

Surgical Admission Information

Thank you for choosing
Frances Perry House



Contents

Welcome To Frances Perry House

Surgical Ward 3

A To Z Of Important Information

For Your Stay 4

Air Conditioning 4

Bar Refrigerator 4

Bed Adjustment 4

Bins For General Waste
And Sanitary Waste 4

Cafeteria / Coffee Shop 4

Compliments, Concerns
& Complaints 4

Feedback Cards 5

Discharge 5

Emergency Procedures 5

Florist 5

Hand Hygiene 5

Housekeeping Services 6

Infection Prevention 6

Internet Access & Emails 6

Interpreter Services 6

Luggage 6

Laptops 6

Mail 7

Meal Service 7

Medications 7

Mobile Phones 8

Multi Channel
– Patient Information Channel 8

Newspapers 8

Nurse Call Bell 9

Parking 9

Pantry 9

Pharmacy 9

Physiotherapy 9

Quality Improvement 9

Smoke Free Environment 9

Staff Identification 9

Telephone 10

Television & Radio 10

Valuables 10

Vases 10

Visiting Hours 11

Surgical Ward Visiting Hours 11

Violence & Aggression 11

Caring For You 11

Daily Examinations 11

Observations 11

Sleep 11

Nutrition 11

Assisting Patients To Move 11

Falls Prevention 12

Preventing Blood Clots 12

Pressure Injury Prevention 12

Pain Management

– How Can You Help? 13

Internet Sites 14

References 14

Australian Charter of
Health Care Rights 15

Welcome to Frances Perry House Surgical Ward

On behalf of all our staff, we extend a warm welcome and thank you for choosing Frances Perry House. Your care and comfort are our primary concern and we are pleased to provide you with important information relevant for your stay in the surgical ward. Please take the time to read this information as it will guide you through what to expect during your stay.

The surgical ward consists of a team of nursing, catering and housekeeping staff and ward receptionists. Please do not hesitate to ask any of the team for assistance at any time particularly if you have any concerns or **questions you would like to raise. During your stay with us, our team will support and assist you as you recover** from your surgery. We actively encourage you to ask questions and participate in your care and education so that you are confident and prepared for your discharge home.

As you prepare for discharge home you will receive information for any ongoing treatment and instructions for follow up appointments.

If you have any feedback on our service, we would value your thoughts and suggestions, as honest feedback always helps us find ways to improve. You can raise this with the team, or speak with the Nursing Unit Manager on 8345 3855.

FPH is committed to meeting your needs through superior quality healthcare and team work.

We look forward to being of service to you during your stay with us.

A to Z of Important information for your stay

Air Conditioning

Your room is fitted with air conditioning and is set between 22 and 23C. From time to time the air conditioning must readjust its air flow to maintain average temperatures. This means that flow may increase for a short period of time whilst regulation is taking place. Please let our staff know if this becomes a concern.

Bar Refrigerator

There is a small bar fridge in each room for your personal use.

Bed Adjustment

Your bed is adjustable and can be repositioned using buttons located on the bed handset. If you require assistance you can ask one of our staff. Extra pillows and blankets may be available upon request.

Bins for general waste and sanitary waste

There are two bins located in your room one in the cupboard beneath the sink and the other in the bathroom. The one beneath the sink is for the disposal of general waste. The bathroom bin with a yellow rubbish bag is for the disposal of sanitary pads only.

Cafeteria/Coffee Shop

Zouki's Cafeteria is located on the ground floor.

Compliments, Concerns & Complaints

You have a right to courteous and professional care and service. If you experience care or service which is less than you expect, we want to know. Please tell a staff member or request to see the Nursing Unit Manager, even if you think it's trivial. You are not bothering us – that's what we're here for! We welcome the opportunity to address your concern and it is almost always in our power to do so.

If you wish to make a complaint there are several options to do so. You may wish to discuss your comments with the Nursing Unit Manager, Director of Clinical Services or out of business hours you may request to speak with the After Hours Coordinator. You may provide us your comments in writing to the CEO or Director of Clinical Services. All letters should be addressed to Frances Perry House PO Box 671, Carlton South, Vic 3053. Lastly you may prefer to send us an email and can do so by sending it to frp@ramsayhealth.com.au.

Discharge

Your doctor will determine the day of your discharge. Your discharge will be planned with you by your doctor and the nursing staff. Please ensure that you are packed and ready to vacate your room by 9.30 am. After 9.30am, you may be asked to wait in the discharge lounge.

Prior to discharge, the ward staff will inform you when to make appointments for follow up, order any medications you are to take home and make other arrangements necessary for your after care.

