



**CAULFIELD GENERAL
MEDICAL CENTRE**

A Member of
BAYSIDE HEALTH

Patient Information Handbook



This practical guide for persons attending Caulfield General Medical Centre aims to provide general information about its services, staffing and facilities in order to make your visit as straightforward as possible.

Contents

Do you need an interpreter?	2
Welcome to Caulfield General Medical Centre (CGMC)	3
What do you need to know before admission?	5
How to find us	6
What to bring with you	7
How will you be cared for?	8
The CGMC health care team	8
Health Care Services at CGMC	8
Services and facilities	10
Automatic Teller Machine (ATM)	10
Hairdressing	10
Kiosks and cafeteria	10
Mail	10
Meals	10
Laundry	11
Pastoral Care/Religious Services	11
Telephones	11
Televisions	11
Volunteers	11
What can you expect when you leave the hospital?	12
Preparing to leave hospital	12
Your rights and responsibilities	13
Your rights	13
Your responsibilities	13
Your privacy	14
How to make a suggestion, compliment or a complaint	14
How can I help support CGMC?	16
CGMC fundraising	16

Do you need an interpreter?

Qualified and accredited interpreters are available to assist you and Caulfield General Medical Centre staff with communication if you do not speak English as your first language. We also offer support in regards to your particular cultural care requirements. If an interpreter is required, or you have specific cultural care requirements, please tell the admitting officer or your nurse when you arrive.

This booklet is available in the following languages.

Russian

Если вы испытываете затруднения с английским языком, в Медицинском Центре Caulfield вам могут заказать квалифицированного, имеющего аккредитацию переводчика. Если у вас есть особые культурные запросы, мы также можем помочь. По этим вопросам обращайтесь к медсестре или сотруднику Центра, который оформляет ваше поступление в больницу. Эта брошюра имеется на русском языке.

Greek

Διατίθενται αναγνωρισμένοι και επίσημοι διερμηνείς για να βοηθήσουν εσάς και το προσωπικό του Γενικού Ιατρικού Κέντρου Caulfield να συνεννοηθείτε εάν η αγγλική δεν είναι η μητρική σας γλώσσα. Προσφέρουμε επίσης στήριξη αναφορικά με τις πολιτισμικές ανάγκες φροντίδας σας. Αν χρειάζεστε διερμηνέα, ή έχετε συγκεκριμένες πολιτισμικές ανάγκες φροντίδας, παρακαλείστε να το αναφέρετε στον υπάλληλο εισαγωγών ή στη νοσοκόμα σας όταν έρθετε στο Κέντρο.

Αυτή το ενημερωτικό φυλλάδιο διατίθεται στα ελληνικά

Polish

Jeśli twoim pierwszym językiem nie jest angielski, w rozmowach z pracownikami Caulfield General Medical Centre mogą ci pomóc kwalifikowani i akredytowani tłumacze, którzy są do twojej dyspozycji. Oferujemy również pomoc, jak chodzi o twoje potrzeby kulturowe w procesie opieki. Jeśli potrzebujesz tłumacza lub masz szczególne potrzeby kulturowe, powiedz o tym Admitting Officer lub swojej pielęgniarce zaraz po zgłoszeniu się do nas.

Broszura ta dostępna jest w języku polskim.

Italian

Interpreti qualificati e accreditati sono a disposizione per facilitare la comunicazione tra te e il personale del Caulfield General Medical Centre, nel caso tu non parlassi l'inglese come prima lingua. Offriamo inoltre assistenza riguardo alle tue particolari necessità culturali. Se hai bisogno di un interprete sei pregato di comunicarlo, al tuo arrivo al centro, all'addetto alle ammissioni o al tuo infermiere.

Questo opuscolo è disponibile in Italiano.

Welcome to Caulfield General Medical Centre (CGMC)

Bayside Health

Caulfield General Medical Centre (CGMC) is part of Bayside Health, which also incorporates The Alfred and Sandringham & District Memorial Hospital. CGMC provides inpatient hospital and community services and has several specialised units which complement the services provided at the other facilities.

