

# Patient Compendium

Patient and family information

Please leave this for the next patient.



Community  
of Care



**Sunnybank**  
PRIVATE HOSPITAL  
by Healthscope

# Welcome to Sunnybank Private Hospital

Individualised, patient centered care is our priority.

Our fully accredited hospital opened in 1979, providing care to the communities of Brisbane and South-East Queensland. We are proud of our reputation in providing quality care in a friendly local environment.

## Services

- Day Oncology / Chemotherapy
- Day Rehabilitation Program
- Day Surgery Unit
- Diagnostic Imaging Onsite
- Endoscopy
- ENT
- General Surgery
- Gynaecology
- Intensive Care / Coronary Care Unit
- Internal Medicine
- Medical Unit
- Neurosurgery
- Orthopaedics
- Paediatrics (Surgical Only)
- Pathology
- Pharmacy
- Plastics
- Rehabilitation Unit
- Sleep Studies
- Special Care Nursery
- Surgical Unit
- Urodynamics (Incontinence) Service
- Urology
- 24-Hour Onsite Medical Officer



11/2022

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## 权利与义务






## Welcome

We thank you for choosing Sunnybank Private Hospital to have your care and treatment.

We are committed to delivering quality patient care. As a patient and consumer of our organisation we value your participation in your healthcare and welcome open communication and feedback at all times.



If there is any way we can make your time with us more comfortable, please don't hesitate to let us know.

Sincerely,

The Sunnybank Team

## Accommodation / rooms

Sunnybank Private Hospital has both private and shared facilities.

At the time of admission, your bed will have been allocated on the basis of clinical need and availability. We will endeavour to accommodate you in a private room, although, if all private rooms are occupied shared accommodation may be allocated.

## Accounts and health insurance

At the time of your admission, patient's are asked to complete all health insurance and hospital financial forms. Every effort will be made to ensure patients will be notified of any out of pocket expense not covered by their health insurance e.g. excess payment or co-payment. If you have any queries regarding insurance or accounts, call 07 3344 9318 Monday to Friday between 8.00am – 5.00pm and ask for Patient Billings.

## Air conditioning

For your comfort we have temperature controlled air conditioning throughout the hospital. If you're not comfortable please talk to one of our friendly team who will endeavour to assist you.

## Allied Health services

A range of Allied Health Services are available, including: Dietician, Occupational Therapy, Physiotherapy, Rehabilitation, Social Worker, Speech Therapy. Information regarding any costs associated with these services will be provided if you require them.

## 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.

## 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.

Please refer to the **catering** section for further information.

## Call button

Should you require assistance at any time, please alert the nursing staff by using the Nurse Call button, located on the bedside handset.

## Café (independently operated)

For your convenience the café is located off the entry corridor on the ground floor of the hospital. They have various meals, snacks and coffee for takeaway or dine in. A range of gifts, magazines and personal items are also available.

Open Monday to Friday 7:30am – 4pm & Saturdays 8am – 1pm.

## Car parking and transport

Free onsite parking is available at the hospital for patients & visitors. Regular bus services operate along Mains Road, Sunnybank. Transport information and taxi services available at reception.

## Chaplaincy

At Sunnybank Private Hospital we take into consideration your emotional and spiritual needs. Please request this service through your nursing staff.

## Children / paediatric patients

As a parent or carer of a child, we would ask you to remain with your child during their hospitalisation. Please talk to your friendly nursing team to discuss facilities available during your child's stay. We will endeavour to make this stay comfortable for both you and your child.





## Clinical handover

Nursing handover is the primary method for passing on information about your ongoing care from one shift to another. Nursing handover at the bedside allows for an interactive process where you are invited to participate by contributing to the conversation, clarify the information being passed on, ask questions and make requests that address your particular needs. The nursing staff will ask your visitors to leave your room whilst this handover takes place, but if you wish for your partner/carer or friends to be included, please let the nursing staff know.

If you are asleep during handover, we will not wake you up. However, for your safety we will continue to conduct handover at your bedside as we need to check your wristband (identity) and check any infusions, wounds etc.

## Code of conduct

Healthscope has established a Code of Conduct for its employees and consumers. 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 to others may be asked to leave the facility.

## Consent to admission – Informed financial consent

As part of your admission process, the hospital is obliged to ensure that you are made aware of the estimated hospital charges you and your insurer will incur. Therefore you will be asked to sign an informed financial consent form on or before admission. The informed financial consent is an estimation only, which has been based on information provided prior to any treatment.

