

People caring for people



Inpatient Information

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KAREENA
PRIVATE HOSPITAL



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Welcome

We welcome you, your family and friends to Kareena Private Hospital owned and operated by Ramsay Health Care - Australia's largest and most reputable private hospital operators. Whilst in our care we will endeavour to make your stay as comfortable and relaxing as possible.

About the Hospital (Also refer to our website www.kareenaprivate.com.au)

Our hospital has been serving the Sutherland community and surrounds for over 40 years and has provided caring support and quality clinical care for patients and their families across generations.

We pride ourselves on having a wonderful team of clinical and support staff who, as a group, have achieved over 1300 years of personal and expert clinical care to patients at Kareena Private Hospital. Fully accredited by International Standards Certifications (ISC) with ISO 9001:2008+ CSSQH.

Kareena Private Hospital complies with world-class hospital standards and facilities and has developed a framework for continually improving the quality of care and services provided to patients.

Please do not hesitate to contact us if you have any queries about our services, have suggestions for improvement or if you require any further information.

Kareena Private operates 5 theatres and a procedure room, complemented by the Sutherland Shires' first Private Cardiac Catheter Laboratory. Kareena caters for a broad range of medical and surgical specialities including: (Refer to our website www.kareenaprivate.com.au for a list of specialists)

- Cardiology
- General Surgery
- Plastics
- Dental
- Geriatrics
- Rehabilitation
- Ear, Nose & Throat
- Gynaecology
- Respiratory Medicine
- Endocrinology
- Interventional Cardiology
- Urology
- Gastroenterology
- Maternity
- Vascular
- General Medicine
- Orthopaedics

Please do not hesitate to contact us if you have any queries about our services, have suggestions for improvement or if you require any further information.



Mission & Vision

OUR VISION

Committed to being the recognised leader providing exceptional health care by outstanding people.

OUR MISSION

The Ramsay Way is the cornerstone of our business.

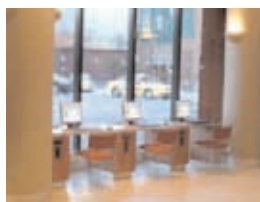
- We take pride in contributing to the overall success of Ramsay Health Care.
- We maintain our ongoing commitment to the Veteran community whilst developing our private market.
- We strive to provide a positive experience for our customers through value added healthcare services.
- We provide outcome focused care in a multidisciplinary team environment.
- We foster a learning environment through our commitment to teaching and research, and by empowering our people to be innovative.
- We recognise diversity by treating all people with dignity and respect.
- We acknowledge the importance of providing our services efficiently and profitably.

Room Facilities

Private and shared accommodation is available. Whilst every effort is made to meet preferences for accommodation, we cannot guarantee that your choice will be available at time of admission. If you cannot be accommodated in the room of your choice at time of admission, you will be offered your choice as soon as it becomes available.

Wireless Access available:

- Wireless Access cards are available for patients and the public at \$15 for 72 hours from the time of initial log on.

**Net Kiosk – Internet Business Centre****YOUR ROOM**

Your room has several features designed with your safety and comfort in mind. Our staff will demonstrate and explain these features on admission, however, as an introduction, the following information may be of help to you.

BED

Your bed can be in a high or low position, and the head of the bed is adjustable. Ask your nurse to adjust for your comfort. Extra pillows and blankets are available on request.

BATHROOM

All rooms have an ensuite. Please call a nurse if you require assistance. There is a Nurse Call buzzer beside the shower and beside the toilet. Extra towels are available on request.

Catering Services**MENUS**

The menus we ask you to complete on a daily basis are for the following day. Our Catering Department prepares a variety of top quality, fresh meals on site daily. Menus will be provided each afternoon from which you may select meals according to your taste and dietary requirements.

We request that visitors do not bring food into hospital for our patients without prior

consultation with our staff as the Food Safety Act requires that all foods including fruit that can not be sanitised correctly can not be served in the hospital.

SPECIAL DIETS

We cater for special nutritional and dietary requirements.

Vegetarian meals are a specialty and will be provided whenever requested.

Special dietary requests can be notified by writing on your menu i.e. No butter on sandwiches, no peas or pumpkin, vegetarian etc.

Your feedback is important to the catering department.

If you have any concerns about the standard or quality of the food provided please ask your nurse to contact the catering manager who will be only too happy to help resolve these concerns.

The Catering Department can provide most food items on request. However, some food items may require special purchase and this may take up to 24 hours.

MEALS FOR VISITORS

We encourage visitors to take advantage of Hudson's Coffee Shop located on the ground floor. Relatives and visitors may purchase meals prepared by the Catering Department through our Main Reception.

TIMES

Breakfast from 7.30am till 8.00am

Lunch from 12.00pm till 12.30pm

Dinner from 5.30pm till 6.00pm

Morning tea, afternoon tea and supper are also served. However each ward may vary slightly with these times, so check with staff on your ward.

MIDAS

JEWELLERS

MIDAS JEWELLERS
SPECIALISE IN DIAMOND
ENGAGEMENT RINGS AND
WEDDING BANDS. THEIR
FRIENDLY PROFESSIONAL
STAFF LOOK FORWARD TO
HELPING YOU ATTAIN A
VERY SPECIAL PIECE
THAT YOU WILL ADORE.



SHOP 3037, 3RD FLOOR,
WESTFIELD SHOPPINGTOWN
MIRANDA NSW 2228

PH. 9524 6390

FAX 9525 6952

SHOP 4029, LEVEL 4
WESTFIELD BONDI JUNCTION

PH. 9387 4340

FAX 9387 6990

Chaplains/Clergy

The hospital offers a Chaplaincy Service available to all patients and their families. Chaplains can be contacted via nursing staff.

Coffee Shop

Visit "Hudson's' Coffee" for a great range of coffees, a variety of gourmet sandwiches, muffins and snacks. Located just near the main entrance, facing the court yard, it's just what the doctor ordered.



Open 7 days a week, 8.30am to 6pm Monday to Fridays and 9am to 5pm Saturday and Sundays. Lounges with coffee making facilities are also available in the ward areas for your convenience.

