mater

Admission Guide

Mater Hospital Springfield

mater.org.au

Welcome

Thank you for choosing Mater Hospital Springfield. Our dedicated team is here to ensure your care and comfort throughout your stay.

Mater hospitals have played a pivotal role in providing healthcare to Queenslanders since 1906.

Today, we are Queensland's largest Catholic, for-purpose provider of public and private healthcare services. Our network of hospitals stretches from Townsville to the Gold Coast and provides care to more than 700,000 people each year.

In 2015, Mater Private Hospital Springfield started caring for the people of Greater Springfield, delivering access to innovative, world-class healthcare.

Mater Hospital Springfield opened in 2026, further enhancing access to healthcare services for people living in the western corridor.

Driven not by profit but by our Mission to address unmet healthcare needs in the communities we serve, Mater brings together collective expertise from its research institute, education and training organisation and philanthropic foundation to deliver exceptional healthcare services.

We are committed to providing every patient with holistic care that supports them physically, emotionally, mentally and spiritually.

Acknowledgement of Country

Mater acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the lands and waters where we live and work. We respect their historical and continuing spiritual connections to country and community and pay our respects to their Elders past, present and emerging. As a network of hospitals and healthcare services, and with our research, education and foundation subsidiaries, we commit ourselves to the ongoing journey of reconciliation.

'The Heart to Heal, the Strength to Grow'
artwork by David Williams of Gilimbaa.

Admission details

Date:

Time:

Location:

Doctor:

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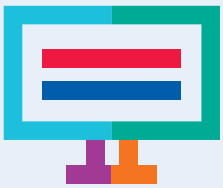
Translation available

If you require this document in larger text or require information in another language, contact Mater's interpreter services on **07 3163 8776**.

Preparing for your admission

The hospital will be notified of your admission requirements. After this, you will receive documents to complete before your admission.



It is recommended that you complete and submit your details via our online patient portal, available at **www.mater.org.au/patient-portal**

The forms include:

- patient registration health assessment
- medication summary form.

Otherwise, you are also able to return your forms to the hospital in the following ways:

- mailing them to **Mater Hospital Springfield, 30 Health Care Drive, Springfield Central Qld 4300**
- faxing them to **07 3098 3901**.

These forms must be completed and returned at least one week before your admission date.

If you email or fax your forms, please bring the original versions to hospital on the day of admission.

For questions regarding your preadmission forms, please call **07 3163 8111**.

A staff member will contact you two to three days before your admission to discuss your upcoming hospital stay.

During this call they will confirm your personal details, including Medicare details. Additionally, one of our healthcare team will contact you to talk about your procedure and complete a 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.

Before you come to hospital it is important that you discuss the consent process for your procedure with your doctor. You and your doctor are required to complete a hospital consent form, which your doctor will return to the hospital before your admission date. Please remember consent can be withdrawn at any time if you change your mind about your procedure.

What to bring to hospital

To help make your stay as comfortable 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 current medications in their original packet and any current prescriptions you have. You will need to discuss all of your current medications, including over-the-counter medications with your 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.
- ◯ Medicare card, DVA card, Safety Net card, Pensioner card, authority to admit from WorkCover, pharmacy card, and/or health benefits card, as needed.
- ◯ A certified copy of your power of attorney or advanced health directive, if you have one. Learn more about advanced health directives by visiting **mater.li/AdvancedHealthDirective**
- ◯ 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.
- ◯ A small amount of money for incidentals — while all medication during your stay is covered by Medicare, please note that any additional medication for your discharge may require payment.
- ◯ Electronic devices such as a mobile phone or other smart devices and chargers.

It is recommended you leave any valuable items, including jewellery or large amounts of cash, at home.

Preparing for your procedure

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

As soon as possible

- ◯ Please complete your admission paperwork as per the instructions on page four.
- ◯ Stop smoking or using e-cigarettes.