Should additional alternative procedures be performed or your proposed length of stay has altered, Sunnybank Private Hospital reserves the right to review these charges.

(Estimates does not include pathology, radiology, non admission related pharmacy drugs, discharge pharmacy drugs, Doctors or Anaesthetist fees, prosthesis charges, visitor meals, boarder fees).

In the event that additional services, gap (i.e. not covered by your health fund), prosthetics or consumables are required, an account will be raised and posted once discharged.

## Discharge / leaving hospital

### **Overnight patient discharge**

Discharge time is before 10am.

- Please try and arrange for someone to pick you up during these hours (where possible) once your discharge is confirmed
- You must not drive a car for 24 hours following your operation, procedure or anaesthesia or as directed by your doctor
- Check with your doctor or nurse about continuing medication, follow up appointments etc
- Please collect any x-rays or medications brought with you on admission
- Please proceed to main reception before you go home so that you can be discharged

### Electrical items

For safety purposes we encourage you not to bring in electrical items. You may bring your mobile phone or a tablet device and charger.

## Fire alarms

We take the safety of everyone in our hospital seriously and conduct regular Fire and Emergency training drills and system tests.

If the alarm sounds, please remain calm. The fire doors will automatically close between building compartments and must be left closed until instructed otherwise. Do not go through these doors unless instructed by the fire warden.

All staff are trained and will direct you during an emergency evacuation.

## Catering

A nutritionally balanced diet is essential in restoring and maintaining health. Our catering service at Sunnybank Private prides itself on the skills of qualified chefs who will be happy to assist you in your daily meal choices and deliver your choice of tasty, freshly prepared meals. If you have any special dietary requirements please advise our menu coordinator when your menu is checked and collected each morning.

- Breakfast 7:00am – 8:00am
- Lunch 12:00pm – 12:30pm
- Dinner 5:00pm – 5:30pm

Morning Tea, Afternoon Tea and Supper are also served.

## Gardens and seating

Gardens and seating are located throughout our facility, including a number of internal courtyards. Please talk to your nursing staff if you wish to locate your nearest suitable area.

## Housekeeping

Our housekeeping service prides itself on providing the best possible environment for you throughout your stay. Should you have any specific requests please discuss these with your nurse, who will contact 'Housekeeping Services' directly.



## Interpreting services

An accredited interpreting service can be arranged where deemed necessary. Please discuss with your doctor prior to admission or with your nurse once admitted.

### 翻译服务

如需翻译服务请在入院前和专科医师提出申请或于入院后跟医院员工申请

## Mail

Your mail will be sent to your room directly. If you wish to send mail, please get in touch with your Ward Clerk who will arrange this for you.



## Medical care

The doctor who admits you is responsible for your care while at Sunnybank Private Hospital. If you have any concerns or questions regarding your medical treatment please direct these to the doctor or members of their team or raise them with the ward manager.

## Medical certificate

If you require a medical certificate please ask your doctor directly.



## Money and valuables

If you inadvertently arrive with jewellery, large amounts of money or any other valuables, please ask family members to take them home – we take no responsibility for the safe keeping of valuables during your stay. If this is not possible, please let the Nurse Unit Manager of your ward know so that valuables can be recorded and secured.

## Pathology (External Services)

Inpatient pathology services are available along with outpatient pathology centres in the McCullough Medical Centre located directly alongside the hospital.

## Pharmacy prescriptions (External Provider)

HPS, a private pharmacy, operates within Sunnybank Private Hospital.

### Opening Hours

- Monday to Friday 8:30am – 5:00pm
- Saturday 9:00am – 2:00pm
- Some public holidays 9:00am – 11:00am

Items will be charged to you directly by the pharmacy.

## PressReader

For details on accessing FREE newspapers and magazines during your stay, please see more in 'Additional Information' at the back of this compendium.

## Providing patient feedback

Sunnybank Private Hospital's health care team is dedicated to anticipating your needs and meeting with your expectations.

Upon admission, you will have been asked to confirm your email address to partake in our feedback survey. If you wish to provide feedback, you will be emailed within one week of discharge and asked to complete the survey.

If you do have any concerns during your time with us, please raise them immediately with our team so that we can ensure your needs are met. We constantly seek to improve our patient care and services; we therefore welcome all your feedback.

If you wish to provide feedback outside of the survey please email the Quality manager on [sunnybank.quality@healthscope.com.au](mailto:sunnybank.quality@healthscope.com.au).

## Smoking

Smoking is not permitted within our facility or within 5 meters of the hospital boundaries. This is a state government legislation and penalties apply for breaches.

