



Patient information book

Preparing for your hospital stay

Proudly part of



Welcome to St Andrew's War Memorial Hospital

St Andrew's War Memorial Hospital was built in 1958 as a living memorial to all those who served for our country. We're guided by a sense of duty to provide the very best healthcare for our patients and their families.

St Andrew's War Memorial Hospital is proudly part of UnitingCare, one of the largest not-for-profit private hospital groups in Queensland. As an outreach of the Uniting Church, UnitingCare provides person-centred care and support services to thousands of people every day of the year, enabling individuals, families and communities to live life in all its fullness.

Thank you for choosing St Andrew's War Memorial Hospital. We look forward to supporting you to make your visit with us as comfortable as possible.

Acknowledgment of Country

We acknowledge the traditional custodians of the land on which we work and serve. We acknowledge that these custodians have walked upon and cared for these lands for thousands of years. We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country and commit ourselves to the ongoing journey of reconciliation.



Everyone is welcome at St Andrew's War Memorial Hospital.

Contents

This booklet will provide you with a step-by-step guide to your stay at St Andrew’s War Memorial Hospital.

Details of your procedure	2
Booking your admission	3
How to book online	4
Fees and charges	5
Making your way to St Andrew’s War Memorial Hospital	6
Parking and public transport	7
Visiting hours and patient rest periods	8
Accommodation services	9
What to bring to hospital	10
Room accommodation	11
On the day of admission	11
Going home the same day	13
Going home from the ward	14
Your rights and responsibilities	17
Privacy policy and collection of personal information	18
Your safety in hospital	19
“Let us know”	20
How to provide feedback	21
About the hospital and your stay	22
Clinical services provided by other parties	25
Other information and support	26
How you can help St Andrew’s War Memorial Hospital	27

Details of your procedure

Doctor's receptionist to complete

The date you are coming into hospital

The time you need to arrive at the hospital

Time from which you should begin fasting

Item number +/- intended procedure

For any procedure without an item number (i.e. cosmetic), please contact us on 07 3834 4444 for a quote.

Please follow your doctor's instructions regarding fasting times for food and fluids (including water) and confirm whether you should take your usual medications.

If you have private health insurance, please contact your insurer to check your level of cover prior to admission. For more information, please see Fees and charges on Page 5.

Our mission statement

As part of the Uniting Church, the mission of UnitingCare is to improve the health and wellbeing of individuals, families and communities as we:

- + reach out to people in need
- + speak out for fairness and justice
- + care with compassion, innovation & wisdom

Our mission practices

- Worth and Dignity** – We demonstrate the worth and dignity of every person.
- Reconciliation** – We walk together with First Peoples.
- Holistic Care** – We participate in God's healing power to the whole person.
- People-Centred** – We cultivate practices centred on people and relationships.
- Reflective Action** – We value action that is grounded in reflection, research and investigative exploration.
- Stewardship** – We are faithful stewards of the resources entrusted to us.
- Advocacy** – We stand up for what is fair and just.

Booking your admission

Booking your admission is an important part of your hospital care. We want your hospital admission to run smoothly, so before your planned admission date, please register your details with us. This will allow us to confirm your admission, inform you of your financial costs and responsibilities, and provide our clinical staff with detailed information about your medical history.

To book your admission online go to
www.bookmyadmission.com.au

Registering your online booking with St Andrew's should take approximately 20-30 minutes. If you are unable to complete your booking online or for further assistance, please call our hospital registration team between 9am to 5pm Monday to Friday on 1800 442 622.

Information you need to register your admission:

- + Personal details; Next of kin; Emergency contact details
- + Private health insurance membership number, and table or level of cover
- + Medicare card number
- + Pension card / Health benefits number
- + Pharmacy benefits card / Safety net card number
- + Credit or debit card details
- + Clinical history / medications list

Where applicable:

- + WorkCover / Third party insurer details
- + DVA member number (for Veterans)
- + Self funding information (if not claiming private cover) - item numbers and length of stay. These will/should be provided by your treating doctor.

How to book online

The first time you use the booking system you will need to create your personal account using a secure password with a minimum of eight characters, two of which must be numerical.

You will receive an email notification to validate your account in order to enter your secure site.

Once you log-in to your webpage, click **“New Booking”**.

Once you enter your personal account you will have access to a detailed document explaining all the features of our hospital booking system.

Complete your booking at your leisure. You can partially complete a form and return at a later date to finalise and submit to the hospital. Your partially completed booking will be saved and available for editing in the **“Incomplete tab”**.

You will receive email notifications from the hospital advising you to log into your secure account for information updates relating to your admission. Documents will be sent to you that require your electronic signature.

