

# Patient Information Directory

For further details see our website:  
[northparkprivatehospital.com.au](http://northparkprivatehospital.com.au)

 Northpark Private

For your own copy of  
this guide, please scan  
the code with your  
smartphone camera.



SCAN ME



Community of Care

 **Northpark**  
PRIVATE HOSPITAL  
by Healthscope





# Contents

<b>Welcome to Northpark Private Hospital</b>	<b>4</b>	Consumer consultant	10
<b>Introduction</b>	<b>4</b>	Emergency and safety procedures	10
<b>Hospital Facilities</b>	<b>5</b>	Pastoral care services	10
REACH Calls	5	Patient finder	10
Electrical equipment	5	Quality and safety	10
Housekeeping	5	<b>Healthscope Privacy Policy Summary</b>	<b>10</b>
Incoming calls	5	<b>Patients' rights and responsibilities</b>	<b>12</b>
Mail	5	Your rights	12
Meal service	5	Your Responsibilities	13
Personal laundry	5	<b>Preventing falls</b>	<b>14</b>
Smoking	5	<b>Let's work together to prevent hospital falls.</b>	<b>14</b>
Staff identification	5	Please use the call bell	14
Telephone calls	6	Walking, balancing and exercise	14
Television sets	6	Bathroom and toilet	14
Valuables	6	Footwear	14
Visiting hours	6	Mental state	14
<b>Clinical Care &amp; Treatment</b>	<b>6</b>	<b>Infection Prevention &amp; Control</b>	<b>15</b>
Aboriginal and Torres Strait Islander Health	6	Hand Hygiene	15
Back to bedside	6	Infection prevention and control precautions	15
Child safety – Keeping your child safe	6	Infection prevention and control related to	
Discharge procedures	7	surgical procedures	16
Interpreter services	7	Antibiotics	16
Leaving your room	7	Food safety	17
Lifting policy	7	<b>Blood Clots</b>	<b>17</b>
Medical staff	7	Reducing your risk	17
Medications	7	Why are blood clots a problem?	17
Mental Health Program	7	How are blood clots prevented?	17
Nurse call button	8	Why is the risk of blood clots high in hospital?	18
Nursing staff	8	When you go home from hospital	19
Pathology	8	<b>Skin Care &amp; Preventing Pressure Sores in Hospital</b>	<b>19</b>
Pharmacy	8		
Students	8	Skin care in hospital	19
Veterans' liaison officer	8	Risks of pressure sores in hospital	20
<b>Financial Information</b>	<b>9</b>	Reducing your risk of pressure sores in hospital	
<b>Further Information</b>	<b>9</b>	20	
Advance Care Directives	9	<b>Additional information</b>	<b>21</b>
Compliments, complaints and suggestions	9	Top tips for safe health care	21

# Welcome to Northpark Private Hospital

Welcome to Northpark Private hospital and thank you for choosing us to manage your care. We understand that coming to hospital for a procedure or medical admission can be a stressful time, and we strive to ensure that you have the best possible experience. The purpose of this booklet is to provide information to assist you during your stay.

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

We welcome suggestions from you about how our services can be improved, and we gratefully accept your comments. Northpark's philosophy is all about patient experience. Northpark Private Hospital is dedicated to providing the highest standard of care to patients.

## Introduction

Northpark Private Hospital provides a broad range of specialist inpatient, day patient and outpatient services. These services include surgical, medical, mental health, maternity, special care nursery, early parenting and consulting suites.

Northpark Private Hospital has been providing high quality care to Melbourne's northern suburbs for over 40 years. With 144 beds, the hospital is conveniently located in Bundoora, close to all public transport. Northpark was built in 1979, and in 2011 underwent a \$35 million redevelopment, seeing the addition of five state-of-the-art operating theatres, an additional 42 beds and new consulting suites with the capacity for over 100 health care specialists.

Northpark has also opened a four-bed High Dependency Unit with 24-hour medical cover. In addition to our wide range of on-site specialist facilities, we provide a number of allied health support services, including physiotherapy, occupational therapy, dietetics, speech pathology and social workers.

Our hospital is accredited against the National Safety and Quality Health Services (NSQHS) standards and is a member of the Australian Council on Healthcare Standards (ACHS).

### The services at Northpark Park Private include;

- Bariatric Surgery
- Breast Service
- Cardiology
- Ear, Nose and Throat Surgery
- Gastroenterology
- Gastro-Intestinal Surgery
- General Medicine
- Gynaecology and Obstetric Surgery
- Laparoscopic Surgery
- Lithotripsy Procedures
- Maternity and Special Care Nursery
- Mental Health
- Early Parenting
- Nephrology
- Neurology and Neurological Surgery
- Ophthalmology
- Oral Maxillofacial Surgery
- Orthopaedic Surgery
- Paediatric Surgery
- Plastic and Reconstructive Surgery
- Respiratory Medicine
- Sleep studies
- Urogynaecology
- Urology
- Vascular Surgery

Northpark Private Hospital acknowledges the Wurundjeri people of the Kulin nation as the traditional custodians of the land.



## Hospital Facilities

Northpark Private Hospital offers a range of private and shared, fully air-conditioned accommodation. Where possible, we will attempt to meet your accommodation requests. We cannot guarantee that private rooms will always be available as rooms are allocated on the basis of clinical need. All rooms have en-suites and each bed is equipped with a television.

### REACH Calls

Northpark is committed to patient safety and high quality care. It is important that parents, family and carers know how to make a REACH call if you are concerned about your loved one suddenly becoming more unwell. REACH is a process to escalate a recent change or condition of your loved one to the Hospital Coordinator who responds immediately to a call for urgent medical help.

If your loved one needs urgent medical help, ask a staff member to make a REACH call or press the emergency buzzer in your room.

### Electrical equipment

All personal electrical equipment brought into the hospital with you must undergo an electrical safety check. Please advise staff if you have any personal electrical items (e.g. a shaver or hairdryer). This includes mobile phone chargers and other electrical cables.

### Housekeeping

Your room will be serviced daily or more frequently if required.

Please notify nursing staff if you have a concern with any aspect of the housekeeping service. While every effort is made to ensure that the room is well maintained, if you identify any maintenance issues, please advise the nursing staff or the Nurse Unit Manager.