## Telephones

To access an external line, please dial '0' before dialling the phone number. Calls from your bedside phone can only be made to landlines. For calls to a mobile phone and for your dial in number please discuss with your nurse.

## Televisions

To access the TV, please press the BLUE button next to the 'Call Nurse' button. We have a range of Free to Air channels for your enjoyment.

## Visiting hours

As rest & relaxation is an important part of a patient's recovery, we request visitors keep noise to a minimum. While children are welcome at Sunnybank Private Hospital, we request they be supervised by an adult at all times.

We encourage a rest period for all patients, this rest is important to the patients recovery. Please consider the patient's state of health and that of any other patients sharing the room.

**Please refer to our website for current Covid-19 updates and visiting restrictions.**



## Worried about a change in your patient/condition?

### Patients

When you are concerned about a change in your condition, feel that you may be getting worse or feel that your concerns have not been followed up.

### Family/Carer

You are concerned that your loved one is looking unwell, getting worse or their behaviour is unusual for them.

### Raise your concerns

Press **call bell** on remote for nurse or midwife

If you are not satisfied that your concerns have been addressed

Press **staff assist** button on wall behind bed

And if you are still concerned, then you or family member/carer can:

**Ring 307** (bedside phone) for hospital coordinator. If using a mobile phone, call **3344 9307**



## Website

For more information on our facility please visit: [www.sunnybankprivatehospital.com.au](http://www.sunnybankprivatehospital.com.au)

## Wireless Internet

Free Wi-Fi is available to all patients. Simply select **Healthscope-Wifi** in your network list and follow the prompts.





## Blood clots:

### Reducing the risk of blood clots in your legs or lungs

Blood clots can develop in your legs and/or lungs. They are often referred to as 'Deep Vein Thrombosis and Pulmonary Embolism'. They can develop during or after you admission.

#### How to prevent

If you are at risk, your health care team will discuss treatment options with you. Treatment may include:

- wearing compression stockings (not suitable for ALL patients)
- using a compression pump on your lower legs
- taking tablets or injections to help prevent a blood clot
- gently exercising your feet and legs in bed
- getting out of bed and walking as soon as possible.

#### What to watch for

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

- pain or swelling in your legs
- pain in your lungs or chest
- difficulty breathing.

If you are IN HOSPITAL please notify a nurse or your doctor if you are experiencing symptoms.

If you have any of these signs after you have left hospital, telephone your doctor immediately or go straight to the Emergency Department of any hospital.

#### Treatment options

- Your doctor might prescribe tablets or injections to reduce your risk
- Continue to keep your compression stockings on

#### Going Home

Before you leave hospital, ask your doctor or nurse what to do when you go home. Find out:

- how long to wear your compression stockings
- whether you must use any medicines
- what physical activity you need to do
- whether you have to avoid alcohol
- what else you and your family can do to reduce the risk of a blood clot.





## Prevention of pressure ulcers: Time to move

### Move, move, move

As all people can be at risk of developing Pressure ulcers (bed sore /pressure sore) please take note of some causes and prevention strategies.

### How does a pressure injury occur?

A pressure sore is an area of damaged skin and surrounding tissue. It is usually caused by sitting or lying in one position for too long, without moving to relieve the pressure.

- Minor skin damage can occur quickly after a few hours and can progress to something more serious over a few days
- The main cause is sitting or lying in the one position for too long
- Main areas of risk are parts of the body that take the weight and where the bone is close to the surface.

### Which parts of my body can develop pressure sores?

Pressure sores are most likely to develop on parts of the body which take the weight and where the bone is close to the surface. Anybody can get a pressure injury.

### Am I at risk of getting a pressure sore?

Some things that increase your risk of a pressure injury are:-

- Lack of movement either in bed or chair
- Elderly or seriously ill
- incontinence
- Poor circulation
- Poor nutrition
- People with Diabetes

### Look after your skin

- Keep skin clean and dry
- Use moisturizing lotion to help keep skin moist
- Do not use harsh soaps when showering and pat skin dry rather than rubbing.
- Avoid massaging.
- Ask staff to check any areas of concern



## How can I avoid pressure sores?

### If you are in bed or a chair

- Change your position regularly – Every 2-3 hours.
- Don't slouch in the bed or slide down and try and prevent wrinkles in the sheets
- Ask Nursing Staff to for help to optimize your sleeping/sitting position
- Be aware of any drips or drains and ask for help to move them safely.
- Take regular walks if you are able as your condition allows.
- Move your feet in a circular motion every hour, so that you are exercising your calf muscles.

