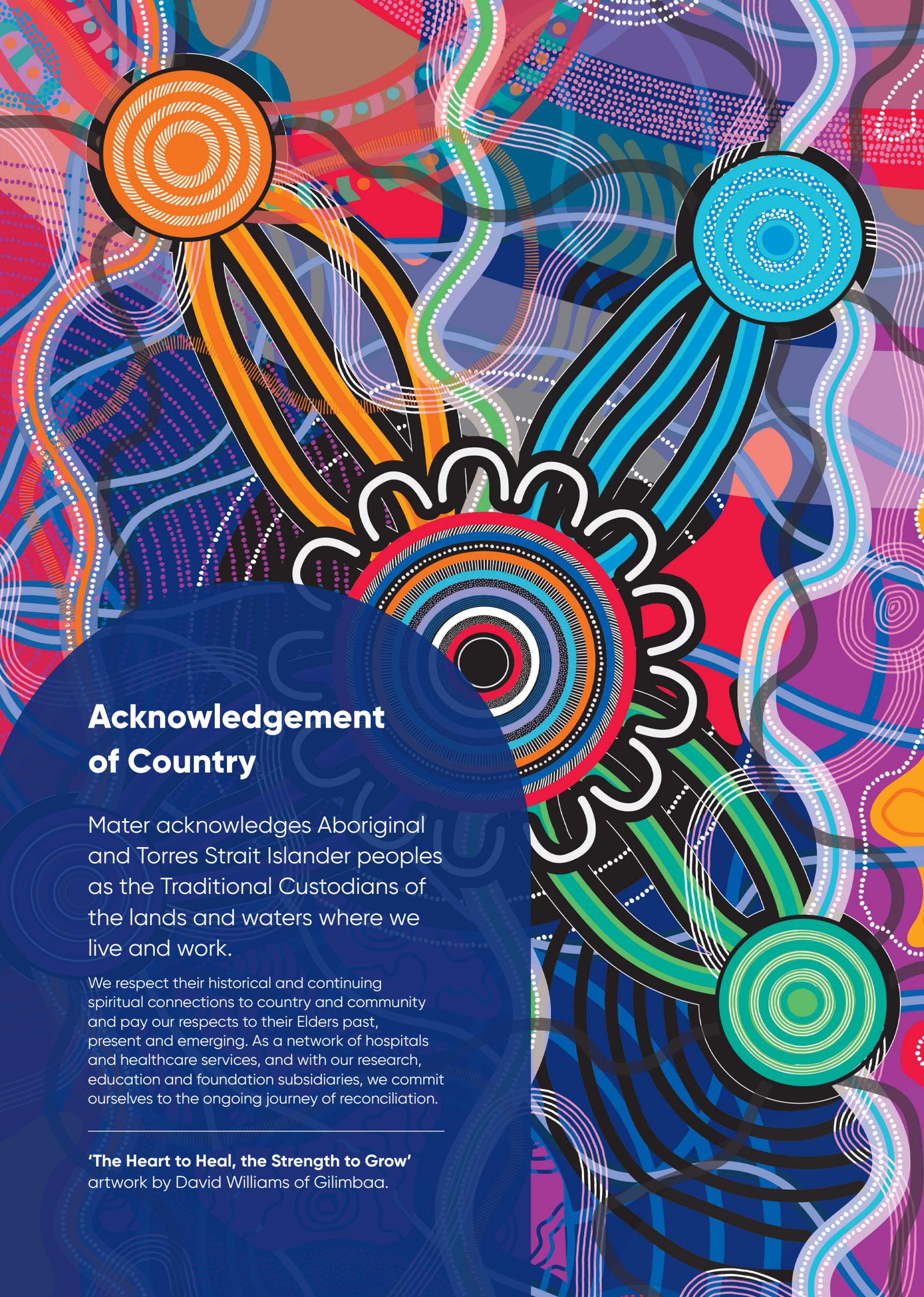




Admission Guide

Mater Private Hospital Townsville



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:

Specialist:

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We appreciate your support in promoting a smoke-free environment for all in our hospital community.

In Queensland, smoking and the use of e-cigarettes is not permitted within five metres of the boundaries of any hospital or health service.



Welcome

Thank you for choosing Mater. We understand staying in hospital can be distressing, but please rest assured that your care is our priority – our patients are at the centre of everything we do.

We have been providing compassionate care to North Queenslanders for more than 80 years, when our first hospital opened in West End in 1945. Since then, we have continued to evolve and innovate to address the unmet needs of the communities we serve.

