



Calvary
Health Care
Tasmania

Calvary Health Care Tasmania Launceston Campuses 2014

*In the tradition of Little Company of
Mary Health Care with values of Hospitality,
Healing, Stewardship and Respect*

PATIENT INFORMATION DIRECTORY

This directory is the property of the Hospital.
Please do not remove.

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WELCOME

We welcome you to Calvary Health Care Launceston (Calvary) and trust that our efforts support your comfortable and speedy recovery. Being in hospital requires some adjustment for both you and your family, and this booklet is designed to help you manage your new environment.

You may be admitted to Calvary as one of the following:

- Inpatient (when you stay in hospital overnight, in a hospital bed),
- Day surgery/day procedure patient (you have an operation or procedure then go home the same day).

Calvary Health Care Launceston

Calvary is a Catholic not-for-profit private hospital with over 140 beds providing acute, sub-acute and day patient services to the people of Northern Tasmania. Spread across two campuses and with nearly 400 employees, Calvary is part of the Little Company of Mary Health Care (LCM), a national Catholic health, community and aged care services provider, with the values of hospitality, healing, stewardship and respect.

Little Company of Mary Health Care operates in New South Wales, Victoria, Tasmania, South Australia, Northern Territory and the Australian Capital Territory. Services include public and private hospital care, acute and sub-acute care, retirement, aged and home care services.

Our vision is to be, and be recognised as, a leader in strengthening and developing Catholic Health at regional and national levels, through the creation of integrated models of care where excellence and leadership are pursued by all, to best meet the needs of the people and communities we serve.



Campuses

St Luke's Campus

24 Lyttleton Street
Launceston TAS 7250
T: (03) 6335 3333 F: (03) 6335 3388

Specialities – St Luke's Campus

- General medicine
- ENT surgery
- Dental/oral & maxillofacial
- Day surgery
- Mental Health & Wellbeing Unit
- Palliative care
- Oncology
- Orthopaedics
- Sleep studies
- On-site Specialist Consulting Rooms

St Vincent's Campus

5 Frederick Street
LAUNCESTON TAS 7250
T: (03) 6332 4999 F: (03) 6334 0472

Specialities – St Vincent's Campus

- General Medicine
- General Surgery
- Day Surgery
- Urology
- Gynaecology
- Vascular Surgery
- Plastic Reconstructive Surgery
- Oral Faciomaxillary
- Colorectal Surgery
- Endoscopy
- Rehabilitation Unit
- Women's Health Unit
- Post Operative Care Unit
- On-site Specialist Consulting Rooms



a real quality of life

If you or someone in your family has a disability, let us help you make the very most of life's opportunities and be part of a supportive network that understands and responds to your needs.

Support Services

At Eskleigh we provide a range of disability support services to Tasmanians. Our Service provides support for people with varying levels of physical and intellectual disability including: spinal injury, Acquired Brain Injury, aneurysm and stroke.

We provide:

- Attendant Care Services
- Residential Disability Care
- Respite Care
- Community Access programmes

make a real difference

Eskleigh Foundation is a not-for-profit organisation which relies on the support of the community.

Every dollar counts towards a better quality of life for Eskleigh clients and allows us to provide valuable services.

By donating to Eskleigh Foundation, your support allows our clients to embrace life and enjoy a meaningful and fulfilling existence. Your money stays local, assisting this one hundred percent Tasmanian organisation in their important mission.

To make a difference to someone's quality of life, contact us today.



eskleigh

A Real Quality of Life

tel 03 6398 7100

email admin@eskleigh.com.au

web www.eskleigh.com.au

LCM Health Care Values in Action

“The Spirit of Calvary”

We welcome you and care about your experience at Calvary.

We provide quality compassionate care for the whole person.

We go out of our way to support each other and help the people we serve.

We listen and learn so that we can get better at what we do.

We celebrate our successes and are proud members of the communities in which we work.

We recognise and promote the value of high performance.

We protect and develop our resources and environment.