There is a dedicated drop off and pick up zone outside of the Royal Women's Hospital Emergency Department. The nursing staff may escort you to the zone for you to be picked up. Before you leave the hospital, please ensure that you have your personal belongings, medication, X-ray's, Doctor's appointment details, and any relevant instructions.

Emergency Procedures

The hospital is fitted with a modern fire and smoke detection system. In the unlikely event of an emergency occurring, do not panic. Please follow the directions of the fire wardens or members of the staff, all of whom are appropriately trained to handle such emergency situations. Return to your room and await further instructions.

Florist

There is a florist located on the ground floor. If you require a vase please let one of our staff know and they will locate one for you.

Hand Hygiene

Hand hygiene is the single most important factor in reducing the risk of cross infection. Our hands may look clean but many germs are invisible to our eyes. We can unknowingly transmit germs from our hands to others and the hospital environment.

To enable you to assist us, the hospital has provided hand rub in wall-mounted bracket at each entry to the hospital patient rooms. The product provided contains 70% alcohol in a moisturising solution and is not harmful to the skin. We request that, on entering and leaving the patient room, you and your visitors apply solution to your hands. To use the hand rub, apply the solution to the palm of one hand, then rub the hands together covering all surfaces of the hand and, in particular, fingertips and finger nails. It should take about 20 seconds for the solution to dry on your hands. This indicates that you have used sufficient hand rub to achieve hand hygiene.

Housekeeping Services

Your room will be serviced daily.

Infection Prevention

Help prevent the spread of infections

A few simple but effective things you can do to reduce your chance of catching and spreading infections include:

- washing your hands regularly with soap and running water, especially before handling food and after coughing, sneezing, blowing your nose or going to the toilet
- covering your mouth when you cough or sneeze
- keeping your hands away from your eyes, nose and mouth
- using tissues to blow your nose and disposing of them in the bin or toilet
- not sharing cups, glasses and cutlery when eating or drinking.
- Encourage your visitors/relatives to stay at home if they are unwell
- When visitors arrive encourage them to use the hand rub provided both inside and outside of the rooms.

Internet access & emails

Wireless internet access is available throughout the hospital, please ask at main reception for details.

Interpreter Services

An interpreter service can be arranged if required. Please speak to the nursing staff if you wish to access an interpreter service.

Luggage

Patient rooms do not have large storage spaces. We therefore request that you limit the amount of luggage you bring into the hospital with you. In the interests of patient and staff safety we request that suitcases are not left open on the floor or left directly behind the curtain. The most appropriate place for storing a suitcase is behind the door or alongside the bedside table. We thank you for your assistance in this matter.

Lap tops

Patients are welcome to use their laptop during their stay; however no responsibility is taken by the hospital for security. Wireless internet access is available throughout the hospital, please ask at main reception for details.

Mail

All correspondence is delivered to and collected from the ward daily.

Meal Service

Menus are provided each morning from which you may select meals according to your taste and dietary requirements. If you have any special dietary needs, please check with our staff before ordering your meals to ensure that we meet your requirements.

Meals are served at the following times:

Breakfast	8:00am
Morning tea	10:00am
Lunch	12:30pm
Afternoon tea	2:30pm
Dinner	5:30pm

Meals are available for visitors for lunch and dinner at an additional cost. Should you wish to order additional visitor's meals, please contact the hospital front reception in the foyer. Bookings for meals should be made before 10:30am.

We recommend that perishable food not be brought into the hospital for patient consumption, as the hospital cannot be held liable if preparation and transport of the food does not comply with the Food Standards Code. (Confectionary, soft drinks and fresh fruit are acceptable).

If you choose to bring in perishable food, it must be labeled, dated and refrigerated if not consumed immediately. It should be consumed within 24 hours or thrown away. For patients who will be staying beyond a week our catering staff will discuss with you the availability of a long term menu.

Medication

For your safety, you should inform nursing staff about any medication you are currently taking and have brought in with you.

All medications administered by the hospital staff must be in their original packaging. Dosette boxes are not permitted. Upon discharge, appropriate medication will be given to you. (Charges for discharge medications will be added to your account).

Only medications prescribed by your treating doctor and administered by nursing staff are to be taken during your stay at Frances Perry House. Any new medication you require while in hospital will be ordered by your doctor and supplied to you.

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 of medicine, widespread use — and misuse — has led to some bacteria becoming resistant to commonly used antibiotics.

‘Antibiotic resistant’ bacteria are those that are not controlled or killed by an antibiotic. They are able to survive and multiply in the presence of the antibiotic they are resistant to.