From 10 days before your procedure

- ◯ Please do not shave, wax or use any hair removal products on the operation site without checking with your doctor.
- ◯ Stop taking all herbal remedies, vitamins and fish oils now, or check with your doctor before continuing.
- ◯ Remove all acrylic nails and/or nail polish.
- ◯ Follow the instructions given to you by your doctor regarding medications and when to stop or continue taking them. **If you have not received instructions regarding your medications (such as blood thinners and diabetic medicines), please contact your doctor for advice.**

48 hours before your procedure

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

Fasting instructions

- ◯ Ensure you have received fasting instructions. If you do not have instructions, please check with your doctor.

Day of your procedure

Please present to hospital at the date and time listed on page three of this booklet. If you are unsure of any admission details, please seek clarification from your doctor or contact Mater Hospital Springfield's Preadmission Clinic on **07 3163 8111**.

Consider how you will get home after your procedure

Planning your discharge is an important part of your hospital stay and will involve discussion with your family and support people to ensure you are fully prepared. It is important that you plan your discharge transport before your admission wherever possible, and that your discharge arrangements are made before you leave hospital. If you require any help with your discharge planning, please let us know and we will assist you or put you in touch with someone who can.

Preparing for your 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 make-up).
- ◯ Please remove body piercings and jewellery.
- ◯ Check that your nominated person is still available to pick you up after your procedure.
- ◯ Present to your admission location (find a campus map on the next page).
- ◯ For day procedure patients having sedation or general anaesthetic, please ensure a responsible person is able to accompany you home and stay with you overnight.

If you require additional tests such as blood tests or x-rays before your procedure, we will contact you as soon as possible once we receive your booking from your doctor. We can arrange for these to be attended at a local provider or at Mater Hospital Springfield. These tests will be ordered by your doctor if needed and are not always requested.

Hand hygiene is the single most important factor in reducing hospital-acquired infections.

We can all play a major role in stopping the spread of infections to ourselves, friends and family. Handwashing basins and bottles of sanitiser are easily accessible in all ward areas and main visitor thoroughfares – please wash and sanitise your hands regularly.

On the day of admission

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

On arrival

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

Once you have been checked in, you will be escorted to the welcome lounge on level three. While waiting for your procedure a family member or friend may wait with you.

