



Caulfield
HOSPITAL

Outpatient and Community Information Handbook

ALFRED HEALTH - VISION & VALUES (Incorporating The Alfred, Caulfield Hospital and Sandringham Hospital)

Our Vision

- Excellence in health care and service

Our Values

- Caring and responding to our patients and our community
 - Encouraging and achieving excellence, continual learning and improvement
 - Working in partnership and cooperation
 - Being responsible and accountable for the services we provide
 - Achievement through teamwork
 - Treating people with integrity and in a friendly, trusting and respectful manner and environment
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Tips for safer healthcare

1. Be actively involved in your own healthcare
2. Speak up if you have any questions or concerns
3. Learn more about your condition or treatment, get as much reliable information as you can
4. Keep a list of all the medicines you are taking
5. Make sure you understand the medicines you are taking
6. Get the results of any test or procedure
7. Talk about your options if you need to go into hospital
8. Make sure you will understand what will happen if you need surgery or a procedure
9. Make sure you, your doctor and your surgeon all agree on exactly what will be done
10. Before you leave hospital, ask your healthcare professional to explain the treatment plan you will follow at home

(Australian Commission on Safety and Quality in Health Care.)

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This guide is for people attending Caulfield Hospital, and aims to provide general information about its services, staffing and facilities in order to make your visit as straightforward as possible.

This guide also contains information for people receiving home-based services coordinated by Caulfield Hospital.

Do you need an interpreter?

If English is not your first language and you require support with communication, qualified and accredited interpreters are available to assist you and Caulfield Hospital staff. 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 let us know prior to your appointment.

This booklet is available in the following languages.

Russian

Если вы не говорите по-английски, то квалифицированные и аккредитованные переводчики помогут вам в разговоре с работниками Caulfield Hospital. Мы также предлагаем поддержку в вопросах, связанных с определенными национально-культурными потребностями, возникающими в ходе предоставления ухода и лечения. Если вам нужен переводчик или если у вас имеются особые национально-культурные потребности, связанные с предоставлением ухода и лечения, то просим сообщить об этом работнику службы приема пациентов или медсестре по прибытии.

Greek

Πάρεχεται εξυπηρέτηση από προσοντούχους και διαπιστευμένους διερμηνείς για να σας βοηθήσει να επικοινωνήσετε μαζί με το προσωπικό του Νοσοκομείου του Caulfield εάν δεν μιλάτε τα Αγγλικά σαν πρώτη γλώσσα. Επίσης προσφέρουμε βοήθεια σχετικά με τις συγκεκριμένες πολιτισμικές ανάγκες φροντίδας σας. Εάν χρειάζεται διερμηνέας, ή έχετε συγκεκριμένες πολιτισμικές ανάγκες φροντίδας, παρακαλείστε να ενημερώσετε τον/την αρμόδιο/α υπάλληλο που κανονίζει την εισαγωγή σας στο νοσοκομείο ή το/τη νοσηλεύτη κατά την άφιξή σας.

Polish

Wykwalifikowani i akredytowani tłumacze ustni mogą pomóc Tobie oraz personelowi Caulfield Hospital we wzajemnym porozumieniu się, jeżeli nie mówisz płynnie po angielsku. Oferujemy również pomoc w zakresie opieki w odniesieniu do Twoich specyficznych wymagań kulturowych. Jeżeli zajdzie potrzeba skorzystania z tłumacza, lub jeżeli masz szczególne wymagania kulturowe w zakresie opieki, prosimy po przyjeździe powiadomić o tym przyjmującego Cię pracownika lub swoją pielęgniarkę.

Italian

Se l'inglese non è la tua prima lingua, interpreti qualificati e accreditati sono a disposizione per assistere te e il personale dell'ospedale di Caulfield nelle comunicazioni. Offriamo inoltre assistenza riguardo alle tue particolari necessità culturali. Se hai bisogno di un interprete, o hai particolari necessità culturali, sei pregato di comunicarlo al tuo arrivo, all'addetto alle ammissioni o al tuo infermiere.

Caulfield Hospital

Caulfield Hospital provides a range of specialty services in the areas of community services, rehabilitation, aged care, residential care and older persons mental health. In addition, the hospital has a state-wide role in the provision of rehabilitation services to people throughout Victoria.

Many services are provided through outpatient and community based programs that focus on enhancing the health, independence and overall well-being of people living in the community.

Caulfield Hospital is a member of Alfred Health public health service which is comprised of The Alfred, Caulfield Hospital and Sandringham Hospital.

