



Epworth

Admission information

Epworth Clinic



Welcome to Epworth Clinic

Epworth aims to be the pre-eminent provider of quality healthcare through the integration of clinical practice with education and research.

Epworth Clinic Mission Statement

Epworth Clinic has a team of dedicated healthcare professionals to provide the best possible mental health service to you, taking into account your personal recovery goals and healthcare needs.

We believe in being innovative in our approach to providing mental health services.
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We believe in ongoing professional and personal development for all staff members.
.....

We work cohesively as a team.
.....

We believe in being open, transparent and inclusive in the care and treatment we provide for you.
.....

We believe that excellence comes from a commitment to providing the best mental health care in our service and working in partnership with you through the use of the most contemporary evidence-based clinical practice.
.....

We are a recovery-orientated service that supports people to recognise and take responsibility for their own recovery and wellness, and to define their own goals, wishes and aspirations.
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Our goals at Epworth Clinic

1

To support consumers with their personal goals and to help them achieve optimal mental health outcomes.

2

To provide excellent mental health services focussing on person-centred care and treatment.

3

To operate the services in the spirit of mental health recovery-orientated practice.

4

To ensure the service is well managed and to foster exceptional relationships with consumers, staff and all other key stakeholders.

We will do this in line with the following Epworth values

Respect + Community + Integrity +
Excellence + Compassion + Accountability

Your privacy, rights and responsibilities

Epworth Clinic is a voluntary service and all consumers must be able to consent to treatment throughout the admission and treatment process.

Privacy

Epworth Clinic is committed to protecting the privacy and confidentiality of the personal information (including health information and other sensitive information) that it collects and uses.

You will be provided with an Epworth HealthCare Privacy Policy booklet on admission to our inpatient unit.

This is also available online at: www.epworth.org.au/en/who-we-are/privacy-policy

Rights and responsibilities

Epworth endorses the Australian Government's Private Patient's Hospital Charter which describes the rights of people with private health insurance 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 questions or concerns.

On admission to our inpatient unit, you will be provided with information about your rights and responsibilities. Please refer to this document for more information.

Epworth Clinic also has a Consumer Code of Conduct on our inpatient units that provides guidance around the behavioural expectations for all consumers during their inpatient stay.

A copy of the code of conduct is available in your room.



During your stay

Accommodation

Epworth Clinic provides single rooms with private ensuites. This ensures your privacy and comfort is maintained. Your care is provided by credentialed psychiatrists and a team of experienced mental health-trained nursing and allied health staff.

All rooms include a television, a desk, powerpoints, a private shower, toilet and basin, as well as a nurse call button.

Laundry facilities

Epworth Clinic provides laundry facilities onsite for you to wash your clothes. Washing detergent is provided. You may also like to ask a family member, friend or carer to arrange to take your washing offsite.

Bed linen

When you need to change your bed linen, please let your contact nurse know and they will supply you with new linen.

Wi-fi access

If you choose to bring your own electronic devices, you can access the internet via Epworth's wi-fi system (ask your nurse for details).

Meals

At Epworth Clinic we are committed to providing mental health care in an environment that is focused on recovery and wellbeing. This includes providing meals in a comfortable and communal space.

All meals are served in the communal dining room, located between Units A and B. Everyone is expected to eat in this space to ensure a safe and hygienic hospital environment.

Valuables

Please do not bring non-essential valuables to hospital (e.g. jewellery). 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 (this includes dentures, hearing aids and/or glasses).

Leave from the ward

You are able to go on leave from the ward if it has been approved by your treating psychiatrist. **Overnight leave is not permitted.** When you return to the unit, our staff will ask to check any bags that you have with you.

You are required to sign a leave register each time you leave and return to the unit.

You must report to your assigned nurse **before** leaving the unit and they will countersign the leave register.

You are required to provide the following information each time you go on leave:

- > Where you are intending to go
- > Who you are going with
- > How you will be travelling
- > Expected time of return
- > Your (or your carer's) mobile phone number.

