

Patient Information



The Ramsay Way

People are at the heart of our success. As ‘people caring for people’ there are three key ways we approach our work every day.

We value strong relationships

Healthy working relationships lead to positive outcomes for all. We look out for the people we work with, and we respect and recognise them. Strong healthy relationships are the foundation of our stakeholder loyalty.

We aim to constantly improve

We do things the right way. We enjoy our work and take pride in our achievements. We are not afraid to challenge the status quo to find better ways.

We seek to grow sustainably

Maintaining sustainable levels of profitability are only part of our success. We prioritise long term success over short term financial gains because we care about our people, our community and our planet.



Ramsay
Health Care

Welcome

Peninsula Private Hospital acknowledges the First People of the Kulin nation, who are the Traditional Custodians of this land. We pay respect to the Elders both past, present and emerging and acknowledge their living culture and their unique role in the life of the region.

We would like to welcome you, your family and friends to Peninsula Private Hospital. Operated by Ramsay Health Care, one of Australia's largest and most reputable private hospital operators, Peninsula Private Hospital offers an extensive range of services and facilities.

In recognition of our commitment to excellence in patient care and service, Peninsula Private Hospital is fully accredited. The hospital is currently accredited against the National Safety and Quality Health Service (NSQHS) Standards and the Diagnostic Imaging Accreditation Scheme (DIAS). In order to be accredited, we undergo periodic reviews that monitor our performance against these standards.

This booklet assists you in preparing for your admission, hospital stay and discharge. Please read it carefully as it includes essential information, helpful advice and answers to frequently asked questions.

Please contact us with any queries you might have, as every effort will be made to make your stay with us as comfortable as possible.

About Ramsay Health Care

An Australian-owned company, Ramsay Health Care was founded by Paul Ramsay in 1964 and has grown to become one of the largest and most reputable providers of private hospital and mental health services in the country.

Ramsay Health Care boasts a high quality portfolio of strategically located hospitals and has an excellent record in hospital management and patient care, features which combine to attract Australia's leading medical, nursing and allied health practitioners.

Hospital facilities & services

Peninsula Private Hospital is located in the Bayside suburb of Langwarrin in Melbourne's south-eastern suburbs. With 350 beds, Peninsula Private Hospital provides an extensive range of acute medical, oncology, cardiac, surgical, intensive care and maternity services as well as the only private Emergency Department on the Mornington Peninsula.

The hospital is one of the newest and most advanced facilities of its kind. A doctor is available on site at all times to assist specialists deal with any emergency situations that might arise.

Medical, Surgical & Oncology

The hospital is equipped with advanced medical, oncology, surgical and diagnostic technology and our highly skilled practitioners provide excellent care for our patients.

Day Surgery

A wide variety of procedures are undertaken via the Day Surgery Unit. Advances in technology have resulted in greater convenience for patients limiting their stay to overnight or just hours.

Cardiology & Interventional Cardiac Services

Peninsula Private Hospital is the only private medical facility on the Mornington Peninsula specialising in cutting edge diagnostic, emergency and elective heart and cardiovascular care including open heart surgery. All cardiovascular diagnostic and treatment services, including emergency cardiac services are provided in one location onsite, 24/7.

Oncology & Day Infusion Service

A dynamic Oncology and Day Infusion Service is a strong feature of medical services available at Peninsula Private.

Maternity Unit

Peninsula Private Hospital offers single rooms in the Maternity Unit plus a nursery and mothers' lounge. Separate brochures on the maternity unit are available; these can be downloaded from the hospital's website.

Intensive Care Unit

The 11 bed Intensive Care Unit (ICU) has a strong reputation for providing excellent care for patients requiring this level of service.

All range of specialties are catered for including open heart surgery.

The unit is staffed 24/7 by Intensive Care consultants and critical care trained nurses.

Emergency Department Open 24/7

The highly skilled team of doctors and nurses at Peninsula Private Emergency Department (ED) provide prompt and professional care 24 hours a day, 365 days of the year.

Payment information / accounts

It is important that you approach your admission to hospital well informed of your financial obligations. Please read the following information and contact your hospital if you have any concerns or queries.

Privately insured patients

Please confirm with your private health insurer prior to your admission to hospital:

- Does my hospital policy cover me for this procedure / treatment, or are there any exclusions, restrictions or waiting periods that apply?
- Is my procedure / treatment covered by a no-gap or gap cover scheme?
- Do I have to pay an excess, co-payment or any other gap under my hospital policy? If so, how much?
- Are any surgically implanted prosthetic devices or other medical devices not covered by my hospital policy?
- Does my health insurer have an agreement with the hospital I am going to be treated in?
- What are the insurance benefits payable for each of the estimated costs (e.g. hospital costs, doctors' fees)?
- Do I have to pay extra for my doctors' fees and those of anyone else involved with my treatment, or is it all covered?

Please note if you have been a member of your private health insurer for less than 12 months your insurer may not accept liability for the hospital costs associated with your admission (e.g. if your condition or any symptoms of your condition existed prior to your joining your private health insurer or upgrading your level of hospital cover). Any patient costs (e.g. your excess or daily co-payment) must be paid prior to or on your day of admission.

Repatriation (DVA) Patients

Department of veteran Affairs (DVA), Gold Card Holders are covered for all treatment. DVA White Card holders are covered for treatment subject to approval from DVA.

Workcover Patients

The estimated hospital costs must be paid on admission unless the hospital has received payment approval from your insurance company.

Third Party Patients

The estimated hospital costs must be paid on admission unless the hospital has received payment approval from your insurance company.

Self-insured patients

Please contact the hospital prior to admission for an estimate of hospital costs. The estimated hospital costs must be paid prior to or on admission to hospital. Please note, whilst every effort will be made to provide you with an accurate estimate of hospital costs, the estimate may vary due to unforeseen circumstances, variations from the proposed treatment / procedures, or an extended length of stay in which case additional costs will apply.