General information

Infection control

Hospitals have very strict guidelines and practices in relation to infection control measures. In order to minimise the spread of viruses and other infectious conditions, we ask that families and visitors as well as people attending for outpatient appointments refrain from coming into the hospital if they have been feeling unwell. If, as a patient or visitor, you have experienced any nausea, vomiting, or diarrhoea in the previous 48 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 service/department you attend immediately. In particular, gastroenteritis is a highly contagious infection and can seriously affect patients who are elderly and who have been sick.

The Infection Control Clinical Nurse Consultant together with all members of Caulfield Hospital's healthcare team work towards creating a safe environment for all patients and staff throughout the hospital. If you have any queries or concerns about infection control during your appointment, or if you would like general information or Fact Sheets regarding infections and infectious diseases, then please do not hesitate to contact the Infection Control Clinical Nurse Consultant Monday to Friday between 8.30 -5.00 PM on ☎ 9076 6608.

Cancellation

We request a minimum of 24 hours notice wherever possible if you are unwell, or need to cancel your appointment. The phone number can be found on the service brochure.

Smoke free

Caulfield Hospital is a "Smoke free" hospital. Smoking is not allowed in the buildings or the general hospital grounds.

Valuables

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 visit and there is no provision for safely storing items.

Outpatient Services on-site and in the home

Caulfield Hospital provides a wide variety of specialised services. These services are provided on-site at Caulfield Hospital or in your home.

Services marked with an * are provided on-site only:

Community and outpatient services are provided by the:

Aged Care Assessment Service (ACAS)

Allied Health Outpatients

- Nutrition, Occupational therapy, Physiotherapy, Clinical and Neuro Psychology, Speech Therapy and Social Work specialist rehabilitation services
- Occupational Therapy driving assessments

Carer Respite Centre Southern Metropolitan Region

Caulfield Community Health Service

- Centre, community and home based health professional services and health promotion activities across the age span

Caulfield Community Rehabilitation

- Centre Based Program (Caulfield Community Rehabilitation Centre)
- Home Based Program (Therapy In The Home)
- Falls clinic

Caulfield Continence Service

Caulfield Pain Management and Research Centre *

Cardiac Rehabilitation Unit *

Cognitive Dementia and Memory Service (CDAMS)

Hospital Admission Risk Program (HARP)

- The Hospital Admission Risk Program supports people with chronic diseases and complex needs who frequently use hospitals or who are at risk of being admitted to hospital. Services may be provided in a hospital, a community setting or where you live.

Hydrotherapy *

Mobile Aged Psychiatry Service

Private Consulting Suites (includes Geriatrician service)

Port Phillip Community Rehabilitation Centre (located at 341 Coventry St South Melbourne 3205)

Prosthetics and Orthotics *

For additional information about services available at Caulfield Hospital, please call Caulfield Access between 9.00am and 4.30pm Monday to Friday on ☎ 9076 6776.

What are 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 Hospital. A brochure with detailed information is available 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. Treatment and care in a **safe environment**
4. Participate in making decisions about your **treatment and care**
5. Participate in decisions and receive information about your **discharge** from hospital services
6. 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.
7. (a) Information about your **health care (and options)** and, if you wish,
(b) **a second medical opinion**
8. (a) Access to your health records through the Freedom of Information Act (see: Your privacy, over page) and
(b) confidentiality for your personal information
9. Treatment with **respect**, dignity and consideration for privacy
10. Have access to an accredited **interpreter**
11. Services provided in a **culturally sensitive** way
12. Information on the steps the hospital takes to **improve quality of care**
13. An opportunity to discuss any questions or complaints you may have concerning your involvement with the hospital
14. Make a complaint to an independent complaints organisation

Your responsibilities

As a patient at Caulfield Hospital 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. Be courteous and considerate to other patients and to treating staff.

Please

Observe the hospital's no smoking policy by only smoking off the hospital grounds and please dispose of butts in the bins provided. Patients are reminded that smoking may impact on your health and recovery from illness.

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 Caulfield Hospital.

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. 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 ask to see the brochure "What Happens to Information About Me" for details of how your personal information is managed when you attend your appointment.

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 3002 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 treating staff to arrange this. We do not release specific information without your consent unless required by legislation.

We want to know what you think of the services Caulfield Hospital provides. You may be asked if you are happy to be contacted by telephone or mail after your appointment to give your opinion as to your experience at Caulfield Hospital. If you do not want to receive any surveys, please let your treating health professional know. If you do receive a survey, your participation is voluntary and your response will be anonymous and confidential. We appreciate your involvement in our endeavour to achieve ongoing quality improvement.