## Assessing your risk

- A risk assessment will be completed at admission and your skin checked for any issues or damage
- If there is an existing pressure injury, a photo may be taken for reference and to check for progression of healing.

If you have any questions regarding this information, please ask your care provider.

### Remember...

- Move, move, move
- Look after your skin
- Eat a balanced diet





## Bringing food for patients: Information for patients, residents and visitors

### Healthscope Hospitals are committed to providing a safe environment for patients, visitors and staff.

This information has been prepared to explain to patients, residents and visitors what is required to ensure food brought into a Healthscope facility is safe. This is important to prevent illness due to food poisoning, but also for patient safety.

Patients on texture modified diets or thickened fluids have swallowing difficulties. This may restrict what food and drink can safely be provided from outside the hospital. Please check with nursing staff or your speech pathologist to see if this applies to you.

Healthscope facilities do not accept responsibility for food prepared outside the facility's kitchen and provided to patients or residents by visitors.

Healthscope also does not accept responsibility for food ordered by patients themselves for delivery into the hospital. This includes food purchased from on-site cafés, take away foods delivered by organisations such as Uber Eats and food retailers.

### Can I bring food for patients and residents?

Visitors are asked to observe certain safety guidelines when bringing food into a Healthscope facility. There is a risk of food poisoning when food is not properly prepared, transported or stored. This can have serious consequences for the patient or resident.

Our facilities cater for special dietary needs, e.g. gluten-free or Vegetarian food, food allergies and specific religious/cultural requirements.

As well as being safe, food must meet the patient's or resident's medical/nutritional needs. For this reason, we ask that you speak to nursing staff, dietitian or treating medical team if you plan to bring food in for a person you are visiting. Please do not offer food to other patients or residents.

### What is food poisoning?

Food poisoning is caused by eating food that contains harmful levels of food poisoning bacteria or toxins. This can occur if food is not handled safely during preparation, cooking, storage, transport or serving.

It can be very serious for pregnant women, the elderly, people recovering from illness or for those with a suppressed immune system. Symptoms may include nausea, vomiting, stomach cramps, diarrhoea, fever, headache and muscle pains.

### What food is safe to bring in for patients and residents?

Washed fresh fruit, dry fruit, muesli bars, baked products (e.g. bread, muffins, plain cakes, scones, bagels, biscuits), lollies and chocolate, potato chips, soft drinks, cordial, tea bags, Milo etc. may be suitable, provided there are no medical reasons why a patient/resident should not have them.



## What food is potentially unsafe to bring in for patient and residents?

Any food that can spoil if not kept refrigerated is potentially unsafe.

This includes meat and poultry, either cooked or raw seafood, prepared rice and pasta dishes, soft cheeses, deli meats, salads and other items containing dairy products or creamy dressings (e.g. coleslaw, potato salad), sweet dishes and cakes which contain custard or cream or are made from uncooked egg, casseroles, soups and sauces, sandwiches with potentially hazardous food fillings (e.g. meat, fish, poultry, cheese).

## Safe food preparation and transport guidelines

Always wash hands with soap and water prior to handling food. All potentially unsafe food must be transported to the facility in an 'esky' or 'chiller' type container. If the food is transported hot, you must ensure that it is kept hot until eaten. Transporting hot food long distances is not recommended due to difficulty maintaining a safe temperature.

## Safe food storage and reheating guidelines

Any food which is not going to be consumed immediately must be covered and labelled with the patient's name, date and time the food was brought into the facility. Food requiring refrigeration must then be refrigerated within 15 minutes of arriving.

Nursing staff will be able to direct you to the refrigerator and provide labels. All potentially unsafe food that is stored in the fridge and not consumed

within 24 hours will be discarded by support services daily. Signage regarding this process is displayed on all fridges.

## Preparation and reheating

Always wash hands thoroughly before preparation and prior to handling food.

Food requiring reheating must be reheated thoroughly so that it is steaming or boiling (or in strict accordance with the manufacturer's heating instructions) to ensure it reaches a minimum temperature of 77°C for two minutes. This will kill most food-borne bacteria and viruses that can cause illness.

Food that has been reheated once must not be reheated again, and hospital staff should not reheat food that has been provided by visitors.

For further information regarding bringing food into a Healthscope facility, please contact:

- Nursing Staff
- Dietitian
- The Food Services Department.

## For general information on food safety

Please contact your State Health Department - Food Safety/Food Authority.