Note: The elevators are secured after 8pm every evening to ensure the safety of our patients and staff after hours.



Admission to Epworth Clinic

Alcohol/drugs/dangerous items

To help us provide a safe environment for consumers and staff please do not bring substances and/or objects into the unit that include (but are not limited to):

- > non-prescribed drugs and medications
- > prescribed drugs of dependence (ie. Benzodiazepines)
- > hair straighteners
- > chemicals and other hazardous substances
- > knives, scissors or other objects with a blade
- > syringes
- > plastic bags, sheets or items of plastic clothing
- > weapons, potential weapons or firearms of any kind
- > glass items (ie. perfume or aftershave bottles)
- > personal / compact mirrors
- > metal nail files or nail clippers.

If staff have concerns that someone is affected by illicit substances or alcohol, in conjunction with that person's psychiatrist, they will request a breath test or urine drug screen. If you have any questions, please speak with a member of the care team.

Searching your belongings and/or room

For your own safety and that of other consumers, visitors and staff, you are not permitted to have access to any items or substances that are dangerous or may lead to harm to self or others.

On admission, we will search your bags to ensure the safety of other consumers, staff and visitors.

Staff will seek your consent if searching of your belongings or room is required. The search will be conducted by two nursing staff, ensuring your privacy and dignity is respected at all times.

Cash and other items of value

We are unable to monitor items in your room. Everyone is discouraged from bringing items of value into the unit.

This includes cash. Please do not carry large amounts of cash with you, while you are staying with us. You are responsible for your money at all times.

Footwear

For the safety and health of consumers and visitors it is important that you wear footwear at all times in the hospital. This is to ensure you are protected from any potential injuries and protect everyone from the possible spread of infection.

Hygiene

We encourage you to be responsible for day-to-day activities such as personal hygiene and maintaining your room e.g. making your bed and keeping the room presentable each day.

Please bring all your own toiletries. Soap is provided by the unit.



Inpatient services

Parking

You are expected not to drive while you are an inpatient due to the effects of some prescribed medications.

For visitors, there are paid parking facilities on site. Parking is free for the first hour. Trams to the site are also available (tram route 72). The nearest train station is Gardiner Station, with a 10-minute walk to the hospital; or Camberwell Station with a 10-minute tram ride on the number 72.

Pets

In line with the Health Department guidelines and for the safety of all consumers and visitors, pets are not usually permitted inside the hospital. There are some exceptions to this, depending on individual needs. Please speak to your contact nurse and/or the nurse unit manager to seek approval.

Guide, assistance and therapy dogs

If you plan to bring your guide, assistance or therapy dog with you during your stay, please:

- > advise the intake clinician before you are admitted
- > provide evidence of accreditation and current vaccinations on admission
- > ensure your dog is in their harness and identification jacket at all times during visitations. This indicates to the dog that they are 'on duty'
- > ensure all their needs are met, including providing bedding, feeding and regular toileting. You are responsible for this
- > know that you will be asked to have the dog removed immediately at any signs of aggression or excessive barking.

GP and physician services

As part of your care at Epworth Clinic, you will be reviewed by a general practitioner or specialist physician (such as a geriatrician) to conduct a physical examination to assess your health status and to exclude any medical causes that may be impacting on your mental health disorder.

These doctors are available to review any acute medical concerns that may occur while you are an inpatient at Epworth Clinic.

You will return to the care of your regular GP when you are discharged from Epworth Clinic and we encourage you to discuss any ongoing physical health concerns with your GP.

Medical care

All consumers in the hospital are under the care of an Epworth psychiatrist. If you have any concerns about your medical treatment it is important to discuss this with your psychiatrist in the first instance. Otherwise, please ask a member from the treating team and your nominated carer will contact your psychiatrist on your behalf.