A vending machine is also available near Main Reception.

The Internet Kiosk is situated in this area.

Compliments & Complaints

The APHA is calling on patients, doctors and staff to talk about Australia's hospital system online and why private hospitals are so important to people personally but also collectively.

You can voice your support for Private Hospitals by entering your opinion www.privatehospitals.org.au

How can you voice any complaints you may have regarding any aspect of your care?

Any concerns experienced while you are in hospital can often be settled during your stay. Please don't leave our hospital with an unresolved problem. Ask to speak with the Nursing Unit Manager who will be more than happy to address any concerns you may have.

If the matter is not resolved to your satisfaction, please ask to speak to the Director of Clinical

Services or the Chief Executive Officer. Complaints can be made by writing a letter, by telephone, in person or through our survey system.

If your concerns are not resolved to your satisfaction, you can contact the Health Care Complaints Commission or the ombudsman.

YOUR FEEDBACK

We welcome compliments and feedback relating to your stay with us and we encourage all patients to complete the feedback form that is located at your bedside. This enables us to evaluate and improve our services to our patients. These questionnaires are anonymous, however, if you wish to write a specific and signed letter, you may address it to the CEO and your points will be acknowledged and dealt with appropriately.

Patient satisfaction surveys are conducted independently of the hospital by Press Ganey Associates. If you are surveyed, your inclusion in these surveys is voluntary. We would appreciate your assistance if you are asked to participate, to enable us to continue to improve our service.

Dentures

To avoid the risk of dentures being lost please do not wrap them in tissues. Ask your nurse for a labelled denture cup so they may be kept safe on your bedside locker and easily identified.

Discharge Information

Please note discharge time is 10.00 am.

After 10.00am a discharge lounge is provided for your comfort where you can wait to be picked up.



LEAVING HOSPITAL

Your Doctor will advise when you are ready to return home. Information regarding your next visit to see your Doctor/Surgeon, your medications and how to care for your wound at home, will be given to you by a staff member from your unit. Please check with your Doctor whether you are able to drive yourself home. Whilst you may 'feel fine', the effects of your medication may mean that it would be dangerous for you to drive. You are not permitted to drive for 12 hours following a general anaesthetic. We are happy to arrange a taxi for you if required. Please ensure that you take all of your possessions with you, including all x-rays that you brought to hospital and any x-rays that were taken during your stay.

REMEMBER TO TAKE HOME ALL OF YOUR MEDICATIONS

Planning Your Discharge

Staff at Kareena Hospital together with you, your family and carer, can assist in planning for your discharge. Planning for discharge is important so that when you return home you will make the best possible recovery in the shortest time possible. Planning for your discharge means that you won't have to stay in hospital any longer than you need.

Discharge planning checklist

DATE OF DISCHARGE

Ask the ward staff or your doctor to inform you as soon as possible of the expected time and date of your discharge. This will help you to plan your return home.

RECOVERY & SPECIAL INSTRUCTIONS

Before your discharge from hospital, find out what to expect during your recovery, how long it may take, how to care for yourself when you go home and whether there will be any restrictions

on your activities. If you do not understand anything ask for more information.

LETTER TO YOUR GENERAL PRACTITIONER (GP)

With your permission a summary of your hospital treatment will be given to your GP. If you do not wish this to happen please advise our staff at admission. If you do not state otherwise, the summary may be sent directly, or you may be given a copy on discharge for you to pass on to your GP.

MEDICATIONS

Check that you are discharged with sufficient medication, or that you are given a prescription for enough medication to last until you can visit your doctor. Make sure that you understand what the medication is for, and how and when you should take it.

CARERS

If your spouse, family or friends normally care for you they may also require some extra help during your recovery period. You and your carer should discuss your expected recovery with hospital staff, to determine whether extra help will be required, and in what form.

FOOD

If you are unable to prepare meals for yourself when you return home, and nobody else is able to assist you with meal preparation, services such as Meals on Wheels may be arranged for you.

MEDICAL & OTHER APPOINTMENTS

You may need to see your doctor or other health care providers after you are discharged. Talk to your ward staff about arranging any hospital appointments. Make sure you understand who you are to see and when.

COMMUNITY SUPPORT SERVICES

Organisations which provide community support services have their own guidelines which

determine who is eligible for assistance. You may be asked to contribute toward the cost of these services. Alternatively, privately owned services are also available - costs of services provided vary depending on the service provided and the frequency of the service.

TRANSPORTATION

You may require help to travel home from hospital, or to attend appointments after discharge. If your family or carers cannot help travel assistance may be available through community transport services.

MOBILITY & INDEPENDENCE

You may need equipment and medical supplies on discharge to assist in your recovery and independence. For example: walking frames, shower rails, continence aids, stoma supplies. Discuss your needs with the staff on your ward, and ensure that equipment and supplies are available before your discharge.

Our Discharge Co-ordinator is available to help coordinate all your discharge care needs. Please do not hesitate to ask your nursing staff to contact her to assist you.

Falls Prevention in Hospital

HELP US TO CARE FOR YOU

It's surprisingly easy to fall or slip when in an unfamiliar environment like a hospital. Medication, fatigue and illness may affect your balance, or you may not be as fit or as steady on your feet as you normally are. That's why we ask you to take particular care when standing or moving about.

Because your safety and well-being are important to us, this section describes a few ways you can reduce the risk of a fall.

During your admission, you may undergo a falls risk assessment to determine if you are at risk of falling and what may need to be done to decrease this risk.

MEDICATION

Pain-relieving drugs or other medication can make you feel dizzy, as can any changes to your medication. Always take special care when walking or getting to your feet.

UNFAMILIAR SURROUNDINGS

Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

FLOORING

Tiled floors, lino or other hard surfaces can be slippery, particularly if wet or when you are wearing certain kinds of footwear. Check the floors in your area and avoid using talcum powder whenever possible.

YOUR CONDITION

Ask your doctor or nursing staff to fully explain your condition so you know if you should ask for help with standing or walking. Your physiotherapist or occupational therapist can also give you advice with balance, mobility or exercise.

VISITING THE BATHROOM

You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses for help.