If you have an antibiotic resistant bacterial infection, some antibiotics won’t work for your infection. This means that you will 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 flu, that 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 that they won’t work for you in the future.

Help prevent antibiotic resistance

You can help to prevent antibiotic 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 infections.

Mobile phones

You are welcome to use your mobile phone during your stay however no responsibility is taken by the hospital for security. We do ask however that you please refrain from using mobile phones in the hallways as they disturb staff and patients.

Multi channel – patient information channel

Please view our information about your care and services available.

Newspapers

Newspapers can be purchased from the ground floor. Occasionally the volunteers from the Royal Women’s Hospital visit FPH and have a variety of magazines and newspapers for sale.

Nurse Call bell

Your room's call bell system allows you to contact nursing staff 24 hours a day. One bell is located on the handset by your bed which your nursing will place within your reach. A second bell is located on the bathroom wall. Please don't hesitate to call staff to help you in any way. Please do not touch the red emergency button on the wall beside your bed; this button is for nursing staff only. If you need urgent assistance please press your nurse call bell or contact the nurse in charge on 8345 3855 by using the telephone on your bedside table.

Parking

Patient and visitor parking is available in the multi-storey car park. Parking fees are displayed at the entrances to the car park.

Payment for the car park can be made at ticket machines throughout the carpark, before returning to your car.

Pantry

Tea and coffee making facilities, and biscuits are provided in the ward pantry.

Pharmacy

The hospital pharmacy is located on the first floor. There is also a commercial pharmacy on the ground floor which in addition to pharmaceuticals also sells personal items and small gifts.

Physiotherapy

A physiotherapist is available on site and referrals will be made at the request of your doctor.

Quality Improvement

The hospital utilises a range of quality measures and reviews these regularly to ensure all aspects of your care are of the highest standard. If you have any concerns regarding the quality of your care, please speak with the ward Nursing Unit Manager on 8345 3855.

Smoke Free environment

The hospital building and grounds are designated smoke free.

Staff identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position.

Telephone

All rooms are fitted with direct dial telephone access. For local calls dial 0 to access an outside line. If you wish to contact the hospital switchboard dial 5000. Calls to STD, international or mobile numbers require a phone card. Phone cards are available for purchase from the hospital front reception in the foyer. Your direct telephone number to give family and friends is (03) 9344 52. The last two digits are your room number. Eg if you are in room 21, then your number is 03 9344 5221.

Television & Radio

Your room's in-house entertainment includes free to air television, Foxtel and FM radio. The system is remote controlled and located on your handset. An up-to-date entertainment guide is available from the ward reception (Volume comes out of the handset, not TV).

1 - SBS	17 - Foxtel Lifestyle	28 - Radio (Fox)
2 - ABC	18 - Foxtel Nickelodeon	31 - CH SBS Text
7 - Seven	19 - Foxtel Classics	32 - CH ABC Text
9 - Nine	20 - UKTV	33 - CH 7 Text
10 - Ten	21 - Foxtel Movie One	34 - CH 9 Text
11 - Foxtel Sport 1	22 - Foxtel Movie Extra	35 - CH 10 Text
12 - Foxtel Sport 2	23 - Foxtel Movie Greats	41 - Patient Education
13 - Foxtel Sport 3	24 - Foxtel Star Pics	42 - Patient Info
14 - Foxtel News	25 - Foxtel Movie Classics	43 - Patient Info System
15 - Foxtel Discovery	26 - Radio (Gold FM)	(hospital info)
16 - Fox 8	27 - Radio (Triple M)	

Valuables

We strongly recommend you leave all valuables at home. For your added security, the hospital is under 24 hour video surveillance and on site Security Officers are in attendance throughout the day and night.

Vases

A limited supply of vases is available for your use. Please ask the ward receptionist or housekeeping.

Visiting Hours

Visitors are recognised as an important part of your recovery. Please encourage your visitors to attend within the visiting hours so you are able to rest as much as possible. We ask that any visitors who are unwell, or are suffering from known infectious diseases, should not to come into the hospital to reduce the risk of spread of infection to other patients. Children must be supervised at all times and not permitted to roam freely around the hospital.

Surgical Ward Visiting Hours

Surgical Ward visiting hours are between 2:30pm – 8:00pm.

Violence & Aggression

The hospital's staff and patients need to work and be cared for in a safe environment; one that is free from violence and aggression. Physical and non physical violence towards staff and /or others in the facility will not be tolerated.

Caring for YOU

Daily Examination

Each day a nurse will monitor your physical and emotional well being, provide encouragement and education. This check is documented in your FPH Clinical Pathway. This pathway is a document that you can read and see the individual plan for your care whilst in hospital.