Medication administration

Medication will be administered by a registered nurse. Nursing, medical staff and pharmacists are here to help educate you about the medications you are taking. We ask that you familiarise yourself with what you are taking, why you are taking it, and what dose and times you need to be taking your medication. Medication will only be administered to you in your own room.

Inpatient services

Communication board

The whiteboard located in your room is used for your safety and care.

Please use the board to personalise the goals that you want to achieve while in hospital and write positive affirmations and messages of hope. Use it as a prompt for when you next have an appointment to see your doctor, need to take medication or have any pathology tests.

Consent and participation

In order to ensure that your rights and responsibilities as a consumer are communicated to you, both the admitting nurse and psychiatrists will provide you with an explanation of the care and treatment you are to receive and will involve you in the development of your treatment plan.

Recovery-oriented care

Our care is centred around working together as a team to ensure your treatment, therapy and support is helping you achieve the best outcomes for your mental and physical health and wellbeing.

Escalation of care — communicating your health concerns

We want to ensure that consumers, families and carers are informed and will be supported when communicating concerns, signs or symptoms about a possible a deterioration in the health of you or your family member.

In the first instance, please feel comfortable approaching the nurse who is looking after you or your family member so they can inform the psychiatrist currently involved in your care.

If you feel that your concern has not been resolved phone the Are You Worried number: **(03) 9805 4172**.

A senior member of the hospital management team will listen to and respond to your concerns regarding you or your loved one's medical condition.

Please note: confidentiality is a legal requirement for Epworth Clinic. We are not able to provide any information about your care to your family and friends without your permission.



Therapeutic support

Group therapy program

Therapeutic support for inpatients is primarily delivered through our group therapy program.

Each day you have the opportunity to attend groups focused on a range of different topics and activities to support your recovery.

We expect everyone who is staying with us at Epworth Clinic to actively participate in the inpatient program every day during their admission.

When you are admitted to the ward, an allied health team member will give you an orientation to the group programs available.

This is an opportunity to identify what groups might be best suited to meet your specific goals for recovery and ask any questions about group therapy.

You will receive a copy of the current weekly group timetable. We encourage you to also check the daily timetable posted on the noticeboard near the ward reception area, as programs can sometimes change.

This noticeboard also provides more information about the different groups and has sign-up sheets for groups that have size restrictions.

Physical health and exercise program (MOVE)

If you want to participate in the MOVE program in the gym, you will need medical clearance to engage in exercise and will have an assessment with an exercise physiologist before you can begin. Please pack runners and exercise clothing if you want to participate.

Allied health support

In addition to the group therapeutic programs, you might also receive one-on-one support from a range of allied health professionals who are all trained to support your individual needs.

Individual sessions are offered on a weekly basis and generally focus on consolidating your learning from the groups through enhanced psychoeducation, skill building, and planning for therapy after discharge.

Epworth Clinic is committed to contributing to the development of the specialist mental health workforce. This is across the whole workforce including medical trainees, nursing and allied health. All trainees are provided with supervision and support from our staff and Consultant Doctors and work within their industry-based scope of practice.

Pastoral care services

Consumers of Epworth Clinic, as well as their families and carers, are able to engage with our Pastoral Care worker for spiritual and emotional support.

If you are interested please speak to your allocated nurse about making a referral.

Brochures with more information are available on the ward.

Epworth Clinic inpatient group guidelines

Epworth Clinic staff and consumers co-designed the following inpatient group guidelines to help create an environment that is safe, supportive and encourages positive learning and change for all.