Overseas patients

If you are insured with an overseas insurance company, you will be asked to pay the estimated hospital costs on admission. Please contact the hospital prior to admission for an estimate of hospital costs. Whilst every effort will be made to provide you with an accurate estimate of hospital costs, the estimate may vary due to unforeseen circumstances, variations from the proposed treatment / procedures, or an extended length of stay in which case additional costs will apply.

FAQs

How do I know what the hospital costs will be

The hospital will provide you with an “Estimate of Patient Costs” once they have processed your online admission or admission paperwork.

What costs could I incur that may not be covered by my insurer?

Costs that you may incur that may not be covered by your insurer include but are not limited to:

- Ambulance transfers, if not clinically necessary;
- Non-admission related, Non-Pharmaceutical Benefits scheme (PBS) and discharge medications;
- Boarder accommodation / meals and visitors' meals;
- Non-Medicare rebateable items or services;
- Aids & equipment;
- Fee for incidentals (WiFi, Foxtel/Austar or business centre access – please check the hospital website as not all hospitals offer these services);
- Other goods or services

You may also receive accounts from other providers associated with your hospital treatment, these may include:

- Emergency centre attendance (e.g. treatment provided in an emergency centre prior to admission to hospital);
- Treating doctor(s) and surgeon(s);
- Anaesthetist(s);
- Other medical practitioners, consultants or assisting surgeon(s);
- Medical and allied health services (e.g. physiotherapy, occupational therapy);
- Pathology services (e.g. blood tests); or
- Radiology services (e.g. x-ray's, CT scans, MRI's and other radiological examinations).

How do I pay?

For your convenience, payments can be made to the hospital:



In Person: Cash, EFTPOS, Bank Cheque or Visa or Mastercard (please note: if you are wanting to pay by American Express or Diners, please check with the hospital if these cards are accepted)



Telephone Payment: Visa and Mastercard



BPAY™ Internet or Phone Banking



If you completed your admission form online, you may have the option to pay online.

If you have any further questions, please contact the hospital.

Informed Financial Consent

On admission you will be asked to review and sign the estimate of costs for your hospital admission, this is a process to ensure you are informed regarding your financial obligations. When you or your nominated person indicate your acceptance of these terms, you are acknowledging and agreeing to the matters listed below, which are conditions of admission to the hospital.

- Whilst every effort has been made to provide an accurate estimate of the costs you may incur; the estimate may vary. This may be due to specific terms of your insurance policy or additional costs which are incurred during your hospital stay. The following examples listed below may result in additional costs payable by you:
 - The hospital relies on information provided by your insurer which may change;
 - In some cases, if you have an extended length of stay your insurer may not cover you for the period of your admission, in which case you will be responsible for any additional costs;
 - Your treating doctor(s) may vary the proposed treatment, procedure (Medicare Benefit Schedule MBS item numbers) or the proposed length of stay;
 - There may be a change in the medication prescribed by your treating doctor(s) or a change in the medication costs;
 - You may incur sundry charge during your stay (e.g. visitors' meals, boarder fees, and phone calls);
 - Your doctor may recommend a surgically implanted prosthetic device that is not fully funded by your insurer; or
 - If unforeseen circumstances should arise during your procedure it may be necessary for your doctor to use a different or more costly surgically implanted prosthetic device without prior notice to you.

Your final account will reflect:

- The actual procedure(s) performed, treatment and service provided and your length of stay at the hospital;
- Prosthetic or other medical devices used in your treatment;
- Pharmacy (medication) costs; and
- Any other goods or services provided by the hospital payable by you.

As a condition of admission, once you have indicated your acceptance of these terms, you agree to pay your final account. If you have concerns, or a bona fide dispute regarding the final account (for example you did not receive a service for an item listed) you agree to raise this with the hospital as soon as possible and to resolve any dispute within 7 business days of receiving your account.

You have the right to access a qualified and confidential interpreter. If you require an interpreter for communicating medical, social or other information, please notify the hospital on your admission paperwork, or online admission. If an interpreter has not been arranged please ask a staff member and point to the relevant paragraph.

When you see the interpreter symbol you can ask for help to communicate in your language.

Όταν βλέπετε το σύμβολο του διερμηνέα μπορείτε να ζητήσετε βοήθεια για να επικοινωνήσετε στη γλώσσα σας.

Kiedy zobaczysz symbol tłumacza, możesz poprosić o pomoc w porozumieniu się w swoim języku.

የአስተረጓጫን ምልክት ሲያዩ በራስዎ ቋንቋ ለመነጋገር እንዲችሉ እርዳታ መጠየቅ ይችላሉ።

जहाँ आपको कुभाषिए का चिन्ह दिखाई दे वहाँ आप अपनी भाषा में जानकारी करने के लिए सहायता का आग्रह कर सकते हैं।

Когда вы видите знак переводчика, вы можете воспользоваться его услугами, чтобы объясниться на родном языке.

عندما ترى رمز المتكلم يمكنك طلب المساعدة للتواصل بلغتك.

Quando vedi il simbolo del servizio interpreti puoi chiedere aiuto per comunicare nella tua lingua.

Када видите преводилачки симбол можете да затражите помоћ да комуницирате на вашем језику.

Kada vidite znak za tumača, možete tražiti pomoć da razgovarate na vašem jeziku.

နမူထံဉ်ပွၤကျိၣ်ထံဉ်တၢ်ဆၢတၢ်ပနီၣ်န့ၣ် နသ့တၢ်မၤစၢၤလၢကကတိၢ်တၢ်လၢနကျိၣ်သ့လီၤ.

