



Gold Coast
PRIVATE HOSPITAL



Patient & Family Compendium

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 Gold Coast Private 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 to make your hospital stay as comfortable as possible.

Service Improvement Commitment

The Executive Management team is fully committed to the implementation and maintenance of the Service Improvement Management System as outlined in our Service Improvement Manual. Our team is responsible for local leadership promoting awareness, motivation and involvement at all levels in the achievement of Healthscope key objectives.

Gold Coast Private is committed to staff and patient safety by minimising adverse events, encouraging consumer participation, maintaining and improving the reliability and quality of care as well as improving patient outcomes.

We strive to achieve this by:

- ✓ Promoting an understanding of our customers' needs by creating a culture of exceeding customer expectations
- ✓ Collection, reporting and benchmarking of service improvement and safety indicators that are reviewed within the Management Review Framework inclusive of our Management team, Executive and Medical Advisory Committee
- ✓ Identifying and understanding the interrelation of company processes and managing these as systems to effectively and efficiently achieve organisational objectives
- ✓ Continually monitoring our systems and processes to incorporate the National Safety and Quality Health Service Standards (NSQHS), Queensland Health and Government Legislation.
- ✓ The development, monitoring, implementation and evaluation of our Service Improvement Plan which is consistent with:

People: As an employer of choice, we value our staff and provide a culture of safety with strong leadership.

Experience: We partner with doctors, patients and families to provide an environment where clinical excellence and patient safety are paramount. Our Services and Business Units will support this outcome through the provision of a experience.

Finance: We ensure sustainability through responsible financial stewardship.

Growth: We grow and strengthen our business operations to achieve the desired outcomes for the organisation and our key stakeholders.

Quality & Safety: We demonstrate safe and high quality outcomes in all areas of our service provision.

Community: We are committed to supporting our local community through sponsorship and partnerships. We have a 'green' focus and are environmentally responsible.



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 and a 24 hour Emergency Care Centre.

The hospital features 284 beds and 13 theatres, including a hybrid theatre for world class interventional procedures.

Gold Coast Private have also introduced maternity, heralding a new style and standard in care for the Gold Coast. Mothers will enjoy guaranteed private, ensuited rooms many with double beds, gourmet food with 'on demand' menu and modern birth suites with K2 foetal monitoring systems.

***Our family
caring for your family
- for life!***

Our Vision

As the heart of private health care on the Gold Coast, we provide 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 & 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 & 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 & regulatory compliance
- Clinical Review activities
- Health insurance funding & billing

The security of personal & health information is important to us and we take reasonable steps to protect from misuse or loss and from unauthorised access, modification or disclosure. These steps include security measures for access to computer systems and document storage.

Accessing Personal Information

Please advise us if you feel there are inconsistencies in 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 Director of Nursing: debra.billington@healthscope.com.au

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

We keep some of your personal information at the bedside that the nurses use throughout the day, this supports 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, contact: www.privacy.gov.au

Visiting Hours

Presence of friends and family is vital to your healing process. Please inform staff if you wish to visit 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 & 2pm.

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.

If you wish to be visited by Pastoral Workers or Chaplains during your stay please complete your admission paperwork regarding Religious visits to give permission for this to occur.

Caring for you before your hospital admission

Preadmission Care Centre

Gold Coast Private Hospital offers a complimentary preadmission service to prepare patients for their hospital admission. Your surgeon may ask you to attend an appointment at our preadmission Care Centre, or the Preadmission nurses may contact you for an over the phone consultation. Please have this booklet handy for your appointment.

Gold Coast Private Hospital
Preadmission Care Centre
Ground Level, Suite 16
14 Hill Street, Southport

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 – 4pm

Admission Forms

Please complete the forms provided to you with this hospital information and return to the hospital as soon as possible.

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 located off Innovation Drive, between Gold Coast University Hospital and Gold Coast Private. The car park can also be accessed from the drop-off zone at the front of the hospital, on 14 Hill Street. The car park is operated by Secure Parking through a fully automated ticket system.