Once signed you will be directed to a secure portal where you will be able to store your credit card / debit card details and / or make any out-of-pocket payments prior to admission.



Fees and charges

Private Health Insurance

If you have private health insurance please speak to your health fund prior to admission to ensure you understand your level of cover.

Important questions to ask your health fund are:

- + Does my policy cover me for this admission? *(If you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of your admission).*
- + Do I have an excess or co-payment on my insurance policy? *(If your policy has an excess or co-payment you will be requested to pay the amount prior to your admission).*
- + Does my policy exclude or restrict payment for some treatments, for example cardiac, orthopaedic, intensive care or rehabilitation?
- + Are prosthetic or disposable items used in my intended surgery covered by my insurance?

Department of Veteran Affairs (DVA) patients

- + Gold card-holders are covered for all care (shared accommodation only).
- + White card-holders are covered subject to approval by DVA.

Work Cover/Third Party Compensable

Total payment of your estimated costs are payable prior to admission unless approval for admission has been confirmed by your insurance company prior to admission.

Self-insured patients

Please contact Clerical Preadmissions on telephone number 07 3834 4348 prior to your admission for an estimate of fees and charges.

It is important that you understand this is an estimate only, as in the event of unforeseen complications or variations from the proposed treatment, the fees payable may increase.

Total payment (other than any ancillary charges) must be made on or prior to your admission.

International patients

If you are insured with an overseas company, you will be asked to pay the estimated cost on or prior to your admission and follow up with your insurer will be your responsibility.

Please contact Clerical Preadmissions on 07 3834 4348 prior to your admission for an estimate of fees and charges.

Additional Costs

Doctors' fees: These are billed separately by your doctor(s). Please discuss these with your doctor before your admission. Depending on the reason for admission, you may receive accounts from one or more of the following:

- + Surgeon
- + Anaesthetist
- + Surgical assistant
- + Other doctors who become involved in your care.

Pharmacy: Any medicines not related to your admission and medications prescribed for discharge.

Pathology services: For example blood tests/tissue examination.

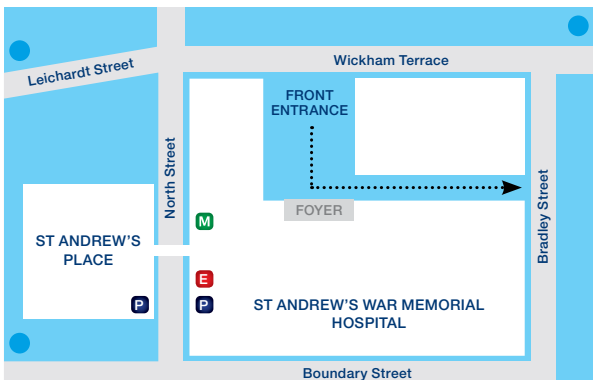
Diagnostic imaging: For example x-rays / CT scans.

Emergency Centre: If you receive treatment in the St Andrew's War Memorial Hospital Emergency Centre prior to your admission or following your admission, a separate account will be rendered for these services.

Other: Extra meals, boarding.

Making your way to St Andrew's War Memorial Hospital

Detailed information can be found at www.standrewshospital.com.au



Parking and public transport

Train and bus

The closest rail station is Roma Street Station. An alternative is to disembark at Central Station and catch the free City Spring Hill Loop 30 bus to the hospital, from Stop 141 on Edward Street.

Taxis

Two free courtesy phones to taxi companies are positioned at the main reception of the hospital.

Car

Please be aware of parking restrictions in the streets around the hospital, paid parking is available at the following locations:

Main hospital car park

Entry via North Street. This car park uses licence plate number recognition - you will not receive a paper ticket. You can pay for your parking with cash or card at the pay station on Level 3 (beside the Café) or you can pay on exit by credit card. Please ensure you know your licence plate number. Please note the maximum height clearance of the main hospital car park is 1.95 metres.

Rates

To see car parking rates for the main hospital car park, please visit our website www.standrewshospital.com.au/patients-and-visitors/visit-the-hospital or scan the QR code.



Other car parks nearby

Other car parking options in the local area include:

- Secure Parking - St Andrew's Place (entry via North Street)
- Secure Parking - Fortescue Street (entry via Fortescue Street)
- Wilson Parking - Little Edward Street Car Park (entry via Hope Street).



Visiting hours and patient rest periods

General enquiries: 07 3834 4444

General visiting hours: 10am - 8pm

Exceptions for these are:

Intensive Care Unit (ICU): 11am - 12.30pm and 3pm - 8pm

Rest period

Visiting hours are in place to allow a rest period for patients. Please note that specialised wards have additional rest periods:

Wards 2F, 4E; 4F and 5F: 1.00pm - 3pm

Protected Meal Times

Some wards also observe protected meal times. During these times we restrict activity in order to encourage nutritional intake. We would ask for limited visitation at these times unless you would like to assist with meals.