CLOTHING

Loose or full-length clothing like pyjamas or dressing gowns can cause you to trip and fall. Make sure these are the right length for you.



FOOTWEAR

Check that your slippers or other footwear fit securely. If your doctor has asked you to wear pressure stockings, it is a good idea to also wear slippers over the top to reduce the risk, that you may slip. Always remember that your condition may reduce your ability to stand or move freely. Help us to care for you by taking extra care when walking. If you need help, please call one of our nurses.

SmartMoves

FOR THE TRANSFERRING AND HANDLING OF PATIENTS - PATIENT INFORMATION

Kareena Private Hospital aims to optimise patient quality care as part of its ongoing quality improvement process. As part of this improvement process, Kareena Private Hospital has implemented alternate patient handling work practices for staff to use when handling, transferring and mobilising patients. This is known as SmartMoves Patient & Materials Handling System.

On admission to Kareena Private Hospital, the nurse will assess you in relation to your ability to move yourself in bed, sit up, stand and walk. The nurse will reassess your ability to move yourself on an ongoing basis during your care. The assessment will be recorded on a Patient Risk Assessment Form and be part of your clinical notes.

If you happen to need assistance to move on or off the bed, the staff may use equipment or aides that will facilitate your movement, making it more comfortable and safe for you. This will also reduce the risk of injury to staff assisting you during the transfer.

The equipment that may be used to assist you includes:

Slide Sheet

A thin sheet of silica covered material (similar to the sailcloth used for sails on yachts) that is slippery and will help move you up/down and across the bed if you have difficulty moving.

Stedy

This is an upright chair on wheels which will assist you to transfer from bed to chair to toilet, etc. This can also be used as a showering aid for non-mobile patients.

Stand Up Lifting Machine

This is a machine that will help you to stand up from a sitting position and transport you if you are unable to walk.

Lifting Machine

This is an electric hoist machine, which will be able to lift you out of bed to a chair, or move you back from your chair to your bed if you are unable to move yourself.

As part of the SmartMoves Policy, the nurses will encourage you to assist for all on and off beds procedures in order for you to be as independent as possible. This will not only improve your mobility but may also speed your recovery.

If you have any concerns, please do not hesitate to ask for information from the staff or Unit Manager.

Flowers

Flowers brighten your stay - and your room - so please ask a member of our staff for a vase when your family or friends bring flowers. If flowers are delivered directly to the hospital - staff will ensure they are bought to your room.

We would remind you that we do not permit flowers for patients who are in our Intensive Care Unit because of the electrical and medical equipment in constant use in this area.

Hairdresser

A hairdressing service is available. Staff on your ward will make an appointment for you at your request.

Hand Control Device

A white hand control located on your bedside table, has multiple functions:

- Nurse call - To call for staff assistance press the GREEN button ONCE
- LIGHT SWITCH - Your room lights can be turned on and off from your hand control.
- TELEVISION - By using the same hand control, you can turn the television on and off, adjust volume and change channels. All Free to air stations are available.
- RADIO – 3 radio channels are available, including 2 day FM, Triple M FM and 102.5 Classic rock

Infection Control

The management and staff of Kareena Private Hospital are committed to providing all patients with the highest quality care by preventing the spread of infection. Hand washing, high standards of housekeeping, the use of sterile techniques and equipment, are just a small part of the efforts our staff make to ensure your speedy recovery and to reduce risk of infection. However, patients and their visitors also have a vital role to play in reducing risk of infection to themselves and other patients. Here are a few very simple guidelines. Please take a moment to read them.

- Hand hygiene is the most effective way to prevent the spread of infection. Alcohol based handrubs are a very effective form of hand hygiene and are located in all rooms and at other strategic locations.

- We encourage all patients and their visitors to use the handrubs to help us prevent the spread of infection.
- We also ask that people do not visit in the hospital if they have gastroenteritis or other contagious diseases.
- Visitors are advised if they wish to bring fruit to the hospital to bring only fruit that can be peeled.
- Please speak to the nursing staff if you have any concerns regarding hygiene in the hospital.

If you have any questions about infection control, the nursing staff will happily assist you. The Hospital's Infection Control Coordinator is also available to answer any of your queries.

Your co-operation in helping us to maintain a high standard of infection control is appreciated.

Interpreter Service

If the service of an interpreter is required, contact the hospital prior to admission so that the necessary arrangements can be made. There may be a cost associated with the service. Interpreters can be used also for hearing and sight impaired patients.



Hospital Charges

Payment Information

It is very important that you approach your admission to hospital well informed of the financial consequences. Please read the following information and contact your hospital if you have any concerns or queries.

Privately Insured Patients - should confirm with your health fund prior to admission the following:

- Does my policy cover me for this procedure?
- Do I have an "excess" payment on my insurance policy?
- Are there any co-payments required for each night I will be in hospital?
- Does my policy exclude some treatments, for example cardiac, orthopaedic or rehabilitation?
- Are any prosthetic or disposable items used in the surgery not covered by my insurance?

Please note that if you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of this admission, eg if your condition or any symptoms of your condition existed prior to you joining your health fund. Any excess will be required to be paid on admission.

Repatriation (DVA) Patients – Gold card holders are covered for all care. White card holders are covered subject to approval by DVA.

WorkCover Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company.

Third Party Patients – total payment (aside from any ancillary charges) must be made on admission unless approval for admission has been confirmed by your insurance company.

Uninsured Patients – total payment (aside from any ancillary charges) must be made on admission. Please contact the hospital prior to admission for an estimate of fees and charges. As it is an estimate only, in the event of unforeseen complications or variations from the proposed treatment the cost may vary.

Overseas Patients – If you are insured with an overseas company, you will be asked to pay the estimated cost on admission. Please contact the hospital prior to admission for an estimate of fees and charges. As it is an estimate only, in the event of unforeseen complications or variations from the proposed treatment the cost may vary.

What costs could I incur that will not be covered by my health fund?

