

Epworth HealthCare



Epworth

Paediatric Patient Admission Information



Welcome to Epworth

Welcome to Epworth and thank you for choosing us to manage your child's care. We understand that coming to hospital for a procedure/medical admission can be a stressful time and we strive to ensure that you and your child have the best possible experience.

At Epworth, our doctors and staff will work in partnership with you to provide a high level of safe and effective care. Please feel free to approach our staff at any time and do not hesitate to ask questions.

About Epworth

Epworth HealthCare is Victoria's largest not for profit private hospital group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Epworth is an innovator in Australia's health system, embracing the latest in evidence-based medicine to pioneer treatments and services for our patients.

We have several hospitals in the Melbourne metropolitan and regional areas:

- > Epworth Brighton
- > Epworth Camberwell
- > Epworth Cliveden (East Melbourne)
- > Epworth Eastern (Box Hill)
- > Epworth Eastern Kew
- > Epworth Freemasons (East Melbourne)
- > Epworth Geelong
- > Epworth Hawthorn
- > Epworth Richmond

We also operate a range of specialty services including women's health, men's health, mental health, breast and GP clinics, Epworth HealthCheck and Epworth's Specialist Centres. Epworth Medical Imaging operates at Epworth Richmond and Epworth Freemasons. Epworth Pathology operates at every Epworth site.

Epworth's values define our approach and delivery. We pride ourselves on communicating these values and delivering on them in a real and meaningful way. Our values are:

- > Respect
- > Excellence
- > Community
- > Compassion
- > Integrity
- > Accountability

We actively promote these values across Epworth to signify their importance and we ask all staff to commit to them every day.

Contents

About Epworth	3
Important patient information	5
Financial information	7
Coming to hospital	9
During your child's admission	13
The stages of your child's admission	16
Patient safety during your child's admission	18
Leaving hospital (discharge)	20
Checklist for patients	21
Rights and responsibilities	22
Patient privacy	24
Contact details	24

Important patient information

Purpose of this document

This pre-admission booklet includes important information to help you prepare for your child's admission and outlines what you can expect from an admission at Epworth. It also includes **essential** forms we need you to complete prior to your admission. They are:

- > Admission Details – Paediatric (MR1P1)
- > Consent for Operation/
Procedure/ Medical Treatment/
Acute Transfusion (MR3)
- > Patient Health History
– Paediatric (MR9P1)

Submitting your completed admission forms:

Go to the following link, and click on Patient Admission Forms: epworth.org.au/for-patients/planning-for-your-care/patient-admission/paediatric-admission

Fewer than seven working days prior to admission:

- > Print and complete the forms under Patient Admission forms. Email completed forms to the Patient Service Centre at the site of admission (details on page 25-27)

More than 14 working days prior to admission:

- > Complete the Patient Admission forms and email completed forms to the Patient Service Centre at the site of admission (details on page 25-27)
- > Complete paper forms and post to the Patient Service Centre using the reply paid envelope provided (no stamp required)

Submitting forms online is our preferred method of receiving forms.

Important patient information



Interpreter services

If you require the assistance of an interpreter during your child's admission, please indicate on your admission forms and one will be arranged on your behalf.

Interpreter services (Italian): Servizio interpreti (Italiano)

Se hai bisogno dell'assistenza di un interprete per l'ammissione di tuo figlio, ti preghiamo di indicare sui moduli di ammissione e uno sarà organizzato a tuo nome.

ΥΠΗΡΕΣΙΕΣ ΔΙΕΡΜΗΝΕΩΝ (ΕΛΛΗΝΙΚΑ)

Εάν χρειάζεστε τη βοήθεια ενός διερμηνέα για την αποδοχή του παιδιού σας, παρακαλείσθε να υποδείξετε στα έντυπα εισδοχής σας και κάποιος θα διοργανωθεί για λογαριασμό σας

口译服务（中文）

请选择您的标准请求 ·
请继续阅读我们的评论政策和补充标准保存此视频库
中的所有文章关于隐私条款和协议
|条款与隐私|技术支持|反馈|

Financial information

You will be contacted by the hospital prior to your child's admission to inform you of any estimated out-of-pocket expenses that may apply to you. This may include excesses, co-payments and additional costs.