### Incoming calls

Please ask the staff for the direct number for the phone in your room. You may give this number to your friends/relatives and they may call you directly in your room. Alternatively, you may have your calls come via the switchboard. There may be a delay in transferring these calls particularly during peak periods.

### Mail

Mail is delivered to your room daily. Outgoing mail may be given to nursing staff on your ward or left at reception, and will be posted daily.

### Meal service

We pride ourselves on our nutritious and appetising choice of meals from the menu provided. If you have any special dietary requirements or food allergies, please advise the nursing staff on admission.

### Personal laundry

Patients' laundry is the responsibility of friends or relatives.

The hospital does not accept responsibility for lost clothing.

### Smoking

There is NO smoking permitted inside any hospital building.

### Staff identification

All staff wear name badges as a means of identification and internal security. The badges show the staff members name and title.



## Telephone calls

There is a telephone adjacent to every bed for patients' use. To make a local call simply dial '0', listen for dial tone then dial the number. All local calls are free of charge.

## Television sets

Television sets are provided at all beds. There are also televisions in each of the patient lounges.

## Valuables

We strongly recommend that you do not bring jewellery or large amounts of money into hospital with you.

## Visiting hours

Please refer to the Northpark Private Hospital website for current information on visiting hours and arrangements for each ward.

Please click on the Visitors button on the top menu bar of the webpage or go to:

**[northparkprivatehospital.com.au/visitors](http://northparkprivatehospital.com.au/visitors)**

# Clinical Care & Treatment

## Aboriginal and Torres Strait Islander Health

Northpark is committed to ensuring we provide relevant and high quality care to people of Aboriginal and Torres Strait Islander descent. We will ask you about your indigenous status to help us provide culturally appropriate care. If you are of Aboriginal and Torres Strait Islander descent and would like any additional support or information, please let your nurse know.

## Back to bedside

### Patient-centred care

Northpark Private Hospital supports patient-centred care, which encourages active involvement of patients and their families in the decision making of treatments and planning of care. Staff endeavour to be respectful of and responsive to individual patient's preferences and values.

## Patient rounding

During your stay, our staff will check on you frequently to ensure you are comfortable and have everything you need close at hand. However, if you need staff urgently in between these rounds or for an emergency, please do not hesitate to press your call bell button.

## Bedside handover

To ensure that your care is handed over safely and accurately to the next nursing shift, staff discuss your care at your bedside. Please use this opportunity to ask our staff any questions about your care or raise any concerns you may have.

## Patient care board

On the wall in your room is a patient care board. This board has important information on it, such as the name of the nurse looking after you, and is used to keep you updated about your care.

You or your visitors are welcome to write any questions you may have on the board.

## Patient feedback

Your feedback is important to us. After discharge, you may be emailed a patient experience survey. Please take a few moments to complete this.

The feedback that we receive helps us improve our services to meet the needs of our patients and the community. We would appreciate you providing your email address for this purpose. If you would like to complete a paper survey, please inform the Nurse Unit Manager or the Quality Manager.

## Child safety – Keeping your child safe

If your child is here with you in the hospital, please help us to make sure your child is kept safe. Please do not leave your child unattended in your room. If you need to leave your room, please ask a staff member or an identified family member to watch them. All staff wear identification badges.

## Discharge procedures

Your discharge from hospital will be authorised by your doctor. The nursing staff will assist you to make the necessary travel arrangements to get home and to arrange any services that you require in the community. On discharge you will be supplied with all the information necessary for any follow-up care or appointments.

Discharge time is 10.00am. If you will have difficulty leaving by this time, please speak with the Nurse Unit Manager in advance.

Before leaving the hospital, please go to reception desk on the ground floor to finalise any outstanding accounts. Please note that you will receive an account from HPS Pharmacy for discharge medications provided for you to take at home after you leave hospital.

## Interpreter services

Should you require the assistance of an interpreter, please advise your Nurse Unit Manager.

## Leaving your room

If you intend to leave your room for any reason, advise your attending nurse where you are going and for how long, or write it on your care board.

## Lifting policy

Minimal Lift – The hospital has a ‘Safer Manual Handling Policy’ as part of its commitment to providing a safe and healthy workplace. This policy aims to reduce the risk of injury to our staff, as well as to promote independence for our patients by encouraging them to assist in their own transfers, including bearing their own weight as much as possible, thereby helping to maintain/develop strength and mobility. Lifting aids and equipment may be used when necessary.

## Medical staff

All of our Visiting Medical Officers (VMO) undertake a rigorous credentialing process to be able to work at Northpark Private. The doctor who admits you is responsible for your medical care whilst you are in Northpark Private Hospital. Please direct any questions that you have about your medical treatment or tests to your Visiting Medical Officer.

## Medications

If you are taking medications at home, please bring these into hospital with you. The nursing staff will store these securely for the duration of your stay.

## Mental Health Program

Northpark Private Hospital is a leader in the provision of inpatient and outpatient mental health services to individuals experiencing a wide variety of psychiatric conditions. The outpatient program delivers a range of therapeutic programs based on evidence-based models.

The program incorporates educational and skills focused sessions based on models such as cognitive behavioural therapy (CBT) and acceptance and commitment therapy (ACT). This gives outpatients opportunities to better understand their condition, and to develop skills that will assist them in managing their symptoms and promote recovery in a supportive and empathetic setting with highly experienced clinicians.

## What are day programs?

Day programs are group therapy programs for individuals experiencing mental health difficulties in the community. They are for people who require ongoing clinical support and skills learning to help them manage their difficulties. A range of day programs are offered by highly-skilled and experienced mental health clinicians at Northpark Private Hospital, including psychologists and occupational therapists.

The programs may be closed (run for a predetermined number of weeks) or open (ongoing). Confidentiality, acceptance, empathy, and respect are prioritised and reinforced within the group therapy setting. Although day patients are members of a group, the therapists work hard to help each person to achieve their own personal objectives.

### **The aims of the day program are to:**

- Manage the transition to your home and community.
- Provide ongoing assessment and support to individuals that may experience acute distress or crisis.
- Enable recovery through learning evidence-based skills and strategies.
- Assist individuals to avoid hospital, improve their daily functioning, and over the long-term, build a better quality of life.