අඩි හයක පරිමිතයෙන් පළමුවෙන් පුළු පිරි, අනිත් කාලයන් කැටා කිරීමේ අඩි හය පමණක් ලැබේ.

သင် ကောမြန် အမှတ်အသားကိုတွေ့သည့်အခါ သင့်ဘာသာကောနှင့် ပြောဆိုဆက်သွယ်ရန် သင် အကူအညီ တောင်းနိုင်ပါသည်။

Koga ќе го vidite znakot za prevедување може да побарате помош на ваш јазик.

Markaad aragto calaamada turjumaanka waxaad weydiisan kartaa caawimaad si aad ugu hadasho luuqadaada.

ពេលណាលោកអ្នកឃើញវិធីស្របអ្នកបកប្រែភាសា លោកអ្នកអាចស្នើសុំ
ជំនួយដើម្បីទាក់ទងជាភាសាបស់លោកអ្នក។

Meta tara s-simbolu tal-interpretu tkun tista' tistaqsi qhall-qhajna biex tikkomunika bil-lingwa tieghek.

.....

Cuando vea el símbolo de intérprete puede pedir ayuda para comunicarse en su propio idioma.

如果看到傳譯員的標記，您就可用母語請求他們協助溝通。

如果看到传译员的标记，您就可用母语请求他们协助沟通。

Unapoona alama ya wakalimani unaweza kuomba msaada uwasiliane kwa lugha yako.

Kada vidite simbol za tumača, možete zatražiti pomoć na vašem jeziku.

Mi ci thaany luä thuck nen, deri thiec ke yöö dee ji luäk ke ruac ke thoodu.

நீங்கள் மொழிபெயர்த்துரைப்பவரின் சின்னத்தைக் கண்டால் நீங்கள் உங்களுக்கு மொழியில் தொடர்பு கொள்ள உதவி கேட்கலாம்.

هنگامی که علامت ترجمان را ملاحظه می کنید می توانید تقاضا نمایند تا به لسان خودتان بگویند و گفت داشته باشید.

Hogguu mallattoo hiika-afaani (turjumanuumma) argite, gargaarsa argachuuf nama afaan keetiin sitti dubbaatu gaafachu dandeessa.

ናይ ኣስተርጓሚ ምልክት ክትርእዩ እንክሉ ብናትኩም ጃንጂ ክተዘራርቡ ሓገዝ ንምልታት ትኽእሉ።

Tecin alama de athöök ke thok tinj ke yin thiec kuony de wær thok ago iam ne thondu.

له چي ټاسو د ژباړونکي علامه ويني ، کولای شي پخپله ژبه کي د ټماي يا خبرو

Tercüman sembolünü gördüğünüz zaman kendi dilinizde iletişim kurmak için yardım isteyebilirsiniz.

Kung makita ninyo ang simbolo ng tagapag-interpretar makahihingi kayo ng tulong para makipag-ugnay sa inyong wika.

فغانمی که نشان مترجم را مشاهده می کنید می توانید درخواست کنید که به زبان
فغانی برگردانده شود.

Khi nhìn thấy dấu hiệu thông ngôn viên, quý vị có thể nhờ giúp đỡ để giao tiếp bằng ngôn ngữ của mình.

Ramsay Health Care

Expectations on Entry

To provide a private and safe experience for all of our visitors, patients and staff, we request that you comply with the following:

- All patients, visitors and staff have a right to feel safe and to be treated with respect while in the Hospital. This means that inappropriate or offensive language or disorderly, offensive, threatening or violent behaviour or any other behaviour that interferes with the operation of the Hospital or provision of patient care will not be tolerated.
- Our workforce is made up of staff with a diverse mix of gender, age, ethnicity, race, culture, religion and sexuality. Staff members are assigned to patients based on their ability to provide quality patient care only and discrimination against or bullying or harassment of a staff member of any kind will not be tolerated.
- All patients, visitors and staff have a right to privacy while in the Hospital. This means that photography, filming or audio recording within the Hospital is strictly prohibited, unless written consent has been obtained from the Hospital Executive and all individuals being photographed, filmed or recorded.
- For the safety of yourself and others, patients and visitors must follow all directions given by Hospital staff and/or security.
- Refusal to comply with these conditions may result in removal or discharge from the Hospital.



My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



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AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Accommodation

Peninsula Private Hospital offers a variety of accommodation with 90% private rooms. All rooms have ensuite facilities, and many have direct courtyard access.

Accommodation is shared in the Day Surgery Unit and Day Infusion Unit.

We will make every endeavor to provide you with your preferred accommodation, however in certain circumstances of high activity or emergency admissions, it may be necessary to care for you in a shared room.

Accommodation with children in hospital

We encourage a parent(s) to spend as much time as possible with their child during the child's hospitalisation. We also encourage parents, where possible, to be involved in most aspects of the care of the child.

Emergency Procedures

The hospital has appropriate emergency procedures in place. Training drills and alarm testing procedures are carried out on a regular basis. In the unlikely event of an emergency, remain in your room until a staff member arrives to assist you. If the need arises for evacuation, staff will advise you on what to do.

Feedback

Queries about your care – helping us to care for you

If you have any concerns or queries about your care whilst you are a patient at our hospital please bring them to our attention.

Feedback regarding your experience

Patient feedback is appreciated, and we offer a number of options to provide feedback regarding your stay, this enables us to continually evaluate and improve our service. Any comments received are reviewed and actions taken to improve the delivery of care and services to you and your family.

If you have any concerns or queries about your care whilst you are a patient in our hospital please bring them to our attention. The nurse in charge of your ward will be able to answer questions and resolve problems related to your hospital care.

During your stay if you would like to discuss any concerns further, you're welcome to contact the Director of Clinical Services who is the hospital's complaints officer via switch board 9788 0000, the Consumer Liaison Officer on telephone number 9788 0448 or after hours, contact the Hospital Coordinator via the switch board..