- Pharmacy (medicines required during your admission and discharge medications)
- Pathology (eg blood tests)
- Imaging or x-ray
- Medical and allied health practitioner's fees may be billed separately by the practitioner. Please discuss these with your doctor before your admission. You may receive separate accounts for:
 - Surgeon
 - Anaesthetist
 - Assisting Surgeon
 - Other consultants
- The following incidental items are not covered by your health fund and are usually payable on admission or discharge from the hospital:
 - STD telephone calls;
 - Pay TV
 - Internet access whilst in hospital

BRUCE OVERTON PHYSIOTHERAPIST CARINGBAH PHYSIOTHERAPY & SPORTS INJURY CENTRE

APA/QIP ACCREDITED PRACTICE
351 KINGSWAY CARINGBAH

(100 Mtrs from station)

Easy access from car park in Banksia Road

PHONE **9524 9274**
MOBILE **0414 257 256**



BRUCE



BRIOHNY

We provide a wide range of services to patients at home, and in our **Caringbah rooms**, including:

- SPORTS INJURIES • MANUAL THERAPY
- ORTHOPAEDICS • REHABILITATION
- BACK & NECK PAIN • WOMEN'S HEALTH
- HANDS ON TREATMENTS



JUDY



Hudsons Coffee
located here at
Kareena Private
Hospital

Visit **Hudsons Coffee** for a great range of coffees, freshly made sandwiches, muffins and snacks.

Being a member has its Rewards.

Join the Hudsons Coffee Rewards Club and every dollar you spend earns savings, credit to the value of 10 cents for every dollar spent. You can redeem your savings at all of our Hudsons Coffee stores for any future drink, food and retail purchase.

Located on the Ground Floor to the right of reception.
Open seven days, phone: 02 9524 1501
www.hudsonscoffee.com.au



How do I pay?

For your convenience, payment may be made by Cash, EFTPOS (limited to \$1500 – only direct payments - no withdrawals), Bank cheques, MasterCard or Visa.

If you have any further questions, please telephone our Patient Accounts Department on (02) 9717 0323 if you have any account queries.

Alert Bands

(Patient Identification Bands & Alert Bands)

When you are admitted an identification band will be attached to your wrist or ankle. Please check the details to confirm that they are correct and if not, please inform us immediately.

If you have a known allergy or known treatment alert the staff will give you a red armband as an alert symbol to identify your potential risk status. It is IMPORTANT that your band is not removed during the course of your stay. If your band becomes illegible please ask for a replacement.

Medication

Please give your nurse any tablets or medicines (or prescriptions for these) that you have been taking before admission if you have brought them into hospital with you. These will be secured in your personal drug cabinet. Any additional medication you require while in hospital will be ordered by your Doctor and supplied by the Hospital Dispensary. When you are discharged, medications that you are required to take will be returned to you. Please ensure you know exactly how and when to take the medication.

Newspapers

Newspapers and magazines are available for purchase from the Coffee Shop located on the Ground Floor.

Postal Facilities

Incoming mail is delivered to the wards daily and outgoing mail may be given to the ward receptionist for posting. Any letters received after your departure will be forwarded to you at home.

Lost Property

Personal belongings inadvertently left after discharge will be forwarded to the lost property box in our Reception area. Staff will endeavour to label any item with your name and you will be contacted to collect the items.

Parking & Transport

PARKING

Kareena Private Hospital provides limited free visitor car parking within the grounds of the hospital.

PUBLIC TRANSPORT

A bus stop and taxi rank are located on the Kingsway. Telephone Transport Infoline on 13 1500 for bus routes and timetables. These are also available from our Main Reception.

Veterans and war widows may be eligible for transport provided by the Department of Veterans' Affairs, to and from the Hospital. Check with your doctor or ask our nursing staff.

TAXIS

A direct dial facility for taxi service is available at Main Reception.

Our Team

During your stay at Kareena Private Hospital, a team of highly qualified staff will provide your nursing care and personal needs. Each member of our team you may encounter during your stay at the Kareena Hospital can be identified by their name badge. The badges show the staff member's name and position

NURSING UNIT MANAGER (NUM)

This Registered Nurse is in charge of the unit and co-ordinates your care.

REGISTERED NURSES (RN) / REGISTERED MIDWIVES (RM)

Registered nurses & Midwives are committed to plan for and co-ordinate your nursing care needs. Many of them have extensive experience in clinical nursing care gained from nursing in major teaching hospitals, working in specialised units and through expertise developed at Kareena Private Hospital.

ENROLLED NURSES (EN)

Are assigned to the care team and are directed by the registered nurse.

ASSISTANT IN NURSING (AIN)

Are assigned to care for your personal care needs and are directed by the registered nurse.

DISCHARGE CO-ORDINATOR

Is a registered nurse overseeing the management and coordination of all your discharge planning needs.

PRE-ADMISSION COORDINATOR

Is a registered nurse responsible to ensuring your pre-admission needs and on-going plan for your care are met.

WARD RECEPTIONIST

Assists the unit staff with the clerical aspect by maintaining the clinical records, filing, making appointments and arranging transport as necessary.

ENVIRONMENTAL SERVICES STAFF

Their role is maintaining your environment, cleaning your room, making your bed and replacing linen/towels as required.

CATERING SERVICES STAFF

The menu monitor is responsible for coordinating your menu and will assist with your daily selection. If you would like to see a Dietician this can be arranged.

HOSPITAL ORDERLIES

Are on duty at all times to assist with lifting and transferring patients.

ADMINISTRATION STAFF

Will assist with all financial matters related to your stay. They are available during the hours of 6.00am till 8.00pm, 7 Days per week.

Volunteers

The Hospital Volunteer program provides a wonderful support to the patients and staff at Kareena Private Hospital. Volunteers perform tasks concerned with the well being of patients not covered by the duties of regular staff. The volunteers are a welcomed part of the staff teams that they work with.

The following information explains who can be a volunteer and details what you will need to know about being a volunteer at Kareena Private Hospital.

Hours of Duty

Volunteers are rostered for a minimum of three hours a week. Additional hours can be worked if desired. Generally the shifts worked by volunteers are as follows: 9.30am – 12.30pm 12.00pm – 3.30pm

Role of the Volunteers

The volunteers work in several areas within the Hospital and their roles may include:

- writing letters for patients

Miranda Aged Care Facility

Excellence in the care of the aged since 1980

The newly rebuilt Miranda Residential Aged Care Facility provides holistic, quality health care in a happy and informal atmosphere to ensure our residents retain their values, individuality and control of their life.