Little Company of Mary Health Care

The Spirit of Calvary – we strive to excel in the spirit of ‘being for others’

Our mission identifies why we exist

To bring the healing ministry of Jesus to those who are sick, dying and in need through ‘being for others’:

- In the Spirit of Mary standing by her Son on Calvary
- Through the provision of quality, responsive and compassionate health, community and aged care services based on Gospel values, and
- In celebration of the rich heritage and story of the Sisters of the Little Company of Mary.

Our vision identifies what we are striving to become

As a Catholic Health, Community and Aged Care provider to excel, and be recognised as, a continuing source of healing, hope and nurturing to the people and communities we serve.

Our values are visible in how we act and treat others

As stewards of the rich heritage of care and compassion of the Little Company of Mary, we are guided by our values:

- **Hospitality:** demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend this to all who come into contact with our services by promoting connectedness and listening and responding openly.
- **Healing:** demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. It is our responsibility to value and consider the whole person and to promote healing through reconnecting, reconciling and building relationships.
- **Stewardship:** recognises that as individuals and as a community all we have, has been given to us as a gift. It is our responsibility to manage these precious resources effectively for the future. We are responsible for: striving for excellence, developing personal talents, material possessions, our environment, and handing on the mission of the Sisters of the Little Company of Mary.
- **Respect:** recognises the value and dignity of every person who is associated with our services. It is our responsibility to care for all with whom we come into contact with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour which is contrary to our values.



here to help

Treating you
with dignity
and respect

Your life, your choices.

When you choose Anglicare for your support at home we provide what you need, while you get on with your life.

Support to suit you

With Anglicare everything we do is focused on your wellbeing.

Our friendly nursing team works with you to find the types of support that suit you best.

This might also include assistance with dressing and showering, cooking and cleaning, or help with transport to the hairdresser, shopping or the local library.

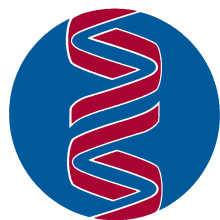
We're here to provide practical support that's right for your life.

Our capabilities

Choosing Anglicare means you're choosing Tasmania's largest community service organisation with 15 years experience in home support. We offer warm, professional, reliable and flexible care.



☎ 1800 243 232



LAUNCESTON PATHOLOGY

Launceston Pathology is a NATA/RCPA
Accredited Pathology Laboratory.
ISO 15189:2012

- Provides a quality pathology service to Medical Practitioners and Private Hospitals in the northern region.
- Our trained specimen collectors regularly visit hospitals and patients confined to their homes.
- Pathology results are promptly forwarded to the requesting doctor in a confidential manner.
- We strive for excellence and are committed to providing a quality pathology service.



71 Frederick Street, Launceston
TASMANIA 7250

Phone: 63 34 3636

THE MARY POTTER STORY

The names “Calvary” and “Little Company of Mary” are part of the story of Mary Potter, founder of the Little Company of Mary. Her story is an integral part of our ongoing history.

Mary’s world view and social position were limited by her sheltered life and limited education, but the misery of the 19th century drew her to care for those who were its loneliest souls. She wished to become as God’s reflection, to bring to each person she met, an understanding of their essential beauty and intrinsic value as part of the human family of God, worthy of all love and respect. Her motivation was to live in spirit with Mary, the Mother of Jesus, who stood by her dying son, Jesus, on the cross of Calvary. This vision ignited her dreams.

Mary grew up during a time in England when inequality was prevalent, social life a turmoil and poverty a way of life.

Mary’s whole life was ravaged by ill health resulting in long periods of isolation and inactivity. At one stage she underwent an operation for cancer on the kitchen table without the aid of anaesthetic. She was familiar with suffering in other areas: the way forward towards her dreams was at every turn hampered by bureaucracy. She was without support and co-workers were hard to find. But the vision to establish a group of like-minded women in the church drove her on despite the opposition from every quarter.

Mary persevered until in 1877, the first foundation of what would become the Little Company of Mary was formed in Nottingham, England, in a derelict stocking factory where Mary and her sisters slept on straw on benches in the chapel. From here, the sisters went out to the hovels and alleyways to nurse the sick and dying. Mary wished her sisters to be recognised as professional nurses – an ideal that was far from the accepted one at the time.