Following discharge you will receive a patient experience survey via email or text message, you are encouraged to complete this. If your child was a patient please complete the Paediatric Patient Experience Survey Form before leaving the ward/hospital, ask your nurse for a copy if one has not already been offered.

In Victoria, you have the option to escalate your concerns to the “Office of Health Complaints Commissioner” if you consider your complaint has not been addressed to your satisfaction. The Office of the Health Complaints Commissioner is independent and facilitates the resolution of consumer complaints about health services. The Office of the Health Complaints Commissioner may be contacted on 1300 582 113 or via their website:

www.hcc.vic.gov.au

Flexiteller

A flexiteller is located in the main reception for your convenience.

Flowers & Mail

Flowers and mail are delivered directly to your room. If you have mail to post please contact the reception staff and this will be arranged for you.

Please note that in the interest of optimising care for immunocompromised patients, flowers are not permitted in Acacia ward (Oncology) or the Intensive Care Unit.

Food Services

The Food Service Department is committed to providing meals that are fresh, nutritious and seasonal, promoting today's health conscious lifestyle. Meals are carefully chosen to focus on quality of the highest standard in both preparation and presentation. Please advise the nursing or food service staff if you require specially prepared meals or suffer from a food allergy or intolerance.

A diet monitor will visit daily to provide you with a menu from which you may select meals according to your taste and dietary requirements. Consultations with dietitians can be made should you have any special dietary needs.

A full range of specialist and culturally diverse dietary requirements are catered for.

A retail coffee shop offering light meals and refreshments is located in the foyer area. This is open 7 days a week, however trading can vary on weekends and public holidays.

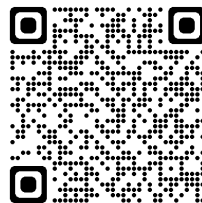
Food standards in Victoria prohibit people from bringing cooked meals for patients into the hospital, with the exception of fresh fruit, soft drinks and commercially packaged foods. Our well-equipped catering department is able to provide for all diet and nutritional needs.

Goals of Care – what matters to you?

You and your family are encouraged to discuss your goals of care with the members of the nursing, medical and allied health teams. As an inpatient, please use the in room communication boards to document “What matters to you”. As a day only patient your goals, “What matters to you” can be documented on the communication – “Keeping you informed” form. Please ask your nurse about this.

Hospital Website

If you wish to access the hospital website directly, please utilise this QR code from your mobile device.



Interpreter Service

Please notify the team on your ward if you need an Interpreter Service. The staff will organise this for you. Interpreters can also be used for hearing and sight impaired patients.

Internet

The hospital provides access to free Wi-Fi for all patients. Please request a Wi-Fi information brochure which will take you through the user steps, you will require your patient identifying number “MQ”, for this access. Your MQ number can be found printed on your wrist band.

Medical Treatment Act

Please inform the staff if you have appointed an enduring power of attorney, a medical treatment decision maker, or if you have an advance care directive in place. A copy will need to be provided to the staff at the time of admission for inclusion in your medical record.

Newspapers

Limited newspapers are available from your nurse or ward clerk upon request. Various publications are available online once connected to the hospital internet on your device.

A blue graphic with white text and a smartphone image. The text reads: 'COMPLIMENTARY ACCESS', 'READ TODAY'S NEWS IN 2 EASY STEPS', 'Accessing premium news is simple', '1. Connect to the Wi-Fi', '2. Scan the QR code to read today's news'. Below this is a list of newspapers: 'THE AUSTRALIAN • Daily Telegraph • Herald Sun • Courier Mail • The Advertiser • NT News • MERCURY'. On the right is a smartphone displaying a QR code. At the bottom right is the 'Ramsay Health Care' logo.

COMPLIMENTARY ACCESS

READ TODAY'S NEWS
IN 2 EASY STEPS

Accessing premium news is simple

1. Connect to the Wi-Fi
2. Scan the QR code to read today's news

THE AUSTRALIAN • Daily Telegraph • Herald Sun
Courier Mail • The Advertiser • NT News • MERCURY

Ramsay
Health Care

Nurse call system

Should you require assistance at any time, please do not hesitate to call the nurse using the nurse call button located in the bedside handset, which has multiple functions:

- **Nurse Call** – To call for assistance, press the GREEN button ONCE
- **Light Switch** – Your room lights can be turned off and on from your hand control.
- **Television** – By using the same hand control, you can turn the television off and on, adjust volume and change channels
- **Radio** – Channels are available through your television.

Open Disclosure

Peninsula encourages their staff, patients, and visitors to identify and report when things don't go to plan. The process of communicating with you when things haven't gone as expected is called open disclosure. Please ask your staff for further information on this if required. A brochure is also available.

Parking & Transport

Limited off-street parking is available.

Visitor Parking

Onsite car parking is available, managed by Wilsons Parking and fees apply.

Peninsula Private Hospital is also closely located to an excellent public bus service to and from the Frankston transport hub.

Visitors electing to park at the hospital are required to take a parking ticket from the automated station at the car park entrance. Please ensure that you take your ticket with you and pay at the automated pay stations located at all main exit points to the carpark, prior to returning to your vehicle. Payment by cash or credit and debit cards accepted. For patients with a longer length of stay a weekly ticket can be purchased through the automated pay stations.

Patient Manual Handling System (PMHS)

The hospital has a patient handling work practice for staff that eliminates the lifting of a patient's full body weight when handling, transferring and mobilising patients.

As part of the Hospital Patient Handling Policy the nurses will encourage you to assist for all on and off bed procedures so you may be as independent as possible. This will not only improve your mobility but may also speed your recovery.

If you need assistance to move on or off the bed, the staff may use equipment or aides that facilitate your movement, making it more comfortable and safe for you, whilst reducing the risk of injury to staff assisting you during the transfer. If you have any concerns, please do not hesitate to ask for information from the staff.