Wards 3F and 4E:
Breakfast: 7.30am – 8.30am
Lunch: 12.30pm – 1.30pm
Dinner: 5.30pm – 6.30pm

Accommodation services

The following is a list of accommodation options within close proximity to the hospital. As discount rates may be offered, please mention that the purpose of your stay is to visit a patient at St Andrew's War Memorial Hospital.

Pacific Hotel Brisbane

345 Wickham Terrace
Spring Hill, QLD, 4000
P 07 3831 6177

E reservations@pacifichotelbrisbane.com.au

Hotel Grand Chancellor

23 Leichardt Street
Spring Hill, QLD, 4000
P 07 3831 4055

E reservations@hgcb Brisbane.com.au

Holiday Inn Express Brisbane Central

168 Wharf Street,
Spring Hill, QLD, 4000
P 07 3833 8888

E res.bneex@proinvesthotels.com

Punthill Apartment Hotel

40 Astor Terrace,
Spring Hill, QLD, 4000
P 07 3055 5700

E brisbane@punthill.com.au

The Summit Apartments

32 Leichardt Street,
Spring Hill, QLD, 4000
P 07 3839 7000

E info@thesummitapartments.com.au

The Johnson

477 Boundary Street,
Spring Hill, QLD, 4000
P 07 3085 7200

E johnson.res@artserieshotels.com.au

The Sedgebrook on Leichardt Apartment

83 Leichardt Street,
Spring Hill, QLD, 4000
P 07 3831 6338

M 0416 496 891

Please call the above phone numbers for information regarding booking and costs.

If you are travelling to Brisbane from a rural or remote area our concierge-style service **Rural Health Connect** can provide priority access to some of Brisbane's best specialists, co-ordinating appointments and offering advice on travel and accommodation services (special rates available). Please dial 07 3834 4499 or email: concierge@uhealth.com.au

If you have had your travel approved under the **Queensland Government's Patient Travel Subsidy Scheme**, you may be eligible for assistance towards the cost of any outpatient accommodation. Please check with your regional hospital regarding this or for more information contact 13HEALTH or dial 13 43 25 84.

What to bring to hospital

Make sure you follow your doctor's instructions regarding fasting times for food and fluids (including water) and confirm whether you should take your usual medications.

- + Doctor's letters, reports, notes and consent forms.
- + A copy of your online hospital admission booking document (printed from www.bookmyadmission.com.au).
- + All relevant x-rays and scans.
- + Certified copies - Statement of Choices forms, Acute Resuscitation Plan, Power of Attorney or Advance Health Directive (if applicable).
- + Credit card for payment of excesses, co-payments or incidentals.

Medications

- + An up-to-date list of ALL the current medications you are taking.
- + Bring sufficient supplies of your medications in their original, labelled packaging for the entire duration of your stay. If your medications are packed in a dose administration aid, e.g. Webster Pack, please be aware that these cannot be used during your hospital stay as our staff cannot verify the content, age or prescribed dose. **If the pharmacy is required to resupply prescriptions or medications this will be at an additional cost to you.**
- + Remember inhalers, creams, ointments, patches, eye or ear drops, injections and herbal or complementary medicines.
- + Bring your medication repeats and any authority scripts.
- + On admission to the ward your medications will be secured in a locked receptacle for safety purposes.

Personal belongings (Please bring your personal belongings in a small secure bag)

- + Nightwear, dressing gown, slippers or comfortable flat shoes and a light jacket.
- + Toiletries.
- + Physical aids (e.g. spectacles, hearing aids, walking stick).
- + Reading materials.

Please note St Andrew's War Memorial Hospital does not take responsibility, nor is liable, for the loss or damage of money, personal property or valuables brought into the hospital.

Room accommodation

While we endeavour to provide the type of room you have requested, we cannot guarantee availability as beds are allocated on the morning of your admission based on clinical need. You will be charged for the room that you occupy regardless of your accommodation preference. Workers' Compensation and Department of Veterans' Affairs patients are provided with shared room accommodation.

On the day of admission

The main entrance of the hospital is located on 457 Wickham Terrace, Spring Hill. Patients can be dropped off and collected from this entrance.

On the day of your admission:

- + Bathe / shower but do not apply any powders or creams.
- + Do not wear make-up, nail polish, false nails or jewellery (remove all piercings).
- + Do not smoke or drink alcohol for 24 hours before your surgery.
- + Wear comfortable clothes.