Public Transport

The closest bus and tram stop is Griffith University (2 minute walk to main entrance)

Bus 709,710,714,719,738,739

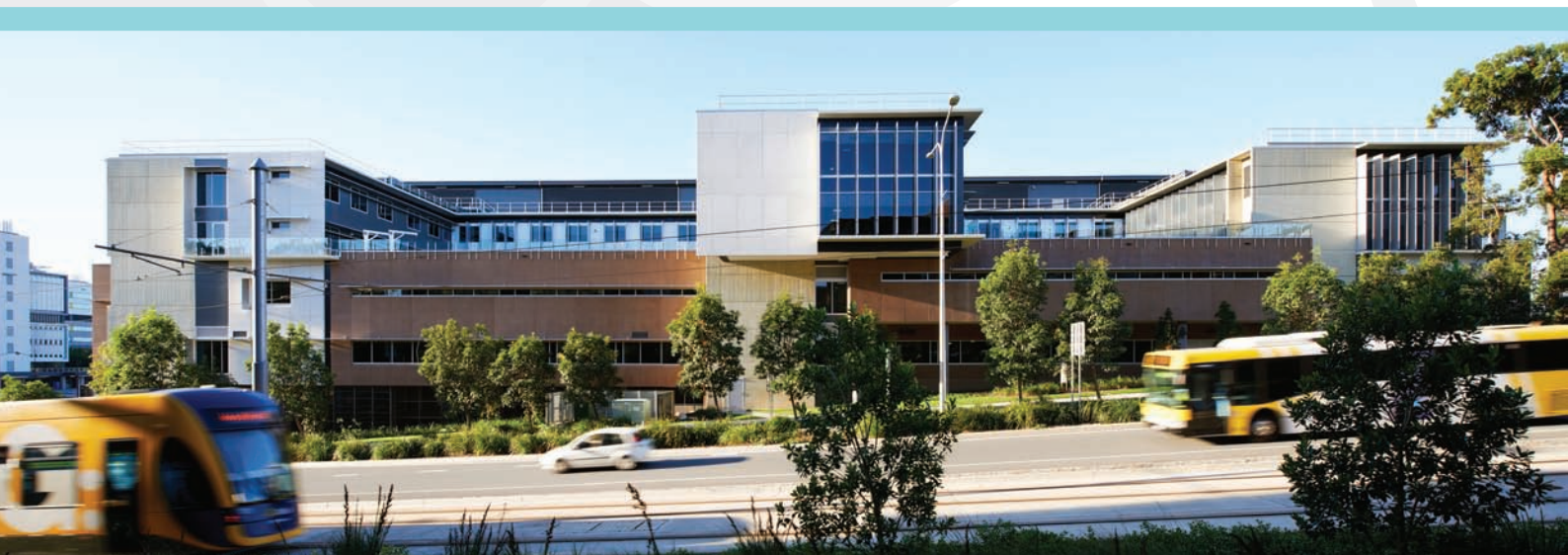
Tram Griffith University Tram Station is a two minute walk from Gold Coast Private. Trams leave from this station every 15 minutes.

Train Helensvale Train Station is a 30 minute bus 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:

- You will notice that 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 on more than one occasion.
- Prior to surgery your doctor may need to use a surgical skin marker (similar to a felt-tip marker pen) to mark certain part/s on your body which require surgery.
- Doctors and nursing staff may need to see these markings before your procedure commences.
- Checks will be made of your written and verbal consent to proceed with the surgery or procedure.
- We will also be required to confirm your permission to consent to blood or blood product transfusion as indicated on the consent form. A blood or blood product would 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 agent details & approval letter
<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"/>	All relevant x-rays / 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"/>	Slippers (non slip) / 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"/>	Spectacles & case
<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

My Operation / My Journey

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

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: _____

Fasting: _____

Time: _____

My Preadmission appointment

Date: _____

Time: _____

Before my admission:

- I understand my operation and why I require surgery?
- I have a consent form for my operation?
- The nurse/doctor is aware of my health history?
- Do I require further investigations?
 - X-Ray
 - Blood tests
 - Electrocardiograph
 - Physician
- I understand if I am required to cease 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 DOSA (Day of Surgery Admission) on your right.

Gold Coast Private Hospital

DOSA, Level 1

14 Hill Street

Southport QLD 4215

**There is a patient set down area at the main entrance of the hospital*

After my operation:

- I have been told if I require any extra services after my surgery (e.g. Physiotherapist, Occupational Therapist, Discharge Planner)? _____
- My length of stay and discharge plan have been discussed with me? _____
- Am I satisfied with the information and support supplied by my preadmission nurse or do I have further questions about my admission?