Why Caulfield General Medical Centre?

CGMC is an established leader in rehabilitation services, aged care, aged psychiatry, residential care and community health. Services in these areas may be accessed directly from the community or they may follow an admission at a hospital either within Bayside Health or elsewhere.

Each hospital within Bayside Health has different specialist services. You will be treated at the hospital with the expertise to best meet your needs. This may require transfer between facilities in order to access the most appropriate care at any point in time. CGMC provides 24 hour medical cover and has specialist medical staff available in the aged care, rehabilitation and aged psychiatry units at all times. However, if other services are considered to be necessary due to alterations in medical condition, or if specialised investigation is required, then transfer to the acute hospital (eg The Alfred) may be recommended.

In emergency cases, the treating hospital will decide on the most appropriate Bayside Health facility to meet your needs. Where possible, hospital staff will try to accommodate the personal needs of you and your family.

CGMC employs approximately 1200 staff who deliver a broad range of service-based care to more than 20,000 patients each year. Our aim is to provide high quality, compassionate care to all patients to enhance their quality of life and assist with returning to independent living in the community.

As a member of Bayside Health we share:

Our Vision:

Excellence in health care and service

Our Values:

Caring and responding to our patients and our community

We design our care around the individual and the communities we serve and value feedback and input from patients, families and staff. We strive to address concerns and improve our care and services as a result.

Encouraging and achieving excellence, continual learning and improvement

We will advance the service and practice in health care to ensure the care provided is of the highest quality. We support a culture of innovation, evidence-based practice, learning from experience through reflection and continuous learning in order to provide outstanding care.

Working in partnership and cooperation

We work in partnership with patients, staff, volunteers, the community and other health services to improve the quality of life of those to whom we provide care and services. We communicate openly with all our partners in health care to build supportive and effective working relationships.

Being responsible and accountable for the services we provide

We use resources wisely to get the best value for the people we serve. We take responsibility for the performance of our services.

Achievement through teamwork

Our greatest asset is our people. We value their contribution and recognise and reward this. We work together as a team, valuing each others' views, skills, diversity, and knowledge.

Treating people with integrity and in a friendly, trusting and respectful manner and environment

We have a people-centred approach to everything we do. We work with and provide care and services to a diverse multicultural community. We treat everyone with trust, compassion, integrity and respect.

What do you need to know before admission?

Public/private admission

As part of the funding agreement between the Commonwealth and State governments, the hospital must give you the option of being treated as a Public (non-chargeable) or Private (chargeable) patient upon admission. Your options will be explained to you on admission and you will be asked to sign a form regarding your preference. Please note that you may elect to change your status at any time throughout your admission.

As a public patient all costs of hospital and medical services will be the responsibility of the hospital and no hospital fees will be charged.

As a private patient:

- once you are discharged, you can be given outpatient appointments in the private rooms of your treating doctor; and
- you do not have to pay any excess or gap fees. There are no 'out of pocket' medical expenses as CGMC endorses a 'no charging above schedule fee' policy for hospital services. If, as a private patient, you receive any accounts for tests carried out whilst a patient at the hospital please do not pay them but instead call Patient Accounts on 9076 6032.

All patients, regardless of whether you are being treated as a public or private patient, will be charged for medications provided on discharge and for any equipment issued or modifications provided as part of the discharge arrangement. Discharge medications will normally be provided at the maximum quantity allowed under the Pharmaceutical Benefits Scheme (PBS), or up to one month's supply.

Charges for discharge medications will either be the same as, or less than, what you would have to pay at your community pharmacy. To allow us to raise the correct charges, please show the admission staff your current Medicare Card, plus any other cards if you have them: eg Pension or Health Care Card, DVA Card, Safety Net Entitlement Card from your community pharmacy.

Enquiries

If you are an inpatient, your family and friends will want to know how you are during your stay with us. If unsure of the direct phone number to the ward, they are welcome to phone Main Reception on (03) 9076 6000 for all enquiries.

Visitors

Visiting hours are largely unrestricted, but it is advisable that visitors contact the unit they want to visit before arriving. Patients may be absent from the ward, attending therapy departments or undergoing rehabilitation services within the ward.

