



# Essential information for your admission

# Welcome

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

## Preparing for your admission

### Your admission location is:

#### Mater Private Hospital Mackay

76 Willetts Road

North Mackay QLD 4740

**P** 07 4965 5666

**F** 07 4965 5611

**E** [matermackay@mater.org.au](mailto:matermackay@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 one week 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.mercycq.com](http://patientportal.mercycq.com)**

Or, if you choose to complete the paper version of the forms included in this admission pack, please return them by either:

- Mail your forms to the hospital (allow up to seven days for delivery) to:  
Mater Private Hospital Mackay  
PO Box 214  
Mackay QLD 4740
- Drop off at the hospital's front reception
- Scan and email to **[matermackay@mater.org.au](mailto:matermackay@mater.org.au)**
- Fax to 07 4965 5611.

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



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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 Private Hospital Mackay (24 hours)

To be connected to patients or departments.

 07 4965 5666

## Preadmission Clinic (Monday to Friday 8.30 am – 4 pm)

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

 07 4965 5864

## Financial account enquiries (Monday to Friday 6 am – 8 pm)

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

 07 4965 5666

## Patient feedback

Patients or family members who wish to voice complaints or provide valuable feedback about our service may speak to the Nurse Unit Manager of the clinical area. Or you can complete one of our feedback forms.

 [feedback.mackay@mater.org.au](mailto:feedback.mackay@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 discuss with the Nurse Unit Manager of your clinical area or email your request to

 [info.mackay@mater.org.au](mailto:info.mackay@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 extension 5000. Help is on its way.

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

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

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

## Pastoral Care (Monday to Friday 8.30 am – 4 pm)

A Pastoral Care Practitioner may visit you during your stay in hospital or you can also request a visit by asking your nurse or phone.

 07 4965 5809

## 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 to find out more.

 [info.mackay@mater.org.au](mailto:info.mackay@mater.org.au)

# 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.

## 7 – 10 days before your procedure

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

**If you have not received instructions regarding whether to cease blood thinning medicines or not, or how to manage your diabetic medicines 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.
- It is essential that your skin be free of any sores, scratches, rashes or tinea.** If any of these are present, you need to advise your surgeon as soon as possible and your operation may be deferred. To avoid this, keep away from pets and activities that may increase your risk of injury.

## 48 hours before your procedure

Notify your surgeon or the hospital on 07 4965 5666 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 be contacted approximately 24 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. They will also provide you with your admission and fasting times during this phone call.

One of our preadmission team members may contact you after reviewing your admission paperwork. A Registered Nurse will phone you if further information is required, or to provide you with any specific instructions regarding your procedure. This is necessary to ensure that you are appropriately and timely prepared for your hospital stay.

### **During this pre-operative call the nurse may:**

- take you through the admission process
- advise requirements prior to admission
- discuss pre-operative procedures that will be done in day surgery before the operation
- provide information about what to expect after your procedure.

### **The nurse may also ask you questions about:**

- current medicines (including the names and doses of each medicine)
- medical and surgical history
- history of concerns with anaesthetic.

### **Please speak to the pre-operative nurse and surgeon if:**

- if you are taking any blood thinning medicines (i.e. aspirin, clopidogrel, ticagrelor, dipyridamole, warfarin, rivaroxaban, apixaban, dabigatran)
- any concerns with your health such as heart, diabetes and blood pressure
- any anti-inflammatories or medicines containing steroids
- if you have any skin lesions, particularly near the site for procedure
- if you have any special needs, disabilities or any concerns regarding the operation or recovery process.

## Fasting instructions

- Ensure you have received fasting instructions. You will receive a phone call after 2 pm on the last business day prior to your surgery. If you do not have instructions, please contact Mater Private Hospital Mackay.

**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 Mackay on 07 4965 5666.

## 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.

Outpatient accommodation is also available, should you need this. Please speak to our team for more information. You can also find out more on page 13.