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

Hotel Services

Meals

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

Our chefs, in conjunction with a dietician, can cater for patients who request meals which are necessary to meet special dietary requirements. Please notify our nursing staff at the time of admission so we can ensure your requests are met.

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

Maternity Celebration Dinner

New mums and dads will look forward to a 3 course celebration dinner cooked by our executive chef on a night of their choosing.

Meal Times

<i>Breakfast</i>	<i>6.30am</i>	–	<i>8.00am</i>
<i>Morning Tea</i>	<i>9.30am</i>	–	<i>10.30am</i>
<i>Lunch</i>	<i>11.30am</i>	–	<i>1.00pm</i>
<i>Afternoon Tea</i>	<i>2.00pm</i>	–	<i>3.30pm</i>
<i>Dinner</i>	<i>4.30pm</i>	–	<i>6.00pm</i>
<i>Supper</i>	<i>6.30pm</i>	–	<i>7.00 pm</i>

Bringing Food for Patients

There are certain risks involved when you, your family or friends bring food into hospital.

If you wish to bring food products into the hospital please talk to your nurse.

Patient Room Facilities

Your room has features designed with your safety and comfort in mind. We will always attempt to accommodate you within a private room although occasionally, shared accommodation may be allocated.

Servicing of Your Room

House services staff will service your room daily.

The air conditioning console is in your room so that you can regulate the temperature to ensure you are comfortable at all times. Please inform staff if you need assistance.





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 (on channel 100) is an in hospital TV channel providing patients with important information during their stay to help maintain comfort and compliment information provided by your doctor and medical staff.

Maternity Education Channel

The Maternity Education Channel (channel 101) provides new mums with information about breastfeeding and parenting the first few weeks.

WiFi

Free WiFi is available to all patients & visitors.

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 to personal property. Please note that limited secure facilities are available on request. Most patients rooms have a personal safe in the wardrobe.

External Laundry Service

We highly recommend you bring casual clothes as well as night wear. 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 nurse for this service.

Partnering with you Your ideas and feedback

Please provide your feedback suggestions 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 written feedback
- ✓ Contact us by phone (07) 55 300 300
If you are unhappy about something please let us know whilst you are still an in patient so that we can address your concern
- ✓ Email the General Manager
david.harper@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



Caring for Your Safety

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 whilst 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

At Gold Coast Private you have the ability to escalate concerns if you or your loved one notice a serious deterioration in your clinical condition, or as a family member you have any concerns.

To activate the Clinical Response team please use the internal phone at the bedside and call extension 0600. This will transfer you to our hospital coordinator for you to state the medical emergency that requires immediate review, or your concerns.

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
- 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 medication 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 existing medications so the team are aware of medications you are taking including 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 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 whilst in hospital. At Gold Coast Private Hospital we are dedicated to minimising the amount of patient falls.

Do you have an increased risk of falling?

Has your nurse performed an assessment on you?

Reasons for increased falls 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

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. 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 an ulcer.

Do you have an increased risk of pressure injuries?

Has your nurse performed an assessment on you?

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

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 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.

- Updated regularly by our nurses with information about your care
- Please use to jot down reminders/ questions to ask your doctors
- Please ask for a whiteboard pen if you wish to document on the careboard
- Primarily used as a communication tool between you and your healthcare professionals
- Nurses 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. This is when, at the time of a shift change, nursing staff will share information with you and the oncoming staff. Our nurses will first introduce themselves to you and then begin the exchange of information.

We like our patients to be involved with decisions at hand-over and are encouraged to ask any questions or speak up if they hear something not quite right.

Hourly Patient Rounding

Every hour your nurse will visit you and check that you are comfortable or if you need assistance. We will check 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.