Things to check with your private health insurer

We recommend you contact your private health insurer to check the following:

- > Is your reason for your child's admission, including any surgery, covered under your level of insurance? (Surgical patients: you may want to ask your doctor for the item number relating to your surgery prior to calling your health fund.)
- > Are there any additional costs you should expect such as an excess or co-payments?

Self-insured patients

If you do not have private health insurance an estimate of your child's admission costs will be calculated for you. You are required to pay your estimated account prior to your admission. The actual cost incurred may differ from the estimate due to a change in treatment or a longer stay in hospital than originally planned. If treatment costs exceed the estimated amount, you will be asked to pay the difference before going home. For further information, please contact the Patient Service Centre of your admitting hospital (contact details page 25-27).

Payment of account

All out-of-pocket expenses are required to be paid prior to your admission.

Epworth accepts Visa, MasterCard, cash, bank cheques and EFTPOS. We do not accept American Express, Diners Card or personal cheques. If paying by card, please ensure that any daily or transactional withdrawal limits are sufficient to settle your account.

You are responsible for your account unless you have a nominated financial guardian. In the event of non payment we reserve the right to refer the debt to a collection agency.

Billing your private health insurer

Epworth will submit a claim to your private health insurer for the cost of **hospital related expenses**, for the following group of patients:

- > privately insured patients
- > WorkCover, TAC and other third party claims (only if a letter of liability is provided)

Please note that all doctor, medical and anaesthetic fees will be billed separately by your practitioner.

Additional costs for clinical partner services

During your child's admission they may require tests to provide their treating doctor with a diagnosis or to help monitor their medical progress. Epworth may engage clinical service partners to provide supplementary clinical services which may include:

- > pathology (blood or tissue samples),
- > medical and surgical imaging services (such as x-rays),
- > medications dispensed to you from the pharmacy during your child's admission or on discharge (for unrelated or pre-existing medication needs).

Costs for these services will be billed separately by our clinical service partners.

Our partners may have agreements covering inpatient scans and tests with some health funds where 'no-gap' arrangements exists and no extra fees for the patients are generated, or a 'known-gap' where a set fee is sought from the patient. Fees may be reduced if you have an eligible government entitlement or discount card. Further information can be found at epworth.org.au/who-we-are/our-services or on the ward. Alternatively, please contact these providers directly:

- > **Epworth Pathology:** 03 9287 7888
- > **Radiology:** using the phone numbers provided on the Epworth website
- > **Slade Pharmacy:** 03 8420 0700



Coming to hospital

Consent

You, as the person legally responsible for your child's care) must sign a consent for procedure form before your child's procedure can take place. Please review all the information on your child's consent form before you sign. It is important to discuss your child's procedure with your doctor so you fully understand everything about the planned procedure. If you are not sure about anything, including known risks, recovery or alternatives to having the procedure, please ask your child's doctor.

If there are parenting orders made by a court concerning parental responsibility or guardianship order in place, please bring a copy of the relevant document with you to hospital, together with contact details for the person with authorised parental responsibility so that a copy can be filed in your child's medical record, to allow the child's care givers to be aware of these orders. This also applies to any Enduring Power of Attorney (Medical Treatment), medical treatment decision maker and/or appointed support person so your child's treatment wishes can be respected.

Consent for blood products

Some patients may need a single, emergency blood transfusion after an accident or major surgery. Others may have an illness where blood products are required frequently during their treatment. As with all treatments there are alternatives, risks and benefits to receiving blood products. The Australian

Red Cross Blood Service has many safeguards to ensure a safe blood supply for patients. In Australia all donations are tested for ABO and Rh(D) blood groups, red cell antibodies, HIV, hepatitis B and C, syphilis and Human T-lymphotropic virus. Where relevant, tests are performed for additional blood groups and other blood-borne viruses, for example, Cytomegalovirus (CMV) and malaria. Despite testing, a very small risk of disease transmission and other side effects remains but is very rare. The potential risks and their likelihood of occurring are:

Hepatitis C	Less than 1 in 1 million
Hepatitis B	1 in 764,000
HIV (AIDS)	Less than 1 in 1 million
Receiving the wrong blood	1 in 12,000 to 1 in 77,000

Your child's doctor may ask you to sign a consent specific for blood transfusion if required whilst obtaining your consent for your child's procedure. If your child is a Jehovah's Witness, you object to your child receiving a blood transfusion, or have any questions about the use of blood products, it is important to discuss this with your child's doctor. Supporting information is also available in all wards or via health.vic.gov.au/hospitals-and-health-services/patient-care/specialty-diagnostics-therapeutics/blood-matters

Coming to hospital

Fasting

Please consult your child's Surgeon's rooms for instructions on fasting prior to their admission.

We understand that it may be difficult for you to eat whilst your child is fasting, however it is not recommended that you fast with your child. Your child will require you to have high energy levels before and after surgery, and this is impossible to achieve if you are fasting also. We ask that you please have something to eat before you arrive at the hospital where possible.

Luggage

Please note that space is limited for the storage of clothing and personal belongings. Please avoid bringing unnecessary items of clothing. Your luggage will be labelled and stored, so it is important to minimise the size of your bags. As a guide, your bag should be cabin baggage size.

Medications

- Please bring your child's current medications (including insulin, supplements and alternative medications) with you in the original packaging. Medications must be in the original packaging with your child's name in order for us to be able to administer them to your child in hospital (please do not bring Webster packs or dosette boxes).
- Follow your child's doctor's instructions in regards to taking your medications prior to surgery. If your child takes regular pain medication, please ask your child's doctor what they may take on the day of surgery.
- Have paracetamol (Panadol) at home that is the right strength for your child's age and weight. Make sure you have a way to measure the right amount and to give it to your child.
- If your child has diabetes, you should contact their doctor for specific instructions regarding your diabetic medications (i.e. insulin or tablets).
- If your adolescent is taking oral contraceptive medication, please speak with their surgeon or anaesthetist
- You will be billed for any medication your child is already taking if it needs to be supplied by the pharmacy and is unrelated to their admission or for a pre-existing medication need.

Parking and transport

Information on car parking at Epworth is available at epworth.org.au. Please note that fees apply. Parents/carers needing to access the car park on a regular basis may be eligible for bulk discounts on parking passes. The website also contains detailed information on public transport and off-street parking options.

Physical preparation

Please inform your doctor if there is any significant change in your child's health (including a cold, cough, fever or infection etc) between the time you last saw their doctor and the day of their admission. Please pay particular attention to their personal hygiene by having a shower/bath prior to coming to hospital.

Valuables

We strongly recommend that you do not bring valuables to hospital. Valuables include jewellery, cash, credit cards, computer equipment, mobile phones or other items of personal property with a high monetary value. While Epworth will endeavour to take every possible care of yours and your child's personal property it does not accept any liability or responsibility for theft, loss or damage to personal belongings. Epworth recommends that patients, families and visitors bring only essential items for personal use to the hospital.

Visitors and relatives

Due to limited space in the admissions area, we ask that each patient is accompanied by only one support person. This assists us to maintain safety, patient confidentiality, privacy and comfort for our patients.

We understand that you may need to bring your other children into the hospital with you on admission. Where possible can you please bring someone to care for that child for you, as they will be unable to go into other departments with you and your sick child.

In the interest of fasting patients, we ask visitors not to eat or drink in the admissions lounge. Visitors are welcome to make use of the hospital foyer or café facilities. Visiting times are available at epworth.org.au. Please observe any rest periods.

What to bring with you

- copy of any:
 - Advance Care Directive
 - Medical treatment Decision maker
 - Appointed Support Person
 - Enduring Power of Attorney (Medical Treatment)
 - Guardian
 - Advance Care Plan
 - Parenting Orders

your child's favourite toy or comfort item

completed admission forms (if not already provided)

current x-rays, scans and pathology results

eligible pharmacy or government entitlement discount cards (ie: safety net card)

glasses, contact lenses or hearing aids if your child has them (and a case to safely store them in)

medications (see page 10)

any special fluids/formula and bottles that your child may require. Please also bring nappies if required.

patients staying overnight or longer will also need to bring a number of things for their hospital stay including sleepwear, ideally made from cotton or natural fibres; dressing gown; slippers; toiletries (including soap)

physical aides such as crutches/ walking aides (please label items with your child's name)

copy of legal paperwork stating child's next of kin, if required.