### **How can someone join a day program?**

A referral is required from a Northpark Private Hospital-accredited psychiatrist. If you do not already receive treatment from a Northpark-accredited psychiatrist, please phone our Intake Worker to assist you in arranging an appointment: (03) 9468 0177. The psychiatrist will assess your suitability for the program, provide a referral and arrange further appointments as required. If you have another psychiatrist from which you receive treatment, the Northpark-accredited psychiatrist will act as a secondary psychiatrist to help manage your referrals and involvement in the Northpark day programs. Private Health insurance or WorkCover funding is strongly recommended. For other sources of funding, please enquire with the Northpark Private Intake Worker on phone (03) 9468 0177.

### **Nurse call button**

Each bedside console has a call button to call for assistance. We will show you how to use this when you arrive. Nurse call buttons are also located in bathrooms and toilets.

### **Nursing staff**

A Nurse Unit Manager (NUM) is in charge of each of the clinical units. They are responsible for coordinating care and ensuring that high clinical standards are maintained. We carefully select our nursing, allied health, catering, housekeeping and administrative staff to ensure we deliver quality patient care and a high standard of customer service. There is also a Hospital Co-ordinator on duty at all times.

### **Pathology**

Clinical Labs Pathology is committed to providing a comprehensive, quality pathology service to meet your health care needs. Our modern laboratory and professional staff are here to serve the needs of doctors and patients in Victoria.

For further information, call Ph: 1300 369 762.

Dorevitch Pathology is one of Australia's leading comprehensive medical laboratory and pathology services. They are dedicated to meeting the needs of Victorian doctors and their patients.

For more information, call (03) 9244 0444

### **Pharmacy**

HPS Pharmacies Bundoora is located on Level 1 of the hospital, across from the Consulting Suite reception area. Access is via the lift from the ground floor or via the stairs to Level 1.

Pharmacy opening hours are:

Monday – Friday 8.30am–6.30pm

The pharmacy is closed on weekends and Public holidays, but is serviced by HPS Pharmacies John Fawcner between 9am and 11:30am on those days.

Services include inpatient and discharge medication supply, medication reviews, general advice and counselling.

We also provide other services include breast pump hire and sale of common over-the-counter medications.

The pharmacy can be contacted on (03) 9037 4200.

### **Students**

Northpark Private Hospital participates in clinical placements for students. These students work under close supervision at all times and sign a confidentiality agreement to ensure privacy.

If you do not wish to have a student assist with your care, please advise the Nurse in Charge.

### **Veterans' liaison officer**

A Veterans' Liaison Officer is available to provide information and support to Veterans' Affairs patients.



Your Nurse Unit Manager can arrange a confidential appointment for you. The DVA Liaison Officer can be contacted on 9468 0392.

## Financial Information

Private health insurance is recommended and Northpark is recognised by all major funds.

Most hospital fees are covered by private insurance with the exceptions of excesses, co-payments, default benefits or exclusions.

Other fees may apply depending upon the type and level of cover that you have.

### Some possible fees include:

- Boarder fees where children, parents or partners stay in addition to the patient when appropriate.
- Crutches and other equipment.

Patients are advised to check with their health fund before admission to confirm their level of cover.

Prior to admission, we will complete a comprehensive check of your cover and we will inform you of all the known out-of-pocket expenses you may incur, including excesses.

Payment can be made via telephone or upon admission to the hospital.

You may pay your account with cash, credit card (1% surcharge applies) EFTPOS, bank cheque or BPAY. We are unable to accept personal cheques.

For patients without private health insurance you may pay the hospital directly. An estimate of costs can be obtained by contacting the Front Office.

If you have been admitted under TAC or WorkCover, Northpark Private Hospital is required to have written approval from the TAC or WorkCover prior to your admission.

Northpark's Front Office staff will be pleased to answer any questions you may have in relation to patient fees on (03) 9468 0100.

Non-hospital fees will be billed separately and may include (a): surgeon, anaesthetist, medical services, pathology, pharmacy, radiology/x-ray, physiotherapy and allied health practitioners

(where no arrangement exists between Northpark and your health fund). Discharge medications will be billed separately by HPS Pharmacy after discharge.

Medicare refunds some non-hospital charges and your health fund may also cover a further portion, but you will be required to pay the balance. If you have any questions about these charges, please check with Medicare and your health fund.

Car parking fees apply – the first 30 minutes are free.

## Further Information

### Advance Care Directives

Advance care planning is an important process that helps you plan for future care, for a time when you are not able to make your health care wishes known.

An Advance Care Directive records your specific wishes and preferences for future care. This includes treatment you would accept or refuse if you had a life-threatening illness or injury. An Advance Care Directive will only be used when you do not have capacity to decide for yourself or to communicate your wishes.

If you have an Advance Care Directive, you should provide a copy of it to the hospital when you are admitted. It will be placed in your medical record and a note of its existence made on the Alert Sheet in the record.

### Compliments, complaints and suggestions

We hope that your stay with us is relaxing and comfortable. We encourage you to discuss any concerns as they arise so that we can address the problem and make the remainder of your stay as comfortable as possible. If you are unsatisfied with the outcome, please discuss this with the Nurse Unit Manager in the first instance.

Alternatively you may speak to the Director of Clinical Services. Complaints are taken very seriously and are viewed as an opportunity for us to improve our service, so please discuss your concerns early.

If you wish to refer the complaint to an independent external body, you may contact the Health Complaints Commission on 1300 582 113.

### Consumer consultant

Northpark Private Hospital has a team of consumer consultants who dedicate their time to help maintain high quality services. The role of a consumer consultant is to support the organisation to maintain a customer-focused approach to service delivery.

If you would like to be involved and volunteer as a Consumer Consultant, please inform the nurse in charge of the unit.

The consumer consultants meet at least three – four times a year and discuss matters pertaining to consumer needs and quality improvements.

### Emergency and safety procedures

This hospital is fitted with a fire and smoke detection system.

In the unlikely event of an emergency occurring DO NOT PANIC.

Return to your room and remain in or near your bed until you are instructed to leave by a Fire Officer or member of staff – all of whom are appropriately trained to handle emergency situations.

### Pastoral care services

Pastoral care and religious visits can be arranged on request. Please ask a nurse if you would like a visit.