## Falls prevention:

### Avoiding falls in hospital

#### Avoiding Falls in Hospital

Make sure you know the layout of your room and bathroom.

- Take care if you are walking around at night. A small night light can be turned on at your request.
- Ensure that a call bell is within your reach at all times, and please use it!
- If you have spectacles, only wear your distance ones when walking. Take special care if wearing bi- or multi-focal lenses.
- Let staff know if you feel unwell or unsteady on your feet. Do not attempt to walk.
- Take your time when getting up from sitting. Pause a minute before you start to walk.
- Move your ankles up and down to get the blood flowing.
- Use your walking aid appropriately.
- Push yourself up from bed or chair. Don't pull yourself up.

Most importantly, if staff recommend you need assistance or supervision when moving around, please ask them for assistance and wait until they come to help you.

**Visiting the bathroom** – Many falls occur in the bathroom, therefore ensure you use your call bell and wait for assistance. Please try not to wait until the last minute to use your call bell if you need assistance to go to the bathroom and never rush.

**Confusion** – A side-effect of some illnesses or surgery can be confusion. Always use your call bell and wait for assistance. Family and carers can assist hospital staff by alerting them if they notice a change in their relative's mental state.

**Medications** – Some pain-relieving drugs and other medications, or even a change in dose, can make you feel dizzy or unsteady on your feet. Please use your call bell to advise nursing staff if this happens to you. Do not attempt to walk.

**When you are walking** – If you have a walking aid, ensure it is in good condition. Keep it within easy reach and use it appropriately. Always use your walking aid. DO NOT rely on furniture for support as it may topple. If instructed use your call bell and wait for assistance.

**Clothing/footwear** – Tripping on loose or full-length clothing, including dressing gowns and pyjamas, can also cause a fall. Slippers and other footwear should fit securely and have flat, non-slip soles. If you are required to wear compression stockings, you should always wear non-slip footwear over the stockings when walking around.

## Back at home

Preventing falls is important at home as well, so before you go home you may be referred to follow-up services to ensure your home environment is safe. There are also programs which teach you skills for safety in the home.

For your additional safety please discuss strategies for prevention of falls at home with your family / carer prior to discharge. Please ask for help if you feel you need it. We can teach you ways to reduce your risk of falling.



## Healthscope privacy policy

Healthscope (we, us, our) is committed to protecting the privacy of your personal information.

Healthscope is a leading private healthcare provider in Australia with hospitals which operate in each State and Territory. We believe in the provision of quality healthcare for our patients, which includes handling your personal information in a lawful and safe way.

We will handle your personal information (including health information) in compliance with the Privacy Act 1988

(Cth) (Privacy Act) and the Australian Privacy Principles (APPs) contained in the Privacy Act. We will also handle your personal information in compliance with the relevant State and Territory based health records laws and other applicable privacy laws.

### We will handle your personal information in compliance with the Privacy Act 1988 (Cth) and other applicable privacy laws.

This summary privacy policy provides basic information on how we handle your personal information.

**Our full privacy policy can be found at [www.healthscope.com.au/privacy-detailed](http://www.healthscope.com.au/privacy-detailed). It provides full details on:**

- how we handle your personal information;
- how you can access and correct that information; and
- how to contact us if you would like to make a privacy complaint.

### This summary policy will address:

- What personal information do we collect?
- How do we collect your personal information?
- How do we use your personal information?
- Do we disclose your personal information to others?
- How do we protect your information?
- How can you access or correct your personal information?
- How can you make a complaint?
- Our contact details

### What personal information do we collect?

If you are a patient, we will collect your personal information so that we can provide health services and other services to you. This could include your name, date of birth and contact details, and your medical history.

Sometimes we need to collect personal information from other people who deal with us. For example, job applicants, service providers, carers and emergency contacts for patients.

### How do we collect your personal information?

We will collect personal information directly from you where it is practical to do so.

**Sometimes we need to collect your information from someone else. We will only do this:**

- with your consent; or
- where it is not practical to obtain this information from you and this is otherwise permitted by the privacy laws.

For example, if you are a patient, we may need to collect your information from your GP or family member where there is a serious threat to your life or health and you cannot provide consent.



## How do we use your personal information?

We will generally only use your personal information for the main purposes for which you provided it to us.

If you are a patient, we will generally only use your personal information so we can provide health services to you.

If you are a person other than a patient (such as a service provider), we may use your personal information to manage our relationship with you.

If you have consented to the use of your personal information for a different purpose, we will use your information for that purpose.

We may also use your personal information for purposes which are directly related to the main purpose for which the information was collected. We will only do this in circumstances where you would reasonably expect us to use your information for these purposes.