Your child should wear loose comfortable clothing and sensible shoes. Please ensure your child does not wear makeup, jewellery or body piercings of any kind. All nail polish, acrylics and shellac must also be removed before their admission as they interfere with our ability to monitor your child effectively during their treatment.

During your child's admission

Allocation of private and shared rooms

Epworth has a mixture of private and shared rooms on each ward. While we endeavour to meet your expectations about having a private room, unfortunately this is not always possible. If your child is allocated a shared room, you may request to be added to the waiting list for a private room if one becomes available. Allocation of private rooms is based on medical necessity.

Parent Amenities

If your child is required to stay overnight, we are able to accommodate **one** parent/carer to stay with them. This parent/carer will be provided a fold out bed, as well as meals during your stay.

Multidisciplinary team care

Epworth promotes a multidisciplinary team approach to patient care, overseen by a doctor. Professionals in the fields of physiotherapy, speech pathology, occupational therapy, psychology, social work and dietetics are employed to work at Epworth in the hospitals and at rehabilitation. These services may be coordinated by your doctor or you may request them by asking your doctor or nurse.

Pastoral care services

Pastoral care at Epworth embraces both the secular and the sacred. Support is offered regardless of religious or other beliefs and no attempt is made to intrude or impose particular beliefs. We aim to offer timely and appropriate support, especially at times of acute anxiety and loss. Pastoral care is offered to patients, families and staff by qualified pastoral care staff and chaplains. Accredited visitors from various faith traditions visit regularly or on request. Please ask your nurse if you would like to speak to a member of our pastoral care team.

During your child's admission

Patient rounding

During your child's admission you will pass through a number of different areas within the hospital. These include reception, admissions lounge, the theatre itself and recovery area or ward. Your child will be cared for by a number of different medical, nursing and administrative staff members. For this reason, and to ensure your child's safety, these staff need to check a number of things with you and your child, including their personal details, type of procedure and pain levels.

The questions we ask may seem repetitive, but it is a very important part of a patient safety process called 'rounding'. Rounding is our system of keeping you and your child informed and involving you in their care, so that the right patient gets the right care and that we keep your child safe. As a parent/carer, it is important that you are actively involved in your child's care. If you notice a change in your child's condition and are concerned, please contact your care team to seek further advice.

Research at Epworth

Research is an integral part of Epworth's commitment to delivering excellence in care for our patients and the community.

At Epworth, we participate in a large number of multi-disciplinary research projects, and our aim is for all Epworth patients to have the opportunity to participate in research. Research is needed to assess new treatments, and explore the best ways to deliver appropriate healthcare.

You may be invited by your doctor or a member of our research team to participate in research that is relevant to your child's health condition before, during or after your hospital stay. Our research staff will identify themselves, explain what is involved, and provide you with a written information sheet containing details of the research study. All participation in research is voluntary. Your decision to participate or not will not affect the care you receive. If you decide to participate, you will be closely monitored throughout the research study until completion.

Specialist trainees and students

Epworth is committed to training the next generation of medical specialists. Specialist trainees are fully qualified and registered medical practitioners who are undergoing advanced training in their chosen medical speciality but they do not have the same level of experience as your treating specialist.

You may be asked to have a specialist trainee participate in your child's procedure and to perform some of your child's procedure as part of their training. If this applies to your child, their doctor will discuss this with you and will ask you to sign a consent form. Fully qualified and experienced practitioners will always supervise trainees.

Other health professionals also undertake their training at Epworth, including nurses, allied health professionals, dietitians and physiotherapists. If involved in your child's care, they will identify themselves as being trainees or students and will always be under the supervision of experienced, qualified staff.

Timeframes

In most instances, doctors determine the arrival times and operating list order of their patients. Patients are seen according to their order on the operating list and theatre requirements and not necessarily in order of arrival.

