

Patient and family compendium



Community
of Care



Gold Coast
PRIVATE HOSPITAL
by Healthscope



Welcome to Gold Coast Private Hospital

On behalf of our staff at Gold Coast Private Hospital we would like to welcome you and thank you for choosing us to care for you and your family.

During your stay, you can expect to receive the highest level of care in every aspect of your hospitalisation from our team of qualified healthcare professionals.

You are our first priority and the following information will assist in making your hospital stay as comfortable as possible.

About Gold Coast Private Hospital

Gold Coast Private Hospital is owned and operated by Healthscope and provides a full range of both surgical and medical services including critical care, paediatrics and a 24-hour Emergency Care Centre.

The hospital features 314 beds and 21 theatres, including a hybrid theatre for world-class interventional procedures.

In 2016, Gold Coast Private introduced maternity services, heralding a new style and standard in care for the Gold Coast. Mothers will enjoy guaranteed private rooms with ensuites, many with double beds, gourmet food and modern birth suites with the latest technology.

“Our family caring for your family – for life.”

Our Vision

As the heart of private healthcare on the Gold Coast, we provide a personalised experience delivered with genuine care by our professional teams. We promise to embrace ideas for improvement, growth and innovation to ensure we exceed your expectations.

Code of Conduct

Healthscope has established a Code of Conduct for its employees. Our Code of Conduct requires us to act in a manner consistent with current community standards and expectations.

As healthcare providers, we will continually strive to act in a courteous, caring manner and respect your needs.

As a patient or visitor coming into our facility, we ask that you treat our staff and others with courtesy and respect. Persons not acting respectfully of others may be asked to leave the facility.



Patient rights and responsibilities

Gold Coast Private Hospital commits to the **Australian Charter of Healthcare Rights**.

Access - You have a right to healthcare

Safety - You have a right to safe and high quality care

Respect - You have a right to respect, dignity and consideration

Communication - You have the right to be informed about your treatment and care in a clear and open manner

Participation - You have the right to be included in decisions and choices regarding your care

Privacy - You have the right to privacy and confidentiality of your personal information

Comment - You have the right to comment on your care and to have your concerns addressed appropriately

A Patients' Rights and Responsibilities brochure is available at the nurses' station.

Your privacy

We are committed to managing your personal and health information confidentially at all times. Disclosure of personal information may be undertaken for the purposes of:

- Continuity of care with other health service providers
- Conveying information to a responsible person (i.e. parent, guardian, spouse) when the individual is incapable or cannot communicate, unless the individual has requested otherwise
- Management of funding, service improvement monitoring, medical practice requirements
- Legislative and regulatory compliance
- Clinical review activities
- Health insurance funding and billing

The security of our patient's personal and health information is important to us and we take reasonable steps to protect it from loss or misuse from unauthorised access. These steps include, but are not limited to, security measures for access to computer systems and document storage.

Accessing personal information

Please advise us if you feel there are inconsistencies in your personal or health information so we can review this immediately. If you would like to review your own health information, an application can be made by contacting the Assistant Director of Nursing: kelly.harland@healthscope.com.au.

Please note that charges may apply for collation of requested information.

We keep some of your personal information at your bedside for the nurses to review throughout the day to support your care. The information is only for use by Healthscope employees or your treating doctor. To ensure there is no breach of your privacy, should any of your visitors want to view this information, an application process is required.

For further information on privacy or freedom of information visit www.privacy.gov.au

Visiting hours

Presence of friends and family is vital to your healing process. Please inform staff if you wish to have visitors late into the evening or very early in the morning. We have an open, flexible policy on visiting and will accommodate your needs. Maternity encourages a rest between 12.00pm and 2.00pm.

Discharge time

Discharge time is usually 10.00am, subject to the confirmation of your treating doctor.

Pastoral care - Chaplains

At Gold Coast Private Hospital we take into consideration your emotional, spiritual and other needs.

We can arrange for a chaplain to listen, support and give encouragement and comfort to patients, families and friends. Our chaplains also provide a ministry of prayer and sacraments to those who request it.

We have chaplains from a variety of denominations and faiths. Please feel free to request a visit by asking our nursing staff to contact a chaplain on your behalf.

