



Epworth

Epworth HealthCare

# Patient Admission Information



# Welcome to Epworth

Welcome to Epworth and thank you for choosing us to manage your care. We understand that coming to hospital for a procedure/medical admission can be a stressful time and we strive to ensure that you 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.

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# Important patient information

## Purpose of this document

This pre-admission booklet includes important information to help you prepare for your 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 (MR1)
- > Consent for Operation/Procedure/  
Medical Treatment/Acute Transfusion (MR3)
- > Patient Health History (MR9)

## Submitting your completed admission forms:

Complete your forms online at [epworth.org.au/patientadmissions](http://epworth.org.au/patientadmissions)

Fewer than seven working days prior to admission:

- > Complete forms online, or
- > Complete paper forms and fax or email them to the Patient Service Centre (details on page 25-27). If forms are emailed or faxed, you must bring the originals on day of admission.

## More than ten working days prior to admission:

- > Complete forms online, or
- > Complete paper forms and fax or email them to the Patient Service Centre (details on page 25-27). If forms are emailed or faxed, you must bring the originals on day of admission, or
- > 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 admission, please indicate on your admission forms and one will be arranged on your behalf.

## Interpreter services (Italian): Servizio interpreti (Italiano)

Se hai bisogno di un interprete durante la tua ammissione in ospedale, sei pregato di richiederlo nei tuoi moduli di ammissione e potrai ricevere questo servizio.

## ΥΠΗΡΕΣΙΕΣ ΔΙΕΡΜΗΝΕΩΝ (ΕΛΛΗΝΙΚΑ)

Αν χρειάζεστε τη βοήθεια διερμηνέα κατά τη διάρκεια της εισαγωγής σας, παρακαλούμε σημειώστε το στο έντυπο εισαγωγής σας και θα διακανονιστεί εκ μέρους σας.

## 口译服务（中文）

如果您在入院期间需要口译员协助，请在入院登记表上注明，我们将为您安排。

## Department of Veterans Affairs (DVA) patients

Epworth has a long-standing commitment to caring for our Department of Veterans Affairs (DVA) patients. Eligible DVA patients are entitled to access private hospital treatment through the Repatriation Private Patient Scheme (RPPS) in a shared ward, with the doctor of choice. Additional costs apply for the use of a private room.

If you have a DVA card, please notify us on your Admission Details (MR1) form. Each Epworth site has a DVA liaison coordinator who you may also contact for advice and support.

# Financial information

You will be contacted by the hospital prior to your 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 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 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
- > Department of Veterans Affairs (DVA) 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 admission you may require tests to provide your treating doctor with a diagnosis or to help monitor your 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 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 exist 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](http://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 0226





# Coming to hospital

## Consent

You (or the person legally responsible for your care) must sign a consent for procedure form before your procedure can take place. Please review all the information on your consent form before you sign. It is important to discuss your procedure with your doctor so you fully understand everything about your planned procedure. If you are not sure about anything, including known risks, recovery or alternatives to having your procedure, please ask your doctor. If you have appointed an Enduring Power of Attorney (Medical Treatment) or there are other medically related guardianship arrangements in place, please bring a copy of the relevant document with you to hospital, together with contact details for the medical attorney or guardian, so that a copy can be filed in your medical record, to allow all your caregivers to be aware of this appointment. Your support person/contact person nominated on your admission form does not need to be your medical attorney or guardian.

## 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 doctor may ask you to sign a consent specific for blood transfusion if required whilst obtaining your consent for procedure. If you are a Jehovah's Witness, have other objections to blood transfusion or have any questions about the use of blood products, it is important to discuss this with your doctor. Supporting information is also available in all wards or via [health.vic.gov.au/hospitals-and-health-services/patient-care/speciality-diagnostics-therapeutics/blood-matters](https://www.health.vic.gov.au/hospitals-and-health-services/patient-care/speciality-diagnostics-therapeutics/blood-matters).

# Coming to hospital

## Fasting

Please consult your surgeon's rooms for instructions on fasting prior to your admission.

## Luggage

Please try to limit what you bring to 1 small cabin bag, no more than 8kg to meet health and safety guidelines. Avoid bringing unnecessary clothing, personal or valuable belongings including jewellery. Refer to the 'Your What to Bring to Hospital Checklist' for what to bring.

## [epworth.org.au/for-patients/planning-for-your-care/coming-to-hospital](http://epworth.org.au/for-patients/planning-for-your-care/coming-to-hospital)

If you know you are going to intensive care following your surgery, please only bring your medications and toiletries to admission and please plan for your support person / family to bring your essential items after surgery.