The amount of time you and your child spend in the admissions lounge will depend on progress in the operating room and may also be affected by emergencies. Your child's arrival time allows us adequate time to prepare them for their procedure, and may take several hours. There is no need to arrive any earlier than advised.

You may experience delays to your child's admission assessment and their procedure. We make every effort to keep their waiting time to a minimum and we will keep you and your child informed if any unforeseen delays occur. Staff will check on your child to see if we can make their wait more comfortable.

The stages of your child's admission

There are a number of steps your child will go through on their day of admission.

Step 1: Arriving on your child's day of admission

➤ Please report to main reception on the day and at the time you have been advised to seek directions to the admissions area. Once you arrive there, a staff member will greet you and record your arrival.

Step 2: Clerical admission

- When your child's name is called you will briefly meet with an admissions officer to complete and confirm your admission paperwork, sign a health fund claim form (if insured) and complete an informed financial consent document.
- Payment of any unpaid out-of-pocket expenses are required at this time.
- Once this is done, you will be asked to return to the admission lounge.

Step 3: Clinical admission

➤ A nurse will take you to your child's room to discuss your child's medical history, confirm your details and take your child's pulse, temperature and blood pressure. Your child's height and weight will also be recorded. You will be asked questions about any medications your child is taking and if they have any known allergies.

- Blood tests or other investigations, such as an ECG, may also be taken at this time, if required.
- Closer to your child's procedure time, they will be asked to change into a theatre gown. Please ask staff if you require assistance.
- If your child is having a procedure, their surgeon and/or anaesthetist will assess them prior to surgery. They may mark the correct part of your child's body where the procedure will happen. This is done as an extra safety measure to ensure the correct procedure occurs on the correct part of your child's body. Please tell your doctor or nurse if the mark rubs or washes off before your procedure.
- Your child may be asked to either walk or will be taken on a trolley into a holding area prior to entering the operating room. One parent/carer will be able to accommodate your child into the theatre area, and stay with your child until they fall asleep. You may be asked to wear a theatre cap, gown and booties whilst being in the theatre area.

Step 4: Operating or procedure suite

Your child will have an opportunity to use the toilet before going into the operating room or procedure suite. You will then be escorted to a holding area. Your support person is not generally permitted in the holding area. Patients are taken to the operating room in the order of the operating list. Although operating lists are carefully planned, patient emergencies can result in a change to the order of the list or longer than expected theatre times. We make every effort to keep your waiting time to a minimum and we will keep you informed if any unforeseen delays occur.

Step 5: Recovery – day recovery unit or transfer to a ward

One parent/carer may be able to enter the recovery room to wait with your child while they wake up from the anaesthetic. The recovery nurses will contact you if this is possible, so please keep your phone on you at all times.

Same-day patients

Once your child has woken from the anaesthetic, the recovery nurse will transfer them back to the Paediatric Ward for further monitoring. The time you spend back on the ward will depend on the type of procedure your child has had and how their recovery is progressing. Their Anaesthetist may review your child prior to discharge. Before you are ready for discharge, you will be given information

related to your child's post operative care at home. It is important that someone stays with your child 12 hours after they've had sedation, or 24 hours after having a general anaesthetic.

Overnight patients

After your child's procedure, they will be taken to a recovery area where nursing staff will closely monitor you. The time they spend in recovery will depend on the type of procedure your child has had and how their recovery is progressing. They will then be picked up by one of the paediatric ward staff members and taken to a ward bed. Their length of stay will depend on the type of procedure your child has had and will be confirmed with you when you arrive at the ward.

Step 6: Postoperative care

➤ When your child is ready for discharge, your surgeon and/or anaesthetist may review them prior to discharge. Before your child is ready for discharge, you will be given information relating to their post-operative care at home. It is a requirement that you have someone stay with your child for 12 hours if they have had sedation, or 24 hours if having general anaesthetic.

Patient safety during your child's admission

Avoiding falls

Epworth has a falls prevention program in place for your child's safety. During their admission, they will be assessed to see if they are at risk of having a fall. Risk factors for a fall include poor general health, poor eyesight, the type and number of medications your child takes (which may make them feel dizzy), and being in an unfamiliar environment.