### Patient finder

Patient Finder is a quick and easy way to provide your family and friends with the comfort of easily knowing where you are in the hospital at any given time. Information flyers regarding how your family and friends can access you, are located at reception and in all wards. An SMS message will be sent to the mobile number held in your medical record after your admission – forward this message to family and friends so they can see your location. Or, you may go to [www.patientfinder.com.au](http://www.patientfinder.com.au) and

enter the hospital details with your admission number.

### Quality and safety

At Northpark Private Hospital, we take quality and safety seriously. To provide you with information about our performance, Northpark Private Hospital publishes data that measures the quality and safety of our care.

This is only one part of our program to continually maintain and improve our high standards.

It reflects our commitment to our patients, staff and specialists, in line with Healthscope's Purpose: We work together for better care.

At Northpark Private Hospital, quality is not just one simple measure. It includes many aspects of care and of a patient's experience.

For more information and our latest results, go to the 'Quality' section on our website [northparkprivatehospital.com.au](http://northparkprivatehospital.com.au)

### Healthscope Privacy Policy Summary

We will handle your personal information in compliance with the Privacy Act 1988 (Cth) and other applicable privacy laws.

This summary privacy policy provides basic information on how we handle your personal information.

Our full privacy policy can be found at [healthscope.com.au/privacy-detailed](http://healthscope.com.au/privacy-detailed)

It provides full details on:

- how we handle your personal information;
- how you can access and correct that information; and
- how to contact us if you would like to make a privacy complaint.

#### This summary policy will address:

- What personal information do we collect?
- How do we collect your personal information?
- How do we use your personal information?

- Do we disclose your personal information to others?
- How do we protect your information?
- How can you access or correct your personal information?
- How can you make a complaint?
- Our contact details

### **What personal information do we collect?**

If you are a patient, we will collect your personal information so that we can provide health services and other services to you.

This could include your name, date of birth and contact details, and your medical history.

Sometimes we need to collect personal information from other people who deal with us. For example, job applicants, service providers, carers and emergency contacts for patients.

### **How do we collect your personal information?**

We will collect personal information directly from you where it is practical to do so.

Sometimes we need to collect your information from someone else. We will only do this:

- with your consent; or
- where it is not practical to obtain this information from you and this is otherwise permitted by the privacy laws.

For example, if you are a patient, we may need to collect your information from your GP or family member where there is a serious threat to your life or health and you cannot provide consent.

### **How do we use your personal information?**

We will generally only use your personal information for the main purposes for which you provided it to us.

If you are a patient, we will generally only use your personal information so we can provide health services to you.

If you are a person other than a patient (such as a service provider), we may use your personal information to manage our relationship with you.

If you have consented to the use of your personal information for a different purpose, we will use your information for that purpose.

We may also use your personal information for purposes which are directly related to the main purpose for which the information was collected.

We will only do this in circumstances where you would reasonably expect us to use your information for these purposes.

We may also use your personal information where this is otherwise required or authorised by law.

### **Do we disclose your personal information to others?**

We will generally only disclose your personal information to other persons for the main purposes for which you provided it to us.

If you are a patient, we will generally only disclose your personal information to other persons to continue your healthcare.

For example, we might need to give information to:

- other health service providers or health professionals involved in your care;
- a responsible person, like your guardian, parent or spouse, if you cannot communicate or do not have capacity; or
- close family (unless you have told us we cannot share your information with them).
- If you are a person other than a patient (such as a service provider), we may disclose your personal information to other persons to manage our relationship with you.

We may also disclose your personal information for other purposes:

- which you have consented to;
- which are directly related to the main purpose for which the information was collected, where you would reasonably expect us to disclose your information for these purposes; or
- which are required or authorised by law.

### **How do we protect your personal information?**

The security of personal information is important to us. We take reasonable steps to protect your

personal information from misuse, interference and loss, and from unauthorised access, modification or disclosure.

### **How can you access or correct your personal information?**

You can request access to or correction of your personal information.

To make this request, please contact us using our contact details provided below.

### **How can you make a complaint?**

Please contact us using our contact details provided here if you have any questions or complaints about your privacy.

### **Our contact details**

You can contact Healthscope in writing at:

Chief Privacy Officer

Healthscope Limited

Level 1, 312 St Kilda Road,

Melbourne VIC 3004

Email: [Privacy.Officer@healthscope.com.au](mailto:Privacy.Officer@healthscope.com.au)

Detailed contact information is provided here.

## **Patients' rights and responsibilities**

We are committed to providing you with the very best care.

This outlines your rights and responsibilities as a patient in our hospital, ensuring that you receive the very best care possible from appropriately qualified and experienced staff.

If during your stay, you or your family have any concerns, please let the Nurse Unit Manager or the Director of Clinical Services know as soon as possible.

We commit to the rights listed in the Australian Charter of Healthcare Rights.

These are: access, safety, respect, partnership, information, privacy and feedback.

## **Your rights**

### **Access**

You have the right to:

- Access health care and treatments that meet your needs.
- Be informed of the estimated costs charged by the doctor, hospital and private health insurer prior to or as soon as possible on admission.
- Retain and use your personal clothing and possessions as space allows, unless doing so would present a safety issue, impact on the rights of other patients or be medically contra-indicated.

### **Safety**

You have the right to:

- Receive safe high-quality health care.
- Be cared for in an environment that is safe and makes you feel safe.
- Have your individual physical and psychological safety needs met wherever possible.
- Be provided with care that fully addresses your health care needs.
- Not be restrained, except as authorised by your doctor or in an emergency when necessary to protect you or others from injury.

### **Respect**

You have the right to:

- Be treated as an individual, with respect and compassion. This includes the people who support you, including carers, family members and advocates.
- Have your culture, identity, beliefs and choices recognised and respected.
- Be treated fairly and not be discriminated against based on your age, gender, race, religious beliefs, disability, sexual orientation or other personal characteristics.

### **Partnership**

You have the right to:

- Ask questions and be involved in open and honest communication.



- Be treated as an equal partner in your care and be involved in decisions about your treatment.
- Choose not to be involved in decision-making if that is what you prefer.
- Involve the people you want in planning and making decisions about your care. This could be a family member, carer, friend or a consumer advocate.
- Refuse to take part in any medical study or treatment considered experimental in nature. You will not be involved in any studies without your understanding and permission.