We may also use your personal information where this is otherwise required or authorised by law.

## Do we disclose your personal information to others?

We will generally only disclose your personal information to other persons for the main purposes for which you provided it to us.

If you are a patient, we will generally only disclose your personal information to other persons to continue your healthcare.

### For example, we might need to give information to:

- other health service providers or health professionals involved in your care;
- a responsible person, like your guardian, parent or spouse, if you cannot communicate or do not have capacity; or
- close family (unless you have told us we cannot share your information with them).

If you are a person other than a patient (such as a service provider), we may disclose your personal information to other persons to manage our relationship with you.

## We may also disclose your personal information for other purposes:

- which you have consented to;
- which are directly related to the main purpose for which the information was collected, where you would reasonably expect us to disclose your information for these purposes; or
- which are required or authorised by law.

## How do we protect your personal information?

The security of personal information is important to us. We take reasonable steps to protect your personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

## How can you access or correct your personal information?

You can request access to or correction of your personal information.

To make this request, please contact us using our contact details provided below.

## How can you make a complaint?

Please contact us using our contact details provided below if you have any questions or complaints about your privacy.

## Our contact details

You can contact Healthscope in writing at:

**Chief Privacy Officer  
Healthscope Limited**

**Level 1, 312 St Kilda Road, Melbourne VIC 3004**

**Email: [Privacy.Officer@healthscope.com.au](mailto:Privacy.Officer@healthscope.com.au)**

Detailed contact information is provided at [www.healthscope.com.au/privacy-detailed#our-contact-details-3655](http://www.healthscope.com.au/privacy-detailed#our-contact-details-3655).

## Important information about your rights and responsibilities

### Patients' rights and responsibilities

**We are committed to providing you with the very best care.**

This is an outline your rights and responsibilities as a patient in our hospital, ensuring that you receive the very best care possible from appropriately qualified and experienced staff.

If during your stay, you or your family have any concerns, please let the Nurse Unit Manager or the Director of Nursing know as soon as possible.

We commit to the rights listed in the Australian Charter of Healthcare Rights.

These are: access, safety, respect, partnership, information, privacy and feedback.

### Important Information for National Disability Insurance Scheme (NDIS) Clients and Providers

NDIS Clients and Providers also have additional rights and responsibility for disability services which can be accessed via the NDIS website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### Your rights

#### Access. You have the right to:

- Access health care and treatments that meet your needs.
- Be informed of the estimated costs charged by the doctor, hospital and private health insurer prior to or as soon as possible on admission.
- Retain and use your personal clothing and possessions as space allows, unless doing so would present a safety issue, impact on the rights of other patients or be medically contra-indicated.

#### Safety. You have the right to:

- Receive safe high-quality health care.
- Be cared for in an environment that is safe and makes you feel safe.
- Have your individual physical and psychological safety needs met wherever possible.
- Be provided with care that fully addresses your health care needs.
- Not be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.

#### Respect. You have the right to:

- Be treated as an individual, with respect and compassion. This includes the people who support you, including carers, family members and advocates.
- Have your culture, identity, beliefs and choices recognised and respected.
- Be treated fairly and not be discriminated against based on your age, gender, race, religious beliefs, disability, sexual orientation or other personal characteristics.

#### Partnership. You have the right to:

- Ask questions and be involved in open and honest communication.
- Be treated as an equal partner in your care and be involved in decisions about your treatment.
- Choose not to be involved in decision-making if that is what you prefer.
- Involve the people you want in planning and making decisions about your care. This could be a family member, carer, friend or a consumer advocate.
- Refuse to take part in any medical study or treatment considered experimental in nature. You will not be involved in any studies without your understanding and permission.

#### Information. You have the right to:

- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and roles of others who are involved in providing care.
- Receive from your doctor a description of the proposed treatment, the risks, the acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment, before giving informed consent to treatment.
- Receive information from your health care providers in non-technical language.
- Seek a second opinion and to refuse the presence of any health care workers who are not directly involved in providing you care.
- Use a health interpreter (at no cost to you) if you have difficulty speaking or understanding English.
- Receive assistance, when you need it, to help you to understand and use health information.
- Receive information about services, waiting time and costs.