Please ask your relatives and friends to visit in small numbers, preferably no more than two or three at one time. Ward staff have the right to limit visitors at any time if it is considered to be in the best interest of the patient/s concerned.

Infection control

Please assist us to look after our patients. Hospitals have very strict guidelines and practices in relation to infection control measures. We ask that visitors wash their hands on arrival if visiting the ward, and again on leaving.

We also ask that families and visitors as well as persons attending for outpatient appointments

refrain from coming into the hospital if they are sick or have been feeling unwell. This means that if as a visitor you have a cold or flu, or have experienced any nausea, vomiting, or diarrhoea in the previous 72 hours, you should NOT visit the hospital.

If you experience any of the symptoms mentioned above within 48 hours of visiting the hospital we would encourage you to advise the ward immediately. In particular, gastroenteritis is a highly contagious infection and can seriously affect patients who are elderly and who have been sick. In the worst cases, gastroenteritis can close hospital wards completely, and very seriously affect the health and recovery of patients.

Smoke free

CGMC is a “Smoke free” hospital. Smoking is not allowed in the buildings or in the general hospital grounds. For those who wish to smoke, there are designated smokers' gazebos within the grounds. Please check with your treating staff or at the hospital reception as to the location of the nearest smoking area.

Safe transferring of patients

CGMC has an ongoing commitment to the health and safety of patients and staff and as such has established a “No Lift” system of work practices. This means that appropriate equipment will be used to assist patients to transfer or when lifting or mobilising patients.

Patients are encouraged to maintain their independence as much as possible. To achieve this, you will be assessed on admission in relation to your ability to perform a range of different tasks. This assessment becomes part of your ongoing care management. Staff will also provide aids and equipment as required to assist.

The “No Lift” methods have been found to be more comfortable for patients than manual lifting. Staff can help you to move more smoothly and increase your sense of safety, security and wellbeing. Please ensure you wear appropriate clothing if you are being transferred in a lifting machine.

How to find us

Caulfield General Medical Centre (CGMC) is located at 260 Kooyong Rd, Caulfield.

Phone: 9076 6000

Melway reference: 67 K3

CGMC occupies a large campus and services are spread out, with several entry points along Kooyong Rd. Main Reception is accessed through Gate 2.

Public transport

CGMC is accessible via public transport.

Tram: Route 67 runs from Swanston St in the city to the corner of Glenhuntly and Kooyong Rds. It is just a short walk from here to CGMC.

Train: The Sandringham train line stops at Elsternwick station. You can then catch a tram along Glenhuntly Rd to Kooyong Rd.

Bus: Route 605 runs from Flinders St and stops in Kooyong Rd at Gates 1, 2 and 3. Phone Metlink on 131 638 or visit www.metlinkmelbourne.com.au for more details on public transport options.

Taxis

Taxis can drop you at the appropriate entrance, if you have determined in advance which entry point is appropriate for you. When leaving CGMC you can use the free taxi phone, which is located opposite Main Reception. Another taxi phone is located at the top of the Breezeway (for the Rehabilitation wards and some outpatient services).

Parking

Patient/visitor parking is available on site at CGMC for a flat rate of \$4.00. There is no ticket on entry. Payment is required on leaving the carpark. Change machines are available at Main Reception and at the top of the Breezeway if required. Please have the fee available in either \$1.00 or \$2.00 coins before attempting to leave the carpark.

Designated parking is also available for haemodialysis patients, veterans and people with disabilities. If you are attending CGMC on a regular basis or if the parking cost is a problem for you please discuss this with the service you are attending.