### Information

You have the right to:

- Know the name of the doctor who has primary responsibility for coordinating your care, and the identity and roles of others who are involved in providing care.
- Receive from your doctor a description of the proposed treatment, the risks, the acceptable alternative methods of treatment, including the risks and advantages of each, and the consequences of receiving no treatment, before giving informed consent to treatment.
- Receive information from your health care providers in non-technical language.
- Seek a second opinion and to refuse the presence of any health care workers who are not directly involved in providing you care.
- Use a health interpreter (at no cost to you) if you have difficulty speaking or understanding English.
- Receive assistance, when you need it, to help you to understand and use health information.
- Receive information about services, waiting time and costs.
- Know, before your discharge from the hospital, about the ongoing care you may require, including the time and location for appointments and the details of the doctor who will be providing the follow-up care.
- Unless the law prohibits, you may refuse a recommended treatment, test or procedure, and you may leave the hospital against the advice of

your doctor at your own risk after completion of hospital discharge forms.

- You also have the right to assistance with discharge planning from qualified hospital staff to ensure appropriate post-hospital placement.

### Privacy

You have the right to:

- Have your personal space and privacy respected.
- Confidentiality and privacy. Details concerning your medical care and treatment are confidential. No information or records pertaining to your care will be released without your permission, or the permission of your representative, unless such a release is required or authorised by law or necessary to enable another health care worker to assist with their care.
- Privacy for visits during established patient visiting hours.

### Give Feedback

You have the right to:

- Provide feedback or make a complaint without it affecting the way that you are treated.
- Have your concerns addressed in a transparent and timely way.
- Share your experience and participate in improving the quality of care and health services.

### Your Responsibilities

You have the responsibility to:

- Give accurate and complete information about present clinical complaints, past illnesses, hospitalisations, medications and other matters relating to your health.
- Report changes in your condition to the responsible practitioner.
- Tell us if you do not understand a planned course of action or what is expected of you.
- Follow the treatment plan you have agreed to regarding your care. This may include following instructions of nurses and allied health personnel as they carry out the coordinated

plan of care and implement the responsible practitioner's orders.

- Keep appointments and, if unable to do so for any reason, notify the responsible practitioner or the health care facility.
- Provide information concerning your ability to pay for services.
- Accept the outcomes of your actions if you refuse treatment or do not follow the health care provider's instructions.
- Be respectful of the rights of other patients and health care staff.
- Adhere to the hospital's policies regarding visitors and smoking (if applicable) and assist in the control of noise.
- Be respectful of the property of other people and of the health care facility.
- Behave in a lawful manner and contribute to a safe and comfortable environment.
- Not take photographs, video or audio recordings of staff members, co-patients or the hospital/facility.
- Not post on social media photos, videos or information of/about other patients, staff or visitors of the facility.

## Preventing falls

### Let's work together to prevent hospital falls.

When in hospital, all adults are at risk of falls. Please consider these suggestions to prevent falling.

#### Please use the call bell

You will be shown how to use your call bell. It is there for your safety, so please use it if you need assistance or supervision.

#### Walking, balancing and exercise

- If you have a walking stick, crutches or frame, keep within easy reach and use every time you walk.
- Don't rely on furniture for support.

- Take your time when turning or multi-tasking.
- Take special care with steps, stairs, slopes, ramps and uneven ground.
- Please use the handrail for support.
- Gently walk when advised by your clinician.
- If prescribed, do your rehabilitation exercises as shown by your therapist or nurse.

#### Bathroom and toilet

- Many falls occur in the bathroom, so use your call bell and wait for assistance, if needed.
- Don't rush.
- Be extra careful with slippery surfaces or if there is water on the floor.

#### Footwear

##### Do wear:

- Properly fitting shoes or slippers
- Shoes with laces or velcro

##### Don't wear:

- Tight shoes
- Worn shoes
- Loose shoes
- High heels
- Slippery soles
- Socks alone

#### Mental state

- If you experience confusion or impaired cognition, you may benefit from extra assistance. Please use your call bell and wait for help.
- Family and carers can assist staff by alerting them if they notice a change in their relative's mental state.

#### Who to talk to

Our aim is to help you to prevent falls.

If you have any questions, please speak to a staff member.

## Infection Prevention & Control

The management and staff at Northpark Private Hospital are committed to providing all patients with the highest quality of care by promoting infection prevention and control.

This standard of care includes hand hygiene, high standards of cleaning/housekeeping, and the use of aseptic techniques and equipment, to ensure your recovery is speedy and to reduce the risk of infection.

### Hand Hygiene

Hand hygiene is the single most important factor in reducing the risk of cross infection.

Our hands may look clean but germs are invisible to our eyes. We can easily and unknowingly transmit germs from our hands to others and the hospital environment.

To enable you to assist us, the hospital has provided alcohol-based hand rub in wall-mounted brackets in the front foyer and throughout the hospital. This product contains alcohol and a moisturising solution. It is not harmful to the skin.

We request that upon entering and leaving your room, you apply solution to your hands.

To use the hand rub, apply the solution to the palm of one hand, then rub your hands together covering all surfaces of the hand, and in particular, fingertips and fingernails. It should take 20 seconds for the solution to dry on your hands. This indicates that you have used sufficient hand rub to achieve hand hygiene.

When visitors arrive, encourage them to use the hand rub provided too.

### Infection prevention and control precautions

Northpark Private Hospital recognise that both patients and health care workers can be at risk of acquiring infections while they are in hospital, but these infections can be minimised by adopting appropriate infection prevention and control practices.

- Standard precautions, which include hand hygiene and wearing protective clothing, are good ways to prevent the spread of these and

other serious infections. Visitors may also be requested to follow these precautions

- Some patients may need extra care if they have certain infections. Additional precautions are tailored to the particular germ causing the infection and how the germ is spread.

Additional precautions may include:

- A single room, with an ensuite or dedicated toilet.
- Dedicated patient equipment.
- Additional use of protective equipment or clothing, such as masks and gowns.
- The restricted movement of patients and staff.

Patients and visitors also play a vital role in reducing infections.