During your child's stay, your care team will check on your child regularly to ensure they have everything they need within reach and can assist them to move around, if needed. A patient information brochure on avoiding falls is available for patients and families. Ask your care team for a copy of this so that you can assist in minimising your child's risk of a fall in hospital.

Hand hygiene

At Epworth we are committed to keeping our patients and visitors as safe and as healthy as possible. When you are unwell your body's immune system is weaker, so the risk of getting an infection is greater. One of the best ways to prevent infections from spreading is to keep hands clean at all times.

Please use hand rub provided in public and patient care areas to ensure your and your child's hands are clean. You and your child should try not to touch any dressings, wounds, drips or tubes on your child's body. Posters are displayed throughout the hospital with instructions on how to maintain hand hygiene.

Maintaining your nutrition

Eating well in hospital is an essential part of your child's medical treatment. Most illnesses result in increased nutritional demands. Even though your child is not as active as usual, it is important for them to eat well to meet their nutritional needs. It is important that you alert your nurse about any specific nutritional needs your child may have.

In some instances your child may be referred to a Dietitian who will provide advice on their dietary needs.

Managing your pain

It is not uncommon for your child to experience pain and/or discomfort following their procedure. Pain is experienced differently by each person and may be experienced as a sharp, localised sensation and/or by a sense of deep, generalised discomfort. Nursing staff will regularly assess your child's pain levels, by either asking them to rate their pain or discomfort levels on a scale from one to ten or by completing an assess of their pain with the assistance of you. This will allow the nursing staff to determine how best to manage your child's pain. Good pain control assists their recovery, allowing your child to return home sooner.

The importance of movement in hospital

It is important to maintain and encourage safe movement whilst in hospital as advised by your care team. Movement can reduce your child's risk of developing a chest infection, blood clots and pressure injuries. A pressure injury is an area of skin that has been damaged due to unrelieved and prolonged pressure, also known as pressure sores or bedsores.

A staff member will examine your child and ask general questions about their health, nutrition and mobility to assess their risk of potential complications and give you and your child advice accordingly. Types of movement your child may be advised to undertake may include deep breathing and coughing, changing their position or gentle exercises in the bed the chair.

The importance of communication between you and your child's care team

Epworth have a number of strategies in place to ensure your child remains safe during their stay. However, for this to be effective, it is important that you and your child, are actively involved in their treatment. This means that:

- You and your child understand what risks may affect them during their stay, such as their risk of having a fall or developing a pressure injury, and how you can help keep your child safe.

- You advise your child's care team if their condition worsens or does not seem to be improving with treatment.

- You and your child understand the care being provided during their admission.

Radiology during surgery

Epworth provides comprehensive imaging services. Certain procedures require the use of radiological screening equipment (such as an x-ray machine or ultrasound) while in the operating suite.

If you think you might be pregnant, please advise your surgeon prior to your procedure.

Using this equipment has a small potential health risk to patients and is only used if medically necessary. Radiation doses to the patient vary greatly depending on the size of the patient and the length of the procedure. Our surgeons and radiographers ensure that radiation doses are as low as possible and use shields to protect patients wherever possible. Your child's doctor will discuss any risks with you as part of obtaining your consent to the procedure.

Leaving hospital (discharge)

Discharge planning

Discharge planning is an important part of your child's care. Planning for your child's discharge commences on admission and continues throughout their stay. This ensures that any services that your child may require at or after discharge can be arranged in a timely manner, such as , in-home care, pharmacy, transport etc.

A nurse will explain any special instructions for your child's care following discharge and a pharmacist may provide you with information about medications your child may need to take. You will be given written instructions to help you remember what you need to do. Once at home, it is important that you follow the instructions that you have been given.

Please remember to take your child's x-rays home with you on discharge. Information about when your child can return to activities such as school and sport will be provided by your doctor.

Overnight stay patients

Discharge time for overnight patients is by 9.30am.

Once at home

Following your child's discharge, if you have any concerns please contact the hospital or visit the **Epworth Richmond Emergency Department** located at 62 Erin Street, Richmond or **Epworth Geelong Emergency Department** located at 1 Epworth Place, Waurn Ponds.