What to bring with you

If your visit requires an overnight stay, it would be useful to bring:

- Existing prescriptions and medications
- Clothing (where possible, you will be encouraged to dress during the day). Clothing should be loose and comfortable and appropriate for moving around the hospital grounds. Tracksuits or shorts are most appropriate for attending therapy sessions.
- Pyjamas or nightwear
- Dressing gown
- Supportive, enclosed footwear (slippers and/or shoes). Footwear such as bedsocks or loose slippers are NOT appropriate as they can contribute to the risk of falls.
- Toiletries (soap, toothbrush, toothpaste, brush, tissues, etc)
- Small change for phone calls
- Medicare card
- Private health Insurance details, if applicable
- Current pension card and Health Care card
- Veterans Affairs Pension Recipients card
- Safety net pharmaceutical card
- Optical prescriptions
- Hearing aid service card
- Any other membership cards that may entitle you to subsidised medical supplies or services
- Copy of Power of Attorney (if applicable)
- Any aids and equipment currently used such as glasses, hearing aids, walking stick etc

Please do not bring valuable items such as jewellery or large amounts of money. The hospital does not accept responsibility for lost items during your stay and there is no provision for safely storing items in the wards.

Please note: For safety reasons there is a requirement that any **electrical appliances** brought into the hospital must be tested before they can be used.

How will you be cared for?

The CGMC health care team

A team of health care professionals will be involved in planning, co-ordinating and providing your care and assisting you with discharge planning.

This team approach means all aspects of your wellbeing are considered during your stay at CGMC. Care is determined according to individual patient needs. Your team may consist of the following:

Nurses

Doctors

There is 24 hour medical cover at CGMC.

Medical staff will also liaise with your GP and other medical specialists involved in your ongoing care.

Pharmacists

Allied Health Services, which may include:

- Physiotherapists
- Occupational therapists
- Speech pathologists
- Social workers
- Dieticians
- Podiatrists
- Psychologists

Volunteers

Volunteers sometimes assist our professional staff, in various areas around the hospital.

Other services which are available at CGMC and may be involved in treatment or consultation:

- Prosthetics and orthotics
- Continence advisers
- Diabetes resource nurse
- Infection control nurse

Health Care Services at CGMC

Caulfield General Medical Centre provides a wide variety of specialised services.

Aged Care

The Bayside Health Aged Care Service assists older people with complex medical, psychological and/or social needs. Different services are provided across the three Bayside Health campuses. Services at CGMC consist of four inpatient wards, including an acute medical unit, as well as specialised assessment and community services. There is also a Transition Care service where those who are not yet able to manage at home but do not need nursing care can receive additional therapy and support, either at home or in temporary residential care.

Aged Psychiatry

CGMC provides a range of specialised psychiatry services for people over 65 years who have disturbances of mood, behaviour, perception or memory. Specialist services include:

- Acute inpatient assessment unit
- Community team (Mobile Aged Psychiatry Service)
- Cognitive Dementia and Memory Service (CDAMS Memory Clinic)

Rehabilitation Services

CGMC provides the largest statewide Rehabilitation Service in Victoria, with individually tailored programs designed to assist patients achieve maximum independence. The program is suitable for patients who have suffered injury or illness requiring an intensive program of rehabilitation. Specialist areas include:

- amputee
- neurology
- cardiac
- burns
- orthopaedics
- spinal injury

Services are available on an inpatient or non-inpatient basis, depending on the nature of the condition. Non-inpatient services may be based at Caulfield General Medical Centre or in your own home, depending on need.

Residential Care

Permanent care is provided for residents who can no longer independently care for themselves in the community. Glen Eira and Montgomery Residential Care units also provide respite for short term stay.

CGMC operates four residential care units, each with specialised services to cater for particular needs.

Community and outpatient services

CGMC cares for the community with a wide range of services, provided by the:

- Caulfield Community Health Service
- Caulfield and Port Phillip Community Rehabilitation Centres
- Therapy in the Home
- Carer Respite Centre Southern Metropolitan Region
- Aged Care Assessment Service
- Pain Management Service
- Caulfield Continence Service
- Cognitive Dementia and Memory Service
- Falls Clinic

Services and facilities

Automatic Teller Machine (ATM)

An ATM that accepts most cards is located just inside the main entrance.

Hairdressing

A hairdresser is available on campus. We can arrange for an in-house call, or you can attend the hairdressing salon located in the Glen Eira Unit of the Residential Care building. This is a private fee for service and prices are very reasonable. Please advise the ward clerk or nursing staff of your requirements.