1. **Maintain confidentiality** and privacy of others at all times.
2. **Have mutual respect.**
3. **Take turns.** Speak one at a time and listen to others.
4. **Be mindful** when discussing sensitive topics or past experiences that may be distressing for yourself and others, within group as well as in communal areas.
This includes sharing details of traumatic experiences, risky behaviours, substance use and crises.
If you would like support with these experiences please speak to your doctor, nursing staff or allied health staff outside of group time.
5. **Use coping skills.** If you are feeling distressed, try to use your helpful coping skills to stay in group where possible.
If you would like a brief time-out or to finish the group early please inform the facilitator and talk to your nurse, doctor or allied health staff for more support.
You are welcome to re-join the group after a short break if you are comfortable to do so.
6. **Be present.** Try to be present with the group. Minimise distractions such as text messaging, drawing, earphones etc.
7. **Phones are off,** on silent or vibrate. If you are expecting a call that you need to take, please notify facilitators at the beginning of group and have conversations outside the group room.
8. **Ask permission before offering feedback** or advice and use "I" statements.
9. **Punctuality.** Please attend group at the starting time. Groups close 10 minutes after commencement (or 5 minutes for the 30min relaxation group)
10. **Practise empathy and compassion** towards yourself and others and refrain from negative criticism.

Discharge from your inpatient stay

Discharge time

The day you leave hospital we ask that you leave your room by 10am.

Preparing to go home

Before you leave, your allocated nurse will speak with you about organising discharge medications and completing your final paperwork.

While you are in hospital, we encourage you to attend the discharge planning group, where you can consider your needs after discharge and explore any options available for you.

We encourage you to develop a relapse prevention or safety plan. This will help you discover what you can do to improve your situation when you are at home and who you can reach out to for support.

Our allied health team can help you do this. They can also support you with a number of outpatient services to assist with your ongoing recovery.

Epworth Clinic Day Programs

Epworth Clinic offers a range of group therapy programs designed to meet the recovery needs of all of our consumers.

Information about each of the programs can be found at epworth.org.au/mentalhealth

Alternatively you can speak to one of our team while you are in hospital, or phone us on **03 9805 4301** for more information.

You need a referral from your Epworth psychiatrist to participate in these programs.

Epworth Clinic Private Practice

If you are looking for one-on-one support, Epworth Clinic Private Practice provides short to medium term therapy.

Your psychiatrist can refer you to this service, or you can ask your GP for a mental health treatment plan.

For more information about Epworth Clinic Private Practice call **03 9805 4347** or visit www.epworth.org.au/ecprivatepractice

Follow-up appointment with your doctor

You will need to organise a follow up appointment with your psychiatrist or GP to ensure your treatment and progress is reviewed.

Community/peer support resources

If you are interested in discovering what support options are available in your community, ask your treating team for resources specific to your needs.

These websites might also be useful:

mhaustralia.org/need-help

headtohealth.gov.au/service-providers

If you are 65 years of age or over, you can refer to the 'My Aged Care' website for services and community connections:

www.myagedcare.gov.au



Discharge from your inpatient stay

Fees and accounts

Epworth will submit a claim to your insurer for the cost of hospital-related expenses for the following:

- > privately insured consumers
- > Department of Veterans Affairs (DVA) consumers
- > WorkCover, TAC and other third party claims.



If you are self-funding your inpatient stay, you will need to settle your account before you are discharged.

During your admission you may require tests or services to assist your treating doctor with a diagnosis or to help monitor your health progress. Costs for these services may be billed separately by third party providers and may include:

- > pathology (blood or tissue samples)
- > diagnostic imaging services (for example, x-rays)
- > medications from pharmacy on discharge
- > Doctors fees for electroconvulsive therapy (ECT) services.



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

Medication supplies

Pharmacy charges are dependent on the health fund provider. Please check with your insurer what is covered and what is not; there may be out-of-pocket expenses.

If you want to bring your own medication into hospital, please ensure it is in all of its original packaging, with your name on the label. Medication brought into hospital must be given to nursing staff at the point of admission (this includes all PRN medications).

Epworth Clinic does not permit the purchase of any medication, including over the counter medication, during your stay on the unit. It is essential that all medication, including over-the-counter preparations are only dispensed by Epworth clinical staff while you are an inpatient under our care.