On arrival

Please present to the Main Reception desk in the main foyer of the hospital at the time specified by your doctor.

The Clerical Admission Process

A staff member will register your attendance and you will be asked to take a seat. Patients are admitted according to their procedure time, not their admission time to the hospital.

On admission we will ask you to confirm the information previously provided and sign the following documentation:

- + Health Fund Claim form.
- + Informed Financial Consent.
- + Acknowledgment and Disclaimer form.

At this time any applicable excess or co-payment not yet paid will be collected. Payments can be made by Credit Card, EFTPOS (limits apply) or cash at the Admission Desk. It is a requirement of your admission that we collect and store your credit / debit card details.

Note: The admission staff are aware of the theatre schedule and timing of other procedures you may need to undergo prior to surgery. We will make every effort to keep your wait to a minimum.

If you are being admitted for an operation or procedure, it is most likely that you will go directly from admissions to the Surgical Admissions Lounge and then to the ward post surgery. For your convenience we have monitors in the waiting area at reception and in the Little Birdee Café so that your relative or friend can track your journey throughout St Andrew's War Memorial Hospital.

Going to theatre

You will be escorted to the Surgical Admissions Lounge by a volunteer if you are having surgery or a procedure. Please be aware that only patients who require a carer (due to disability or other extenuating circumstances pre-approved by hospital administration) are permitted to have a support person accompany them to the surgical admissions lounge. For paediatric patients, one parent or guardian may accompany their child to theatre. Your paperwork will be handed to the nursing staff in the Surgical Admissions Lounge by the volunteer. You will once again be asked to take a seat until you are called by the nursing staff who will prepare you for your procedure. You will then be escorted through to the procedural area and the nurse will ask you to confirm your medical history and assist you to change into theatre attire. Your surgeon and anaesthetist may visit you during this period.

Children undergoing surgery

Please dress your child in two piece pyjamas and bring a soft toy. For bottle fed infants, you will need to bring pre-prepared formula.

Children under the age of 14 must be supervised at all times by a parent, guardian or carer.

For children under 14 years we respectfully ask that one parent accompany their child and be available during the recovery stage.

If both parents choose to attend, please note that only one parent will be allowed into the Day Surgery Unit at a time.

We understand that family units often consist of more than one child, however for the safety and privacy of yourself and others, we request only the child that is undergoing the operation attend the hospital.

Speaking to your doctor after surgery

If your relative or carer would like to speak to your surgeon after your surgery, please give their contact details to the staff in the Surgical Admissions Lounge and we will request the surgeon to make contact after surgery.

Going to the ward

If you are being admitted to a ward, arrangements will be made to escort you to the ward when your accommodation is available.

Going home the same day

If you are having a Day Procedure, it is important that you comply with the following important requirements:

- + Arrange for a responsible person to collect and stay with you for the first 24 hours following your Day Procedure. If on admission, arrangements have not been put in place; your procedure may have to be cancelled.
- + Do not drive your car or use heavy equipment for the 24 hours following your procedure, as anaesthetic drugs cause drowsiness.
- + Do not sign any legal documents or make important decisions for 24 hours following your procedure.
- + The nursing staff will record the name and number of the person who is collecting you after your surgery / procedure. They will contact the nominated person and tell them the approximate time you will be ready to be collected. There is short term parking available at the front entrance for patient pick-up.
- + Follow the post-procedural instructions given to you and contact your doctor or present to an Emergency Department should you have any post-procedural complications.
- + If you are an Endoscopy patient following your procedure the results of your investigation will be sent to your General Practitioner (GP).

Going home from the ward

Following an overnight admission, discharge time is usually between 9am and 10am. We ask that you respect this time so that we are able to accommodate other patients awaiting surgery or treatment. Before you leave, you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.

You should plan ahead for your discharge as much as possible. Patients with ongoing medical and complex care needs may be eligible for home care support following discharge from hospital. If you believe you or your loved one will require ongoing care and additional support following discharge, please do not hesitate to alert your treating team who will arrange for our Complex Care Team to assist you if appropriate.

Patient Rights

A right to health care

You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere. You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

A right to safe and high quality care

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider. Let your provider know any circumstances that might make your health care riskier.

A right to be shown respect, dignity and consideration

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender. It is important to tell your healthcare provider of any changes in your circumstances. You should provide verbal consent prior to service or treatment prior to physical examination by a health practitioner which includes, but is not limited to: assistance with showering, cleaning or toileting and insertion of an intravenous cannula or administration of an injectable medication.