Caring for you before your hospital admission

Preadmission

Gold Coast Private Hospital offers a complimentary preadmission phone service to prepare patients for their hospital admission.

If you need assistance to complete your admission form or have any questions regarding your admission, please phone:

(07) 55 300 480 Monday to Friday, 8.00am - 4.00pm

Admission forms

In order to ensure timely processing of your admission, please complete our online patient eAdmission no later than 72 hours prior to admission.

When possible for maternity admissions, please complete our online patient eAdmission no later than 20 weeks into your pregnancy.

Visit, www.healthscope.eadmissions.com.au

If you are unable to complete the online patient eAdmission, please complete the admission forms provided to you by your specialist and return to Gold Coast Private Hospital 72 hours prior to your admission.

Boarder information

Should you need someone to stay with you overnight, please let us know. This may be accommodated in exceptional circumstances or at the discretion of executive management.

Luggage

Please only bring minimal luggage to the hospital on the day of admission. Your family are welcome to bring you additional belongings in once you have been transferred to the ward.

Parking at Gold Coast Private Hospital

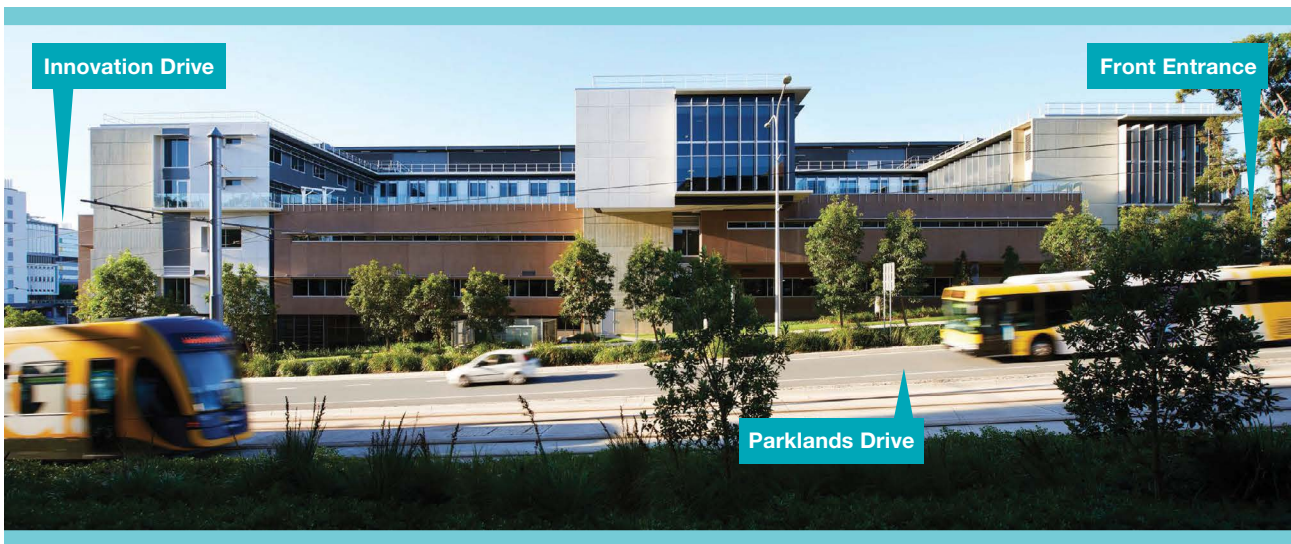
Our multi-level car park is operated by Secure Parking through a fully automated ticket system.

The car park can be accessed at the back of the hospital off Innovation Drive.

For disabled and pram access, please park on LG1 or LG2 only.

Costs for this carpark are beyond the control of our hospital. More information and pricing can be found by visiting www.secureparking.com.au





Public transport

The closest bus and tram stop is Griffith University Station, just a two minute walk to the main hospital entrance.