With values so powerful they would not only impact her world but travel on into the future of our own day the Little Company of Mary grew steadily. The Sisters arrived in Australia in 1885 – establishing hospitals, nurses training schools, outreach and other services of care and support for those in need, Our hospitals are the present-day chapter of the Mary Potter story.



SERVICES AND FACILITIES

Access

Between the hours of 6am and 8pm, patients and visitors have access via the main entrances of each campus. Outside of these hours access is only available via the nominated entrance for each campus. Cars can wait at the entrances for a maximum of five minutes and preferably be attended at all times.

Wheel chairs can be obtained from reception on both campuses.

Accreditation

Calvary is fully accredited by SAI Global and complies with the requirements of ISO 9001:2008 and core standards for safety and quality in health care. This is professional and national recognition of our high standard of care and ongoing commitment to quality improvement.

Baby Friendly

The Baby Friendly Health Initiative (BFHI) was developed jointly by the World Health Organisation and the United Nations International Children's Fund. It is an international strategy used to guide policies, practices and assessment of maternity care facilities on the "Ten Steps to Successful Breastfeeding".

The Birchall Meares Unit was the first in Tasmania to achieve BFHI accreditation in 2000 and has successfully been re-accredited every three years.

We uphold high standards of care and assistance with establishing and maintaining breastfeeding and equally support mothers who choose to formula feed.

If you would like to find out more information about BFHI, you are welcome to contact the midwifery staff.

Chapels

The Chapel is available 24 hours a day, 7 days a week.

St Vincent's Campus

The Chapel is located on the Ground Floor to the right of the reception desk at the end of the hallway.

Eucharist is celebrated each Wednesday at 5pm.

St Luke's Campus

The Chapel is located in Barclay House, via the 3rd Floor.

Eucharist is celebrated most Thursday's at 3.30pm.

Children

Children requiring hospitalisation have special needs and we aim to make your child's stay at Calvary as pleasant as possible. Children are catered for on all units. A parent or adult support person is welcome to stay with children overnight.

If children are visiting the hospital, parents are asked to ensure they are closely supervised at all times.

Commendations, Complaints and Suggestions

Our aim at Calvary is to provide our patients with the highest standard of care.

Your opinions help us to evaluate and improve all of our services. Please let us know if you feel any aspect of our service could be improved. We value your input and welcome any comments or suggestions you may have. It is important you let us know as soon as possible if you have any problems you wish to discuss.

If you have any concerns about your care or treatment, these may be discussed with the Clinical Nurse Manager or expressed formally in writing to the Chief Executive Officer, Launceston. Please also refer to "Rights and Responsibilities" section on page 16.

On a regular basis we conduct patient satisfaction surveys to obtain your views on your hospital stay. We welcome your comments. All ideas or comments will be treated confidentially. Please use the "Patient Feedback Form" in the patient bedside pack for your comments and enable us to improve our services for you.

Cultural Needs

Calvary aims to be sensitive to and meet individual cultural and faith needs in the health care setting. Please discuss your requirements with the nursing staff or a Pastoral Carer.

Day Procedures

Most day patients can be discharged within a few hours of their procedure (this depends on the type of surgery and your recovery). Because you have had sedation for your procedure you must have a responsible adult to drive you home and stay with you overnight. You must not drive yourself, and it is unwise and unsafe to walk or take public transport.

Transport must be arranged prior to admission. Your support person will be given a contact number to telephone to find out what time you can be discharged.

Flowers

Flowers, floral arrangements and gifts sent to you will be delivered to you by the Ward Clerk. Regrettably, we ask that visitors do not send potted plants.

Flowers are not permitted in the Post Operative Care Unit but will be kept in another area nearby.

Food or Alcohol Brought into Hospital

Whilst you are a patient in our hospital, alcohol should only be consumed with your doctor's approval. Visitors are asked not to supply patients with alcohol without permission. A breach of these guidelines may be detrimental to your health.

Illegal drugs are not to be brought into the hospitals by patients or visitors. These substances may adversely react with hospital medicines and will be subject to Police enquiry.