## Medications

- Please obtain an up-to-date list of your current medications from your general practitioner or local pharmacist. Please bring this list with you to hospital.
- Please bring all your current medications (including insulin, supplements and alternative medications) with you in the original packaging. Medications **must be in the original packaging** in your name in order for us to be able to administer them to you in hospital (please do not bring Webster packs or dosette boxes).
- Follow your doctor's instructions in regards to taking your medications prior to surgery. If you take regular pain medication, please ask your doctor what you may take on the day of surgery.
- If you have diabetes, you should contact your doctor for specific instructions regarding your diabetic medications (i.e. insulin or tablets).
- If you are taking oral contraceptive medication, please speak with your surgeon or anaesthetist.
- You will be billed for any medication you are already taking if it needs to be supplied by the pharmacy and is unrelated to your admission or for a pre-existing medication need.

### Parking and transport

Information on car parking at Epworth is available at [epworth.org.au](http://epworth.org.au). Please note that fees apply. Patients 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 health (including a cold, cough, fever or infection, etc) between the time you last saw your doctor and the day of your admission. Please pay particular attention to your personal hygiene by having a shower prior to coming to hospital.

### Smoking

If you are a smoker, we advise you not to smoke for at least 24 hours prior to admission. Doctors recommend you stop smoking eight weeks prior to surgery. You may wish to ask your doctor if nicotine replacement therapies are an option for you. All Epworth sites are smoke free.

### 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 your personal property it does not accept any liability or responsibility for theft, loss or damage to your personal belongings. Epworth recommends that patients and visitors bring only essential items for personal use to the hospital.

### What to bring with you

- book or light reading material for your time in the admissions lounge
- cardio card (if relevant)
- 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 you have them (and a case to safely store them in)
- medications (see page 10)
- paediatric patients (babies and children) being admitted may need bottles, any special fluids/formula
- 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 name)
- copy of any Enduring Power of Attorney (Medical Treatment) or Guardianship Appointment (if applicable)

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

# During your 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 you are 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.

## Keeping friends and family informed about your progress

To ensure nursing staff can dedicate their time to patient care, on admission we ask that you nominate one support/contact person to act as the primary contact with the hospital and to update your family and friends on your progress.

When you are in hospital, your family and friends might telephone us to ask for an update on your progress. If you do not wish for us to communicate in general terms a response to such enquiries, please advise our nursing staff. It may be a breach of your privacy for us to discuss your health with others unless you give us permission or they are the responsible for your care. To help us ensure your privacy, unless we have your permission to communicate in general terms about your progress to telephone enquiries from family and friends, we will ask that those enquiries be directed to your nominated support/contact person.

## 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 HealthCare 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.

## Patient rounding

During your 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. You will be cared for by a number of different

# During your admission

medical, nursing and administrative staff members. For this reason, and to ensure your safety, these staff need to check a number of things with you, including your 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 informed and involving you in your care, so that the right patient gets the right care and that we keep you safe. As a patient, it is important that you are actively involved in your care. If you notice a change in your condition and are concerned, please contact your care team to seek further advice. Likewise, if you are a family member/carer, you are encouraged to be actively involved and to contact the care team if you have any concerns.

## Redevelopment of our facilities

As part of our commitment to providing state-of-the-art facilities for our patients, staff and doctors, Epworth sites are continuously upgraded. These improvements can range from the construction of new buildings to refurbishment of existing facilities. We apologise for any disruptions our improvements may cause and will endeavour to minimise any impact you may experience.

## 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 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.

More detailed information about research at Epworth is available upon request, or on the website at:

[epworth.org.au/working-with-us/research](https://www.epworth.org.au/working-with-us/research)

### 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 procedure and to perform some of your procedure as part of their training. If this applies to you, your 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 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 spend in the admissions lounge will depend on progress in the operating room and may also be affected by emergencies. Your arrival time allows us adequate time to prepare you for your procedure, and may take several hours. There is no need to arrive any earlier than advised.

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

# The stages of your admission

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

## Step 1: Arriving on your day of admission

- Please report to main reception on the day and at the time you have been advised and seek directions to the admissions area. Once you arrive there, a staff member will greet you and record your arrival.
- Most Epworth patients are admitted for their procedure through an admission lounge, which is an area similar to a doctor's waiting room.
- **There is usually no medical need for patients to be admitted to a ward bed prior to their procedure.** Your doctor will advise you if you need to be admitted the day before your procedure.