## 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:

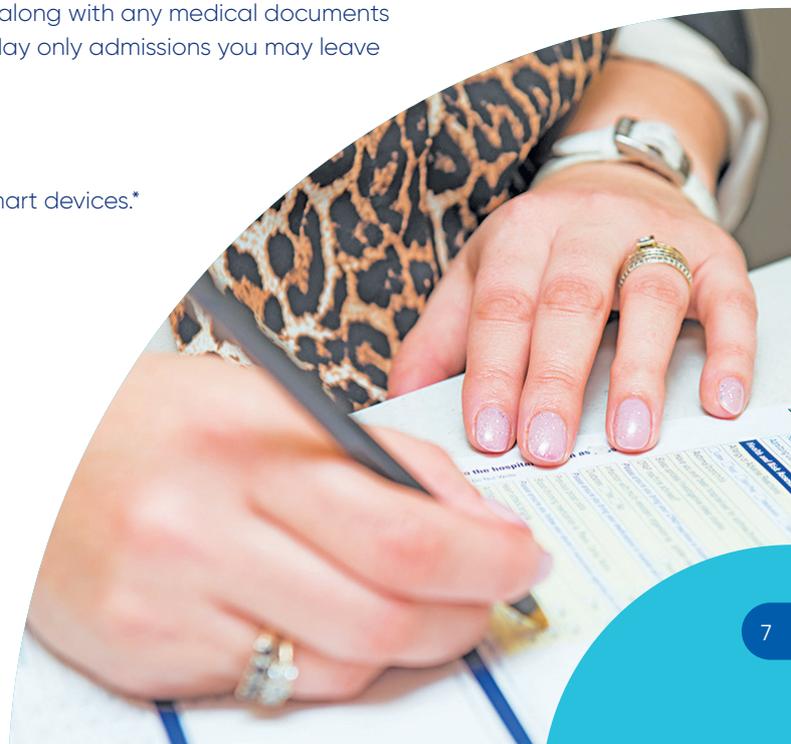
- physical disabilities,
- hearing and/or visual impairments
- memory loss
- intellectual impairment, or
- special dietary requirements.

# 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 usual medicines** in their original dispensed packs and any current prescriptions you have, along with an up to date Medicine List.  
**Please do not bring medicines in blister packs (Webster Packs) or dosette boxes** as these cannot be administered by nursing staff. You will need to discuss all your current medicines, including over the counter medicines and natural remedies, with your specialist doctor. They will advise 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. For day only admissions you may leave your CPAP machine at home.
- 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 Mackay is located at 76 Willetts Road, North Mackay and is easily accessible via public transport, car or taxi.

## By car

Mater Private Hospital Mackay is located on the north side of the Pioneer River. From Mackay CBD, travel out of the city to the A1 (to Proserpine), crossing the Ron Camm Bridge and continue north. From there, turn right onto Sams Road at the traffic lights, and right again onto Willetts Road.

## Mackay Domestic Airport

Mater Private Hospital Mackay is located a short sixteen minute (79km) drive to Mackay Airport. Services to Mackay from Brisbane run daily, and you can check schedules via Qantas and Virgin Australia.

## By train

Mater Private Hospital Mackay is located approximately a seven-minute drive (4.1km) to Mackay Train Station.

## By taxi and bus

Taxi and bus transportation is widely available throughout Mackay. To book a taxi call 131 008 or 07 4944 4955. Ask at reception if you would like a taxi ordered on your behalf or a taxi phone is available in the reception area. [Click here to view bus timetable.](#)

## Parking options

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

Free 24-hour parking is available at the hospital including disabled parking. Please take note of designated parking areas and restrictions when you park. Parking access is via Willetts Road.

## Let down zones

Mater Private Hospital Mackay, 76 Willetts Road, North Mackay.

# 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](http://safetyandquality.gov.au) or email [mail@safetyandquality.gov.au](mailto: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 medicines
- 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 Mackay directly, or speak to your local emergency department.

## Follow-up

A follow-up call will 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 Mackay 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 in the main hospital entrance and they will direct you to the appropriate care area. When you arrive at the clinical area reception you will be checked in; our team will confirm your details and assist you to complete any required paperwork.

## 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 St Joseph's Day Surgery.

If you require a support person while you wait please talk to your nurse. We aim to ensure that you wait for the shortest time possible. But 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 Surgery 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.

For children and young adults up to 18 years of age, we ask that one parent accompany their child and be available in the recovery stage unless the patient has signed their own consent form.

## When you are ready to leave:

- Medicines that you may require for home (i.e. pain relief) can be dispensed by our hospital pharmacy provider 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 on Level 2 of the hospital, so that your discharge instructions and medicines can be discussed with you both prior to you leaving.
- Please ensure your Responsible Person remains 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.
- 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 St Joseph's 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 in the main hospital entrance and they will direct you to the appropriate care area. When you arrive at the clinical area reception, you will be checked in; our team will confirm your details and assist you to complete any required paperwork.

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

## 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 and cared for in our St Joseph's Day Surgery unit. We aim to ensure you wait for the shortest time possible, but it is a good idea to bring a book or magazine to read, or an electronic hand-held device.

While waiting in the St Joseph's Day Surgery lounge for your procedure, you may have a support person wait with you. 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 take you to the theatre waiting area.

For children and young adults up to 18 years of age, we ask that one parent accompany their child and be available in the recovery stage unless the patient has signed their own consent form.

## Outpatient accommodation

### McAuley House

Our fully furnished and self-contained units are onsite to ensure that accommodation close to Mater Private Hospital Mackay is available for patients and relatives.