Donations and fundraising events

Epworth is a not-for-profit organisation. We rely on donations from the community. All donations directly benefit our patients. The Epworth Medical Foundation raises funds to purchase state-of-the-art technology, build world-class facilities, conduct research and provide innovative services. From time to time the Epworth Medical Foundation contacts patients seeking their support through donations and participation in fundraising events. If you do not wish to receive information from the Epworth Medical Foundation in relation to supporting Epworth, please tick the box on your Admission Details (MR1) form.

What to do next

- Complete your child's admission forms online at [epworth.org.au/for-patients/planning-for-your-care/patient-admission/paediatic-admission](https://www.epworth.org.au/for-patients/planning-for-your-care/patient-admission/paediatic-admission) (or complete the enclosed forms and return to us by email, fax or post.)
- Contact your child's private health insurer to ask what they are covered for including any out-of-pocket expenses.
- Discuss your child's planned procedure, expected outcomes, any associated risks, alternatives and recovery with your child's specialist. Ask how long your child will stay in hospital. Ask for instructions on fasting and stopping medications.
- Ensure you have thoroughly read and understood the contents of this booklet (and bring it with you.)
- Report to main reception on the day and at the time you have been advised. A recommended guide of items to bring with you is on page 12.



Your child's healthcare rights and responsibilities

Epworth endorses the Australian Charter of Healthcare Rights. The Charter describes the rights of patients admitted to any Australian hospital and outlines what you can expect from services and what to do if you have a question or concern. The charter is available at:

safetyandquality.gov.au/sites/default/files/migrated/Charter-PDF.pdf

Patient rights

As a private patient you have the right to choose your own doctor, and decide whether you will go as a private patient to a public or private hospital that your doctor attends. You may also have more choices as to when you are admitted to hospital. Even if you have private health insurance, you can choose to be treated as a public patient in a public hospital, at no charge, by a doctor appointed by the hospital. You also have the right to:

- > information about your diagnosis, treatment, associated risks and treatment options
- > information from your doctor or health service on the costs of your proposed treatment, including any likely out of pocket expenses
- > seek other medical opinions about your condition
- > information on visiting arrangements for your family and friends while you are in hospital
- > privacy of, and access to, your medical records
- > treatment with respect and dignity
- > care and support from nurses and allied health professionals
- > participate in decisions about your care
- > make a comment or complaint about any aspect of your hospital treatment.

Patient responsibilities

As a patient of Epworth, you have the responsibility to:

- > Provide information about your present and past illnesses, hospitalisations, medications and other matters relating to your health history
- > Ask questions if you do not understand explanations given about risks and benefits of your healthcare, directions or procedures
- > Help your doctor, nurse and healthcare support staff in their efforts to care for you by following their instructions and medical orders
- > Report safety concerns immediately to your doctor, nurse or any healthcare support staff
- > Ask questions of your treating doctor, specialist, health insurer or hospital about likely costs before you go to hospital.

You must also be responsible for the payment of all services, either through your third-party payers (insurance company, Transport Accident Commission etc.) or by personally making payment for any service that is not covered by your insurance policy(ies) including second opinions and consultations. More detailed information is provided in the Private Patient's Hospital Charter.

Provide feedback or make a complaint

You have a right to ask questions, provide feedback and if you are dissatisfied, make complaints about your care. We welcome positive or negative feedback.

At Epworth we are constantly striving to provide patients with the highest possible level of care. Feedback that we receive from our patients, both positive and negative, helps us to improve the services we offer. If you wish to provide a compliment or a complaint, in the first instance, please speak to your nurse or nurse unit manager. If they are unable to assist, you can request to speak to the hospital patient liaison coordinator. You may also contact us via: [epworth.org.au/for-patients/continuing-your-care/tell-how-we-are-doing](https://www.epworth.org.au/for-patients/continuing-your-care/tell-how-we-are-doing)

Patient concerns and complaints are investigated in accordance with our Patient Complaints Protocol and will in no way adversely affect the care and treatment provided to you. If you are not satisfied with how we are responding to your concerns, you have a right to complain to the Victorian Health Complaints Commissioner [hcc.vic.gov.au](https://www.hcc.vic.gov.au).