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 unit caring for you. You can also discuss your concerns with the manager of the 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 has "We Care" forms to allow you to give written feedback about our service. There are allocated boxes to place the completed form in or envelopes are provided by some services if you prefer to mail your form.

If you would like further assistance, or you do not wish to approach staff directly, please contact the Caulfield Hospital's Patient Representative Liaison Officer. The Patient Representative Liaison Officer is available to speak with all patients, their relatives, carers or friends.

Patient Liaison Officer:

 (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:

 (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

For patients receiving treatment in the Aged Persons' Mental Health Service you may also contact the Office of the Chief Psychiatrist on  1300 767 299

Your out-patient visit

Please arrive on time to your appointment. Late arrivals will be seen if possible, or another appointment may need to be arranged.

Please bring to your first appointment:

- Medicare card
- Current pension card and Health Care card (if applicable)
- Veterans Affairs Pension Recipients card (if applicable)
- Workcover or TAC claim number (if applicable)
- List of current medications.
- Any referrals, paperwork or questionnaires requested by the service
- Any aids and equipment currently used such as glasses, hearing aids, walking stick etc

What if you are unable to attend?

We request a minimum of 24 hours notice wherever possible if you are unwell, or need to cancel your appointment. Please contact the service to which you have been referred as early as possible if you are unwell or unable to attend your scheduled appointment. The phone number can be found on the service brochure.

Please discuss any transport issues with the clinic staff.

Please Note: There is NO Emergency Department at Caulfield Hospital. If you are unwell on the day of your appointment, please cancel your appointment and seek medical advice from your GP or, other medical practitioner or local Emergency Department.

Service fee

You may be charged a fee for the service and this will be outlined prior to your appointment

How to find us

Caulfield Hospital is located at:

260 Kooyong Rd, Caulfield.

☎: 9076 6000

Melway reference: 67 K3

Caulfield Hospital occupies a large campus and services are spread out, with several entry points along Kooyong Rd. Main Reception is accessed through Gate 2. See your individual services information for more precise directions, or contact them prior to your appointment.

Public transport

Caulfield Hospital is accessible via public transport.

- **Tram:** Route 67 runs from Swanston St in the city to the corner of Glenhuntly and Kooyong Roads. It is approximately a five minute walk from here to Caulfield Hospital.
- **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 Caulfield Hospital 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 Caulfield Hospital for a flat rate. There is no ticket on entry. Payment is required on leaving the car park. 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 car park.

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

Preparing for our visit to your home

Information prior to visiting your home

In certain circumstances, services may be provided in your home. In these cases, you will be contacted by phone before we visit to make an appointment time. You will be provided with the name of who will be visiting you and an explanation of the service they are providing.

During this time a Home and Community Visit Risk Assessment may be completed. We will ask you to provide any information you can regarding directions, parking and any pets to be aware of. This helps to ensure the safety of our staff and allows us to make special arrangements if there are difficulties accessing your home.

Please indicate if an interpreter is required for the visit. (Please note: it is Caulfield Hospital policy that we assess all patients to determine if an interpreter is required.)

Staff identification

Staff who will be visiting your home will have appropriate identification. Please ask to view this prior to letting someone into your home if you are unsure.

Service fee

You may be charged a fee for the service and this will be outlined prior to the visit.

Cancellation

We request a minimum of 24 hours notice wherever possible if you are unwell, or need to cancel your appointment. The phone number can be found on the service brochure.

No Smoking

For the benefit of our staff, we request that you refrain from smoking during our visits to your home to ensure compliance with the Caulfield Hospital smoke free policy.

Services and facilities

Automatic Teller Machine (ATM)

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

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 REC Kiosk is located at in the Breezeway. The Breezeway 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 in the foyer of the main entrance to the hospital and in the Breezeway outside the kiosk.

Pastoral Care/ Religious Services

A worship centre (called the Sacred Space) is located opposite the Helmsmen Kiosk in the main entrance foyer. 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 opposite the Helmsman Kiosk (Building 28)
- Aged Care wards (on the 3rd floor outside AC3 Building 23)
- Breezeway opposite Patient and Family Services (Building 5)

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.

How can you help support Caulfield Hospital?

Caulfield Hospital 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 with whom we are involved.

How you can help

- Make a donation to Caulfield Hospital. All gifts of \$2 or more are tax deductible;
- Make a bequest in your will;
- Organise a function to support Caulfield Hospital;
- Encourage your employer to support Caulfield Hospital 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.

For more information about Caulfield Hospital fundraising call ☎ (03) 9076 6275.

Our Australian Business Number (ABN) is 27 318 956 319



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