Privacy Statement

Ramsay Health Care Australia (**Ramsay**) is bound by the Australian Privacy Principles under the Privacy Act 1988 (Cth) and other relevant laws about how private health service providers handle personal information (including but not limited to patient health information).

We are committed to complying with all applicable privacy laws which govern how Ramsay collects, uses, discloses and stores your personal information.

This Privacy Statement sets out in brief how Ramsay facilities (inpatient and outpatient services) will handle your personal information. For further information or to receive a copy of our full Privacy Policy, please ask a staff member, visit our website: www.ramsayhealth.com or telephone the Ramsay facility and ask to speak with our Privacy Officer. You can also write to our Privacy Officer to request more information.

In respect of Patients, Ramsay will collect your personal information for the purpose of providing you with health care and for directly related purposes. For example, Ramsay may collect, use or disclose personal information:

- For use by a multidisciplinary treating team;
- Assessment for provision of health care services;
- To liaise with health professionals, care coordinator, Medicare, your health fund or other third party payer;
- In an emergency where your life is at risk and you cannot consent;
- To manage Ramsay facilities, including for processes relating to risk management, safety and security activities and quality assurance and accreditation activities;
- For the education of health care workers or the placement of students or trainees at Ramsay facilities;
- To maintain medical records as required under our policies and by law; or
- For other purposes required or permitted by law.

In respect of other individuals, Ramsay will collect your personal information in order to engage with you in your dealings with Ramsay and for other related purposes.

Personal information may be shared between Ramsay facilities to coordinate your care. We also outsource some of our services. This may involve us sharing your personal information with third parties. For example, we outsource the conduct of our patient satisfaction surveys to a contractor who may write to you seeking feedback about your experience with Ramsay.

We may outsource information and data storage services (including archiving of medical records), which may involve storing that information outside of Australia. Where we outsource our services we take reasonable steps in the circumstances to ensure that third parties, including organisations outside of Australia, have obligations under their contracts with

Ramsay to comply with all laws relating to the privacy (including security) and confidentiality of your personal information.

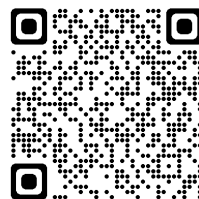
Ramsay will usually collect your personal information directly from you, but sometimes may need to collect it from a third party. We will only do this if you have consented or where it is not reasonable or practical for us to collect this information directly from you (for example, in relation to a patient, your life is at risk and we need to provide emergency treatment).

We will not use or disclose your personal information to any other persons or organisations for any other purpose unless:

- You have consented;
- For patients/clients, the use or disclosure is for a purpose directly related to providing you with health care and you would reasonably expect us to use or disclose your personal information in this way;
- For other individuals, the use or disclosure is for a purpose related to providing you with services and you would reasonably expect us to use or disclose your personal information in this way;
- We have told you that we will disclose your personal information to other organisations or persons; or
- We are permitted or required to do so by law.

You have the right to access your personal information that we hold about you (for patients, this includes health information contained in your health record). You can also request an amendment to personal information that we hold about you should you believe that it contains inaccurate information.

To access the Ramsay Healthcare Privacy statement and Privacy policy in full, please click scan the QR code from your mobile device.



Ramsay Rule

The Ramsay Rule is a three step process where the patient, their family or carer can escalate their concerns and call for rapid assistance when they believe that something is 'not right' with the clinical condition of the patient.

Initially concerns are raised with the nursing staff and the nurse in charge. If you or your family are still concerned about your clinical condition, the final step is to ring the Ramsay Rule number 03 9788 3438. This call initiates a clinical review of the patient.

The aim of this process is to provide a timely clinical review by an experienced clinician.

In addition, the objective of the process is to acknowledge the patient's and family's concerns and take appropriate action. The Ramsay Rule is about keeping our patients safe.

Shift Handovers

There are three nursing shift change handovers each day. There are also several other times during the day where handover may be required. Some examples include going in to and out of theatre, tests, scans and x-rays. At handover, it is essential each staff member involved in your care has up-to date information about your status and treatment. Handover will occur at the bedside. During handover the outgoing team of nurses who have provided your direct care on the previous shift will share the clinical information with the incoming team.

The nursing staff will introduce themselves and encourage you and your family's involvement/ participation in the transfer of information. Some of the information shared at this time will include:

- Checking your name and date of birth with the identification label on your wrist.
- Brief outline of your medical history, review of charts and your current clinical condition.
- Tests and procedures you may have had completed while in hospital.
- Your need for assistance with everyday tasks, such as showering and toileting.
- Plans for discharge, even if it is in a few days' time.

If you or your family have any concerns about how you are feeling at any time during your stay, we encourage you to let the staff or doctors know.

Smoking

Smoking is not permitted within the hospital.

Spiritual needs

Your own clergy are very welcome to visit the hospital if you desire – please ask the nursing staff to arrange a visit. For your convenience spiritual care resources are available in every ward – ask your nurse for more information.

Telephones

You can make and receive free local, STD and calls to mobiles from the telephone by your bed. The cost associated with these calls is covered by the fee for incidentals.

To make an international call, please contact reception. These calls will be charged to your account and are payable on discharge.

Direct dial phones are located in each room, to make an external call from the direct dial phone, please dial '0' prior to the number you are calling.

Please call the Reception staff on "9" with any queries.

Television

A single handset by your bed allows you to select any of the local television stations and any of the extensive channels available on Foxtel.

Valuables / Lost Property

Patients are strongly advised not to wear jewellery, to leave other valuables at home and not to bring large amounts of money into the hospital. If you have already been admitted and were not aware of the hospital policy, please ask family members or friends in attendance to take care of these items on your behalf.