A right to be informed about services, treatment, options and costs in a clear and open way

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you. You can contribute to communication by being as open and honest as you can be. To understand the instructions given to you, you can ask questions if you would like more information. You can use interpreters if English is not your first language. Interpreter services are free and can be provided in person or by phone.

A right to be included in decisions and choices about care

You are encouraged to participate in decisions about your care. Ask questions if you are unsure about what is happening to you. Involve your family or carer if this makes you more comfortable and sure.

A right to privacy and confidentiality of provided information

You are able to see your records and ask for information to be corrected if it is wrong. In some situations your health information will need to be shared between healthcare providers. You can also contribute by respecting the privacy and confidentiality of others.

A right to comment on care and having concerns addressed

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know. The procedures used by the health service organisation to comment about your care should be made available to you. You can provide verbal or written comments about the procedures and your experiences.

Your responsibilities as a patient are:

- + To provide the hospital and your doctor(s) accurate/complete information about your medical history, (physical or psychological), medications, allergies, and current health condition and special needs for discharge from hospital.
- + To clarify and discuss any aspect of your care you do not understand with your healthcare team.
- + To follow your healthcare plan and comply with any instructions for your care and safety to act in a manner that does not compromise your safety.
- + To consider the rights of other patients, particularly in relation to noise (personal space, radios, mobile phones, TVs and visitors) and property within the care area.
- + To respect and treat staff with courtesy and ensure that your family and visitors act accordingly. The hospital has a zero-tolerance policy in respect to harassment, verbal abuse, bullying and aggression, and breaches will result in security intervention.
- + To accept financial responsibility for all services rendered.
- + Adhere to infection control measures: patients and visitors should practice good hand hygiene, and follow infection control guidelines to prevent the spread of infection.
- + Stay 1.5m away from others if possible
- + Follow requests from the facilities to help keep patients and staff safe

More information about the Australia Charter of Healthcare Rights

For more information, please visit the Australian Commission on Safety and Quality in Healthcare by scanning the QR code.

Or scan this QR code to read the Australian Charter of Healthcare Rights in several different languages.



Privacy policy and collection of personal information

As part of your admission, the hospital collects personal information from you, which is used during your admission and to communicate with your health fund.

St Andrew's War Memorial Hospital complies fully with the Privacy Act 1988 (Cth) OR Privacy Act 2009 (Qld) and all other relevant Commonwealth and State Legislation regarding the collection and use of personal information. On admission, you will be requested to acknowledge and sign that you have read, understood and consented to the collection and use of your personal information. From the form, you will see that you have a choice about how some of your information may be used, so when completing your documentation read the document closely.

In relation to your personal information you have the right to:

- + Withdraw any consent to use the information (Note: This may impact on your medical care);
- + Request to restrict or limit access to specific persons (hospital to be notified);
- + Obtain access to and correct any error in the information;
- + Complain if your information has not been kept confidential or private;
- + Request to access your medical record (a fee may apply).

To access your personal information held by the hospital (including your medical record) please write to:

The General Manager
St Andrew's War Memorial Hospital
GPO Box 764
BRISBANE QLD 4001

Your safety in hospital

Your safety is our priority. The hospital has a number of programs in place to assist in maintaining your safety during your stay.

Our strategies include:

- + Preventing falls.
- + Reducing the risk of developing a blood clot.
- + Preventing pressure injury.
- + Reducing the risk of infection.
- + Confirming correct patient identity prior to any care delivery.
- + Medication safety management.

Written information is available regarding all of these programs. If you would like further information please ask your nurse.

Should you have any concerns during your stay, please ask to speak to the Clinical Nurse Manager or your doctor.



Let us know

If you're worried, we're worried

Let us know is an escalation process to immediately address the concerns about a patient's condition.

You may be the first to detect these changes, before it is obvious to your healthcare team.



STEP 1 – TALK to your nurse or doctor who will listen to your concerns

- + If you aren't satisfied with the response, move to step 2



STEP 2 – TALK to the nurse in charge

- + If you aren't satisfied with the response, move to step 3



STEP 3 – CALL 1800 960 388

- + Activate **Let us know** by telephoning **1800 960 388**
- + Tell them you are activating **Let us know** and give your name, ward, bed number and doctors name.
- + A senior clinician will be with you within 15 minutes.

For more information visit standrewhospital.com.au/letusknow

How to provide feedback

We welcome feedback from our patients, their families and carers. If you would like to provide positive feedback, make a suggestion about how we can improve our service or make a complaint about care or other aspects of your hospital experience, we would like to hear from you.