- Bus** The closest bus stop is 'Griffith University Station', a two-minute walk from the entrance of the hospital. Visit www.translink.com.au/plan-your-journey/journey-planner
- Tram** Griffith University Tram Station is a two minute walk from the entrance of the hospital. Trams leave from this station every 15 minutes during regular business hours.
- Train** Helensvale Train Station is a 30 minute bus ride or 10 minute tram ride from Gold Coast Private. Use one of the following connecting buses to complete your journey. 709 or 710

Your procedure or surgery

What to expect before your surgery commences:

- Upon admission, you will be greeted by a friendly member of our administration team who will process your final admission paperwork before being taken through to theatre.
- Your doctor and surgical team will ask you to confirm your name, other details and the type of procedure that you are booked in for. You may be asked for this information several times during your stay.
- Prior to surgery your doctor may need to use a surgical skin marker (similar to a felt-tip marker pen) to mark parts on your body which require surgery.
- Doctors and nursing staff may need to see these markings before your procedure commences.
- Your written and verbal consent to proceed with the surgery or procedure will be checked.
- We will confirm your consent to blood or blood product transfusion as indicated on the consent form. A blood or blood product will only be transfused with your consent and in the event it is required as part of your treatment.

What to bring - your admission checklist

Yes	No	N/A	Please use the following checklist to ensure that you remember to bring all you need to hospital.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health care card
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pensioner concession card
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Health fund membership card
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Family prescription record card
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Veteran's Affairs card
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Medicare card
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Worker's compensation claims
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Third party/accident details
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All medication currently being taken, in the original packaging
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	A list of all current medications from your GP (preferably typed)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	All medication repeat prescriptions
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Any relevant x-rays or scans
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Notes/letters/reports from your doctor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sleep/night attire/dressing gown (if overnight)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Non-slip slippers/well-fitted shoes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Toiletries (if overnight)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Reading material
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Glasses and case or contact lenses
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pen and notepaper
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Small amount of cash
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Credit card – if required
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Casual clothing and undergarments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sleeping aids such as CPAP machine. Inform nurse on admission.

My operation / my journey

Our preadmission service offers an individual plan of care whilst providing education, information and support before your hospital admission.

The following checklist will assist you with ensuring that you are fully informed about your treatment and care prior to your admission:

My hospital admission

Date: Time:

Fasting: (provided by specialist rooms)

Before my admission:

- I understand my operation and why I require surgery
- I have a consent form for my operation
- I have contacted my insurance provider to ensure that I am covered for my procedure and identified if I have an excess or co-payment to pay.
- I have received a fees estimate from GCPH of my hospital fees (for self funded patients only)
- I have completed my online patient eAdmission
- The nurse/doctor is aware of my health history, including previous infections
- Do I require further investigations?
 - X-Ray
 - Blood tests
 - Electrocardiograph
 - Physician
- I understand that I am required to cease these medications prior to my surgery:
.....
- I know what to bring to hospital
- I know my admission and fasting times
- I know where to present on my operation day
- I understand what will happen on the day of surgery

On my admission day:

Take the elevator to Level 1 and you will see the Theatre Admission Centre located to your right.

Theatre Admission Centre
Gold Coast Private Hospital
Level 1, 14 Hill Street
Southport QLD 4215

Day Surgery Centre
Gold Coast Private Hospital
Ground Floor, 14 Hill Street
Southport QLD 4215

After your operation, please ensure the following:

- I have been told if I require any extra services after my surgery (e.g. Physiotherapist, Occupational Therapist, Discharge Planner)
.....
- My length of stay in hospital and discharge plan have been discussed with me
.....
- Satisfied with the information and support supplied by my medical team, and they have answered all of my questions and concerns

If you have any further questions about your hospital admission, our dedicated preadmission team are here to help. Please phone: (07) 55 300 480 Monday to Friday, 8.00am – 4.00pm.

Caring for you at Gold Coast Private Hospital

Hotel services

Meals

Gold Coast Private Hospital prides itself on providing nutritional and flavoursome meals and believe this is an integral part of your healthcare experience.

Our chefs, in conjunction with our dietitians, can cater for patients with all special dietary requirements. Please notify our nursing staff at the time of admission so we can ensure your dietary needs are met prior to your meals being delivered.

You will be offered assistance when completing your meal selection form. Our friendly team will meet with you every day to request your meal selection and will assist you in making the correct meal choices in relation to your diet.