Day patients

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

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

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

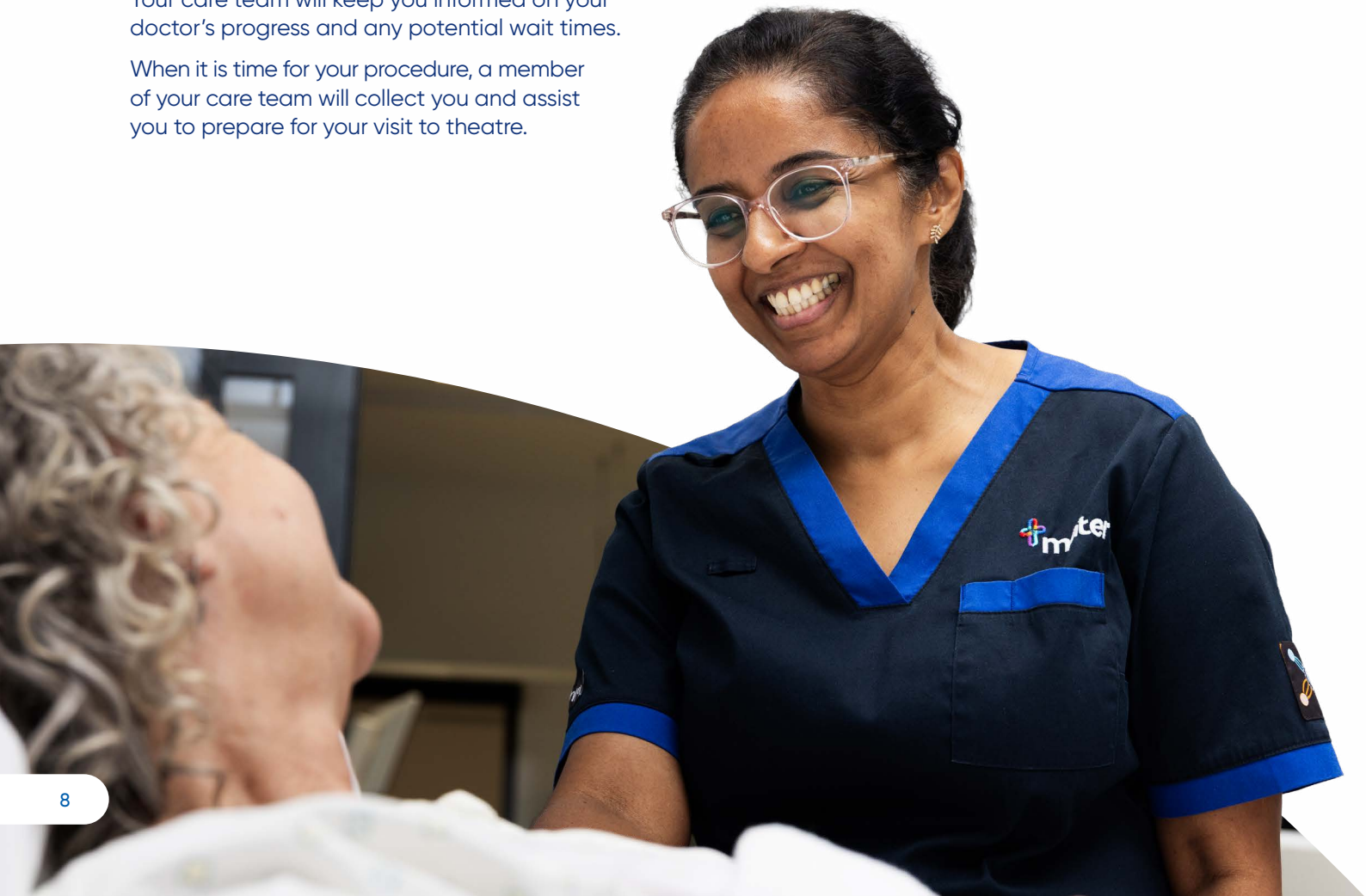
If you are staying longer in hospital

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

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

When it is time for your procedure, we will collect you and assist you to prepare for your visit to theatre. We aim to ensure that you wait for the shortest time possible; however it's a good idea to bring a book or digital device.

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



Making your way to hospital

Mater Hospital Springfield is located in Springfield Central – a 30 minute drive from the Brisbane CBD or 15 minutes from Ipswich.

By car

A 600-space gated car park (P1 on the below map) is accessible off Health Care Drive or Nightingale Avenue, with a drop off zone located at the hospital's main entrance. Please note that parking is ticketed.

If you are visiting our hospital for an outpatient clinic, this car park can be accessed at the end of Mercy Avenue (P3 on the below map).

If parking on the street or in other nearby car parks, please take note of Council or third party signage to avoid parking penalties.

Drop off and pick up

Mater Hospital Springfield features a drop off and pick up bay directly in front of the entry foyer. Our car park is accessible to the right of the drop off zone.