## Step 2: Clerical admission

- When your 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 an interview room to discuss your medical history, confirm your details and take your pulse and blood pressure. Your height and weight will also be recorded. You will be asked questions about the medications you are taking and if you 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 procedure time, you will be asked to change into a theatre gown. Please ask staff if you require assistance.
- If you are having a procedure, your surgeon and/or anaesthetist will assess you prior to surgery. They may mark the correct part of your 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 body. Please tell your doctor or nurse if the mark rubs or washes off before your procedure.
- You may be asked to either walk or will be taken on a trolley into a holding area prior to entering the operating room.



#### Step 4: Operating or procedure suite

You 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

##### Same-day patients

After your procedure, you will be taken to a recovery area where nursing staff will closely monitor you. The time you spend in recovery will depend on the type of procedure you have and how your recovery is progressing. Your surgeon and/or anaesthetist may review you prior to discharge. Before you are ready for discharge, you will be given information relating to your postoperative care at home. **It is a requirement that you have someone to accompany you home and stay with you for 12 hours if you have sedation, or 24 hours if having general anaesthetic.** If you live alone or need assistance going home, please advise our

nursing team prior to your admission so we may assist you in planning your post-procedure care. If this is not possible, your procedure may be cancelled.

##### Overnight patients

After your procedure, you will be taken to a recovery area where nursing staff will closely monitor you. The time you spend in recovery will depend on the type of procedure you have and how your recovery is progressing. You will then be taken to a ward bed. Your length of stay will depend on the type of procedure you have had and will be confirmed with you when you arrive at the ward.

#### Step 6: Postoperative care

When you are ready for discharge, you will be given information relating to your postoperative care at home. We may call you the day after you have gone home to check on your progress. After an operation, we recommend you complete the following exercises:

- › Gentle deep breathing to exercise your lungs and return them to normal function after an operation.
- › While in bed, move your legs about and wiggle your toes to help increase circulation. You may be fitted with compression stockings to assist with this.

# Patient safety during your admission

## Avoiding falls

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

During your stay, your care team will check on you regularly to ensure you have everything you need within reach and can assist you to move around, if needed.

A patient information brochure on avoiding falls is available for patients. Ask your care team for a copy of this so that you can assist in minimising your 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 hands are clean. You should try not to touch any dressings, wounds, drips or tubes on your 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 medical treatment. Most illnesses result in increased nutritional demands. Even though you are not as active as usual, it is important to eat well to meet your nutritional needs. It is important that you alert your nurse about any specific nutritional needs you may have. In some instances you may be referred to a dietitian who will provide advice on your dietary needs.

## Managing your pain

It is not uncommon to experience pain and/or discomfort following your 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 ask you to rate your pain or discomfort levels on a scale from one to ten to determine how best to manage it. Good pain control assists your recovery, allowing you to return home or to commence rehabilitation sooner.

## The importance of movement in hospital

It is important to maintain and encourage safe movement while in hospital as advised by your care team. Movement can reduce your 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 you and ask general questions about your health, nutrition and mobility to assess your risk of potential complications and give you advice accordingly. Types of movement you may be advised to undertake may include deep breathing and coughing, changing your position or gentle exercises in the bed or the chair.

### The importance of communication between you and your care team

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

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

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- > You advise your care team if your condition worsens or does not seem to be improving with treatment. Your family should also advise your care team if they are concerned that your condition has worsened or does not seem to be improving with treatment.

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- > You understand the care being provided during your admission.

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### 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 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 care. Planning for your discharge commences on admission and continues throughout your stay. This ensures that any services that you may require at or after discharge can be arranged in a timely manner, such as rehabilitation, in-home care, pharmacy, transport etc.

A nurse will explain any special instructions for your care following discharge and a pharmacist may provide you with information about medications you 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 x-rays home with you on discharge. Information about when you can start driving again or return to activities that require you to be alert and coordinated (such as returning to work) will be provided by your doctor.

Should you require ambulance transport home, it will be organised for you. The cost of this transportation is not covered by your Ambulance Victoria Membership or your private health fund membership.

## Day surgery patients

**It is a requirement that you have someone to accompany you home and stay with you for 12 hours if you have sedation, or 24 hours if having a general anaesthetic.** Nursing staff will liaise with your support person regarding your expected discharge time and whether they first need to collect and pay for your discharge medication from the pharmacy.

## Overnight stay patients

**Discharge time for overnight patients is by 9.30am.** At some Epworth sites, once you have been medically discharged you may be transferred to a discharge lounge. Discharge lounges are conveniently located close to patient pick-up and drop-off zones and are staffed by nurses. Refreshments and toilet facilities are available at or near the lounges.