St Andrew's War Memorial Hospital uses Patient Experience Feedback forms, the Special Thanks and Recognition Program (thank you cards) and Patient Discharge Surveys to enable us to gather patient feedback. If you have an extended stay you may be asked to comment on different aspects of your hospital experience while you are still in hospital. You may receive a visit from a volunteer asking for your confidential feedback just prior to discharge. If you are not contacted and wish to provide feedback please ask the receptionist in your clinical area.

If you have issues about the medical or nursing care while you are in hospital, ask to speak to the Ward Clinical Nurse Manager or After Hours Coordinators (after hours) who will be able to assist you directly or contact the appropriate person.

If you are not happy with the manner in which your feedback was managed or if you wish to make a more formal complaint you can write to either the General Manager, or the Risk and Quality Department.

Address: GPO Box 764, Brisbane QLD 4001

Email: SAWMH-RiskandQuality@uhealth.com.au

or contact us by clicking on the Provide Feedback button on the hospital's website: standreshospital.com.au

If you made a complaint about your care and considered it not to have been adequately resolved you may contact: The Office of the Health Ombudsman, telephone 13 36 46 or visit www.oho.qld.gov.au. A complaint specifically about health insurance can be lodged with: The Private Health Insurance Ombudsman, telephone: 1800 640 695 or email info@phio.org.au.



About the hospital and your stay

Your accommodation

Bed allocations are made on the day of admission. The allocation of private room accommodation is made subject to clinical need and availability.

Your meals

As part of our commitment to excellence your satisfaction is our goal. The menu is created with the expertise of our Food Services and Nutrition Departments. The food at our hospital is freshly prepared. The menu choices have also been designed to meet your nutritional requirements.

Tea and Coffee facilities

Tea and coffee facilities are available on each ward for the comfort of you and your family members. If you are not sure where these are located, please ask one of our friendly staff.

Call bells

Each bedside has a handset that operates both as a call bell for nursing assistance and a switch for your over bed light. Call bells are also located in the bathroom next to the shower and next to the toilet. Your nurse will advise you how to use the call bell.

Telephones

All general ward beds have a telephone which you can use to make local calls only.

Patient enquiries

All telephone enquiries should be directed to the hospital switchboard on 07 3834 4444. If you are an inpatient we recommend that your family and friends do not telephone until mid morning to allow routine patient care activities to be undertaken. We also suggest that you designate a family member to be the central point of call to keep your family and friends informed of your progress.

Television

Each bed is equipped with a television for patient use. In addition to regular free-to-air programming, some digital radio stations are also available.

Internet access

WiFi is available throughout the hospital. To use the hospital WiFi, log in as UCH_Guest on your electronic device.

Mail Delivery / Posting

Mail is distributed to hospital wards Monday to Friday. Mail may be posted in the post box located on Wickham Terrace.

Electronic Device Charging Station

An electronic device charging station is located on level 3 opposite the reception desk near the main entrance.

Pastoral Care services

Chaplains, ministers, priests and lay people are available to visit members of their denominations. Chaplains also regularly visit each ward and are available to support patients and their families. Please ask one of the nursing staff to arrange a visit. There is a chaplain on call at all times for emergency situations. Holy Communion is available on request and Baptisms are available in emergency situations.

Chapel

The Chapel is located on Level 3 just off the main foyer of the hospital. It is available at all times for reflection, prayer and as a quiet and sacred place. A short devotional service is held each Wednesday in the Chapel at 11am. If you would like to attend the service, please speak with one of the nursing staff. The service is broadcast on the Pastoral Care Television Channel on the television in your room.