Maternity Celebration Dinner

New parents can look forward to a special, 3-course celebration dinner created by our Executive Chef on a night of their choice.

Bringing food for patients

There are certain risks involved when you, your family or friends bring food into hospital so please talk to your nurse if you wish to do so.

Patient room facilities

We will always attempt to accommodate you within a private room although occasionally, shared accommodation may be allocated.

The air conditioning console in your room is so you can regulate the temperature for your comfort. Please inform staff if you need assistance.

Communication

There is a phone in your room, just dial '1' for an outside line.

Servicing of your room

Housekeeping staff will service your room daily.

Meal Times

Early morning cuppa	6.00am – 6.30am
Breakfast	6.45am – 8.00am
Morning Tea	9.30am – 10.30am

Lunch	11.30am – 1.00pm
Afternoon Tea	3.00pm – 4.00pm
Dinner	5.30pm – 7.00pm
Supper	8.00pm – 8.30pm



Partnering with you

Your ideas and feedback

Please provide any feedback or suggestions you have to help us improve your experience and care.

To provide us with feedback you can:

- ✓ Speak to the Nurse Unit Manager of your ward
- ✓ Provide feedback by completing a patient satisfaction survey via email or requesting a paper-based survey from your nurse
- ✓ Contact us by phone on (07) 5530 0300
- ✓ Email the General Manager Daniele.Doyle@healthscope.com.au
- ✓ If you would like to take a complaint further, please visit the Office of the Health Ombudsman website: www.oho.qld.gov.au

If you are unhappy about something, please let us know whilst you are still an inpatient so that we can address your concerns.

Hudsons Coffee shop

Hudsons Coffee Shop, located on the ground floor, is open every day to enjoy a drink or a snack with family and friends.

Monday – Friday 6.30am – 5.30pm
Weekends & Public Holidays 8.00am – 4.00pm

Newspapers

Magazines, gifts and newspapers can be purchased from Hudson's Coffee Shop. Some newspapers are also available in the wards. Please ask our nurses for assistance if required.

Patient education channel

The Patient Education Channel found on Channel 100, has information and tips around patient care including from physiotherapists, occupational therapists and dietitians.

Safety and quality channel

The Safety and Quality Channel on channel 101 provides patients with information about providing safe, quality healthcare.

WiFi

Free WiFi is available to all patients and visitors. To log on, click on Healthscope Wifi, open a browser and accept our terms and conditions.

Valuables/luggage

Patients are strongly advised not to bring valuables, jewellery or excessive sums of money to hospital. Gold Coast Private does not accept responsibility for loss or damage of personal property. Most patient rooms have a personal safe in the wardrobe.

External laundry service

We highly recommend you bring casual clothes as well as nightwear. It is advisable to arrange for a relative or friend to do your personal laundry. An external laundry service is available at a nominal fee and is payable in advance. Please contact your ward clerk for this service.

Caring for your safety

Patient information

There is a range of written information available for patients and their families concerning their health care needs. Some topics include preventing blood clots, blood transfusions, pressure injury prevention, advanced care planning and urinary catheterisation. To obtain a brochure, please discuss with our staff. You can also find information on our Patient Information Channel (100) on your TV.

Preventing blood clots

When you arrive at Gold Coast Private, we will assess your risk of forming a blood clot in your legs or lungs. The level of risk is evaluated on factors such as your age, reason for admission and medical history. If you are deemed at risk, your healthcare team will discuss with you the treatment options.

If you experience any of the following while in hospital, call a nurse immediately:

- Pain or swelling in the legs
- Pain in your lungs or chest
- Difficulty breathing

If you experience any of the above symptoms after leaving hospital please contact your doctor or visit the emergency department.

Clinical deterioration

Please ensure that your friends and family are aware of our clinical deterioration process.

If they notice a serious deterioration in your clinical condition, they can activate our Clinical Response Team by calling extension 0600 from your bedside phone. This will transfer them to our hospital coordinator where they can discuss their concerns or state the medical emergency requiring immediate attention.

Mobile phones

Please ensure that you do not bring a mobile phone into theatre. Photographs and videos of any kind are prohibited.