Due to food safety regulations, we strongly discourage patients and visitors from bringing in food from outside the hospital. No responsibility will be taken for the consumption of food not provided by the hospital. Cultural and dietary requirements are catered for by our Executive chef and team.

Please check with the nursing staff prior to consuming food not provided by the hospital.

Hairdresser

Visits by a hairdresser can be arranged on request. Please ask nursing staff to arrange an appointment. Payment for hairdressing services is the responsibility of the patient.



Health and Safety

Calvary is committed to continuously improving the management and standards of workplace health and safety. This commitment also extends to all patients and visitors who enter and use the facilities at any campus.

In accordance with the “Work Health and Safety Act 2012”, all employees and volunteers of Calvary have a duty of care to work safely, taking reasonable care to protect their own health and safety and that of their colleagues and patients.

All patients and visitors are required to comply with all instructions in order to protect their health and safety whilst on any Calvary property.

A visitor is any person entering any of the premises of Calvary such as visiting medical officers, external medical providers/carers, relatives, parents, children, friends and generally any member of the public.

Hospital Staff

All staff members are required to wear photographic identification badges.

Interpreter

An interpreter is available if required. Please call the Translating and Interpreting Service on 131450 prior to admission or ask staff to organise for you on arrival.

Kiosk

There is a kiosk on St Vincent’s Campus. The kiosk offers a range of food, snacks, sandwiches, biscuits and sundry items. Opening times:

Mon - Fri	11.00am to 2.30pm
Sat	Closed
Sun	Closed

As the kiosk is staffed by volunteers and opening times may vary.

On St Luke’s Campus a vending machine for soft drinks and snacks is available on the ground floor near the front reception.

Laundry

Small amounts of personal laundry may be washed for patients who live outside the metropolitan area, or for patients with no support network at home. Please ask your nurse for information.

Mail

Calvary’s postal addresses are:

Calvary Health Care Launceston
St Vincent’s Campus
PO Box 2021
LAUNCESTON TAS 7250

Calvary Health Care Launceston
St Luke’s Campus
PO Box 570
LAUNCESTON TAS 7250

Your mail will be delivered to you, in your unit, Monday to Friday.

Maintenance and Repairs

If you find anything in your room that requires repair please ask one of our staff who will assist in any way they can.

Meals

Great care has been taken to provide our patients with an extensive, nutritious and varied menu. Special diets for medical, religious or personal reasons can be arranged in consultation with the nursing staff.

Please advise the nursing staff if you have any special requirements.

Facilities are also available for tea and coffee making.

Meal Times:

St Luke’s Campus

Breakfast	7.45 am
Morning Tea	9.45 am
Lunch	11.50 am
Afternoon Tea	1.50 pm
Dinner	5.20 pm
Evening Supper	7.30 pm

St Vincent’s Campus

Breakfast	8.00 am
Morning Tea	10.00 am
Lunch	12.00 pm
Afternoon Tea	2.00 pm
Dinner	5.40 pm
Evening Supper	7.30 pm

Visitors may order meals to be eaten with patients. These meals need to be ordered and paid for at the same time patients order meals each morning.

Medications

Please bring all current medications with you to hospital in their original packaging. For legal and safety reasons, dosette boxes are not permitted.

Medications prescribed to you are your property and should either be taken home with you on discharge or if appropriate, we can arrange for them to be destroyed.

Nurse Call Bell

Nurse call bells are located within easy reach of your bed. Call bells are also fitted in all ensuites.

ONSITE CLINICAL SERVICES

The following services are provided onsite:

Pharmacy Services

In conjunction with the Clinical Pharmacist, HPS Pharmacy provides pharmacy services at Calvary. A Clinical Pharmacist can give you information about your medicines and is available to discuss concerns or answer any questions you may have.

A Clinical Pharmacist may monitor your drug treatment for drug interactions and side effects and if necessary, talk with your doctor or nurse about the best medication to suit you.

Medications that are supplied by HPS Pharmacy during your admission, which you were taking prior to your admission may not be covered by your private health insurance.

If you have any account queries please contact HPS Pharmacy, Telephone (03) 6236 4111 (Located on the St Vincent’s Campus).