These eight units may be used by patients who are waiting to be admitted to hospital, or by those patients who have been discharged but need to remain close to the hospital for ongoing treatment with their doctor. The units are also available for family members or friends who may need to provide ongoing support to a loved one who is a patient.

You can contact the hospital either by phone 07 4965 5666 or via email [mackayaccommodation@mater.org.au](mailto:mackayaccommodation@mater.org.au).

Or if requiring accommodation on the day, please speak to your nurse about booking enquiries or costs to stay at McAuley 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 medicines and how to care for yourself at home and will provide you with information to take with you. Medicines that you may require for home (i.e. pain relief) can be dispensed by our hospital pharmacy provider 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 from your doctor's practice.
- 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 Mackay on 07 4965 5455.
- 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



## ATM

An ATM is located on Level 1 opposite the café in the front reception. The machine accepts all cards; however, a fee may be charged by your bank.



## Café

There is a café located in the main foyer of the hospital, available Monday to Friday, offering a range of snacks, meals and hot and cold beverages for patients, visitors and staff.

There is also a cafeteria located on the ground floor and is available 7 am until 6.30 pm for main meals at breakfast, lunch and dinner and lighter refreshments such as coffee, tea, snacks and sandwiches are also available throughout the day.



## Allied health services

Mater Private Hospital Mackay has access to a range of allied health services including physiotherapy, occupational therapy, psychologists, dietitians and social workers. Your doctor may refer you to see our allied health team.

People with special dietary requirements will be visited by a dietitian 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.



## 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 4965 5XXX (the last three digits of the phone number will be the same as your bed 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.



## Chapel and pastoral care services

A chapel is located on the ground floor of Mater Private Hospital Mackay, adjoining the centre of the courtyard, and is available for all people to access for their own quiet time and reflection.

Our pastoral care team is for you holistically, which includes your physical, emotional, social and spiritual wellbeing. Pastoral care is offered with sensitivity to your needs and wishes.



## Pharmacy and medicines

Please ensure that you bring all your usual medicines with you in their original dispensed packs, and any current prescriptions, along with an up to date Medicine List.

During your hospital stay, your specialist doctor may ask you to temporarily stop taking some of your regular medicines. They may prescribe additional medicines as part of your treatment.

For this reason, medicines that have been put into a Blister/Webster pack or dosette box cannot be used while you are in hospital. Ask your Pharmacy to provide you with the medicines in their original labeled containers to bring to hospital. Otherwise, new supplies will be required to ensure your safety.

The hospital's pharmacy service provider has two locations—one on level 1 of Mater Private Hospital Mackay, and the second located across the road from the hospital. They provide prescription dispensing, supply of other medicines and other pharmacy items including gifts.

For further information regarding supply and cost of medicines in hospital, please refer to the additional document included in this admission pack.

To ensure your medicines are managed safely while in hospital, the Mater Pharmacist is available to review all your medicines, upon request.



## Food service

The hospital's menu is comprehensive and offers delicious meal options that cater to every taste and supports nutritional wellbeing and recovery. Options are available to meet individual dietary requirements. Please advise us if you have any special dietary requirements prior to or on admission.

You will be given a menu each day with a selection of meals for you to choose from.

### Meal times

- Breakfast, 7 am to 7.45 am
- Lunch, 12 pm to 12.45 pm
- Dinner, 5 pm to 5.45 pm



## Pathology

A pathology service is provided for hospital inpatients. If your doctor requests pathology tests, the nursing staff will arrange for a member of the pathology service to visit you in your room.



## Radiology

Complementing the hospital's facilities is Queensland X-Ray offering a range of procedures including X-Rays, OPG, Fluoroscopy, CAT Scans, Mammography, MRI, Nuclear Medicine, Echocardiography and Ultrasound examinations.



## Student training

Mater Private Hospital Mackay is a teaching facility, and doctors and nurses in training could be present. Your doctor/nurse will introduce any students to you. Please let us know if you would prefer not to have students present in your care. Asking to be seen alone will not affect your care.



## 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-metre 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 Mackay are **10 am to 1.30 pm** and **3 pm to 8.30 pm**, seven days a week.

Rest period for Mater Private Hospital Mackay patients is encouraged between 1.30 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.

# 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 on 07 4965 5455, or you may wish to email your concerns to [matermackay@mater.org.au](mailto:matermackay@mater.org.au).

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

If you would like access to your hospital medical records, please email [info.mackay@mater.org.au](mailto:info.mackay@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 Mackay 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 (e.g. ICU, CCU, Day Unit, etc.), 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 Mackay?
- 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.

## Self-insured

If you are self-insured, paying the full hospital account yourself, you will need to contact Mater Private Hospital Mackay 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

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

## Values

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

We act with compassion and integrity

We strive for excellence.

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### Mater Private Hospital Mackay



76 Willetts Road  
North Mackay QLD 4740



07 4965 5666



07 4965 5611



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

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