By bus

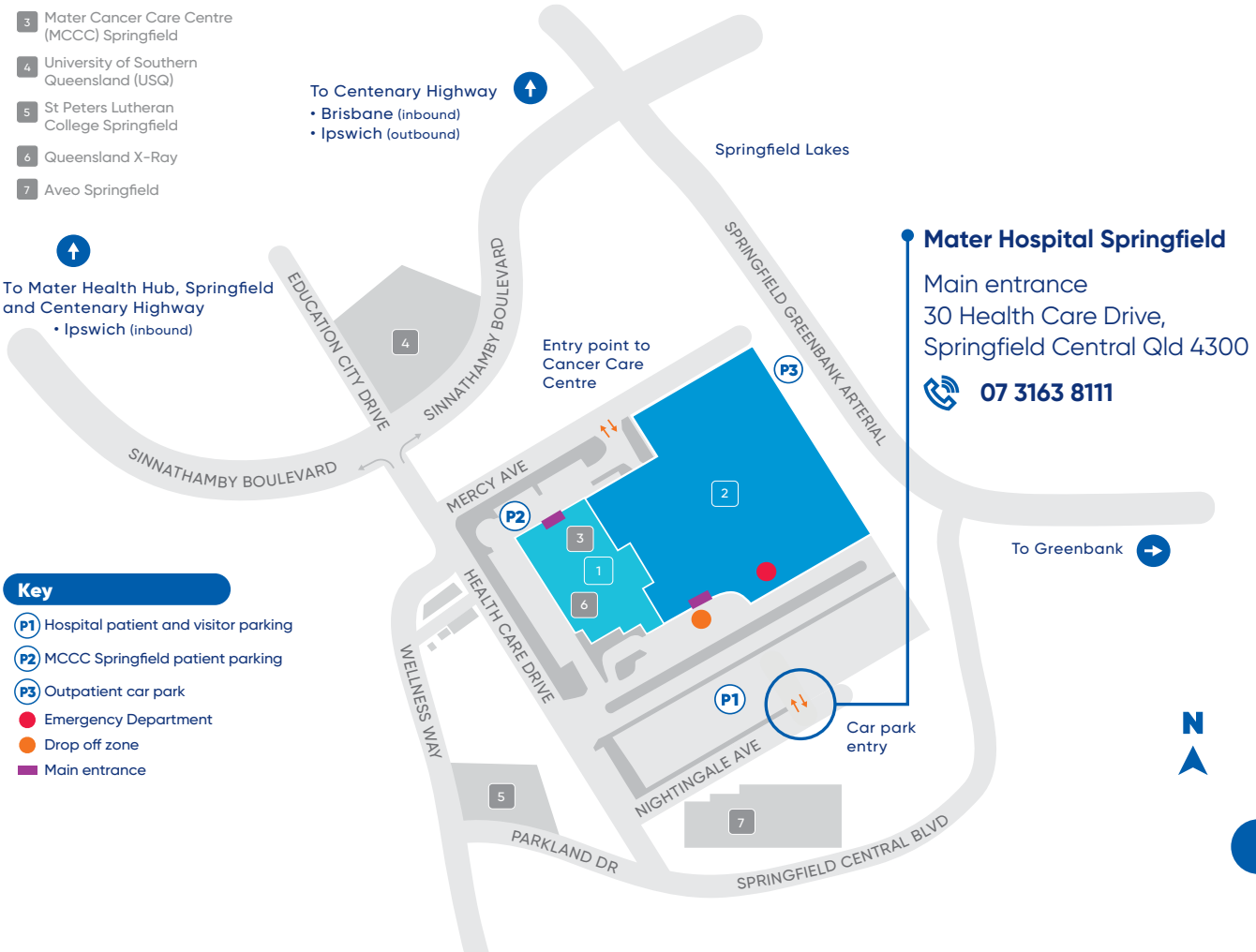
Mater Hospital Springfield is situated in close proximity to a bus stop. Timetables for services can be found at **mater.li/TranslinkHealthCareDrive**

By taxi or rideshare

Taxis and rideshare services provide door-to-door service. 13CABS can be booked online or by phoning **132 227**. If you require a wheelchair taxi, please request this on booking.