To support our staff in providing the safest possible environment for patients, please follow these simple guidelines:

- Personal hygiene is important, so it is very important to wash your hands regularly with soap and running water before handling food and after coughing, sneezing, blowing your nose or after each visit to the toilet.
- Always keep toiletries for your own use. Do not share with others.
- Do not share cups, glasses and cutlery when eating or drinking.
- At all times, protect others if you have a cough or a cold.
  - Cover your mouth and nose with a tissue when you cough or sneeze.
  - Put your tissue in the rubbish bin.
  - Wash your hands with soap and running water and dry thoroughly with a disposable towel. Alcohol-based hand rub may also be used.
- Visitors should refrain from visiting if they are unwell (eg. have a cough, cold or signs of a respiratory infection).
- Letting your doctor know prior to any admission if you have these symptoms.
- Please avoid sitting on the beds of other patients. Staff are happy to provide you with a chair if required.

- Feel free to tell staff if you have any concerns regarding the cleanliness of your room and/or bathroom.
- Please feel free to ask staff to wash their hands or use alcohol-based hand rub/gel before attending your care.
- Certain types of gastroenteritis are frequently introduced into the hospital from the community or can be associated with certain antibiotics. Symptoms include nausea, stomach or bowel cramps, vomiting and diarrhoea. If you or any members of your family are currently suffering any of these symptoms, we request that you report these symptoms to your nurse and any visitors with symptoms should not visit the hospital until they have been free from these symptoms for at least 48 hours.
- Please contact your nurse if you would like more information about standard precautions, additional precautions or any other infection prevention and control issue.

### **Infection prevention and control related to surgical procedures**

The risk of developing an infection related to a surgical procedure cannot be completely removed. The following precautions are recommended to minimise the risk of infection during your stay:

- Admission to hospital reduced to the shortest time prior to a surgical procedure.
- Shower prior to a surgical procedure (you may be given an antibacterial skin solution by the nursing staff).
- Hair removal from operative site (this will be attended by the hospital staff. Tell the staff if you regularly shave or use hair removal creams on/near the surgical site).
- Ensure skin is intact at or adjacent to the operative site
- Any infection at the proposed surgical site or any infection that may have an impact on your surgery (for example cold/flu or gastroenteritis) should be reported prior to attending hospital or to the Preadmission Nurse.

We thank all patients and visitors for assisting us in protecting the wellbeing of all patients in our care and our hospital environment.

### **Antibiotics**

Antibiotics are medicines used to treat bacterial infections. They work by killing bacteria or stopping them from multiplying and causing disease. While the development of antibiotics has been one of the most important advances in medicine, widespread use and misuse has led to some bacteria becoming resistant to commonly used antibiotics.

Antibiotic resistant bacteria are bacteria that are not controlled or killed by antibiotics. They are able to survive and even multiply in the presence of an antibiotic. Most infection-causing bacteria can become resistant to at least some antibiotics.

Bacteria that are resistant to many antibiotics are known as multi-resistant organisms (MRO). If you have an antibiotic resistant infection, some antibiotics won't work for your infection.

This may mean you have the infection for longer, and you could end up seriously ill.

Antibiotic resistant bacteria can also spread from one person to another – so the way you use an antibiotic can also affect how well it works for others.

### **Antibiotics don't kill viruses**

Antibiotics are only useful for treating infections caused by bacteria. They have no effect on infections like colds and the flu, which are caused by viruses. If you are generally healthy and well a cold will usually get better without treatment because your body's immune system can overcome the infection. As well as costing you money, using antibiotics when you don't need them may mean they won't work for you in the future.

### **Help prevent antibiotic resistance**

You can help to prevent resistance by:

- Remembering that most people don't need antibiotics for colds and flu because they are caused by viruses.
- Taking the right dose of your antibiotic at the right time, as prescribed by your doctor.



- Taking your antibiotic for as long as your doctor tells you to, even if you feel better.
- Taking steps to prevent the spread of infection.

## Food safety

Northpark Private Hospital provides a comprehensive and varied menu for our patients that also complies with all food safety regulations.

For Food Safety reasons, the hospital does not encourage food to be brought in for patients (e.g. by relatives or visitors).

However, if relatives or visitors wish to bring food in, the following should be noted:

- High risk foods should not be brought in for patients e.g. eggs, soft cheeses, deli meats, seafood, pre-prepared salads, left over meats, soups.
- All hot food must be maintained above 60°C during transport and storage.
- All cold food must be maintained below 5°C during transport and storage.

Please speak to the nurse looking after the patient before bringing in any food.

## How do we defend ourselves against food poisoning?

Following these 5 rules will help:

- Store potentially risky food at the right temperature.
- Cook food thoroughly and if necessary, cool it quickly.
- Don't cross-contaminate.
- Clean up equipment.
- Use good hygiene practices.

## Blood Clots

### Reducing your risk

If you are in hospital – particularly for a major operation or a serious injury or illness – your risk of having a blood clot in your leg or your lung is much higher than usual.

There are ways to reduce this risk and prevent blood clots. The following information explains why you are more likely to develop blood clots when you are in hospital, why this matters, and what can be done to reduce your risk.

### Why are blood clots a problem?

A blood clot that forms in a deep vein in the muscles of the leg is known as a deep vein thrombosis or DVT. The clot can partly or totally block blood flow.

Most blood clots form in a vein in the calf. They are less common in the thigh and rare in other parts of the body.

Venous thromboembolism, or VTE, describes the whole process by which clots form and travel through the blood stream. 'Venous' means to do with the veins.

When a blood clot forms in a leg vein, it usually remains stuck to the vein wall. Sometimes, however, one of two things may happen:

- 1) Part of the blood clot may break off and travel in the blood to the lungs. Here it may block an artery and cut off blood supply. This dangerous condition is known as a pulmonary embolus, or PE. A large clot in the lung is very serious and can be life-threatening.
- 2) If the blood clot in the leg is not treated, it may lead to long-term symptoms such as pain or discomfort, swelling, rashes, or in severe cases, a skin ulcer. This is called post-thrombotic syndrome. It happens because the vein is blocked and can therefore damage the leg tissues.

### How are blood clots prevented?

Two approaches are used; medicines that interfere with the clotting process, also known as anti-clotting medicine or anticoagulants. These are commonly called blood thinners but they do not thin the blood. The other approach is Mechanical devices that work by increasing the pressure within the leg. Often anti-clotting medicines and

mechanical devices are used together, but not always.