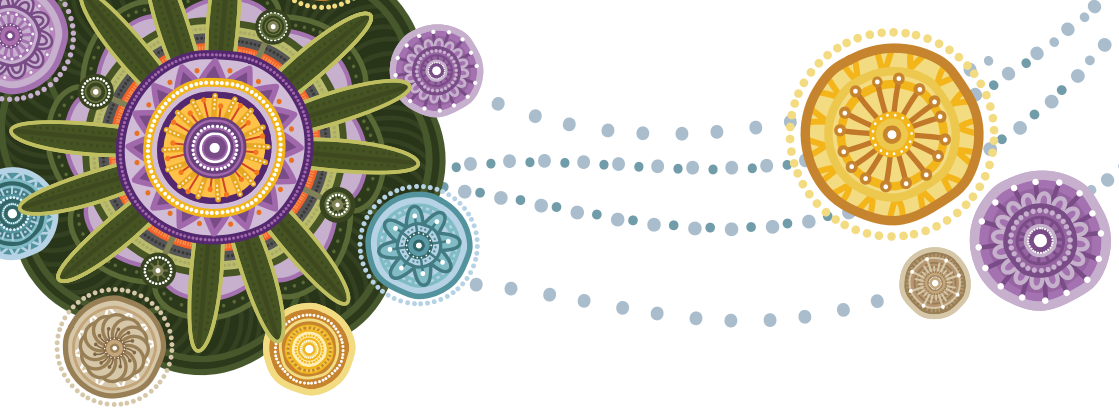
Volunteers

During your time in hospital you may meet some of our valued volunteers who perform a variety of roles to assist patients, visitors and staff. Our patient escort and surgical admission lounge volunteers may assist you following admission. Other volunteers may visit you in your ward to offer time for a friendly chat, to care for your flowers, or to ask you if you wish to provide feedback on your experience here as a patient. There is also a central Helpdesk on Level 3 that operates weekdays to assist with general enquiries.

Hospital Auxiliary gift shop and trolley

Members of the St Andrew's War Memorial Hospital's Auxiliary have played an important role in the hospital for well over 60 years. The gift shop offers a selection of gifts, toiletries, confectionary and magazines for purchase. The shop is located on Level 3, on the right of the main foyer near the main entrance.

A mobile magazine and sundries trolley is also operated by The Auxiliary throughout the day from Monday to Friday, and Saturday mornings.



Aboriginal and Torres Strait Islander Peoples Support Service

With respect for culture, we are committed to reconciliation and supporting you and your family on your healing journey, both during and after your visit to St Andrew's War Memorial Hospital. Our Aboriginal and Torres Strait Islander Peoples Support Service consists of First Nations staff who are available to support your cultural and emotional wellbeing while in hospital.

To contact our Aboriginal and Torres Strait Islander Peoples Support Service, please:

- + Call 0448 092 680 anytime. If it goes to message bank please leave a message.
- + Speak to your treating team at any time if you'd like to access support.
- + Scan the QR code to visit our website for more information.



Veteran Liaison Officer

St Andrew's Veteran Liaison Officer can assist those who serve or who have served in defence of our nation and their families in arranging services funded by the Department of Veterans' Affairs (DVA) that you may be entitled to, such as home care services, counselling, transport and community nursing. Our Veteran Liaison Officer can also act as a single point of contact for veteran patients and their carers with regard to any issues or concerns you may have.

At St Andrew's, the Complex Care Coordinator is the designated Veteran Liaison Officer and can be contacted on 0400 798 998 or 0439 708 323. We also have Padre's on site if you would like to talk or pray. A Padre can be contacted on 07 3834 4487 or our friendly nursing staff can contact them on your behalf.

Little Birdee Café

Little Birdee Cafe is located on level three, near the main entrance.

Open: Monday - Friday from 6.30am – 7pm and 8am - 3pm on weekends and public holidays.

Clinical services provided by other parties

Pathology

Pathology services are supplied by a number of third party service providers who attend the hospital campus (e.g. QML or Sullivan & Nicolaides). Your doctor determines which provider is used. Charges for pathology services will be billed separately by the individual provider.

Radiology

I-Med Radiology provides inpatient radiology services to hospital patients. Charges for radiology (or imaging) services performed during your hospital admission will be billed separately.

Pharmacy

Medications for inpatients of St Andrew's War Memorial Hospital are supplied by Slade Pharmacy located on campus. They will dispense new medications prescribed during your admission and ensure that you are supplied with the required medications on discharge. Charges for medications dispensed during your admission and on discharge that are not covered by your health fund will be charged to your credit card. Slade Pharmacy has a range of essential toiletries and a few over the counter medications.

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2. Scan the QR code to read today's news



Other information and support

Health fund support

For holders of White or Gold Cards issued by the Department for Veterans Affairs, a Veterans Affairs Liaison Officer is available to assist with coordination of your care, liaison with the Department of Veterans Affairs and to provide support. To contact DVA please telephone 13 32 54 (local) or 1800 555 254 (regional - free call).

Advance Health Care Directive

An advance health directive (AHD) - sometimes called a living will - is a formal way to give instructions about your future healthcare. It comes into effect only if your cognitive health deteriorates and you become unable to make your own decisions. (i.e. lose capacity to make decisions).

Please ensure that if you have an AHD you forward this document to us when you book your admission online at www.bookmyadmission.com.au or that you bring a copy on the day of your admission.

For more information go to: www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/power-of-attorney-and-making-decisions-for-others/advance-health-directive/

EPOA information

Enduring power of attorney (EPOA) is a legal document that outlines who you would like to manage your affairs.

Please ensure that if you have an EPOA you forward this document to us when you book your admission online at www.bookmyadmission.com.au or that you bring a copy on the day of your admission.