Advanced care planning and directives

To ensure we can enact your wishes, please provide us a copy of your Enduring Power of Attorney and/or Advanced Health Directive documents for our reference.

If you are unsure, please talk to our staff if you wish to be assisted in preparing an Advanced Health Directive.

Identification details

When you are admitted you will be given a patient identification band which will include four identifiers:

- Name
- Date of Birth (DOB)
- Gender
- A Unique Record (UR) number

You will regularly be asked your full name and date of birth to ensure your ongoing safe care.

Your medication

In order to ensure that our clinicians safely prescribe, dispense and administer appropriate medications, our team will need to know all of the current medications that you are taking.

Our staff will also ask if you have any allergies or adverse drug reactions. These are then documented in your chart so you can continue to take the correct medication. If you are taking certain high alert medications, our pharmacist may visit you to ensure that you have all the information you need to assist you in understanding your medication plan.

Please bring in a list of your current medications, including any vitamins and supplements.

Preventing and controlling healthcare-associated infections

At Gold Coast Private Hospital we have systems in place to prevent infection of patients within our hospital, as well as strategies to manage infections effectively if they occur, and to minimise the potential of spread.

Hand Hygiene

Cleaning your hands is the most important way to avoid the spread of infection. You will notice that there is an automatic hand sanitiser dispenser located in every patient room and in other various places and around the hospital.

'GEL IN GEL OUT' is our motto to ensure that everyone, including our staff, doctors and visitors, clean their hands with hand sanitiser before entering a patient room and again when leaving.

We encourage you to please remind your family and visitors to 'GEL IN GEL OUT'. For more information refer to the Hand Hygiene Australia website: www.hha.org.au



Prevention of falls

Patients are at an increased risk of falling while in hospital. At Gold Coast Private Hospital we are dedicated to minimising the risk of patient falls.

Do you have an increased risk of falling? Has your nurse performed an assessment on you?

All patients are at risk of a fall in hospital. The reasons for the increased risk include:

- Unfamiliar surroundings
- Medical conditions
- Medications
- Blocked hearing aids
- Impaired mobility
- Unsteadiness
- Feeling unwell

To help reduce the risk of falls:

- Familiarise yourself with your surroundings
- If you are at risk of falling we will put a 'high falls risk' alert to your name
- Use your nurse call bell for assistance. Do not reach for items or get out of bed yourself if you need assistance to mobilise
- Use your nurse call bell if you feel unwell, faint or dizzy
- Please bring with you and wear appropriate footwear (non-slip, well-fitting shoes or slippers are best). We can help you put these on.

CALL, DON'T FALL!

For more information refer to the Australian Commission website: www.safetyandquality.gov.au

Prevention of pressure injuries

A pressure injury is an area of skin which has been damaged due to unrelieved pressure and usually occurs over bony areas, especially heels, buttocks and toes.

Together we will look out for:

- Red/purple/blue skin colour
- Blistering
- Dryness or dry patches
- Shiny areas
- Cracks or calluses
- Burning sensation on bony areas

Anyone who is confined to a bed or chair, is unable to move, has loss of sensation, loss of bowel or bladder control or has poor nutrition is at risk of developing a pressure injury.

The best way to prevent a pressure injury from occurring is:

- Keep moving and change position frequently
- Discuss recommended mobility with a physiotherapist
- Avoid sitting or lying in bed for long periods of time
- Keep compression stockings on while you are in bed but remove to mobilise if you do not have shoes
- Use mild soaps
- Moisturise dry skin
- Alert your nurse or doctor if you have any redness, tenderness, blistering or broken skin over a bony area



Keeping you and your family involved

Personalised care board

At Gold Coast Private we use personalised care boards, situated on the wall, as another way to keep you and your family involved in your care.

Personal Care Boards:

- Are updated regularly by your nurses with information about your care
- Can be used for you to jot down reminders or questions to ask your doctors (just ask for a whiteboard pen if you wish to document on the care board)
- Are used as a communication tool between you and your healthcare professionals
- Are used by nurses who may write reminders for you such as “use the call bell to ask for assistance when needing the bathroom.”

