mental ability may still be affected without realising. You may also feel dizzy, lightheaded, sleepy, drowsy, tired and weak. After a general anaesthetic, body aches, sore muscles and a sore throat may also be present.

For safety and legal reasons, it is important that you do not do any of the following for up to 24 hours after receiving an anaesthetic:

- drink alcohol
- drive a car or operate machinery
- return to work
- make important personal/business decisions/sign important documents
- care for young children, toddlers and babies.

Please follow the post-operative instructions provided to you. It is also important during this time to have your Responsible Person stay with you. It is not essential for patients who receive local anaesthetic only to have a Responsible Person.

Responsible Person caring responsibilities

At any time throughout the specified time, one Responsible Person can hand over to another. For example, the person taking the patient home from hospital does not need to be the same person as the one who cares for the patient at home. The responsible person needs to:

- be able to continue to provide care and keep the patient safe while at home
- be available to take the patient home from hospital by car or taxi
- be able to continue to provide care and keep the patient safe while at home, or hand over to another responsible carer
- be available to stay with the patient for 24 hours after their procedure, if it was performed under anaesthetic (excluding local anaesthetic)
- be available to help with medication
- be available to help with hygiene (i.e. toileting, showering and dressing)
- be available to help with the organisation of the household after the procedure (i.e. shopping or meal preparation)
- seek medical help if needed (i.e. drive to doctors, telephone or call an ambulance).

Diet and fluids

Following an anaesthetic it is important to drink plenty of fluids to help flush the anaesthetic medicines through your system and to rehydrate. However, anaesthetics can cause some people to experience nausea and vomiting. To help manage this, gradually increase your diet, beginning with fluids that are clear (e.g. water, black tea, blackcurrant juice, apple juice, jelly). Then move to light refreshments when you feel you are ready, before returning to your normal diet.

Complications?

If you experience any of the following, or if complications occur, please seek medical advice:

- persistent nausea and vomiting
- unexpected persistent bleeding from the wound
- a high fever
- problems with breathing
- sleepiness.

Please contact your surgeon (specialist rooms), your local doctor (GP) or, in the event of an emergency, your nearest emergency department.

Contact

If you need more information, please call Mater Private Hospital Bundaberg directly, or speak to your local emergency department.

Follow-up

A follow-up call may be made by the nursing staff after your procedure to discuss your recovery and any questions you may have. If you have questions and you haven't received a follow-up call, please do not hesitate to contact Mater Private Hospital Bundaberg directly.



Day procedures

Please read the important information on pages 4 to 6 and follow the instructions to prepare for your procedure.

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.

Day procedure patients

Your specialist 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.

While waiting in your designated reception area, we ask that a support person is only present under special circumstances (i.e. caring for a child, special needs, etc.) Your support person is not able to wait with you following your admission. 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 specialist 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.

Following your procedure, 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 require for home (i.e. pain relief) can be dispensed by Bundaberg West Pharmacy or you will be given a prescription 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 Surgery Unit located off Bourbong Street, so that your discharge instructions and medications can be discussed with you both prior to you leaving.
- Please ensure your Responsible Person is with you for up to 24 hours following your anaesthetic.

Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.

Quick reference

- Ensure you have received your fasting instructions and admission time from your doctor's practice.
- Your expected length of stay for a day procedure is approximately five to seven hours.
- You must have a Responsible Person available to collect you following your procedure who must present to the Day Surgery Unit to receive handover from your care team.
- Public transport, including flying, is not safe following a day procedure and you must travel home by car. A DVA car driver or taxi driver cannot act as your Responsible Person. If you are concerned that you do not have suitable support for discharge following a day procedure, please contact your treating doctor's practice.
- **Do not drive a car, sign any legal documents, make any important decisions or operate heavy equipment for 24 hours following your anaesthetic. Follow any further instructions provided by your surgeon and anaesthetist.**

Overnight or longer stay

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 escort you to the appropriate care area.

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

Arriving the day prior to your procedure

If your specialist doctor has requested that you are admitted the day before your procedure, our reception team will escort you from Reception to your patient care room where a member of your care team will assist you to get settled.

After your procedure, your care team will transfer you back to your hospital room.

Arriving on the same day as your procedure

If your specialist doctor has requested that you admit to hospital on the same day as your procedure, you will be admitted at your designated admission unit. 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 specialist 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.

Outpatient accommodation

Mater House

Our fully furnished and self-contained units are available for family and friends of patients at Mater Private Hospital Bundaberg. Accommodation is also available for discharged patients, who need to remain close to the hospital for follow-up care. The units are also available to inpatients and their families, who are travelling from regional areas to receive treatment from Mater Private Hospital Bundaberg and the Specialist Centres.

Please speak to our friendly reception staff about booking enquiries or costs to stay at Mater House.

Going home after a longer stay in hospital

We anticipate having you ready to leave hospital by 10 am on the day your surgeon approves you to go home. This ensures we can provide admitting patients with the care they require.

We kindly ask that you plan to have discharge transport available prior to admission to hospital.

On the day you leave hospital, a member of your care team will discuss with you your medications and how to care for yourself at home and will provide you with information to take with you. Medications that you may require for home (i.e. pain relief) can be dispensed by West Bundaberg Pharmacy before you leave.

Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.

Quick reference

- Ensure you have received your fasting instructions and admission time.
- Please ensure you plan your transport home from hospital before you arrive.
- If you are concerned about transport home or managing at home after leaving hospital, please notify the Mater Private Hospital Bundaberg Preadmission nurses on 07 4153 9430.
- The expected discharge time when you are able to leave hospital is 10 am.
- **Do not drive a car, sign any legal documents, make any important decisions or operate heavy equipment for 24 hours following your anaesthetic. Follow any further instructions provided by your surgeon and anaesthetist.**

Hospital facilities and services



Café

The Rose Café is open weekdays, offering a range of snacks, meals and hot and cold beverages for patients, visitors and staff at an affordable price.



TV and phones

Individual TVs are provided free of charge to each room. A handset by your bed allows you to select any of the local television stations.

Bedside phones are also available. Outside callers can call you directly on 07 4153 95XX (the last two digits of the phone number will be the same as your room number).

If you are an inpatient we recommend that your family and friends do not call until mid-morning to allow routine patient care activities to be undertaken first.



Allied health services

Mater Private Hospital Bundaberg has access to a range of allied health services including physiotherapy, occupational therapy, speech therapy, and dietetics. Your doctor may refer you to see our allied health team.

People with special dietary requirements may be visited by a dietician during your stay, as required or requested, to ensure your needs are being met. This is a free service provided by Mater to enhance a speedy recovery.



Chapel and pastoral care services

A chapel is available for all people to access for their own quiet time and reflection.

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

A pastoral care provider will request to visit you during your stay in hospital. Ministers and authorised visitors of different denominations also visit our hospital. Pastoral care staff are happy to assist you in arranging a visit from your own priest or minister if required. Please ask a member of our staff if you require assistance with your pastoral care needs.



Pharmacy and medications

For hospital inpatients, all new medications will be ordered on your behalf through a community pharmacy.

To ensure your medications are managed safely while in hospital, a pharmacist may 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. 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 are required to ensure your safety.



Food service

Mater Private Hospital Bundaberg ensures meals are delivered fresh and are nutritionally balanced. Our catering philosophy ensures meals are prepared by well trained personnel in a modern state of the art kitchen with locally produced fresh fruit, vegetables and salads to complement our meals. The menu is designed in consultation with Mater dieticians to provide nutritionally balanced meals.

A hot or continental breakfast is offered, and there are hot and cold choices for lunch and the evening meal. A variety of main meal salads, sandwiches and wraps are also available.

Meals are provided for patients only. A meal will also be provided to a parent, whose child is hospitalised.

Meal times

- Breakfast, served from 7 am
- Lunch, served from 12 pm
- Dinner, served from 5.30 pm
- Morning and afternoon tea is also available



Pathology

Private pathology services are available at Mater Private Hospital Bundaberg. All accounts will be forwarded directly to you by the individual Pathologist.



Radiology

Onsite x-ray services are available 24-hours a day. All accounts will be forwarded directly to you by the individual Radiologist.



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 fulfil the physical and emotional needs of every individual placed in their care and at all 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. 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.



Visiting hours

Your family and friends have an important role in your care. Visiting hours for Mater Private Hospital Bundaberg are **10 am to 8 pm, seven days a week.**

Rest period for Mater Private Hospital Bundaberg patients is encouraged between 1 pm to 3 pm daily.



Wi-Fi

Free Wi-Fi is available to all patients and visitors. You can access complimentary Wi-Fi anywhere in the hospital and always stay connected.



Students

Mater Private Hospital Bundaberg is a teaching hospital. Nursing and allied health students may be performing practical experience during your hospital stay. If you have any concerns or objection to students participating in your care, please notify the nurse in charge of your ward.

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, or you may wish to email us your feedback at feedback.bundaberg@mater.org.au. We also have feedback forms readily available in your room and in various locations throughout the hospital.

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 email info.bundaberg@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.

Account information

Your Mater Private Hospital Bundaberg account may include:

- Your accommodation fee
- Operating theatre fees
- Prostheses and surgical extras; and
- Pharmacy costs.

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

Hospital charges do not include medical provider costs, such as your specialist doctor, anaesthetist, pathology and x-ray.

All known out-of-pocket hospital charges, not covered by private health insurers, are payable to the hospital on admission. They may be paid in cash or with most credit cards.

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

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 Bundaberg?
- What level of cover do I have?
- Do I have to contribute to the hospital costs (e.g. is there an excess or co-payment payable?)
- Have I served all waiting periods for my health fund?

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 Mater prior to admission.

Department of Veterans' Affairs (DVA)

If you are a DVA Gold Card holder no prior approval is necessary; however, if you are a White Card holder Mater Health will seek approval from DVA prior to your admission to hospital. Unless approval is received, your account is payable prior to admission.

Self-insured

If you are self-insured, paying the full hospital account yourself, you will need to contact Mater Private Hospital Bundaberg to obtain an estimate before your admission. Self-insured patients are required to pay for all estimated hospital costs on admission.

To assist us in providing an accurate estimate, you will 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) 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 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.

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 Private Hospital Bundaberg



313 Bourbong Street
Bundaberg QLD 4670



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

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