We offer Ageing In Place with Low and High Care, Respite, Dementia and Palliative Care.

- 24 Hr Registered Nurses with Doctor of your choice.
- Air conditioned Single or Double rooms for High Care couples.
- Large Screen LCD Cable Televisions to Lounges.
- Diversional therapy and social programme including, arts and crafts, music, visiting groups, games, cards, art classes, regular bus excursions Happy Hour.

- Barbecues in central courtyard.
- Hairdressing Salon, with visiting Beautician and Massage.
- Dietician, Physiotherapist, Therapy Aides, Aromatherapy.

Low Care Extra Service also provides:

- Individual rooms, with ensuites. Electric beds.
- LCD Televisions to all rooms. Internet available.
- Private Dining Room for family dinners and special occasions.



MIRANDA AGED CARE FACILITY

268 Port Hacking Road
Miranda NSW 2228

Phone: (02) 9525 3210
or (02) 9525 2543

Fax: (02) 9540 5605

E: miranda@dohertycare.com.au
W: www.dohertycare.com.au

Caringbah Medical Centre Pharmacy



OPEN 7 DAYS A WEEK

(including public holidays)

Mon – Fri: 7.30am – 9pm

Sat: 7.30am – 8.30pm

Sun: 9am – 8.30pm

Pub Hols: 9am – 5pm

Free Home Delivery 7 Days a Week (local)

HIRE: Crutches, Nebulisers

Shop 1/42 President Ave, Caringbah 2229
Ph/Fax: (02) 9524 9121

Proprietors: Lilian & Peter Bujaroski B.Pharm (Syd. Uni.)
Service from 20 years experience of hospital pharmacy,
medical research and retail pharmacy.

- diversional activities
- hand massage
- reading and talking with patients
- assisting with compiling patient information packs
- arranging flowers
- assisting patients with eating and exercise rehabilitation

We hope you will decide to join us. You will be most welcome and we can promise you many busy, happy hours.

For further information, please contact us on (02) 9717 0322.

Privacy Policy

Ramsay Health Care is bound by the National Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information.

We are committed to complying with all applicable privacy laws which govern how Ramsay Health Care collects, uses, discloses and stores your personal information.

The Privacy Statement sets out in brief how Ramsay Health Care will handle your personal information. For a copy of our full Privacy Policy, telephone the Hospital and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

Ramsay Health Care will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay Health Care may collect, use or disclose personal information:

- for use by a multidisciplinary treating team;
- to liaise with health professionals, Medicare

or your health fund;

- in an emergency where your life is at risk and you cannot consent;
- to manage our hospitals, including for processes relating to risk management, quality assurance and accreditation activities;
- for the education of health care workers;
- to maintain medical records as required under our policies and by law; or
- for other purposes required or permitted by law.

Personal information may be shared between Ramsay Health Care facilities to coordinate your care. We also outsource some of our services.

This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay Health Care. We may also outsource the archiving of our medical records to a contractor. Where we outsource our services we ensure that third parties have obligations under their contracts with Ramsay Health Care to comply with all laws relating to the privacy and confidentiality of your personal information.

Ramsay Health Care will usually collect your personal information directly from you, but sometimes may need to collect it from someone else (for example, a relative or another health service provider). We will only do this if you have consented or where your life is at risk and we need to provide emergency treatment.

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- you have consented;



- the use or disclosure is for a purpose directly related to providing you with health care and you would expect us to use or disclose your personal information in this way;
- we have told you that we will disclose your personal information to other organisations or persons; or
- we are permitted or required to do so by law.

You have the right to access your personal information in your health record. You can also request an amendment to your health record should you believe that it contains inaccurate information.

Ramsay Health Privacy Policy is outlined in our pre-admission paperwork. A copy can be supplied on request.

Rights & Responsibilities

The Australian Charter Of Healthcare Rights

As Australia's largest private health care provider, Ramsay Health Care is committed to providing you with the very best care.

We abide by the Australian Charter of Healthcare Rights which is an Australian Commission on Safety and Quality in Healthcare initiative was endorsed by the Australian Health Ministers in July 2008 for use nationwide. It sets out healthcare rights for patients, consumers, carers and families.

A guide for patients, consumers, carers & families

FOR MORE INFORMATION ON THE CHARTER & HOW YOU CAN CONTRIBUTE TO ACHIEVING HEALTHCARE RIGHTS VISIT

<http://www.safetyandquality.gov.au/>

Access

A right to health care.

You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

Safety

A right to safe and high quality care.

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

Respect

A right to be shown respect, dignity and consideration.

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances.

Respect also includes being mindful of healthcare staff and other patients.

Communication

A right to be informed about services, treatment, options and costs in a clear and open way.

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information.

You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

Participation

A right to be included in decisions and choices about care.

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

Privacy

A right to privacy and confidentiality of provided information.

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed.

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.

The procedures used by the health service organisation to comment about your care should

be made available to you. You can provide verbal or written comments about the procedures and your experiences.

To commend health workers, to complain about your health care and/or to be advised of the procedure of expressing concern about your care please contact your health service provider's patient liaison representative.

The Charter

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights. The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and consent.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system. It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

Patients, consumers, healthcare providers and health service organisations all have an important part to play in achieving healthcare rights and contributing to a safe and high quality healthcare system.

A genuine partnership between patients, consumers and healthcare providers is important so that everyone achieves the best possible outcomes.

Healthcare providers are aware that in some circumstances, your ability to interact with the healthcare system may be restricted. Where possible they will alert family or support services about your circumstances if they consider that you need assistance.



Using the Charter

The information discusses each of the seven Charter rights and provides some guidance to patients, consumers, carers and families on ways they can contribute to ensuring that the rights are upheld.

You are entitled to raise issues about your healthcare rights. You are encouraged to read the Charter, or have it explained to you, and to discuss the Charter with your healthcare provider or family or carer.

Healthcare staff should be able to advise you how to obtain further information about your rights.