Kiosks and cafeteria

Several kiosk and café areas are available on campus. Opening hours vary so please check with your treating staff or at Reception for the services you require.

The Helmsmen Kiosk is located on the ground floor of the Aged Care block, near the main reception at the entrance to the hospital. This is staffed by hospital volunteers, whose auxiliary provides much needed funds and donations of equipment to the hospital. A variety of snack foods, papers, magazines and gifts are available.

The R.E.C Kiosk is located at the Breezeway. This is located near the Rehabilitation wards, and can be found by following the Red Line from the hospital main reception. It is again staffed by hospital volunteers who support various units with donations of equipment and funds. A variety of snack foods and coffee, papers and magazines are available here.

Coffeefields Café is a friendly, privately run café providing high quality snack food, hot and cold meals and a wide variety of drinks, tea and coffee. It is located at the front entrance. A large covered courtyard is available at the rear of the café for dining.

Vending machines are also located on the ground floor foyer near the entrance to the hospital and in the Breezeway outside the kiosk.

Mail

Mail is delivered daily. Please label mail clearly with the patient's name and ward. Patient Services can be contacted on 9076 6100 to confirm a patient's location.

Meals

All patient meals and snacks are provided through the hospital kitchen. The hospital provides a wide range of foods to ensure your special dietary needs and personal, cultural, and religious requirements can be met.

You will receive a menu daily to complete for your meal choices on the following day. The hospital menu is based on a four week cycle. We offer a continental breakfast and two hot meal choices at lunch and dinner, along with soup, sandwiches, salads and desserts. Morning tea, afternoon tea (including a kitchen baked cake or slice) and supper are also offered.

As an inpatient, the nursing staff will ask you a number of questions relating to your diet and food requirements on admission. The dietitian may also see you to ensure your nutritional requirements and special dietary needs are met. When necessary you may also be assessed

by the speech pathologist to ensure that correct food and fluid consistency is provided to meet your safety needs. Please let any of these staff know if you have concerns about what you eat or if you require assistance at meal times.

Families and visitors who choose to bring in food for patients are advised to follow the information provided by the wards to assist us with food safety.

Laundry

CGMC does not have the facilities to launder patient clothing. You are advised to send soiled clothing home to be laundered. If this is not possible, please discuss with ward staff. There is a washing machine and dryer located on each ward if necessary.

Pastoral Care/Religious Services

CGMC provides a pastoral care service which is available for you and your family. In addition, we offer a wide range of links to many of the local faiths. Pastoral care can be arranged with the chaplain, who can be contacted on 9076 6270. A worship centre (called the Sacred Space) is located opposite the Helmsmen Kiosk in the main entrance foyer. Please discuss your needs for religious observances and services with nursing staff. A listing of scheduled services is displayed on the notice board outside the Sacred Space.

Telephones

Public telephones are located in the Main Reception area, in the Aged Care wards (on the 3rd floor outside AC3), in the Breezeway and in Aged Psychiatry.

Mobile phones can only be used in the public areas of the hospital. Mobile phones should be turned off in most patient areas. Please check with staff in your area.

Bedside telephones:

If you are an inpatient and would like a telephone at your bedside, please ask your ward nurse or ask reception for details. These are supplied by a private contractor who is not part of the hospital. Charges apply for all patients and in some units must be paid in cash through a vending machine (notes accepted).

Televisions

If you are an inpatient and would like to rent a television, please ask your ward nurse or ask reception for details. These are supplied by a private contractor who is not part of the hospital. Charges apply for all patients and in some units must be paid in cash through a vending machine (notes accepted).

Volunteers

CGMC has an extensive volunteer program which can offer support to you and your family in a number of ways. This includes friendly visits, assisting with the patient library, and in special circumstances, help with banking and the purchase of small items. Please discuss your needs with nursing staff, who will contact the Manager of Volunteers.

What can you expect when you leave the hospital?