Smoking

Smoking is prohibited at all Queensland public and private hospitals and health facilities, and for five metres beyond their boundaries. These no-smoking laws apply at all times and include the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes (e-cigarettes).

Due to the smoking laws, nurses will not accompany or assist patients to exit the building to smoke, and patients leaving the hospital grounds to smoke do so at their own risk and/or cost. Patients with concerns about not being able to smoke while in hospital should discuss these concerns with their doctor.

For information regarding tobacco laws call 13 74 68 or to quit call Quitline on 13 78 48.

How you can help St Andrew's War Memorial Hospital

St Andrew's War Memorial Hospital has been saving lives for more than 60 years. After opening its doors to people of Brisbane in 1958, the St Andrew's team has been touching hearts and keeping families together, earning the reputation as a world-class hospital, particularly for complex clinical procedures.

St Andrew's has grown into a major hospital for people throughout Queensland, proudly utilizing 250 beds, 15 operating theatres and three cardiac catheter labs.

As a not-for-profit hospital providing excellence in complete care, we have a constant need to invest in ground-breaking technology and treatments to ensure world-class healthcare for our patients.

We are only able to offer this world-class treatment and care thanks to the generosity of people like you. A gift to St Andrew's will help to ensure peace of mind for patients and their families for generations to come.

If you would like to help St Andrew's continue to provide excellent and compassionate care, please donate via:

1. Our Fundraising team on **1800 961 441** or by email **fundraising@standrewhospital.com.au**
2. Send your cheque in to:
Fundraising
St Andrew's War Memorial Hospital
GPO Box 2240
Brisbane Qld 4001
3. Go to our website: **standrewhospital.com.au** and click on **Make a Donation**

All donations over \$2 are tax deductible and we will send you a receipt.

Thank you!



St Andrew's Emergency Centre

Should you require urgent or emergency care following your discharge from hospital, St Andrew's Emergency Centre is always here for you, 24/7.

In an emergency, please dial triple zero (000) and ask the Ambulance Service to bring you to St Andrew's Emergency Centre. Otherwise you can make your own way to St Andrew's Emergency Centre.

For more information, please visit our website
www.standreshospital.com.au/emergency

St Andrew's Emergency Centre

North Street, Spring Hill QLD 4000

Phone: (07) 3834 4455



OPEN 24/7

**St Andrew's War Memorial Hospital
Emergency Centre**

St Andrew's War Memorial Hospital

457 Wickham Tce, Spring Hill

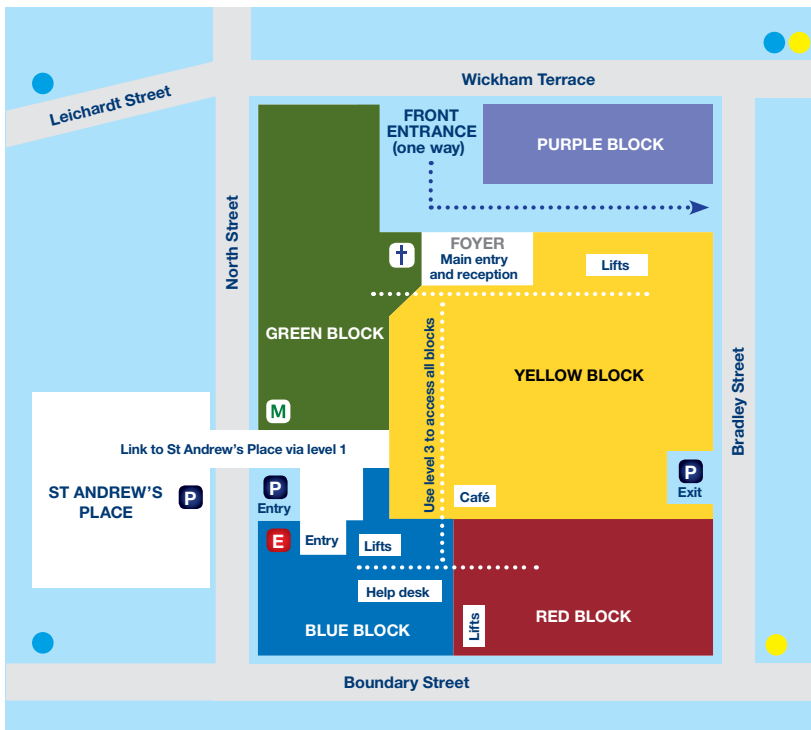
Main Reception: (07) 3834 4444

Facsimile: (07) 3834 4256

GPO Box 764

BRISBANE QLD 4001

standreshospital.com.au



- E Emergency Centre
- Bus Stop
- Spring Hill Loop (free bus)
- M North Street Medical Centre
- P Parking

April 2024