Contacts

It is always best to try to resolve your complaint with your local health service provider. If you have tried this and are still unsatisfied, you can make a complaint to the Health Care Complaints Commissioner in your state or territory. Some useful contact information is listed below:

NSW Health Care Complaints Commission
<http://www.hccc.nsw.gov.au/>

As a patient in our hospital, we encourage you to be informed of your rights and responsibilities.

Your responsibilities:

- It helps to be informed about your condition and treatment. Please ask questions if you are unsure or do not understand something.
- You have the responsibility to provide, to the best of your knowledge, accurate and complete information about your present condition, past illness, hospitalisation, medication and any other matters relating to your health.
- It is in your interest to comply with prescribed treatment or care. If you do not intend to do

this, inform your doctor, nurse or therapist. You will be responsible for your actions if you do not follow the prescribed care or refuse any treatment.

- You should keep follow-up appointments or advise those concerned if this is not possible.
- You are required to comply with hospital rules and regulations affecting patient care and conduct. Try to be well informed about hospital procedures. Always feel free to ask questions of our staff.
- Your financial obligations should be promptly fulfilled unless suitable arrangements are made.
- Please show consideration for other patients, staff and property of the hospital.

Smoking Policy

In accordance with the Department of Health Policy, smoking is not permitted in the hospital. Designated areas for smoking are available outside the hospital. (Staff will direct you to these areas). It is recommended that you do not smoke before and after your procedure.

Surgery

FASTING TIME

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. This time is determined by your Anaesthetist and is related to factors such as your age and the type of operation. It is imperative that fasting times be observed for your safety during your anaesthetic.

OPERATION TIME

We try to advise the approximate time that you will be going to theatre but ask that you keep in

mind delays can sometimes occur in operations prior to your own which may delay your entry to theatre. We will endeavour to keep you informed should this happen.

PRE OPERATIVE PREPARATION

If you are having surgery you may, for infection control purposes have the operation site clipped and be asked to shower using 'antiseptic' before your operation and dress in the theatre gown provided. This will depend on your surgeon's instructions. All jewellery (excluding a wedding ring) should be removed prior to the shower and not be put on again until after the operation. Nail polish, hairpins and make-up must also be removed. You may wear dentures to the operating theatre.

Telephone

- Dial 0 for an outside line then dial the number required.
- To contact reception Dial 9.
- Local calls are complementary
- STD and ISD telephone calls cannot be made without the purchase of a telephone card, which are available at Main Reception.
- A Public phone is located in the Main Reception. Should you experience any difficulties please ask a member of staff for assistance.
- Your visitors / relatives may call you directly by dialling 9717 __ __ followed by the extension number provided on each phone or call the main switch 02 9717 000 and ask for you by name.

The use of mobile phones in the Theatre, Intensive Care, Coronary Care, SCN and Delivery Suite is prohibited as it may interfere with critical care equipment.

Important Numbers

Hudson's Coffee Shop	(02) 9717 0325
Day Surgery Reception	(02) 9717 0163
Theatre Enquiries	(02) 9717 0133
Human Resources	(02) 9717 0322
Rehabilitation Services	(02) 9717 0183
Main Reception	(02) 9717 0000
Patient Accounts	(02) 9717 0323
Patient Enquiries	(02) 9717 0000
Executive Office	(02) 9717 0101
Maternity Enquiries	(02) 9717 0140

Valuables

We recommend that your valuables be sent home where possible as the hospital accepts no liability for items of value and cash brought into the hospital. Items can be lodged in the hospital safe. This safe deposit facility is available at your request and arrangements for deposits maybe made through your ward staff.

Do not leave items and cash unattended in your room

Violence/Aggression

The hospital's staff and patients need to work and be cared for in a safe environment; one that is free from violence and aggression. Physical and non-physical violence towards staff and/or others in the facility will not be tolerated. Any such acts may lead to discharge, and may result in the police being notified and legal action being taken.



Visitors & Visiting Hours

GENERAL WARDS

10.00am – 12.00am and 3.00pm – 8.00pm

MATERNITY

2.00pm – 4.00pm and 7.00pm – 8.00pm

Partners are welcome to visit anytime

CORONARY CARE/ INTENSIVE CARE UNIT

By arrangement with nursing staff.

REHABILITATION UNIT

3.00pm – 8.00pm.

Visitors are asked to consult with the nursing staff before giving patients gifts of food or drink as some items may compromise the patient's treatment or tests.

Toilets for visitors are located in the foyer of the hospital and throughout the hospital. To minimise the risk of infection please do not use the patient's ensuite facilities. Children are most welcome to visit and should be under the supervision of an adult at all times. Please do not hesitate to contact any member of staff if you require further information.

Please respect other patients by being quiet.

Website - (www.kareenaprivate.com.au)

For further information about Kareena Private and a full list of specialists visit our website.

Other Services

ALLIED HEALTH

In keeping with Kareena Private Hospital's emphasis on multidisciplinary patient care, inpatient allied health is provided by a highly competent team of allied health professionals.

This team incorporates physiotherapists, psychologists, dieticians, occupational therapists, radiographers, speech pathologists providing an extensive range of services to patients.

PHARMACY

Kareena Private Hospital has recently opened an onsite dispensary to deliver optimum pharmacy services to patients.

The services offered by Kareena Hospital Dispensary include:

- Supplying pharmaceutical products to various hospital departments
- Dispensing medication for inpatients
- Providing medication information to patients and carers
- Dispensing discharge medication
- Support and involvement in clinical trials
- Presenting education sessions for patients and staff
- Convening and participating in various hospital committees
- Providing drug information for medical, nursing and allied health staff

Kareena Hospital Dispensary is to provide the best care for patients by delivering an efficient, integrated and cost-effective pharmacy service. Since medication is a vital part of many procedures and medical treatments provided by the hospital, the logistics of medication supply is paramount.

Our clinical pharmacists ensure patients understand how to use their medications correctly. This is especially important for our patients who are being discharged with new or changed medications.

The management and staff of Kareena Private Hospital have a strong commitment to continuous quality improvement and we work hard to monitor our services and create improvements in whatever way we can. This requires our staff to be well trained and professional in their approach.