- **Anti-clotting medicines**

Anti-clotting medicines work by reducing the blood's tendency to clot. This may also increase the risk of bleeding. The aim is to get the dose just right so the blood will not clot too easily, and bleeding is less likely.

Some people cannot take anti-clotting medicines if they already have a condition that makes them bleed more easily than normal.

Anti-clotting medicines can be injected just under the skin. Others are taken as a tablet. You may be given an anti-clotting medicine for a few days or up to a few weeks, depending on your particular operation or medical condition. Check with your medical team about how long you'll need to take your medicine for.

**What medicines are used?**

The anti-clotting medicines used will depend on your operation or condition; your doctor will recommend the best option.

Anti-clotting medicines that are injected include low molecular weight heparin (LMWH), unfractionated heparin (UFH), fondaparinux or danaparoid.

Anti-clotting medicines taken as tablets include rivaroxaban, dabigatran etexilate, aspirin or warfarin. Make sure you tell your health care team if you are already taking one of these medicines prior to going into hospital.

- **Stay mobile and active**

Movement of the legs stimulates blood flow, so you should try to get moving as soon as possible. The hospital staff may also:

- Give you gentle exercises for your feet and legs while you are in bed.
- Get you up and walking as soon as possible.

This helps to keep the blood flowing in your leg veins. It's important to do these exercises and walk as often as your doctor, nurse or physiotherapist advises.

- **Mechanical devices**

Mechanical devices help to keep the blood moving through the deep veins of the leg by squeezing them. There are three types:

- 1) Graduated compression stockings are elasticised stockings, either over the whole leg or just the calf. It is important to have stockings that are professionally fitted to your size. Sizing can be done by your health professional. Graduated compression stockings should be worn until fully mobile.
- 2) Intermittent pneumatic compression (IPC) involves a garment around the leg that is regularly inflated and deflated, to squeeze the leg. It may be over the whole leg or just the calf.
- 3) Venous foot pumps have a pad under the foot that is rapidly inflated and deflated every few seconds. This stimulates blood flow in the sole of the foot. The pad is held in place by a slipper.

Stockings or IPC can cause rashes or irritate the skin so they need to be removed at least once a day to check the skin. Some people find stockings uncomfortable, especially the thigh-length ones, as they can bunch up.

**Why is the risk of blood clots high in hospital?**

There are two main reasons:

**1. Not moving increases your risk of blood clots**

Normally blood flows quickly through veins without clotting. In the legs, muscle movements help to push the blood by squeezing the veins. But if you are not walking around for some time – for example, in bed in hospital – blood flow can become sluggish and this can increase your risk of developing a blood clot. This is also why on a long air flight it is suggested you do some leg and foot exercises.

**2. The body protects itself from bleeding**

When you have surgery or an injury, the body stimulates the blood to clot more easily in order to

prevent blood loss. But this also increases the risk of unwanted clotting – that is, a DVT or PE.

### Who is most at risk?

The risk is highest in people who have:

- Major joint surgery (e.g. hip or knee replacement).
- Major surgery to the abdomen, hips, chest or legs.
- Major surgery for cancer.
- Severe physical injury.
- Serious acute illness, in part because you must remain in bed for a time. These illnesses include heart attack, heart failure, stroke, spinal cord injury, severe infection, cancer and chronic obstructive pulmonary disease (COPD).

Talk to your medical team if you think you may be at risk.

### Are there other risk factors?

Blood clots are also more likely in:

- People who have had a clot in a vein in the past.
- People with active cancer.
- People over 40 years – the risk increases as you get older.
- Prolonged severe immobility (prolonged bed rest, immobilisation in a plaster cast or brace or prolonged travel resulting in limited movement).
- Women who are pregnant or have recently given birth – pregnancy (like surgery and injury) stimulates clotting to prevent blood loss.
- People who are overweight or obese.
- Women who are using hormone replacement therapy (HRT) or the contraceptive pill.
- People with a condition called thrombophilia, which makes the blood clot more easily than normal.
- People who smoke.

### When you go home from hospital

If you have been using anti-clotting medicines or a mechanical device in hospital, you may be asked to continue using these at home. Ask your pharmacist

for the consumer medicines information leaflet if you have not received it with your discharge medication.

It's important to follow your medical team's instructions to reduce your risk of developing a clot.

If you have any of the following symptoms in hospital or after you return home, call your doctor or go to the nearest emergency department straight away:

- Redness, pain or swelling in your leg.
- Difficulty breathing, faintness.
- Coughing up blood.
- Pain in your lungs or chest.

## Skin Care & Preventing Pressure Sores in Hospital

Skin thins with age and can become very weak. Older skin may injure easily and take longer to heal. Not eating and drinking enough, not being active, memory and thinking problems, pain and incontinence can lead to skin damage or sores. Pressure sores (sometimes called bed sores or pressure ulcers) can be caused by lying or sitting in one position for too long and are most likely to occur on the bony parts of the body, such as elbows, hips, ankles and the tailbone (sacrum, at the base of the spine).

Pressure sores and skin tears are very painful and can take a long time to heal. They can cause other, sometimes severe, problems, such as infections or permanent muscle or bone loss. Having a wound can mean your stay in hospital is longer. It can also reduce your independence and your ability to look after yourself once you leave hospital.

### Skin care in hospital

During a stay in hospital, your skin may be affected by the hospital environment, your mobility, your hydration and diet, and your physical condition.

Ask hospital staff to regularly check your skin, particularly if you feel any pain.

There are some things that you can do to look after your skin, including:

- Keep your skin clean and dry.
- Avoid any products that dry out your skin. This includes many soaps, body washes and talcum powder. Ask for skin cleansers that are non-drying. Ask nursing staff or your pharmacist to give you options.
- Use a water-based moisturiser daily. Be careful of bony areas and don't rub or massage them. Ask staff for help if you need it.
- Check your skin every day or ask for help if you are concerned. Let a doctor or nurse know if there are any changes in your skin, especially redness, swelling or soreness.
- If you are at risk of pressure sores, a nurse will change your position often, including during the night.
- Always use any devices given to you to protect your skin from tearing and pressure sores. These may include protective mattresses, seat cushions, heel wedges and limb protectors.
- Drink plenty of water (unless the doctor has told you not to).
- Eat regular main meals and snacks. Sit out of bed to eat if you can.
- Try to maintain your regular toilet routine.
- If you have a wound, a plan will be developed with you and your family or carers before you leave hospital. It will tell you how to dress and care for the wound.