The hospital will not accept liability for loss or damage of valuables or personal belongings that you choose to keep in your room. You will be contacted by staff if any of your property is inadvertently left by you in your room after discharge. Staff will endeavour to label any item with your name and you will be contacted to collect the items as soon as possible.

Violence & Aggression

Every person working in or utilising a Ramsay Health Care facility including patients, visitors and staff, has a right to personal safety. Threatening, abusive or physically violent behaviour will not be tolerated from anyone under any circumstances. Any such action may have interventions that include:

- Prompt medical action.
- A formal warning.
- Being asked to leave the hospital.
- Being asked to discharge from the hospital.
- Notification of security and police.

Visiting Hours

Peninsula Private Hospital facilitates flexible visiting hours for in patient's whilst at the same time acknowledging the need for patients to have sufficient rest periods during their stay. Some wards may collaborate with family members / visitors in relation to the appropriate management of visitors, with this determined by patient condition eg in Intensive Care Unit, Midwifery, Oncology. Children visiting should be supervised by an adult at all times for their own safety and that of other visitors, staff and patients. Visitors should not present to the hospital if they are unwell. Patients have the right to refuse to see any visitor and this is to be supported by the nursing staff.

Visitors are required to abide by the expectations of entry requirements.

Admission Information – if you are having a procedure

Before your admission

Your hospital booking will be made through your doctor's office.

You must:

Complete your admission paperwork, in full, including listing all of your current medications;

- On-line, where possible at least 1 week prior to admission

OR

- Deliver the paper based admission booklet to the hospital reception, where possible at least 1 week prior to admission

OR

- Post in the self-addressed envelope, please allow for postage time.

Your paperwork **MUST** be received by the hospital at least 3 days prior to your admission, to ensure the hospital can confirm your eligibility for private hospital care with your health fund.

If there is any possibility this cannot occur please phone 03 9788 0000.

You may:

Be contacted by one of our clerical officers to confirm your details including date of your proposed admission, procedure, any hospital costs (eg. excess payable depending on your health fund) and discharge expectations. If your paperwork has been received you may receive the informed financial consent via email.

You may:

Be contacted by the Pre-Admission Nurse if you have been referred by your surgeon or are having complex surgery that requires pre-admission review. You may be asked to attend a preadmission clinic appointment or have a phone consultation prior to your admission so we can speak with you about your hospital stay, your operation, previous surgical and medical history, what to bring to hospital, as well as allay any concerns you may have.

Discharge planning will also be addressed at this time (e.g. who will care for you at home on discharge, who will take you home etc). You are welcome to bring a relative or friend to this clinic.

If you are feeling unwell (e.g. cold/flu symptoms or vomiting/diarrhoea) and are unsure if you are well enough for your procedure, please contact your treating doctor or GP for advice BEFORE your admission.

Preparing for your Admission

We are committed to providing patients with the highest standards of care. Throughout your stay, from pre-admission to discharge, you will be treated with the utmost respect and dignity.

You will be informed of the scheduled time for your surgery and subsequent fasting time by your doctor or the hospital. Please be advised that the scheduled time for your surgery / procedure is only an estimated time and may vary as a result of operational circumstances/ requirements beyond our control on the day. We apologise in advance for any delays that may be of any inconvenience.

Fasting Time

This is a period of time, prior to your operation, when you will have a restricted diet or not be allowed to eat or drink. This time is determined by your Anaesthetist or Surgeon and is related to factors such as your age and the type of operation. It is imperative that fasting times be observed for your safety during your anaesthetic.

Day of Admission

All Patients

Please bring with you into hospital anything applicable to your admission including:

- doctor's admission letter
- consent form (if not already returned to the hospital)
- health fund number / details (if applicable)
- medicare card
- regular medications in original packaging
- pension health benefits card (if applicable)
- pharmaceutical benefits card (if applicable)
- method for settling your account
- relevant x-rays and / or test results
- for a child - favourite toy, formula, bottle and any special dietary needs (if applicable)
- Children may go to the procedure/theatre in their own pyjamas. These pyjamas must be cotton or cotton interlock with button through/loose fitting tops
- comfortable closed in shoes/slippers with non-slip soles
- night attire (if staying overnight)
- toiletries (if staying overnight)
- aids such as walking sticks, hearing aides or glasses
- personal articles i.e. sanitary pads (if applicable)

- all of your medications in the original packaging, inclusive of herbal medicines
- certified copy of Advance Health Directive or Enduring Medical Power of Attorney (if available)

Please do not bring valuables as the hospital will not be liable for any loss thereof. This includes personal belongings (eg: hearing aids, dentures, mobile phones, electronic devices etc)

DO NOT:

- Smoke cigarettes or chew gum
- Wear jewellery, however a wedding ring and watch are permitted
- Bring valuables including large amounts of cash.
- Wear make-up, artificial nails or nail polish

Please register at the main Reception desk in the hospital foyer. You will go through any further admission paperwork that is required and be given instruction on where to go next.

Day Patients

If you are coming into hospital as a day only patient (no overnight stay) then there are a couple of important things to note.

- Please shower on the day of admission before your admission to hospital
- Wear garments that are comfortable and easy to remove
- Check with your nurse before informing relatives / friends regarding the estimated time that you should be picked up.

The major effects of your anaesthetic or sedation wear off quickly, however minor effects on memory, balance and muscle function may persist for some hours. These effects vary from person to person and are not individually predictable. Because of this please note the following:

- You are not permitted to drive for at least 24 hours after a general anaesthetic or sedation
- A responsible person must be available to transport you home in a suitable vehicle
- You cannot travel home via train, bus, taxi or an uber
- A responsible person must be available to stay at least overnight following discharge from the Day Surgery Unit. This person must be physically and mentally able to make decisions for you if necessary
- You must have ready access to a telephone in the post-operative dwelling
- You must remain within 1 hour of appropriate medical attention until the morning after your discharge
- You should not operate machinery or make any important decisions for at least 24 hours after your anaesthetic or sedation.