SPECIAL VETERANS' SERVICES

Due to the special relationship between Ramsay Health Care and the Department of Veterans' Affairs, a number of unique multidisciplinary services have been developed at Kareena Private Hospital to cater for the special needs of entitled veterans and war widows.

In addition, there are a number of designated services specifically for veterans including the role of the Veterans' Liaison Officer (VLO).

Role Statement

The Hospital will identify a Veterans' Liaison Officer/Care Coordinator (VLO), who is cognisant of the needs of older people and in particular the needs of Entitled Persons. The VLO will coordinate with hospital treatment providers to enhance the treatment and service provided to Entitled Persons.

The role of the VLO will include, but not be limited to the following:

- a) ensure that DVA clients, their families and carers (including professional carers) are aware of the support provided by the Hospital's VLO;
- b) act as a single point of contact for DVA clients, their families and carers, Ex-Service Organisations and DVA with particular regard to resolution of concerns and problems;
- c) provide pre-admission and discharge planning support;

- d) assist in the coordination and streamlining of episodes of care;
- e) refer patients to appropriate services or resources;
- f) in conjunction with Ex-Service Organisations, coordinate DVA client visiting and information services, and establish and maintain communication and linkages between the hospital and the Veteran community;
- g) provide general health and lifestyle education and counselling. This will include the identification, development and implementation of health promotion programs relevant to the veteran community; and
- h) ensure the Veteran community is made aware of the range of services, programs and facilities available at the Hospital.

WEBSITE: For further information Refer to our website www.kareenaprivate.com.au

Accommodation within 5km of Kareena Private Hospital

(Rates displayed are per night. Prices subject to change.)

The information contained below is provided for the convenience of patients, families and their visitors. It is not intended to be an endorsement of any of these facilities. This information listed is provided by the facilities to Kareena Private Hospital and may be subject to variation without notice at any time. Prior to booking you should confirm all relevant details directly with the relevant facility. The Hospital will not be responsible for any inaccuracy in the information in this brochure or in connection with the services provided by these facilities.



Local Accommodation

Metro Motor Inn

Cnr Kingsway & Jackson Ave

MIRANDA 2228

Ph: (02) 9525 7577

Fax: (02) 9540 1593

Reservations: 1800 004 321

www.metrohotels.com.au

FACILITIES

10mins walk to hospital,

Rooms standard & family,

Cable TV, AC, Laundry,

Adjacent to Westfield

RATES as at July 2010

\$95 to \$135 per night

Various special rates available

Cronulla Motor Inn

85 The Kingsway

CRONULLA 2230

Ph: (02) 9523 6800

Fax: (02) 9523 0314

www.cronullamotorinn.com

FACILITIES

10 mins drive to hospital,

Off street parking,

Pool, Spa, AC, TV,

Kitchenette, Laundry

RATES as at July 2010

Rates seasonally variable

Deluxe - \$180 - \$220 per night

Standard - \$140per night

1 x 2br apartment from \$260 per night with spa

Please note rates are subject to change.



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professional
provider
of choice for
35 years”**



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Our boutique services include:

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- Respite
- Palliative
- Post-operative
- Nursing
- Housekeeping
- Nannies
- Travel Escorts
- Retrieval
- Companion

1300 559 260

Superior care that comes to you

GP EXERCISE REFERRAL SCHEME

Get moving, stay well!

Designed for local GP's to refer patients who require professional assistance to improve their physical activity levels. The GP exercise referral scheme has been developed to assist individuals overcome some of the barriers to increasing their physical activity by providing safe, supervised exercise programs.

WHO IS IT FOR? People with or who suffer from:

- Diabetes
- Inactive/sedentary lifestyles
- Clinical obesity (BMI >30)
- Hypertension
- High cholesterol
- Polycystic ovarian syndrome
- Osteoarthritis
- Osteoporosis
- Stress/anxiety
- COPD
- Stable heart condition

For more information or to see if you are eligible, please visit your GP.

HOW TO REGISTER

Your GP must register with the Sutherland Division Practice to obtain the specific referral forms. Contact 02 9545 3533. Once you have been referred you need to contact the Sutherland or Engadine Leisure Centre to make an appointment.

BOOKING AND ENQUIRIES

Please phone Sutherland Leisure Centre on 02 8536 9706 or Engadine Leisure Centre on 02 9548 4221



SUTHERLAND SHIRE LEISURE CENTRES
Sutherland - Rawson Ave, Sutherland P. 8536 9706
Engadine - Anzac Ave, Engadine P. 9548 4221
www.sslc.com.au



TRADIES



Connecting the Community



GYMEA & CARINGBAH

Tradies Gymea

57 Manchester Rd. Ph 9540 1933

- Brasserie
- Kid's Club for members
- Eureka Cafe
- Members' Bar

Tradies Caringbah

28 Banksia Rd. Ph 9524 9135

- King Wan Chinese Restaurant
- Yum Cha every Saturday and Sunday
- Officers' Mess Cafe
- Members' Bar

GYMEA • 57 Manchester Rd Ph 9540 1933

CARINGBAH • 28 Banksia Rd Ph 9524 9135

www.tradies.com.au



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Your baby's birth is one of the truly special moments in your life. Only the best care will do!

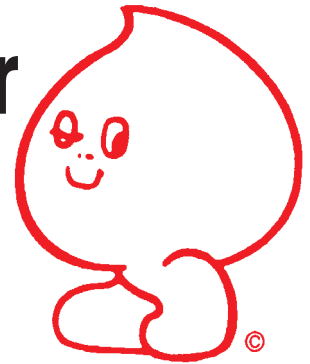
Kareena Private Hospital, providing modern expertise & caring professionalism in a welcoming, relaxing environment.



Hospital ph: 02 9717 0000
86 Kareena Road, Caringbah, NSW 2228
www.kareenaprivate.com.au

KAREENA
PRIVATE HOSPITAL

Become a blood donor at your nearest Red Cross Blood Bank



Do you have asthma?

Do you know how to manage it, so that you can lead a full and active life?

Do you want more information?