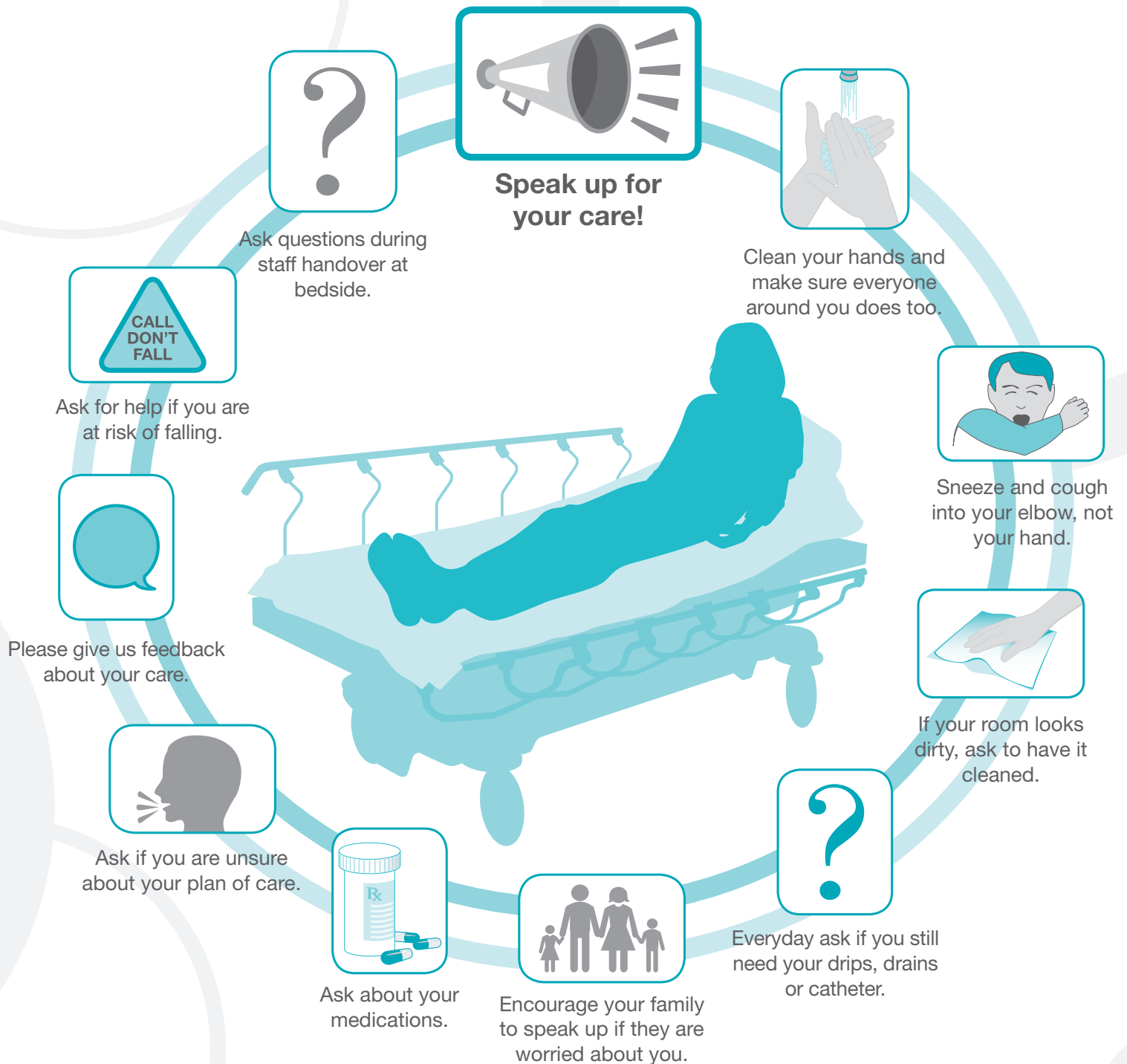
Before leaving we will check if you need anything else and let you know when we will next visit.

Rehabilitation

Gold Coast Private is home to a highly trained rehabilitation team including physiotherapists, occupational therapists, speech pathologists, social workers and dieticians. 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 2 well equipped gymnasiums. To find out more about rehabilitation please speak to your treating doctor or nurse for referral.



Speak Up For Your Care



DOCTO

Free 24/7 Emergency Medical Advice

Gold Coast Private Hospital (GCPH) and Docto have teamed up to provide a new free service to discharged patients - 24 hour, on demand SMS, online chat, phone or video consultations with Gold Coast Private's Emergency Medicine Specialists.

To use the service:

Go to www.gcph.com.au and click on

or

Call 1300 5DOCTO (536 286)

Thank you for trusting Gold Coast Private Hospital



Gold Coast
PRIVATE HOSPITAL

14 Hill Street
Southport QLD 4215
Phone: (07) 55 300 300
www.goldcoastprivate.com.au