Pathology Service

During your hospital stay, Launceston Pathology may carry out pathology tests at the request of your doctor for which Launceston Pathology will bill you. Occasionally a test may be referred to another laboratory and you could receive a separate account from this facility. If you have any account queries please contact Launceston Pathology Accounts, Telephone: (03) 6334 3636.

Radiology and Imaging Service

Regional Imaging Group (RIG), Launceston Radiology and Hobart Isotope Imaging are members of the I-MED/MIA Network. RIG provides a range of diagnostic services to both the St Vincent's and St Luke's Campuses. The comprehensive range includes MRI, Multi-slice CT, Nuclear Medicine, Ultrasound, X-Ray, Diagnostic Mammography and the latest interventional procedures. These procedures are available to both inpatients and outpatients and you will be billed separately for these examinations. If you have any queries regarding your account please contact RIG's Accounts Department on (03) 6334 6220.

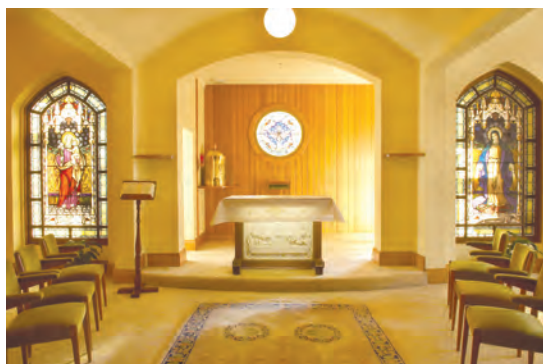
Parking

Limited free onsite visitor parking is available on each campus and in adjacent streets (please note council restrictions may apply). Calvary is not responsible for any loss or damage to your vehicle or possessions whilst parked in our grounds. Parking is at your own risk.

Pastoral Care

Calvary has a strong commitment to caring for the physical, emotional, social and spiritual wellbeing of patients.

Professional Pastoral Carers visit each unit daily and are available for the support of patients and their families at all times.



Priests and Chaplains from all denominations visit regularly. To arrange a visit please ask the nursing staff or pastoral carer.

Bereavement support is provided for families.

Eucharist is distributed upon request. Ask your nursing staff or pastoral carer.

Personal items

Calvary is unable to accept responsibility for your personal possessions, such as jewellery, large sums of cash or electrical equipment including laptop computers and video cameras. If you have brought any of these items with you, please give to a friend or relative to take home.

To prevent loss of belongings bring only essential items that you need for your stay. We suggest that you clearly label your belongings with your full name.

If you wear dentures, please ask the nursing staff to supply you with a labelled denture cup for storage. We recommend that you do not wrap dentures in tissues or place them under a pillow as your dentures may get lost or damaged.

We do not accept liability for lost or damaged dentures, spectacles or jewellery that is not stored in the appropriate manner.

Mother and Baby Services – St Vincent's Campus (please refer to 'Baby Friendly')

Birchall Meares Unit offers personalised care from highly qualified midwives who are skilled in all aspects of post natal care.

Public Transport

Metro has a regular service close to each campus.



SANDHILL RESIDENTIAL AGED CARE

Sandhill is located in picturesque South Launceston. Residents enjoy the spectacular views over the city and the mountains. Sandhill is one of the largest residential aged care homes in Tasmania, and is set amidst extensive gardens on a hill overlooking the city.

At Sandhill we offer well appointed rooms with qualified, registered nurses and well-trained care staff. Residents have a choice of many areas to relax or spend time with loved ones, from day rooms and lounges to our onsite cafe.

Permanent places available now. Short Stay & Respite Welcome

Our Care Services:

- ◆ 24 hour Registered Nursing service
- ◆ Your own doctor or specialist
- ◆ Person centred lifestyle program
- ◆ Delicious & Nutritious Meals
- ◆ Palliative Care
- ◆ Group outings



For more information please visit:
www.acsagroup.com.au

25 Waveney St, South Launceston Ph: 6344 5566



Part of the Aged Care Services Australia Group. Specialists in
Aged Care with 35 Residences and 3000 beds across Australia.

Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation
National Heart Foundation of Australia

Rights & Responsibilities

Based on our values of hospitality, healing, stewardship and respect, the management and staff of Calvary support this Charter of the Rights and Responsibilities of the Person Receiving Care. It recognises, protects and promotes the rights of each person receiving care, the partnership with health care providers, and ensures that personal dignity and autonomy are upheld at all times.

You have the right to...

- Be informed about our facilities and services
- Quality and appropriate care
- Receive care in a safe setting
- Have an explanation of the likely cost of your treatment/care and any out of pocket expenses
- Know all your treatment/care options and to participate in decisions about your treatment/care (informed consent)
- Be treated with respect and not be discriminated against
- Be communicated with effectively, honestly and with courtesy
- Personal and information privacy
- Open disclosure should an adverse event occur
- Receive advice on how to make a complaint

Your responsibilities are to ...

- Answer questions about your health honestly and completely
- Comply with prescribed treatments or inform a health professional if you do not intend to do so
- Be courteous, considerate and respectful towards others

- Respect the privacy of others
- Fulfil your financial obligations
- Raise concerns if you are unhappy with our services

You have the right to comment about your health care

If you have any complaints or concerns about our service, please...

- Talk to the person in charge or any health worker at the time of the problem
- You can write to, phone or see the person in charge at any time during your care or afterwards
- If you are not satisfied with the results of your complaint, you can contact the Chief Executive Officer Launceston, Calvary Health Care Tasmania, PO Box 2021, Launceston, TAS, 7250
- If you have not been able to resolve the problem, you can write to the appropriate State or Federal independent complaints organisations:

The Health Complaints Commissioner
Ground Floor, 99 Bathurst St
Hobart Tas 7000
Phone: 1300 766 725 (local call)
Email: health.complaints@justice.tas.gov.au

Medical Council of Tasmania
Phone: (03) 6223 5499
(For complaints against Medical Practitioners)
Private Health Insurance Ombudsman
Phone: 1800 640 695 (free call)
(For matters relating to health insurance)

Be assured that...

- Calvary wants to resolve your concerns to your satisfaction
- You can expect any complaint to be dealt with quickly and fairly
- Your complaint will not adversely affect the service you receive
- Your complaint will be handled with complete confidentiality
- You have the right to an advocate
- An advocate is someone who can work and speak on your behalf at your direction. It is your responsibility to obtain an advocate

Smoking

Calvary provides a smoke free environment. Only patients with exemption forms signed by their treating doctor are allowed to smoke in areas designated for that purpose.

Please talk to your admitting Doctor if you require nicotine replacement treatment during your stay in hospital.

Students – Medical, Nursing and Allied Health

Calvary supports medical, nursing and allied health student education. Medical, nursing and/or allied health students may be present during your hospital stay. If you do not wish students to be involved in your care, please advise nursing staff.

Taxi

There is a complimentary taxi telephone located in the foyer on both Campuses.

Telephones

Each bed is supplied with a personal telephone for your convenience. For all calls dial 0 first.

Television and Radio

Please refer to the separate guide for television and radio channels.

Therapeutic Heat Devices

The use of hot water bottles and heat packs is not permitted. Gel packs, the preferred form of heat therapy, will be supplied by Calvary.

Visiting Hours

Please be aware that the following is a guide only and visiting may be restricted due to patient needs and ward activity.

General Wards - 11.00 am to 8.00 pm each day. A rest period is encouraged between 12.00 pm and 2.30 pm and may be enforced.

Birchall Meares Unit (St Vincent's Campus) - 2.30 pm - 4.30 pm and 6.00 pm to 8.00 pm.

No visitors are permitted during the rest period of 12.00 pm to 2.30 pm. Unrestricted visiting for immediate family members unless otherwise advised by staff.

If children are visiting the hospital, parents are asked to ensure they are closely supervised at all times.

Volunteers

Calvary Volunteers are a valued part of our service. They give freely of their time to support and enhance the service to patients, their families, friends, staff and the community. The Volunteers complement the efforts of staff.