Preparing to leave hospital

It is expected that soon after your admission, your health care team will develop a plan, in consultation with you and your family/carer, which will include an estimated date that you will leave hospital (be discharged). As circumstances may change during your hospital stay, plans can be adapted to suit your needs. Throughout your stay there will be liaison between you and the treating team to keep you up to date with plans for management and discharge. It is usual practice to nominate a member of the team to be the liaison person for you and your family so that you know who to contact to ask questions regarding your care. If unsure, please ask the nurse manager for contact details.

Hospital pharmacists visit the wards, interview you, and review medications prescribed to you while you are in the hospital. They will also answer any questions you may have, and will explain the purpose of the medications you will take home. Your ward pharmacist can provide you with written information about each of your medications and also an individualised medication handout explaining what you need to take when you leave the hospital. They will also, if necessary, liaise with your community pharmacist

If there is anything you feel you will need assistance with when you leave hospital, please discuss with staff as soon as possible.

A range of community services are available to help people once they leave hospital. Staff will discuss options available to you, as part of the planning process and make arrangements as appropriate.

Your local doctor will be sent information regarding your ongoing care, unless you request otherwise. You may ask for a copy of this information. You will also be given information to assist you after you leave. This may include:

- community services arranged
- medication information and pharmacy invoice
- follow-up appointments, and
- any special instructions

Community services

If you usually receive any community services at home, please ensure:

- they are aware of your hospital admission; and
- hospital staff are aware you receive this help.

Before you leave hospital, the service providers will be contacted so that they can recommence. This can be done either by hospital staff, or if preferred, by you and your family/carer. Additional services may be organised, in consultation with you, as required.

Time of departure and transport

Hospital discharge time is usually between 9am and 10am daily. Transport arrangements should be discussed between the team and you and your family/carer.

Your rights and responsibilities

Your rights

As our patient you are entitled to receive the highest quality care appropriate to your health needs, as per the Victorian Government Public Hospital Charter. Below are listed some of the rights you have as a patient of Caulfield General Medical Centre. A brochure with detailed information is available in each ward and from every treatment service. Please feel free to ask for this brochure or ask staff if you have any questions. The brochure can also be accessed at www.patientcharter.health.vic.gov.au. Rights of patients in the mental health service can be obtained from the following website: www.health.vic.gov.au/mentalhealth/patientrights/index.htm

You have a right to:

1. A **wide range of public hospital services** - this may involve transfer to the most appropriate facility
2. Treatment based on clinical need **regardless of your ability to pay** or your health insurance status
3. Choose whether you wish to have treatment as a **public or a private** patient
4. Treatment and care in a **safe environment**
5. Participate in making decisions about your **treatment and care**
6. Participate in decisions and receive information about your **discharge** from hospital
7. Information about **which hospital staff** will provide your care. You have a right to ask who staff are, and all staff should be wearing an identity tag.
8. (a) Information about your **health care (and options)** and, if you wish, (b) **a second medical opinion**
9. (a) Access to your health records through the Freedom of Information Act (see: Your privacy, over page) and (b) confidentiality for your personal information
10. Treatment with **respect**, dignity and consideration for privacy
11. Have access to an accredited **interpreter**
12. Services provided in a **culturally sensitive** way
13. Information on the steps the hospital takes to **improve quality of care**
14. An opportunity to discuss any questions or complaints you may have concerning your stay in hospital
15. Make a complaint to an independent complaints organisation

Your responsibilities

As a patient at Caulfield General Medical Centre we ask that you

1. Provide, to the best of your knowledge, accurate information about your current medical problems, previous illness, medications (both prescribed and over the counter or complementary), visits to hospital, allergies and other matters relating to your state of health in order to help our staff care for you.
2. Ask staff for a clear explanation of treatments, tests and medications recommended for your care and let them know immediately if you do not understand instructions or advice given to you.
3. Discuss any worries or concerns with a relevant member of staff.
4. Inform staff if you intend to leave the hospital grounds.
5. Be courteous and considerate to other patients and to treating staff.
6. Organise with your family or liaise with nursing staff to co-ordinate your discharge.