- Know, before your discharge from the hospital, about the ongoing care you may require, including the time and location for appointments and the details of the doctor who will be providing the follow-up care.
- Unless the law prohibits, you may refuse a recommended treatment, test or procedure, and you may leave the hospital against the advice of your doctor at your own risk after completion of hospital discharge forms.
- You also have the right to assistance with discharge planning from qualified hospital staff to ensure appropriate post-hospital placement.
- Provide information concerning your ability to pay for services.
- Accept the outcomes of your actions if you refuse treatment or do not follow the health care provider's instructions.
- Be respectful of the rights of other patients and health care staff.
- Adhere to the hospital's policies regarding visitors and smoking (if applicable) and assist in the control of noise.
- Be respectful of the property of other people and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.
- Not take photographs, video or audio recordings of staff members, co-patients or the hospital/facility.
- Not post on social media photos, videos or information of/about other patients, staff or visitors of the facility.

### Privacy. You have the right to:

- Have your personal space and privacy respected.
- Confidentiality and privacy. Details concerning your medical care and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with their care.
- Privacy for visits during established patient visiting hours.

### Give Feedback. You have the right to:

- Provide feedback or make a complaint without it affecting the way that you are treated.
- Have your concerns addressed in a transparent and timely way.
- Share your experience and participate in improving the quality of care and health services.

### Your Responsibilities. You have the responsibility to:

- Give accurate and complete information about present clinical complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Report changes in your condition to the responsible practitioner.
- Tell us if you do not understand a planned course of action or what is expected of you.
- Follow the treatment plan you have agreed to regarding your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated plan of care and implement the responsible practitioner's orders.
- Keep appointments and, if unable to do so for any reason, notify the responsible practitioner or the health care facility.

### Comments and Complaints

You can provide feedback or make a complaint either verbally or in writing if you have an issue about your care or the service provided. We encourage you to raise any concerns immediately with a staff member.

If after discussing your concerns with this staff member you are dissatisfied, you may ask to speak to the nurse in charge. If still dissatisfied, we ask that you put the issue in writing and address it to our hospital's Director of Nursing.

Our Director of Nursing will ensure that the issue is dealt with as discreetly as possible and will take all reasonable steps to ensure that you are not adversely affected.

If you wish to raise an issue anonymously, a report on the outcome may not be possible.

Alternatively, you may ask to speak to a Consumer Consultant. All Healthscope hospitals have Consumer Consultants who attend meetings where complaints or issues may be raised.

If you are still dissatisfied, you can contact the Healthscope Corporate Office on 03 9926 7500, or you can contact your state health complaints authority.

### Private Health Insurance Ombudsman

(for complaints about private health insurance)

**Toll free:** 1800 640 695

**Lodge via web:** [www.ombudsman.gov.au/How-we-can-help/private-health-insurance](http://www.ombudsman.gov.au/How-we-can-help/private-health-insurance)

## 患者的权利与责任

我们致力于为您提供最出色的医疗服务

这份小册子概述了您作为本院患者的权利和责任，确保您获得由具备适当资质及经验的医护人员提供的优质医疗服务。

如果在住院期间，您本人或家人有任何疑问，请尽快告知护士部经理或护理主任。

我们致力于维护《澳大利亚医疗保健权利宪章》中列明的权利。

这些权利包括使用服务、安全、尊重、参与、沟通、隐私和反馈这七个方面。

## 国家残障保险计划 (NDIS) 客户与服务提供者重要须知

NDIS 客户与服务提供者在残障服务方面还有更多权利和责任，具体可参看 NDIS 网站：

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## 您的权利

### 使用服务

您享有以下权利：

- 获得能够满足您的需求的治疗和护理。
- 收治之前或收治后尽快获知医生、医院及私人健康保险公司收取的预估费用。
- 在空间允许的情况下保留及使用个人衣物和物品，除非这样做会造成安全问题、有损其他患者的权利或构成医学意义上的禁忌。

### 安全

您享有以下权利：

- 获得安全优质的医疗护理。
- 在您感到放心的安全环境里接受医疗护理。
- 您的个人身心安全需求尽可能得到满足。
- 获得充分满足您的健康需求的医疗护理。
- 不受束缚，除非经医生授权或在紧急情况下为保护您或他人免受伤害而需要对您加以束缚。

### 尊重

您享有以下权利：

- 作为个体，受到尊重和关怀。这包括为您提供支持的人，包括照顾者、家人和代言者。
- 您的文化、身份、信仰和选择得到认可和尊重。
- 受到公平对待，不因您的年龄、性别、种族、宗教信仰、残障、性取向或其他个人特征而受到歧视。