Buildings

1. Mater Private Hospital Springfield
2. Mater Hospital Springfield and Mater Mothers' Springfield
3. Mater Cancer Care Centre (MCCC) Springfield
4. University of Southern Queensland (USQ)
5. St Peters Lutheran College Springfield
6. Queensland X-Ray
7. Aveo Springfield



Mater Hospital Springfield

Main entrance
30 Health Care Drive,
Springfield Central Qld 4300

07 3163 8111

Key

- P1 Hospital patient and visitor parking
- P2 MCCC Springfield patient parking
- P3 Outpatient car park
- Emergency Department
- Drop off zone
- Main entrance

Post-anaesthesia instructions

Effects of anaesthesia can last more than 24 hours after a procedure, depending on the type of anaesthesia used.

Although you may start to feel normal in the first day, your reflexes and mental ability may still be affected. You may continue to feel dizzy, lightheaded, sleepy, drowsy, tired and weak.

After a general anaesthetic, body aches, sore muscles and a sore throat may also be present.

It is important that you do not do any of the following for at least 24 hours after receiving a general 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.

Complications

If you experience any of the following, please seek medical advice:

- ongoing nausea and vomiting
- unexpected ongoing bleeding from the wound
- a high fever
- problems with breathing
- ongoing sleepiness after the anaesthesia has worn off.

Please contact your doctor or your local GP.

In the event of an emergency call **000**.

Patients who have had general anaesthetic need a responsible person to stay with them on the first night after their procedure.

Responsible person caring responsibilities

The responsible person needs to:

- be aged 18 years or older
- 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 available to stay with the patient for 24 hours after their procedure
- be available to help with medication
- be available to help with toileting, showering and dressing
- be available to help with shopping or meal preparation
- seek medical help if needed (i.e. drive to doctors, call an ambulance).

Diet and fluids

Following an anaesthetic it is important to drink plenty of fluids 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 snacks when you feel you are ready, before returning to your normal diet.

When you leave hospital

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

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

- Note that discharge time is 10am.
- Arrange for a responsible person to pick you up and stay with you for the first 24 hours following your procedure.
- Do not drive your car or use heavy equipment for 24 hours after your procedure as the anaesthetic medication can cause drowsiness.
- Do not sign any legal documents or make important decisions 24 hours after your procedure.
- Contact your doctor or attend your closest emergency department if you have any post-procedural complications.
- Speak to a member of your care team if you require any assistance with aids such as wheelchairs, crutches, etc.
- Follow the discharge information given to you.

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

Your local contacts

Mater Hospital Springfield reception

For information on patient registration or connection to patients or hospital services.

07 3163 8111

Patient feedback

Let us know when our team has gone above and beyond, and if there are areas where we could improve your care. Submit compliments and complaints to:

mater.li/feedback

Information Privacy Office

For access to your medical records and to discuss any concerns about your privacy or disclosure of information.

07 3163 2666

privacyoffice@mater.org.au

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 our Consumer Advisory Group. Please email to find out more:

springfield@mater.org.au

Patient and Carer Escalation (PACE)*

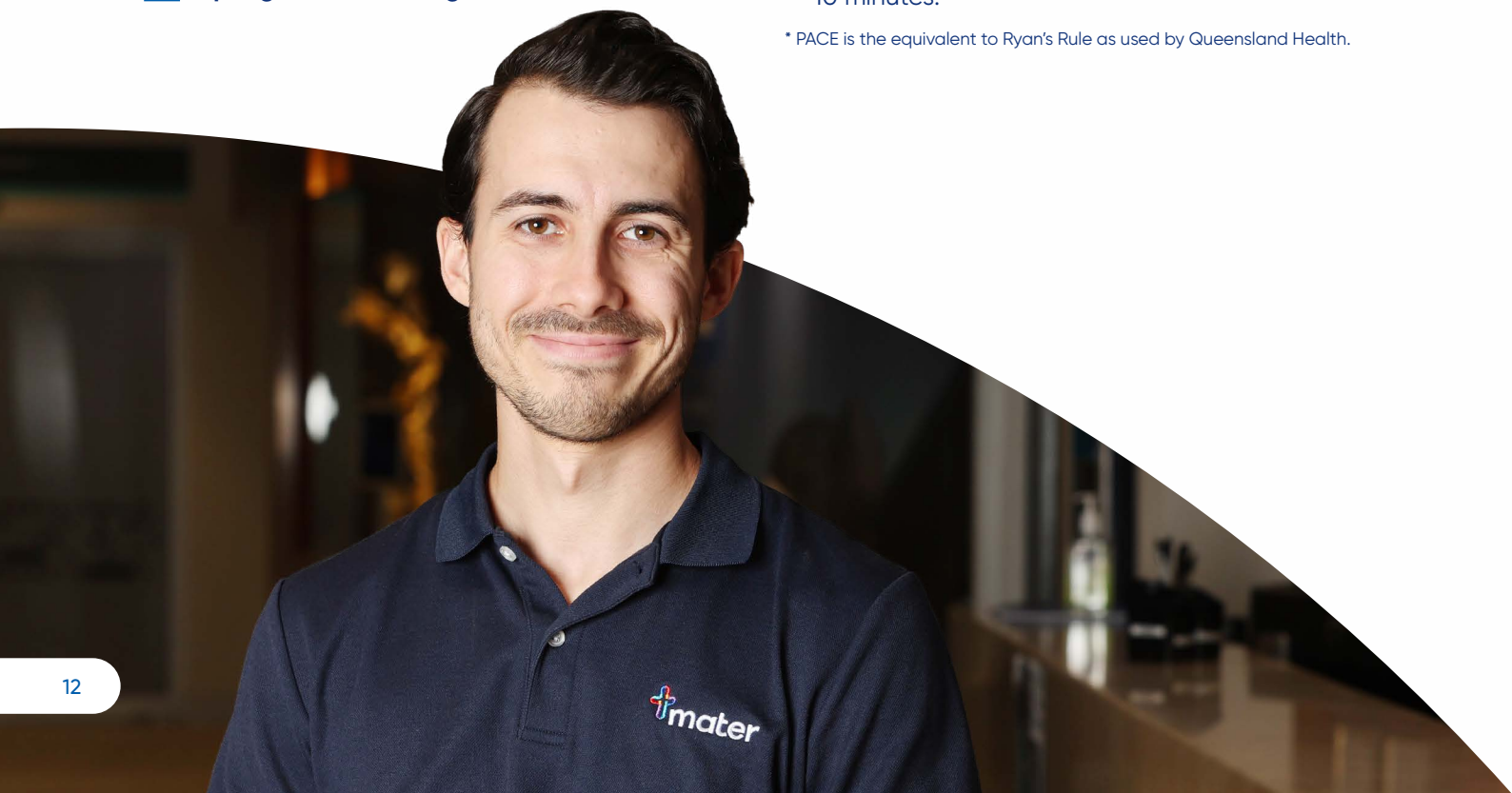
We value your safety above all else, and your healthcare team will address any concerns you may have about your care and immediate safety during your stay.

Patients, families and carers have a right to further escalate any safety concerns. 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 Nurse 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.



Our facilities and services

Visiting hours

Family and friends are welcome to visit from **8am to 1.30pm and 3.30pm to 8pm**.

Please note flowers are not permitted in the ICU.

All wards have a patient rest period from 1.30pm to 3.30pm, encouraging rest to support your healing.

Visitors are restricted during this time, except for partners or nominated support people. Families can phone and speak to their relatives at any point.

In-room amenities

Our inpatient rooms feature access to ensuites, bedside entertainment, and patient meals. You also have access to complimentary WiFi and each room is fitted with a bedside telephone with local calls free of charge. We ask that you do not use mobile phones in corridors as this may disturb other patients.

Patient entertainment and information

You can enjoy a range of entertainment options and access important patient information with MyMaterBedside. This personalised touchscreen device provides you with access to TV, radio, music, games, streaming services and social media, as well as educational information about recovering from your procedure. If you have trouble using this entertainment system, please talk to your care team.