Overnight Patients

For patients staying overnight at the hospital, please check the hospital website for information regarding the services and facilities that are available to you during your stay such as internet access, telephones, televisions, visiting hours and other relevant information.

There is some important information that we would like to share with you here about keeping safe and well during your stay in our hospital:

How to avoid or reduce unexpected events during your stay in hospital.

During a stay in hospital patients might be exposed to a number of risks which have the potential to cause harm or in very rare circumstances even death. These risks are included in this information guide to provide consumers with facts on how to remove or reduce the risks of unexpected events during a stay in hospital.

The risks are related to infection prevention and control, falls, medication safety, pressure injury prevention, cognitive impairment, delirium and blood clot prevention.

The following section of this guide provides a summary of each of the clinical risks. For more detailed information the reader is referred to respective websites from which comprehensive information can be downloaded.

Infection Prevention and Control

This hospital is committed to providing all patients with the highest quality of care by preventing the spread of infection.

Hand washing, high standards of housekeeping, and the implementation of infection prevention and control measures such as single use and single patient use items are all part of our service to ensure your speedy recovery and to reduce the risk of infection.

Patients and visitors also have a role to play in reducing the risk of infection to themselves and other patients. Here are a few very simple guidelines:

- Hand hygiene is the most effective way to prevent the spread of infection. Alcohol based hand rubs are a very effective form of hand hygiene and are located at strategic locations in the hospital. We encourage all patients and visitors to use these products.
- We ask that people do not visit the hospital if they are unwell especially with flu like symptoms, gastroenteritis or any other contagious diseases.

Falls Prevention

The unfamiliar environment of a hospital combined with the fact that you may be on medication or fatigued can increase the likelihood of falls in hospital. Below are a few ways that you can reduce the risk of falling whilst in hospital:

- Take special care when walking or standing particularly if you are on pain-relieving drugs and other medications.
- Ensure you know the layout of your room and take care when moving around at night. Please use your call bell if you need assistance.
- Check the floors in your area to ensure they are not wet before walking. Please do not use talcum powder which makes floors slippery.
- Ask your nurses for assistance if you need to use the toilet and feel unsteady on your feet.
- Loose or full-length clothing can cause you to trip. Ensure your clothing is the right length for you.
- Check that your slippers or other footwear fit securely. If your doctor has requested you to wear pressure stockings then it is a good idea to also wear slippers over the top to reduce the risk of slipping. Rubber soled slippers are ideal footwear whilst in hospital.
- Non slip socks are available.
- In the interest of your safety, there may be times where a nurse / carer may need to accompany you when using the bathroom. This will be done taking into consideration your privacy and dignity, and should this be required as part of your careplan, you and/or your family/carers will be consulted.

Medication Safety

Please provide your nurse with any tablets or medicines (or prescriptions for these) that you have been taking before admission. These will be secured in a personal drug cabinet. Any additional medication you require while in hospital will be ordered by your doctor and supplied to you.

It is important that you declare all medications taken including vitamins and herbal preparations as some medications may need to be ceased prior to your admission.

When you are discharged, medications that you are required to take will be provided to you to take home, there may be out of pocket costs for these items as described on page 7.

Pressure Injury Prevention

A pressure injury is an area of skin and/or surrounding tissue that has been damaged due to unrelieved pressure. They may look minor, such as redness on the skin, but can hide more damage under the skin surface.

It is important that you relieve pressure by keeping active and changing your position frequently when you are lying in bed or sitting in a chair. If you are unable to move by yourself, the staff will help you change your position regularly. Special equipment such as air mattresses and booties may be used to reduce the pressure in particular places.

Tell staff if you have any tenderness over a bony area or if you notice any reddened, blistered or broken skin.

Cognitive Impairment / Delirium

Understanding what is normal to you in relation to mental health is important. Hospitals can be a confusing environment for some of our patients. Many things can impair your cognition whilst in hospital, being in an unfamiliar environment, medication given or dehydration can all affect your ability to comprehend what is happening. If you or your carer are concerned about any recent changes in behaviour or mental state, please let your nurses know and they will be able to assess whether we need to put strategies in place for your admission and discharge to help you.

Blood Clot Prevention

Blood clotting is the body's natural way of stopping itself from bleeding. Clotting only becomes an issue when it is in the wrong place and blocks blood flow. Being immobile is a big risk in developing a clot and so blood clotting can increase when you are staying in hospital and spending a long time immobile.

In addition, there are a number of risk factors to blood clotting including previous strokes, inherited blood clotting abnormalities, lung disease, being overweight, having had major surgery in the past, heart failure, smoking or taking contraception medications. If you have any of these risk factors, please alert your doctor or the staff.

While in hospital, staff will assess your risk of developing a clot and may ask you to wear compression stockings or sleeves, or they will provide you with blood thinning medication.

Staying mobile, taking any prescribed medications to reduce your risk of blood clotting, drinking plenty of fluid and avoiding crossing your legs can reduce your risk of clotting.

If you have sudden increased pain or swelling in your legs, pain in your lungs or chest, or difficulty in breathing, please alert your nurse as soon as possible. If these symptoms occur after discharge, seek emergency treatment.

Going home

DISCHARGE TIME: 09:30AM

This time is strictly adhered to.

Before admission you should consider how you will manage at home after discharge. Will you require someone to stay with you after being discharged? How will you prepare food, do the housekeeping and shopping? Will you need any special aids?

If you would like to discuss your discharge needs prior to admission, contact the Pre-Admission Coordinator on 9788 3699.

Your doctor will tell you when they think you are well enough to go home.