Call The Asthma Foundation. We provide asthma advice, education, training counselling and we are here to help you.

We have:

- a telephone HelpLine
- a wide range of brochures on different aspects of asthma management
- a website with up-to-date and useful information
- a program of community education and training sessions

CALL US SO WE CAN HELP YOU

1800 645 130

Enjoy a variety of foods every day

Vegetables,
legumes

Fruit

Milk,
yogurt,
cheese

Bread,
cereals,
rice, pasta,
noodles

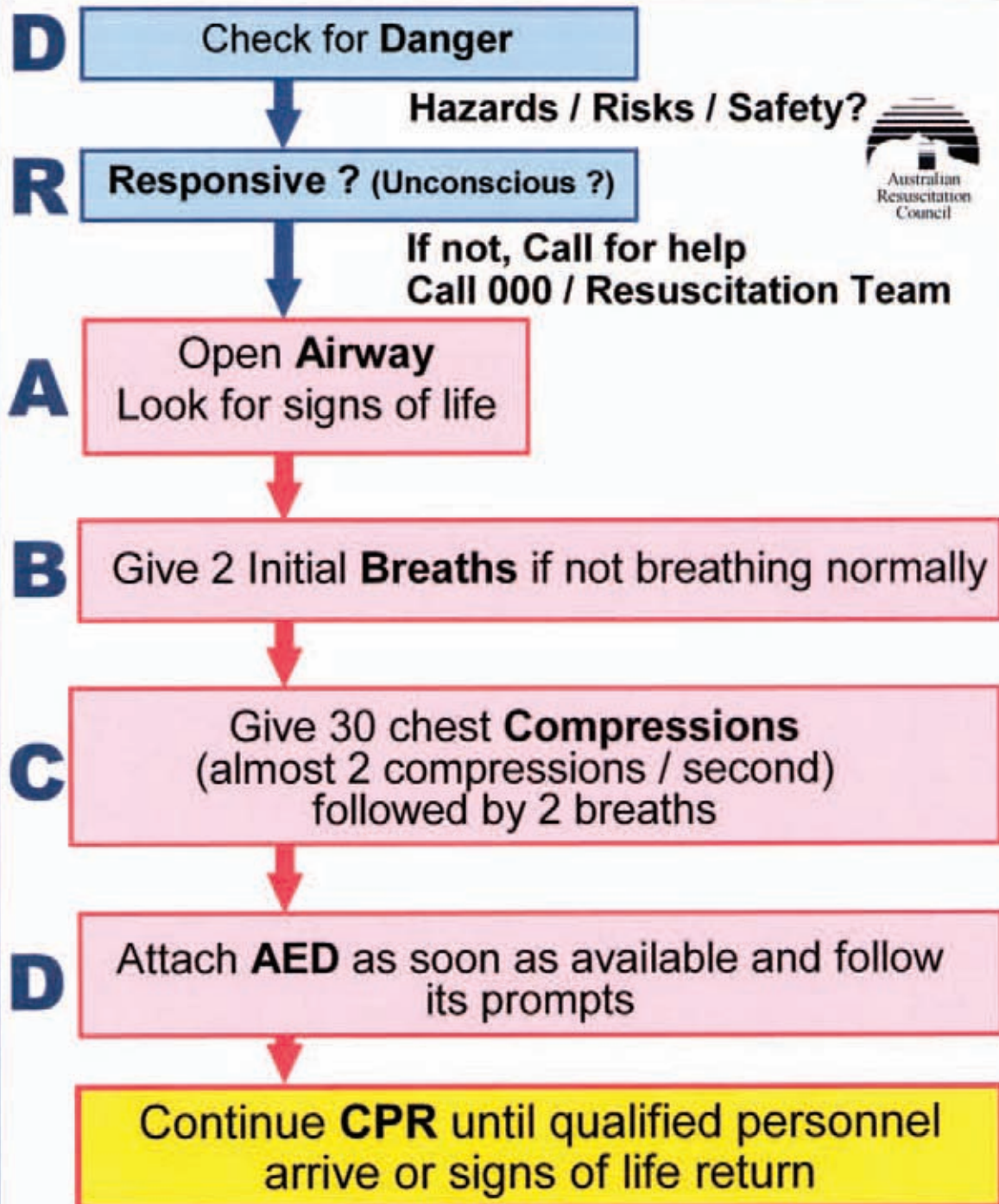
Lean meat, fish,
poultry, eggs, nuts,
legumes

Drink plenty of water

Choose these sometimes or in small amounts



Basic Life Support Flow Chart



**NO SIGNS OF LIFE = Unconscious, Unresponsive,
Not Breathing Normally, Not Moving**
AED = Automated External Defibrillator

Kareena Private Hospital

People caring for people



**Switch
off &
watch
every
drop!**

*Kareena,
care for the
environment!*

*You as a patient can
assist us by:*

- turning off lights & TVs
when not in use*
- having shorter showers
& reusing your bath
towels*



People caring for people
& the environment

KAREENA
PRIVATE HOSPITAL

by your side

We offer support and counselling for you and your family during a very difficult time. Rest-assured we will take care of every possible detail.

Call us for peace of mind, 24 hours a day, 7 days a week.



SUTHERLAND 9545 3477

BEXLEY NORTH 9554 3900

CARINGBAH 9526 1032

REVESBY 9792 8883

www.olsens.com.au

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by your side.



Kareena Private Hospital

Locked Bag 8

Taren Point NSW 2229

ph: 02 9717 0000 - fax: 02 9525 1606

www.kareenaprivate.com.au

- No right turn permitted into Kareena Road from Kingsway.

Come Home to Waterbrook



Waterbrook Yowie Bay

Inspect - Monday to Saturday, 11am - 3pm
or call for an appointment - **9541 3000**

19 Wyralla Road, Yowie Bay, NSW 2228
www.waterbrook.com.au

- 24 Hour Reception & Security
- Lift access throughout
- 24 hour emergency buttons in all apartments
- Spectacular watercourse feature set amidst the vast 3.5 acre property
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- Library
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- Bowling Green
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- Card Games and Outdoor Chess
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- Secure underground individual garages with remote controlled doors



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