Café

Our on-site café offers hot and cold drinks as well as snacks, meals, and an assortment of small gifts and keepsakes. The café is open from 6.30am to 5pm on weekdays, 8am to 4pm on Saturdays and 8am to 1pm on Sundays.

Pharmacy

Mater features both an inpatient pharmacy as well as a retail pharmacy, located on level one of Mater Hospital Springfield. The pharmacy has an electronic ordering system to ensure your healthcare team are able to provide you with required medication quickly.

Sacred spaces and pastoral care

A Chapel and Multifaith Room and an Aboriginal and Torres Strait Islander Lounge are both located on level two of Mater Hospital Springfield, adjacent to the main reception area.

Mater's Pastoral Care team is also on site during business hours. The team provides holistic support, encompassing your physical, emotional, social and spiritual wellbeing. You may request a visit by asking a member of your healthcare team.

Aboriginal and Torres Strait Islander Liaisons

We provide culturally safe support, advocacy and guidance for First Nations patients to support people in making informed health decisions. The team is available Monday to Friday from 8am – 4pm on **07 3098 9240**.

Let us know

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.

To provide feedback, you are able to speak to the Manager of your care environment, or you may wish to contact the Mater Patient Representative on **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**

Zero tolerance

Mater has zero tolerance to verbal, physical and other types of abuse of our staff and we ask that patients and visitors behave with respect and courtesy at all times. While Mater People are committed to providing every patient with the best possible care, they are also encouraged to prioritise their own safety at work. In addition, patients and visitors wishing to photograph, video or record Mater People in any way require written consent to do so. In order to ensure Mater provides a safe, respectful environment for all, patients and visitors are asked to adhere to hospital policies, such as visiting hours. Mater People are empowered to implement mitigation strategies when necessary, including security or police intervention and restricting access and services.

Making a contribution

As a for-purpose provider of healthcare services, Mater relies on support to address unmet healthcare needs of the community.

Every year, the Queensland community enables Mater Foundation to invest more than $40 million in improved equipment, services, staffing and resources to improve patient care.

You can support Mater Foundation by giving a donation, buying a lottery ticket, or joining in one of our many community events. You are also able to nominate the region or program you would like your contribution to go towards.

For more information on how you can contribute, phone **07 3163 8000** or visit **materfoundation.org.au**

Our Catholic identity

Mater's story is deeply rooted in the legacy of the Sisters of Mercy, who opened the first Mater hospital in Queensland in 1906. Their vision was bold and compassionate: to ensure compassionate, high-quality healthcare is accessible to everyone, regardless of their circumstances.

From those humble beginnings, they built a network of hospitals across Queensland, championed the introduction of Medicare, and led the way in caring for people living with HIV. Their pioneering spirit continues to inspire us every day.

As a Catholic, for-purpose ministry of Mercy Partners, Mater remains committed to the values entrusted to us by the Sisters of Mercy. We uphold the dignity of every person — from conception to end of life — through compassionate, high-quality care that reflects our Catholic ethos.

We do not participate in treatments where the primary intent is to end life, including Voluntary Assisted Dying (VAD). However, we respect individual choices and support patients in accessing alternative providers.

We provide palliative care with deep compassion, walking alongside those with life-limiting illnesses.

In keeping with our Catholic heritage, Mater does not perform elective pregnancy terminations or sterilisation procedures. However, we continue to care for women and couples with empathy and respect, ensuring that those facing urgent medical circumstances or personal distress receive appropriate support, guidance and referral to specialist services when needed.

Our Mater People are guided by a Code of Ethical Standards to ensure your care is not only excellent but also grounded in our Catholic principles.

In this way, we continue to carry forward the legacy of the Sisters of Mercy — championing compassionate, high-quality care grounded in our enduring Catholic values.

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 Springfield

30 Health Care Drive,
Springfield Central Qld 4300

07 3163 8111

Connect with us

@materqld

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

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