PREPARING FOR DISCHARGE

How long will I stay in Hospital?

The number of days you spend in hospital depends on many factors including your general health, reason for your admission and age. Please ask your doctor or nurse for an expected discharge date.

Planning for Discharge

It is vital that you start planning your discharge from hospital as soon as possible to ensure that any services which you may require at or after discharge can be arranged in time.

When planning your return home it is important to consider your needs for the following areas:

- Transport arrangements to return home
- Your ability to care for your personal needs (bathing, dressing etc)
- Capacity to perform normal domestic duties (shopping, cooking, cleaning etc)
- Capacity to care for another (children, spouses etc)
- Readiness to resume normal social/work activities
- Special care needs (dressings, medications etc)
- Equipment and home modifications

You should ask your doctor and nursing staff to assist you in identifying what your restrictions and needs may be.

You may consider asking family or friends for support in meeting these needs. Alternatively your nurse can refer you to Calvary's Case Management services. Case Managers can assist with the arrangements of alternative supports.

When you leave us

Discharge

The discharge time at Calvary is 10 am.

We request that you make arrangements to leave the hospital at this time so that staff can prepare the room for incoming admissions.

If you are unable to leave at the specified time, please advise the nursing staff and you will be able to wait in one of the hospital waiting areas.

Discharge checklist

Please ensure you take the following with you when discharged from hospital:

- Personal belongings
- Medications
- X-rays and scans
- Flowers
- Medical certificate (can be arranged with your doctor)
- Nursing Discharge Summary

Accounts

Accounts are due on discharge and may be paid by:

- Cash (Australian dollars)
- Cheque
- Credit card (excluding Diners or American Express)
- EFTPOS, or
- BPAY

ACCOUNT FEES AND PAYMENT INSTRUCTIONS

Estimate of Costs

An estimation of costs for your hospital stay is required to be obtained prior to admission. Whilst every effort is made to provide an accurate estimate of expenses, additional costs are sometimes incurred due to the following reasons:

- Variations in proposed treatment, procedures and/or length of stay
- Sundry changes e.g. discharge pharmacy, take home items
- Variations in prosthesis utilised (Prostheses are an implanted medical device)

If any of the above variations occur it may result in additional charges, not included in your original quote. These variations cannot be predicted at the time of your admission and you would have noticed when signing your quote on admission, that any variations in treatment and cost will be your responsibility.

If responsibility for payment of the claim is not accepted through your health insurer/Department of Veterans' Affairs/Defence or other insurers such as (Workers' Compensation, MAIB and Public Liability), then the patient or the person nominated as responsible for the account on the Patient Registration Details form (if other than patient), is personally responsible for payment of the entire account.

Costs of Other Providers

Your doctor's costs are separate to those of the hospital. Please contact your doctor for an estimate of their costs. Your doctor is also able to provide you with the names of other doctors and health professionals, who are expected to be involved in your medical treatment, and their

approximate costs, e.g.: anaesthetist, surgical assistant, pathology, physiotherapy and medical imaging.

Prosthesis Costs and Consent

Where a prosthesis (Prostheses are an implanted medical device) is required, this will be fully covered by your health fund, unless however, based on your specific clinical need, your doctor recommends a device that requires a gap payment by you. Your doctor will explain why the gap device may provide a better health outcome. You will need to contact your doctor before admission if your doctor has not discussed with you the choice of prosthesis. You will also need to contact your doctor before admission if a gap prosthesis has been chosen and your doctor has not obtained your signed consent agreeing to payment of the gap. As with any medical procedure, if unforeseen circumstances arise during the procedure, it may be necessary for your doctor to use a different or a more costly prosthetic device. If this happens there may be additional costs to you.

Comments

If you wish to comment on any aspect of your care, please feel free to write to the Chief Executive Officer. Your views are important to us.

Chief Executive Officer, Launceston
Calvary Health Care Tasmania
PO Box 2021
LAUNCESTON Tas 7250

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Senior Helpers Northern Tasmania is a private provider of home support services, established in Launceston in 2013.



Call Amy or Leonie for a free, no-obligation consultation.