Our doctors and nurses, as well as our cleaners, reception staff and other Mater People, are here to make your stay as comfortable as possible. If you have any questions during your time at our facility, please do not hesitate to ask us.

We wish you all the best for your healthcare journey.

Our Mission

We bring God's mercy to our communities through compassionate, transforming, healing care.

Our Vision

Empowering people to live better lives through improved health and wellbeing.

Mater believes every individual has the right to access world-class healthcare services, and is committed to supporting good health spiritually, emotionally, socially and physically.

Our Values

- We honour and promote the dignity of human life and of all creation.
- We act with compassion and integrity.
- We strive for excellence.

About Mater

Bundaberg

- Mater Private Hospital Bundaberg

Rockhampton

- Mater Private Hospital Rockhampton

Mackay

- Mater Private Hospital Mackay

Townsville

- Mater Private Hospital Townsville

Mater hospitals have played a key role in providing healthcare to Queenslanders since our first hospital opened in Brisbane in 1906.

Today, Mater is a network of hospitals stretching from Townsville to the Gold Coast. We bring together the collective expertise of our research institute, registered training organisation and philanthropic foundation to enhance and improve healthcare services and patient outcomes.

What makes us different

Mater is a Catholic, private, for-purpose organisation driven not by profit but by our Mission to address unmet healthcare needs in the communities we serve.

Mater believes every individual has the right to access world-class healthcare services close to home, and is committed to supporting good health spiritually, emotionally, socially and physically.

Springfield

- Mater Private Hospital Springfield
- Mater Hospital Springfield

South Brisbane

- Mater Private Hospital Brisbane
- Mater Hospital Brisbane
- Mater Children's Private Brisbane
- Mater Mothers' Hospital (public and private)

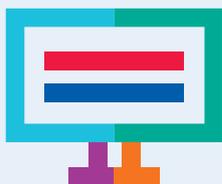
Redland

- Mater Private Hospital Redland

Gold Coast

- Mater Private Hospital Gold Coast

Preparing for your admission and procedure



Please complete and submit your details via our online patient portal, available at

www.mater.org.au/patient-portal

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

The forms include:

- patient admission form
- consent to use and disclose information
- medication summary form
- patient history and nursing assessment.

- ➔ If you require support completing your paperwork, please phone our admissions team.
- ➔ You can return patient admissions forms either online at www.mater.org.au/patient-portal or in person to our reception staff.
- ➔ All patient admission forms for maternity patients must be submitted by 18 weeks gestation.

Your doctor or clinician will work with you to organise your admission to hospital. The below guide will help you prepare for your stay with us.

As soon as possible

- Please complete your admission paperwork as per the above instructions.
- 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.
- If you are having surgery to your arms and/or legs, it is recommended that you remove nail polish on the affected limb.
- 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.
- Ensure you have received fasting instructions. If you do not have instructions, please check with your specialist doctor or surgeon.
- It is important that you plan your discharge transport before your admission wherever possible, including a nominated person to drive you home from hospital. Discharge time will be no later than 10am.

Day of 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.



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.

Our hospital



Please check your admission documents to ensure you present to the right campus – most procedures will be completed at our Pimlico campus, but day cases are also completed at Hyde Park.