Please

- Observe the hospital's smoking policy by only smoking in designated areas. CGMC has outdoor areas where smoking is permitted ask for details on where to access these and please dispose of butts in the ashtrays and bins provided. Patients are reminded that smoking may impact on your health and recovery from illness.
- Respect the hospital's policy that, in general, alcohol should not be used during your hospital stay. Any alcohol use should be first discussed with your treating doctor as it may impact on your recovery.
- Refrain from use of illicit substances as use of these substances is illegal and can impact on your recovery.
- Refrain from any abusive behaviour towards staff, other patients and visitors or any other illegal activities while at CGMC.
- Ask your relatives and friends to visit in small groups, preferably no more than three people.
- Keep the volume of radio and television sets to a minimum and where possible use earphones.

Your privacy

We need information from you to treat you effectively and safely. When requesting information, staff will maintain your privacy and only those involved in your care will have access to your medical information, which they will keep confidential.

You can have access to your medical record in accordance with the Freedom of Information (FOI) Act. Please call the FOI Coordinator on (03) 9076 6820 for more information.

Verbal information on your general condition is usually given out on request to your next of kin, relatives or friends. If you do not want any information to be given out please ask your Nurse Unit Manager to arrange this. We do not release specific information unless required by legislation.

Other health professionals, such as your local doctor or those treating you at another hospital, will require information on the medical care that we have provided. All those providing you with medical care will maintain your confidentiality.

Please see the brochure "What Happens to Information About Me" for details of how your personal information is managed.

We want to know what you think of the services CGMC provides. You may be asked if you are happy to be contacted by telephone or mail after discharge to give your opinion as to your experience at CGMC. If you do not want to receive any surveys please let your treating health professional know before discharge. If you do receive a survey your participation is voluntary and your response will be anonymous and confidential.

How to make a suggestion, compliment or a complaint

As one of our patients you are the focus of our efforts. If you have any comments, compliments, suggestions or concerns about any aspect of your care, please tell the staff in the ward or unit caring for you. You can also discuss your concerns with the manager of the ward, unit or department who is usually able to sort out any problems. You will be able to express any concerns or problems without fear of being disadvantaged.

Each patient area of the hospital also has "We Care" forms to allow you to give written feedback about our service. There is a box to place the form or envelopes if you prefer to post it in.

If you would like further assistance, or you do not wish to approach staff directly, please contact the Patient Representative. The Patient Representative is available to all patients, their relatives, carers or friends.

Patient Representative:

Phone: (03) 9076 6127 Monday to Friday 8am to 4pm.

If your complaint is unable to be handled to your satisfaction you can contact the **Health Services Commissioner:**

Phone: (03) 8601 5200 or

Toll free: 1800 136 066

Mail: Health Services Commissioner
Level 30
570 Bourke St
Melbourne 3000

Website: www.health.vic.gov.au/hsc/complaint.htm

Concerns regarding Residential Care (nursing home) services should be directed to the **Commonwealth Aged Care Complaints Resolution Scheme.**

You can contact this service by telephone or in writing:

Phone: Free-call 1800 550 552 during business hours

Mail: Aged Care Complaints Resolution Scheme
c/- Department of Health and Aged Care
GPO Box 9848
Melbourne

For patients receiving treatment in the Aged Psychiatry service you may also contact the **Office of the Chief Psychiatrist on 1300 767 299.**

How can I help support CGMC?

CGMC is a public hospital and a registered charity and we rely on public donations to upgrade our equipment and improve facilities and services. Fundraising helps us to provide an excellent service and care for all patients who come through our doors.

How you can help

Make a donation to CGMC. All gifts of \$2 or more are tax deductible;

Make a bequest in your will;

Organise a function to support CGMC;

Encourage your employer to support CGMC through donations, sponsorship or payroll contributions;

Give a gift in memory of a loved one in lieu of flowers at funerals and memorial services;

Commemorate a life lived by making a donation on special anniversaries; or

Become a volunteer and donate your time and talents.

CGMC fundraising

For more information about CGMC fundraising, phone (03) 9076 6275.

Our ABN Number is 27 318 956 319