Your nurse will talk to you about any special services or equipment you may need after you are discharged. If required, our occupational therapist will consult you.

It is recommended that you arrange for a relative or friend to assist you in getting home. Travelling home by taxi unaccompanied is not recommended.

When You Leave

Before you leave hospital, please make sure you have the following:

- a discharge summary
- all personal belongings
- all personal x-rays
- all current medications
- follow-up appointment requirements

On your way out please see staff at the reception to complete any discharge formalities.

If you have any excessive pain or are generally concerned about your condition after you leave hospital please contact your specialist, your GP or ring the hospital directly.

Contact Details

If you have any questions or queries after reading this information, please contact 03 9788 0000.



Private Patients' Hospital Charter

As a private patient you have the right to choose your own doctor, and decide whether you will go to a public or a private hospital that your doctor attends. You may also have more choice 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.

- Information about your treatment - Your doctor should give you a clear explanation of your diagnosis, your treatment (and any associated risks), the associated cost, and other treatment options available. Except for in an emergency where it is not possible, they should obtain your consent prior to any treatment.
- Informed Financial Consent - Your doctor and other health service providers should provide you with information about the costs of your proposed treatment, including any likely out-of-pocket expenses, and obtain your agreement to the likely costs in writing before proceeding with the treatment.
- Other medical opinions - You can ask for referrals for other medical opinions (there may be additional costs associated with doing this that may not be covered by Medicare or your private health insurance).
- Visitors - The hospital you are going to can provide information about visiting arrangements for your family and friends while you are in hospital including family access (and who is considered family), arrangements for the parents or guardians if the patient is a child, and when your friends can visit you.
- Seek advice about costs - As a patient with private health insurance, all your hospital treatment and medical bills may be covered by your insurance, or you may have to pay some out-of-pocket expenses (gaps). In some cases you may also have to pay an 'excess' or co-payment. Before you go to hospital, ask your private health insurer, doctor(s) and hospital about the expected costs of your treatment, including possible costs for surgically implanted medical devices and prostheses. (See overleaf for some suggested questions to ask about costs).
- Confidentiality and access to your medical records - Your personal details will be kept strictly confidential. However, there may be times when information about you needs to be provided to another health worker to assist in your care if this is required or authorised by law. You will need to sign a form to agree to your health insurer having access to certain information to allow payments to be made for your treatment. Under the Freedom of Information legislation you are entitled to see and obtain a copy of your medical records kept in a public hospital. Under the National Privacy Principles you also have a general right to access personal information collected about you by the private sector.
- Treatment with respect and dignity - While in hospital you can expect to be treated with courtesy and have your ethnic, cultural and religious practices and beliefs respected. You should also be polite to your health care workers and other patients and treat them with courtesy and respect.
- Care and support from nurses and allied health professionals - Nurses and allied health professionals provide vital care and support and are an important part of your treatment in hospital. Staff who attend you should always identify themselves and you should feel confident to discuss any issues in relation to your treatment or hospital experience with your health care workers.
- Participate in decisions about your care – Before you leave hospital you should be consulted about the continuing care that you may need after you leave hospital. This includes receiving information about any medical care, medication, home nursing or other community services you may need after you go home.
- Comments or complaints - If you are concerned about any aspect of your hospital treatment you should initially raise this with the staff caring for you or the hospital. If you are not satisfied with

Your rights and responsibilities as a private patient in a public or private hospital

the way the hospital has dealt with your concerns, each State and Territory has an independent organisation that deals with complaints about health services and practitioners. If your query or complaint relates to private health insurance, you should first talk to your health insurer. If your concerns remain unresolved you can contact the Private Health Insurance Ombudsman on 1800 640 695 (freecall).

- Provide accurate information - To help doctors/specialists and hospital staff provide you with appropriate care you will need to provide

information such as family and medical history, allergies, physical or psychological conditions affecting you, and any other treatment you are receiving or medication you are taking (even if not prescribed by your doctor).

- Long-stay patients - If you are in hospital for a long period of time you may become a nursing home type patient. Talk to your hospital or health insurer about the arrangements for long-stay patients.

Find out about any potential costs before you go to hospital

Ask your treating doctor or specialist:

- for confirmation in writing of how much their fee will be and how much is likely to be covered under Medicare or your private health insurance.
- whether they participate in your health insurer's gap cover arrangements and if you are likely to have to pay a gap, how much it will be.
- which other doctors and medical staff will be involved in your treatment and how you can get information about their fees and whether they will be covered by your private health insurance.
- for an estimate of any other costs associated with your medical treatment that may not be covered by Medicare or your private health insurance (e.g. pharmaceuticals, diagnostic tests).
- whether you are having a surgically implanted device or prosthesis and if you will have to contribute towards the cost for this.

Ask your health insurer:

- whether the treatment you are having is covered by your private health insurance and if there are any exclusions or waiting periods

that currently apply to this treatment under your policy. If you are having a baby, talk to your health insurer as early as possible in your pregnancy to find out what rules apply to obstetrics and newborn babies.

- whether you have to pay an excess or co-payment, and, if so, how much this will be.
- about the level of hospital accommodation covered by your policy (some policies only cover being a private patient in a public hospital).
- whether your insurer has an agreement with the hospital you are going to be treated in.
- whether you will need to pay extra for surgically implanted devices or prostheses.
- if any gap cover arrangements are in place that may apply to you.

Ask your hospital:

- whether the hospital has an agreement with your private health insurer.
- whether you will have to pay anything for your hospital accommodation out of your own pocket.
- whether you will have to pay any additional hospital charges which are not covered by your private health insurance (e.g. TV hire, telephone calls).



Peninsula Private Hospital

Part of Ramsay Health Care

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Langwarrin VIC 3910

Ph: 03 9788 0000

peninsulaph.com.au

People caring for people.