Clinical handover

Clinical handover is an expression you may hear our nurses use. When there is a staff shift change, nursing staff will share information with you and the newly arrived staff members. Handover will occur at your bedside and your family or carer is able to participate, if you wish.

Our nurses will first introduce themselves to you and then begin the exchange of information.

We like our patients to be involved with decisions regarding their care at handover, so you are encouraged to ask any questions or speak up if you are unsure about anything.

Hourly patient rounding

Every hour your nurse will visit you and check that you are comfortable or if you need assistance. You will be asked if you need to use the bathroom and if you have everything you want within reach.

We will also ensure that your call bell and telephone are within a comfortable reaching distance.

Before leaving, we will check if you need anything else and let you know when we will next visit but you are welcome to call us at any time should you require assistance or have questions.

Rehabilitation

Gold Coast Private is home to a highly-trained rehabilitation team including physiotherapists, occupational therapists, speech pathologists, social workers and dietitians. We are proud to offer both inpatient and day patient rehabilitation programs to enable patients to achieve their maximum potential following injuries, illness or surgery. Our facilities include three well equipped gymnasiums. To find out more about our rehabilitation services, please speak to your treating doctor or nurse for referral.



Speak up for your care



Speak up for your care!



Ask questions during staff handover at bedside.



Clean your hands and make sure everyone around you does too.



Ask for help if you are at risk of falling.



Sneeze and cough into your elbow, not your hand.



Please give us feedback about your care.



If your room looks dirty, ask to have it cleaned.



Ask about your medications.

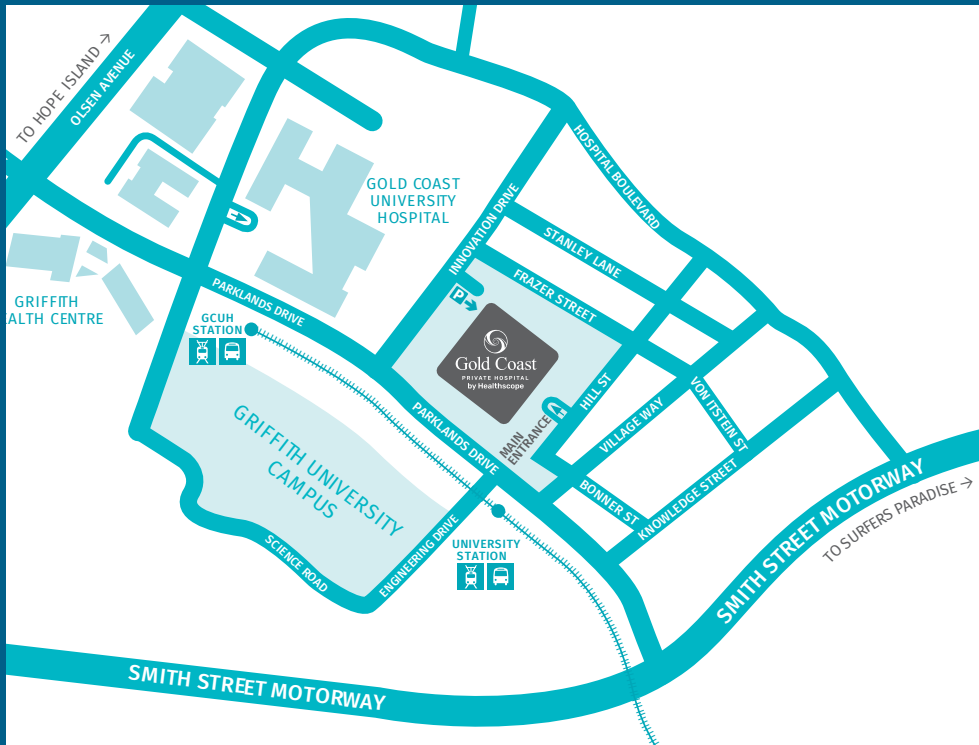


Encourage your family to speak up if they are worried about you.



Every day ask if you still need your drips, drains or catheter.





Gold Coast
PRIVATE HOSPITAL
by Healthscope

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goldcoastprivate.com.au

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