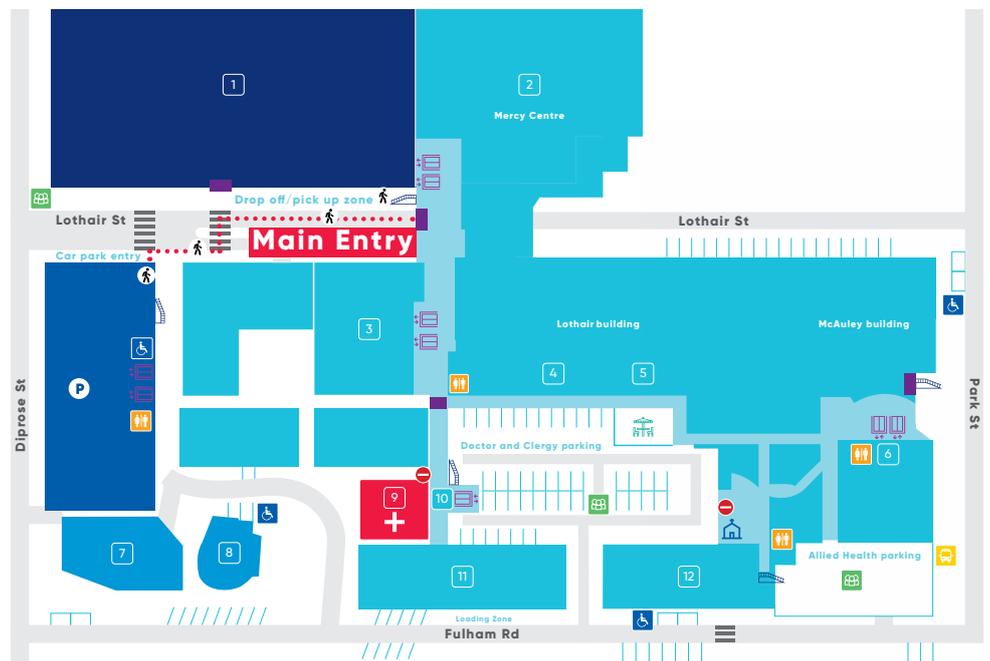
Pimlico campus buildings

- 1 Mater Mothers' Private Townsville
- 2 Admissions and Queensland X-Ray
- 3 Elevator access to wards
- 4 Pharmacy
- 5 Café
- 6 Elevator access to wards
- 7 Mater Education and JCU Clinical School
- 8 Conference Centre
- 9 Emergency Department
- 10 Elevator access to medical suites
- 11 Renal Dialysis Unit (ground floor) and medical suites (level 1 and 2)
- 12 Rehabilitation gym

Pimlico campus

25 Fulham Road,
Pimlico QLD 4812

 07 4727 4444



Travelling between campuses



Hyde Park campus

12-14 Oxford Street,
Hyde Park QLD 4812

 07 4727 4444

Hyde Park campus buildings

- 1 Day Unit admissions
- 2 Icon Cancer Care
- 3 Stair and elevator access to medical suites
- 4 Queensland X-Ray (ground floor)

Key

-  Entrance
-  Multistorey car park
-  Lift
-  Chapel
-  Emergency assembly area
-  Emergency Department
-  Disabled parking
-  Visitor restrooms
-  Bus stop
-  Disabled access ramp
-  Courtyard
-  Pedestrian path
-  No entry



Making your way to hospital



The main entrance to our Pimlico campus is located on Diprose Street, accessible off Fulham Road.

Our Hyde Park Day Unit is located at 12-14 Oxford Street, Hyde Park.

Both campuses are easily accessible via car, bus, taxi or rideshare.

By car

Mater Private Hospital Townsville features 400 secure undercover car parks, with a multistorey gated car park accessible via Diprose Street. Car park charges apply upon entry.

There are several set down and pick up zones at the hospital:

- A drop off zone can be found in front of our main entrance on Diprose Street – this is the best location for admissions, Mater Mothers', ICU and Queensland X-Ray.
- A drop off zone and car park for the Emergency Department can be accessed off Fulham Road.
- There is a marked loading zone on Fulham Road in front of the hospital. This is the best location for renal dialysis, medical suites and Allied Health patients.
- A drop off zone can also be found on Park Street – this is the best location for access to hospital wards.

Our Hyde Park Day Unit has free off-street car parking.

Please note that street parking at both facilities is regulated by Townsville City Council and restrictions may apply.

By bus

Both of our hospital campuses are accessible by bus. Timetables for services can be found on the Translink website or on the MyTranslink app.

By taxi or rideshare

Taxis and rideshare services provide door-to-door service.

To order a taxi, phone **132 227**. If you require a wheelchair-compatible taxi, please request this on booking.



Our facilities and services



Visiting hours

We know that your loved ones play an important role in your recovery and they are welcome to visit you during your stay.

Hospital visiting hours are from 8am until 6pm, seven days a week.

Intensive Care Unit visiting hours are from 11am to 1.30pm and 3.30pm to 6.30pm.

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.



Patient meals

Mater Private Hospital Townsville is proud to offer carefully curated menus developed by our on-site chef in consultation with Mater's dietitians and specialists. Providing nutritious food is an important part of caring for our patients, with meal choices tailored to your dietary needs and medical conditions.

Meals include cardiac, diabetic, vegetarian, kosher, gluten-free and culturally-specific options. A menu monitor will take your meal order each day. All meals prepared for you meet food safety standards.

If your friends or family bring food or drinks to you during your stay, please check with your doctor, nurse or dietitian before consumption to ensure they do not affect your medications or dietary requirements.



In-room services

Nurse call buttons are located on hand-held controls beside each patient bed, as well as in ensuites and hallways. Please use these to alert your healthcare team if you require assistance.

WiFi is available to all patients and visitors for the duration of your stay.

Network: MaterNet – Guest WiFi

Password: materpublic2018

Telephones are located in each room for your use. To make a call outside of the hospital, dial "0" and then the number you require. Your friends and family can contact you by phoning the hospital on **07 4727 4444** and then either asking for you by name or by your extension number – this number is listed on your phone. If you would not like to be disturbed, dial "9" and request all calls to your extension to be held.