## 参与

您享有以下权利：

- 提出问题，进行开放坦诚的沟通。
- 在护理中被视作平等的合作伙伴，并参与有关您的治疗的决定。
- 根据您的个人意愿，也可选择不参与有关您的治疗的决定。
- 根据您的个人意愿，让他人参与有关您的治疗的计划和决定。这可以是您的家人、照顾者、朋友或消费者权益代言人。
- 拒绝参加任何被视为实验性质的医学研究或治疗。不会在您未了解或同意的情况下参与任何研究。

## 沟通

您享有以下权利：

- 知晓对协调您的医疗护理负有主要责任的医生的姓名，以及参与提供医疗护理的其他人员的身份和角色。
- 在接受治疗知情同意书之前，从您的医生处获得治疗方案说明，包括所建议的治疗方案、相关风险、可接受的替代治疗方法、每种方法的风险和优点，以及不接受任何治疗的后果。
- 获得医疗服务提供者以通俗易懂的语言提供的信息。
- 寻求第二诊疗意见，拒绝任何不直接参与为您提供医疗护理的医护人员在场。
- 如果您在听说或理解英语方面存在困难，使用医疗口译员（您无需为此承担费用）。
- 在需要时，让他人帮助您理解及使用医疗信息。

- 收到有关服务、等候时间及费用的信息。
- 在您出院之前，知晓您可能需要的持续治疗，包括赴诊时间和地点，以及关于提供后续治疗的医生的详细信息。
- 除非法律禁止，否则您可以拒绝接受医生建议的治疗、检查或手术，并且可以在填写出院表格后，违背医生的建议而自担风险出院。
- 您也有权向具备资质的医院工作人员获取有关出院计划的协助，以确保在出院后得到适当的安置。

## 隐私

您享有以下权利：

- 您的个人空间和隐私得到尊重。
- 享有保密权和隐私权。您的医疗和治疗信息得到保密。未经您本人或您的代表的许可，不披露您的任何医疗信息或记录，除非法律要求或授权，或者为协助其他医务工作者开展医护工作而需要披露此类信息或记录。
- 在规定的探视时间内，享有探视隐私权。

## 反馈

您享有以下权利：

- 提出反馈意见或进行投诉，而不会影响您受到的对待。
- 您的疑虑以透明而及时的方式得到解决。
- 分享您的体验，并参与改善医疗护理服务的质量。



## 您的责任

### 您需履行以下责任：

- 就您的现有临床症状、过往疾病、住院情况、用药情况，以及您的健康状况相关的其他事项，提供准确且完整的信息。
- 向主治医生报告您的病情变化。
- 如果您不理解拟定方案或对您的预期，告诉我们。
- 遵从您同意的治疗方案。这可能包括在护士及专职医护人员执行协调医疗方案时，并履行主治医生的指令时，遵从他们的指示。
- 依约赴诊；如因故无法赴诊，须通知主治医生或医疗机构。
- 就您支付服务费用的能力提供相关信息。
- 如果您拒绝治疗或不遵从医疗服务提供者给出的指示，接受因您的行为导致的结果。
- 尊重其他患者和医务工作者的权利。
- 遵守医院关于探视和吸烟的规定（如适用），并协助配合对噪音的控制。
- 尊重他人和医疗机构的财物。
- 遵纪守法，帮助维持安全舒适的环境。
- 不对工作人员、其他患者或医疗机构/医院进行拍照、摄像或录音。
- 不在社交媒体上发布其他患者、工作人员或探视人员的照片、视频或信息，或与他们有关的照片、视频或信息。

## 意见与投诉

如果您获得的治疗或服务有任何问题，可通过口头形式或书面形式提出反馈意见或进行投诉。在您对工作人员有任何疑问时，我们建议您立即向对方说明。

在向对方表明您的疑虑之后，如果您感到不满，可要求与护士长沟通。如果仍不满意，请您以书面形式向本院的护理主任反映问题。

本院的护理主任将确保问题尽可能得到谨慎处理，并采取一切合理措施确保您不会受到负面影响。

如果您想匿名反映问题，可能无法获得相关结果的报告。

您也可以要求与客户顾问沟通。所有 Healthscope 医院均设有客户顾问，他们会参加客户提出投诉或反映问题的会议。

如果您仍不满意，可致电 03 9926 7500 联系 Healthscope Corporate Office，也可联系您所在州的医疗投诉受理机构。

## Private Health Insurance Ombudsman

（有关私人健康保险的投诉）

**免费电话：**1800 640 695

**网上申诉：**[www.ombudsman.gov.au/How-we-can-help/private-health-insurance](http://www.ombudsman.gov.au/How-we-can-help/private-health-insurance)

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