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Email: launceston@seniorhelpers.com.au

Office: 220 Wellington Street, South Launceston 7249

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The team at Access Injury Management are professional and are accredited exercise physiologists through exercise and sports science Australia (ESSA). We are passionate about providing a service that is results driven with the aim of making a positive change to the health and wellbeing of our clients. Our knowledge and experience is extensive enabling us to offer specialised services within the health care industry.

Aim offer individual services or comprehensive integrated rehabilitation and workplace health solutions in the following areas:

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- **General Health Programs**

Rebates available for eligible health fund members, please check with your health fund provider.

We believe that a positive and supportive approach to exercise is about improving your overall health and well being to both increase and maintain your quality of life!

We welcome the opportunity to assist you with achieving your goals and look forward to doing so in a relaxed and encouraging environment.

Access Injury Management is located at Country Club Villas, in Launceston and all sessions are on a one to one basis.

Phone: 63355789

Fax: 63355789

Email: info@accessinjury.com.au



Become a blood donor

10 tips for safer health care



This summary card has been produced by the Australian Council for Safety and Quality in Health Care, which has been set up by Commonwealth, State and Territory governments to improve the safety of health care in Australia. These *10 Tips** can help you to become more active in your health care. More questions you might want to ask your health care professional are contained in the *10 Tips for Safer Health Care* booklet.

* These 10 Tips have been adapted from the US Agency for Healthcare Research and Quality patient fact sheets (available on the Internet at www.aahrq.gov/consumer).

1 Be actively involved in your own health care

Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

2 Speak up if you have any questions or concerns

Ask questions.

Expect answers that you can understand.

Ask a family member, carer or interpreter to be there with you, if you want.

3 Learn more about your condition or treatments

Collect as much reliable information as you can.

Ask your health care professional:

- what should I look out for?
- please tell me more about my condition, tests and treatment.
- how will the tests or treatments help me and what is involved?
- what are the risks and what is likely to happen if I don't have this treatment?

4 Keep a list of all the medicines you are taking

Include:

- prescriptions, over-the-counter and complementary medicines (eg vitamins and herbs); and
- information about drug allergies you may have.

5 Make sure you understand the medicines you are taking

Read the label, including the warnings.

Make sure it is what your doctor ordered for you.

Ask about:

- directions for use;
- possible side effects or interactions; and
- how long you'll need to take it for.

6 Get the results of any test or procedure

Call your doctor to find out your results.

Ask what they mean for your care.

7 Talk about your options if you need to go into hospital

Ask:

- how quickly does this need to happen?
- is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

8 Make sure you understand what will happen if you need surgery or a procedure

Ask -

- what will the surgery or procedure involve and are there any risks?
- are there other possible treatments?
- how much will it cost?

Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9 Make sure you, your doctor and your surgeon all agree on exactly what will be done

Confirm which operation will be performed and where, as close as possible to it happening.

10 Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Make sure you understand your continuing treatment, medicines and follow-up care.

Visit your GP as soon as possible after you are discharged.

Find out more about the Safety and Quality Council or obtain copies of 10 Tips for Safer Health Care by calling (02) 6289 4244 or from its website at www.safetyandquality.org

D

Dangers?

R

Responsive?

S

Send for help

A

Open Airway

B

Normal Breathing?

C

Start CPR

30 compressions : 2 breaths

if unwilling / unable to perform rescue breaths continue chest compressions

D

Attach Defibrillator (AED)

as soon as available and follow its prompts

Continue CPR until responsiveness or normal breathing return



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Who We Are

Tasmanian Eye Institute is an independent, not-for-profit organisation established in 2008 with the intention to improve the delivery of ophthalmic health services in Tasmania.

What We Do

- Provide significant contributions to ophthalmic **Research** which have a positive impact on the ophthalmic health of Tasmanians.
- Develop and preserve ophthalmic health **Education** for clinicians, related health professionals and the community.
- Promote eye health awareness and provide improved ophthalmic **Service** to the people of Tasmania.

What We Need

As a charitable trust, we rely heavily on the support of the community to ensure quality research and education by the Institute is ongoing. By making a donation or bequest you will be supporting us in our vision.

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