Televisions are available in each patient room with access to all free-to-air channels, select radio stations, and a dedicated channel for Pastoral Care services and broadcasts.

Laundry is available for patients 24 hours a day. Talk to your healthcare team or dial "9" on your bedside phone for any laundry washing or dry cleaning.



Café

The Yellow Rose Café is located in the Pimlico campus courtyard, beside the pharmacy. The café offers a range of meals, snacks, and hot and cold beverages for patients, visitors, and staff. An assortment of small gifts is also available for purchase. The café is open from 7am to 3pm Monday to Friday, and 8am to 2pm on weekends and is closed on public holidays.



Accommodation for loved ones

Mater offers a limited suite of rooms for family and visitors opposite Mater Private Hospital Townsville's Pimlico campus on Fulham Road for a low rate. There are 13 motel-style units with bedding, ensuites and kitchenettes (cooking facilities are not provided). There is a central common room with a fridge, microwave, toaster and electric frying pan for basic food preparation. To book one of these rooms, please phone **07 4727 4444**.

Visit townsvillenorthqueensland.com.au for alternative accommodation options.



Allied Health

Many patients who require allied health services during their hospital stay are fully covered for Mater's day rehabilitation program. Depending on your health fund, outpatient services may incur a fee. Eligibility and out-of-pocket costs will be checked and confirmed with you prior to commencement.

Patients benefit from a range of services included as part of their stay, such as outpatient physiotherapy and dietetics, day rehabilitation programs, strength and reconditioning, and orthopaedic, neurological, and cardiac rehabilitation. For more information, visit mater.li/AH-TSV



Pharmacy

Slade Pharmacy can be found next to the café in the main courtyard, and can process prescriptions while you wait. The pharmacy also provides over-the-counter medicines and personal toiletries. Phone the pharmacy on **07 4766 6000**.



Pastoral Care

Our Pastoral Care team provide spiritual and emotional support to patients and their loved ones through blessing and welcoming of babies, supporting during and after crises, grief and loss, joining in prayer, and distributing communion. Contact Pastoral Care on **07 4727 4105** or ask nursing staff to arrange a visit.



Chapel

The Chapel is a sacred space for patients, visitors and staff to access for quiet time and reflection regardless of religion or background. The Chapel is located between the Park Street elevators and the allied health department and is open 24 hours a day. Mass is celebrated in the Chapel every Tuesday at 10am. Patients can also watch Mass by switching their TV to channel 104.



Veteran services

Mater's Veteran Liaison Officers (VLOs) are specialist clinical nurses dedicated to assisting current or ex-service men and women, war widows, and dependents of Defence personnel with the transition from hospital to home. VLOs will be your advocate, working in partnership with relevant external service organisations and community providers as well as offering access to further Defence support services. You can contact a VLO by asking your healthcare team or emailing vlo-nq@mater.org.au



Interpreter services

Interpreting and translating services are available by phoning the National Translating and Interpreting Service on **131 450**. Teletypewriter services for people with hearing and speech impediments can be accessed from the National Relay Service on **133 677**. For speak and listen users, please phone **1300 555 727**. For more information on these services visit relayservice.gov.au

Your local contacts



Hospital switchboard

For information on patient registration, eligibility and hospital charges at Mater Private Hospital Townsville, or connection to patients or hospital services.

 **07 4727 4444**

Patient account enquiries (8am – 4pm weekdays)

For assistance with questions relating to your hospital account or finance.

 **07 4727 4128**

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 4727 4337**

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:

 **info-nq@mater.org.au**

Patient safety escalations

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.

My Access To Early Response (MATER) is our facility's equivalent to Ryan's Rule in Queensland Health hospitals.

To enact MATER, please follow the below steps:

- Talk to your nurse, doctor or any member of your healthcare team about your concerns.
- If you are still concerned, ask to speak to the nurse or midwife in charge of the shift.
- If you are still concerned, please phone **07 4727 4562**. The hospital coordinator (available 24/7) will review and assist the person who is unwell.

Please provide the person assisting you with the patient's name, the reason for the call, and the ward or room number (if known).



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.
- Private health insurance details, 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.
- 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.
- Electronic devices such as a mobile phone or other smart devices.



Your stay

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

While we make every effort to accommodate patient room requests, please be advised that room allocations are based on clinical conditions.

Overnight or longer stays



Your specialist will advise if your procedure at Mater will require an overnight or longer stay when they arrange your referral to our hospital.