## Rehabilitation

Epworth Rehabilitation provides specialist rehabilitation services from a number of hospitals across Melbourne including Epworth Brighton, Epworth Camberwell, Epworth Geelong, Epworth Hawthorn and Epworth Richmond. Following a procedure, it is not uncommon for patients to require rehabilitation to assist them in regaining strength and improved functionality. Rehabilitation can be provided to you as an inpatient, or as an outpatient service once discharged from hospital. Please ask your doctor if you are likely to need rehabilitation following

## What to do next

your procedure and advise us on your Patient Health History (MR9) form. Certain patients (for example those who have undergone a cardiac procedure) may be invited to participate in an appropriate rehabilitation program that is approved by their treating doctor.

### Once at home

Before you go home, please organise for someone to stay with you for the remainder of the day and overnight. This is your 'recovery time' and we suggest you rest as if you were remaining in hospital.

Following your discharge, if you have any concerns please contact the hospital or visit Epworth Richmond's emergency department located at 34 Erin Street, Richmond or Epworth Geelong's 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.*

- Complete your admission forms online at [www.epworth.org.au/patientadmissions](http://www.epworth.org.au/patientadmissions) (or complete the enclosed forms and return to us by email, fax or post.)
- Contact your private health insurer to ask what you are covered for including any out-of-pocket expenses.
- Discuss your planned procedure, expected outcomes, any associated risks, alternatives and recovery with your specialist. Ask if rehabilitation is likely to be required following your procedure and how long you 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 healthcare rights and responsibilities

Epworth endorses the Australian Government's Private Patient's Hospital Charter which describes the rights of privately insured patients admitted to a public or private hospital. The Charter outlines what it means if you are seeking or receiving care from a public or private healthcare service, including 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](https://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 and make complaints about your care and 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, 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 procedural fairness and respect 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.

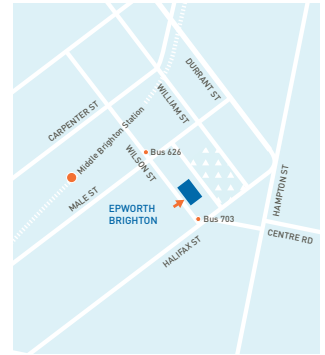
Following your discharge you may also be contacted by Epworth, or by a service provider on our behalf, for feedback on your experience with us.

## 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](https://epworth.org.au/who-we-are/privacy-policy)

## Contact details



### Epworth Brighton

85 Wilson Street  
Brighton VIC 3186

#### General enquiries:

Phone: 03 9591 9200

#### Rehabilitation

#### patient services:

Phone: 03 9591 9253

Fax: 03 9982 6696

Email: [rehab@epworth.org.au](mailto:rehab@epworth.org.au)





### Epworth Camberwell

888 Toorak Road  
Camberwell VIC 3124

#### General enquiries:

Phone: 03 9809 2444

#### Rehabilitation patient services:

Phone: 03 9805 4171

Fax: 03 9982 6696

Email: [rehab@epworth.org.au](mailto:rehab@epworth.org.au)

#### Epworth Clinic mental health patient services:

Phone: 03 9805 4338

Fax: 03 9805 4233

Email: [erc.intakeclinician@epworth.org.au](mailto:erc.intakeclinician@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](mailto:eebookings@epworth.org.au)



### 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](mailto:eebookings@epworth.org.au)

# Contact details



## 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

**Slade Pharmacy**  
[sladepharmacy.com.au/contact-us](http://sladepharmacy.com.au/contact-us)



## 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



## Epworth Geelong

1 Epworth Place  
Waurin 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

**Rehabilitation  
patient services:**  
Phone: 03 5271 7055  
Fax: 03 5271 7068  
Email: [eg.outpatientrehabad@epworth.org.au](mailto:eg.outpatientrehabad@epworth.org.au)



## Epworth Hawthorn

50 Burwood Road  
Hawthorn VIC 3122

### General enquiries:

Phone: 03 9415 5777

### Rehabilitation

#### patient services:

Phone: 03 9415 5707

Fax: 03 9982 6696

Email: [rehab@epworth.org.au](mailto:rehab@epworth.org.au)

[epworth.org.au](http://epworth.org.au)

### Surgical patient services:

Phone: 03 9415 5720

Fax: 03 9415 5604

### Email forms to:

[ehabookings@epworth.org.au](mailto:ehabookings@epworth.org.au)

[epworth.org.au](http://epworth.org.au)



## 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](mailto:booking@epworth.org.au)

### Rehabilitation

#### patient services:

Phone: 03 9415 5707

Fax: 03 9982 6696

Email: [rehab@epworth.org.au](mailto:rehab@epworth.org.au)



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