Following your discharge you may also be contacted by Epworth, or by a service provider on our behalf, for feedback on your experience with us.

Patient privacy

Epworth upholds your rights to privacy in accordance with all applicable privacy laws including the Australian Privacy Principles set out in the Federal Privacy Act 1988, the Health Privacy Principles made under the Victorian Health Records Act 2001 and, where applicable, the Victorian Mental Health Act 2014. Epworth's legal obligation to maintain the privacy of your health information applies to the collection, use and disclosure of your personal and health information.

Epworth's Privacy Policy describes in detail how we handle your personal information and health information. You may request a copy of our Privacy Policy or access it through our website at epworth.org.au/who-we-are/privacy-policy

Keeping your Child Safe

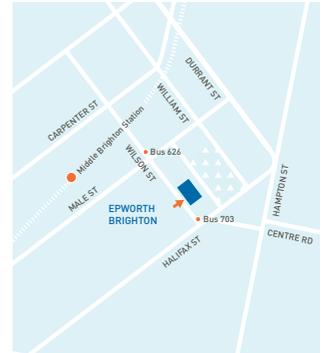
At Epworth we feel that the safety and wellbeing your child is paramount.

We achieve a child safe organisation by ensuring we meet the recommendations set out by the Child Safety Standards.

Epworth advocates a zero tolerance of child abuse. All allegations and safety concerns will be responded to and reported according to our Child Safety Policy.

Epworth will meet both legal and moral obligations to contact authorities when there is concern for a child's safety.

Contact details



Epworth Brighton

85 Wilson Street
Brighton VIC 3186

General enquiries:

Phone: 03 9591 9200



Epworth Camberwell
 888 Toorak Road
 Camberwell VIC 3124

General enquiries:
 Phone: 03 9809 2444



Epworth Cliveden
 29 Simpson Street
 East Melbourne VIC 3002

General enquiries:
 Phone: 03 9107 4500

Patient service centre:
 Phone: 03 9419 7122
 Fax: 03 9419 0347

Email forms to:
ehcliveden.admissions@epworth.org.au



Epworth Eastern
 1 Arnold Street
 Box Hill VIC 3128

General enquiries:
 Phone: 03 8807 7100

Patient service centre:
 Phone: 03 8807 7100
 Fax: 03 8807 7676

Email forms to:
eebookings@epworth.org.au

Contact details



Epworth Eastern Kew
209 Cotham Road
Kew VIC 3101

General enquiries:
Phone: 03 8807 7100

Patient service centre:
Phone: 03 8807 7100
Fax: 03 8807 7676

Email forms to:
eebookings@
epworth.org.au



Epworth Freemasons Albert Street
109 Albert Street
East Melbourne VIC 3002

General enquiries:
Phone: 03 9483 3833

Patient service centre:
Phone: 1800 337 453
Fax: 03 9483 3318

Email forms to:
efbookings@
epworth.org.au



Epworth Freemasons Victoria Parade
320 Victoria Parade
East Melbourne VIC 3002

General enquiries:
Phone: 03 9418 8178

Patient service centre:
Phone: 1800 337 453
Fax: 03 9483 3318

Email forms to:
efbookings@
epworth.org.au

Slade Pharmacy
sladepharmacy.com.au/contact-us/



Epworth Geelong

1 Epworth Place
Waurm Ponds VIC 3216

General enquiries:

Phone: 03 5271 7777

Emergency Department:

Phone: 5271 7000

Fax: 5271 7199

Patient service centre:

Phone: 5271 7711

Fax: 5271 7710

Email forms to:

egbookings@
epworth.org.au



Epworth Hawthorn

50 Burwood Road
Hawthorn VIC 3122

General enquiries:

Phone: 03 9415 5777



Epworth Richmond

89 Bridge Road
Richmond VIC 3121

General enquiries:

Phone: 03 9426 6666

Emergency Department:

62 Erin Street

Richmond VIC 3121

Phone: 03 9506 3000

Fax: 03 9506 3080

Patient service centre:

Phone: 03 9426 8844

Fax: 03 9428 7692

Email forms to:

booking@epworth.org.au



Epworth

epworth.org.au