On arrival

Present to the admissions desk, where one of our team members will escort you to the welcome lounge, or to your room.

We recommend you bring a book or digital device to use in the welcome lounge, if required.

Your support person is welcome to wait with you during this time. When it is time for your procedure, one of our team members will collect you.

Quick reference



Ensure you have received your fasting instructions and admission time from your doctor's practice.



Ensure your nominated person is able to transport you home from hospital after your procedure.



Notify one of our staff members of any concerns about managing at home after leaving hospital.



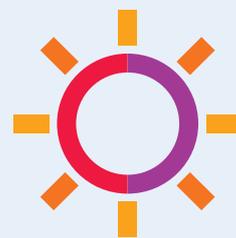
Discharge time is 10am.



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.



Day procedures



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 one of our Day Units. Please refer to your admission paperwork to confirm where to present on the day of your procedure.

On arrival

Check in with our admission team, who will confirm your details, assist you to complete any required paperwork and direct you to the appropriate care area.

While waiting for your procedure, you may have a support person wait with you. We aim to ensure that wait times are as short as possible, but recommend bringing a book or digital device.

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 be escorted to the recovery areas where our clinicians will care for you until you go home.

On average, day procedure patients are with us for 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 the on-site pharmacy.
- 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 collect you from the Day Procedure Unit so that your discharge instructions and medications can be discussed with you both prior to you leaving.
- If you have had sedation or general anaesthetic, please ensure a responsible person is also able to stay with you overnight.



Post-anaesthesia instructions



Subtle 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 24 hours, your reflexes and mental ability may still be affected. 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.

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.

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, 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, call an ambulance).



Complications

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

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

Please contact your surgeon (specialist rooms) or your local doctor (GP).

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

Diet and fluids

Following an anaesthetic it is important to drink plenty of fluids to help flush the anaesthetic medicines through your system and 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.

When you leave hospital



Discharge occurs daily at 10am

Your healthcare team will determine when you are ready to be discharged and discuss any requirements. You will be provided with a discharge summary and any additional patient care information, if required, when leaving the hospital.

We advise you to plan for your discharge as much as possible. If you believe you will require assistance once you arrive home, please do not hesitate to alert our staff.

Have you collected all of your belongings?

Please ensure that you take all your belongings with you upon discharge. This includes laundry, phone and tablet chargers, x-rays and images taken during your stay.

Have you made a follow-up appointment with your doctor?

You may need to make a follow up appointment with your doctor as advised by your care team.

Have you discussed your medication?

Please make sure you have discussed your discharge medication with your care team. A medication review will be arranged if necessary and you may have new medications to take when you return home. Please follow the instructions carefully.

What if I have no way of getting home?

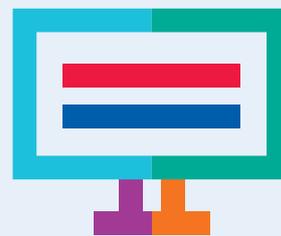
Speak with your care team to determine whether you may be eligible to access Mater's courtesy vehicle, which can drop patients home to select suburbs.

The service is not available to bring patients to specialist appointments or admissions to the hospital. The service is reliant on volunteers and no advanced booking can be guaranteed.

To arrange a booking, please contact volunteers@mater.org.au or phone the hospital directly.



Account information



Your Mater account will include fees relating to your stay with us, including:

- Accommodation
- Operating theatre fees
- Prostheses and surgical extras
- Pharmacy costs.

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

Hospital charges do not include medical provider costs, such as your doctor, anaesthetist, pathology, some allied health services, discharge medication and some x-ray services.

All known out-of-pocket hospital charges not covered by private health insurers, are payable to the hospital prior to or on admission. 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?
- Will I need to pay an excess?
- Is there a gap payment that I will be responsible for?
- Do I have to contribute to the hospital costs (e.g. is there an excess or co-payment payable?)

Service personnel and veterans

If your healthcare is covered by the Australian Defence Force, we will require your defence approval and EP identification number prior to admission.

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

Self-insured

If you are self-insured, you will need to contact Mater to obtain an estimate before your admission. Self-insured patients are required to pay for all estimated hospital costs prior to their admission.

To assist us in providing an accurate estimate, you will need to provide as much information as possible about your procedure and stay. This could include the Medical Benefit Scheme numbers for your procedures, any prostheses and your proposed length of stay in hospital. 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.



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.



Mater Private Hospital Townsville



25 Fulham Road,
Pimlico QLD 4812



07 4727 4444



info-nq@mater.org.au

Connect with us

@materqld  

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

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Version number 1.3

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