### **Risks of pressure sores in hospital**

A pressure sore (also called a 'bed sore' or 'pressure ulcer') is a painful wound that affects the skin and the flesh under it. If you sit in a chair or lie in a bed a lot, over time, the weight on the bony parts of your body stops blood from flowing.

Pressure sores can particularly occur over bony areas such as:

- Hips
- Knees
- Tailbone
- Heels

Pressure sores can begin in as little as two hours and can be serious, potentially leading to infection that spreads to the bloodstream, if untreated.

Pressure sores are more likely to develop in people who are undernourished or who leak urine or faeces involuntarily (are incontinent).

Being undernourished makes the skin thin, dry, rigid, and more likely to tear or break. Being incontinent exposes the skin to moisture from urine and faeces, which can lead to irritation and pressure sores.

### **Reducing your risk of pressure sores in hospital**

Keeping mobile and moving is important for your skin. Movement increases blood supply to tissue and means you are not staying in bed in one position for too long. To avoid pressure sores, you should move regularly and check your skin.

Try To:

- Do what you can for yourself, as long as you can do it safely, such as showering, dressing and walking to the toilet.
- Walk around the ward every few hours if you can. If you have been advised not to walk by yourself, change your position every one to two hours, particularly moving your legs and ankles.
- Whenever possible, sit out of bed rather than sitting up in bed, as this puts pressure on your tailbone.
- Move as frequently as possible. Even small changes in how you sit or lie make a difference.
- Ask staff if you need an air mattress, cushions, pillows or booties to ease sore spots.

Staff will help you if you are unable to do these things yourself.

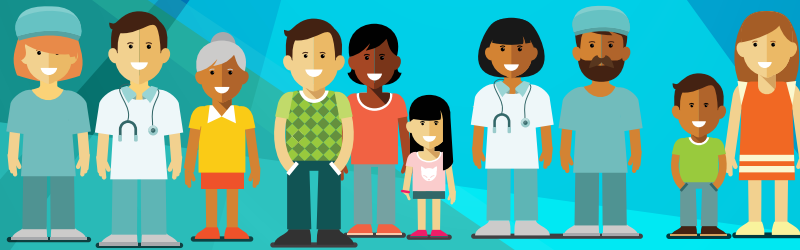
Check Your Skin Regularly for Signs Such As:

- Is your skin red, blistered, or broken?
- Do you have any pain near a bony area?
- Are your bed or clothes damp?

Let staff know if you see any changes to your skin that could lead to pressure sores.



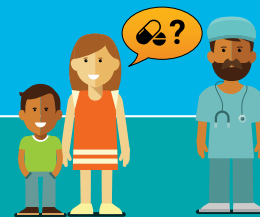
# Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

## 1 Ask questions

You have the right to ask questions about your care.



## 2 Find good information

Not all information is reliable. Ask your doctor for guidance.

## 3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

## 4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



## 5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

## 6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

## 7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

## 8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

## 9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:  
[www.safetyandquality.gov.au/toptips](http://www.safetyandquality.gov.au/toptips)

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE





# Your feedback is important to us

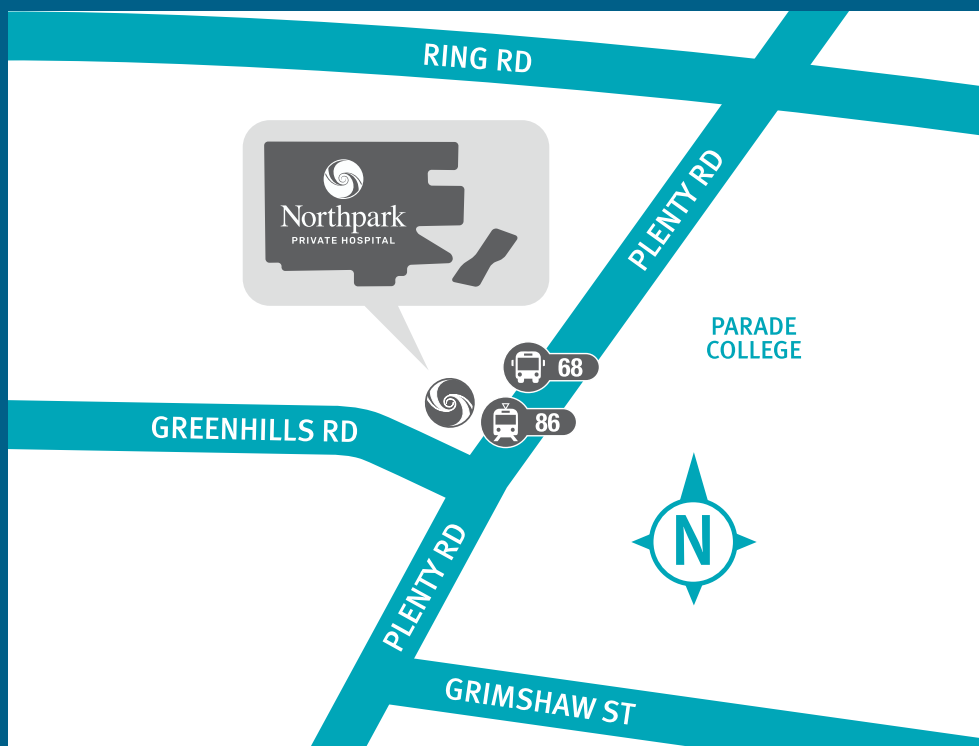


**At Northpark Private Hospital we pride ourselves on our patient-centred care. We want to ensure that we are meeting your needs and expectations.**

When you go home, you will receive an invitation by email to provide feedback on your hospital experience.

We encourage you to provide feedback, both good and bad, so we can improve our service and care.

A paper copy of the survey is also available as an alternative (on request).



**Northpark**  
PRIVATE HOSPITAL  
by Healthscope

Corner Plenty and Greenhills Roads,  
Bundoora VIC 3083

**P** 03 9468 0100 | **F** 03 9467 7186

[northparkprivatehospital.com.au](http://northparkprivatehospital.com.au)

ABN 85 005 405 152



07/2025