If your doctor decides to prescribe new medication for your disorder while you are in hospital, the hospital will meet the cost of this.

All medications on discharge are charged to the individual or health fund provider.

Compliments or complaints

At Epworth Clinic we are keen to hear feedback from our consumers, carers and visitors.

If you would like to give feedback, it can be provided directly to staff or can be written on either a suggestion form or a satisfaction survey. You may also go through our compliments and complaints procedure. All complaints will be investigated and every effort will be made to resolve your complaint.



If you think we can do better and have a suggestion for improving care delivery or the design of our service, please speak to your nurse unit manager.

Here are some of the frequently asked questions about our mental health service:

Q What is the phone number for the units?

A Epworth Clinic contact details are:

Mental Health Unit A

Ph. 03 9805 4249 or

Ph. 03 9805 4248

Mental Health Unit B

Ph. 03 9805 4240 or

Ph. 03 9805 4242

Q What are the visiting hours?

A Between 4.00pm and 8.00pm.

Children are allowed on the ward but they must be supervised by a visiting adult at all times.

Q How do I know which nurse will be looking after me on a given day?

A Your nurse will introduce themselves to you at the start of every shift. They will write their name on the whiteboard in your room to help you remember who it is. They will be your contact nurse for the duration of their shift.

Q How do I get my medication?

A Medication is administered by the nursing staff as prescribed by your treating psychiatrists. The medication will be brought to your room, so please stay on the ward if you are due for any medication

You must remain on the ward or in the dining area between 8am and 9.30am until medication is administered.

Q Are there groups to attend on the ward?

A There are therapy groups led by allied health staff during the week and on weekends.

Q Can I smoke?

A All Epworth hospitals are non-smoking facilities.

We encourage you to consider quitting and can provide support to help you through that process. Please speak to your contact nurse or allied health clinician if you would like more information.

If you want to smoke, we have a designated courtyard on Level 2 that is shared space. You can smoke in the courtyard during designated smoking times only.

Q Why do the nurses check up on me all the time?

Our nurses will routinely check in on you on an hourly basis — even overnight. This is part of an hourly rounding process to make sure you are safe, comfortable and well.

Q Why do I need permission from my doctor to leave the unit and why do I need to sign in and out of a log book if I leave the ward?

A While you are under the care of the Epworth Clinic mental health team, they want to keep you safe which is why these processes are in place.

Q How do I use the telephone in my bedroom?

A To make a phone call dial 0 for an outside line and then dial as usual.

Q How do I access wi-fi?

A When you arrive to the ward, speak to your nurse who will help you connect to our wi-fi network.

Q When are meal times?

A Meals are served buffet-style and served at the communal dining room on level 2.

Should you have any special dietary requirements, please inform your nurse on admission.

Meal service times

> Breakfast: 8am to 9.30am

> Lunch: 12noon to 1pm

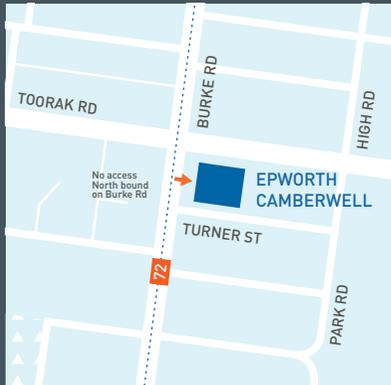
> Dinner: 5.30pm to 6.30pm



epworth.org.au

Our location

Epworth Camberwell
888 Toorak Road
Camberwell VIC 3124



MOMENTS OF
MINDFULNESS
EPWORTH
CLINIC

Relax the body, quiet the mind and focus on the present with a series of guided meditations, developed by the Epworth Clinic mental health team.

Available now on Spotify or iTunes
Just search "Epworth Clinic" in the app.

The Epworth logo is centered at the bottom of the graphic. The graphic itself has a colorful, geometric background with various shades of blue, yellow, pink, and green.