Observations

You will have your temperature, pulse, blood pressure and respiratory rate recorded regularly. You will be asked whether you are passing urine normally and whether your bowels are normal.

Sleep

Try to have as much rest as possible. Please encourage visitors to come only during the scheduled visiting hours allowing you to have time to catch up on your sleep.

Nutrition

Maintain a healthy diet. All foods are suitable in moderation; exclude specific foods if they cause a problem.

Assisting patients to move

Our safe handling policy means staff are required to avoid manually lifting patients. We encourage patients to assist in their own transfers where possible. Staff will use handling aids when required. The hospital uses a variety of mechanical and non-mechanical handling aids, which means there may be a short delay whilst the proper equipment is being obtained. Every effort is made to reduce any delay, however it is safer for both patients and staff that everyone waits for the arrival of the required equipment.

Falls Prevention

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

- Take special care when walking or taking to your feet particularly if you are on pain-relieving drugs or other medications.
- Please use your call bell if you need assistance.
- Check the floors in your area to ensure they are not wet before walking
- Ask the nurses for assistance if you need to use the toilet and you feel unsteady on your feet
- Check that your slippers or other footwear fits securely. If your doctor has requested you to wear pressure stocking then it is a good idea to also wear slippers over the top to reduce the risk that you may slip. Rubber soled slippers are ideal footwear whilst in hospital.

Preventing Blood Clots

Blood clotting is the body's natural way of stopping bleeding. Clotting only becomes an issue when it is in the wrong place and blocks blood flow. Reduced activity can increase the risk of developing a clot and so blood clotting can increase when you are staying in hospital.

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

The doctors will assess your risk of developing a clot and may ask you to wear compression stockings, or order you blood thinning medication.

Staying mobile, taking any prescribed medications to reduce your risk of clotting, drinking plenty of fluid and avoiding crossing your legs can reduce your risk of clotting. After you leave hospital if you have sudden increased pain or swelling in your legs, pain in your lungs or chest, or difficulty in breathing, please consult your doctor or seek emergency treatment.

Pressure Injury Prevention

A pressure injury is a localised injury to the skin and/or underlying tissue, usually located over a bony prominence as a result of unrelieved pressure or friction.

It is important that you relieve pressure by keeping active and changing your position frequently when you are lying in bed or sitting in a chair. If you are unable to move by yourself, the staff will help you change positions regularly. Tell staff if you have any tenderness, or soreness over a bony areas or if you notice any reddened, blistered or broken skin.

Pain management – how can you help?

Tell us about your pain

By aiming to keep your pain under control as best we can, you are more likely to recover faster. You need to tell us how you are feeling and particularly how strong the pain is. You will be asked by our nursing staff on a regular basis to rate your pain – this is so we can understand how you are feeling and make an appropriate plan.

How to tell us

When you come into hospital you may be told about pain scales which are used for scoring your pain. At Frances Perry House the scale used is the numerical rating scale. When this scale is used you will be asked to rate your pain out of ten.

Pain is verbally scored on a scale, from 0 to 10, with 0 being ‘No Pain’ and 10 being ‘Worst Pain Ever’

You will be asked to rate your pain while you are resting and then after moving or coughing to see if that makes a difference to your score. It must be pointed out that this scale is not appropriate for everyone in every clinical situation.

Tell us where your pain is and what it's like

Pain in different parts of the body come from different causes. Knowing where your pain is coming from and describing it (aching, burning, stabbing) helps to provide you with the most appropriate treatment.

What else can you do?

It is important that you keep on top of your pain. You can do this by requesting pain relief before you become too uncomfortable or prior to activity such as showering, physiotherapy, going for a walk. Our nursing staff will also be assessing your pain and offering analgesia on a regular basis. Frequent low dose analgesia often provides adequate pain relief therefore reducing the need for stronger medication. It is important to remember that it takes longer to manage pain once it becomes severe.

Remember to report to your nurse or doctor any pain that does not ease after pain relief and also of any side effects you may be experiencing.

Pain treatment options

Your pain may be treated in a number of different ways – what works best for you can only be decided by you together with your nurses and doctor.

Some options include:

- Tablets
- Occasional injections
- Continuous drip (containing pain medications)
- Patient Controlled Analgesia (PCA) small doses of pain medication controlled by you
- Local Anaesthetics given near your wound that block the feeling of pain
- Epidural Blocks that provides pain relief by numbing certain areas of your body
- Special techniques used when moving and coughing that minimise discomfort
- Heat packs
- Suppositories

Internet Sites

www.nhmrc.gov.au/nics – Stop the clot – reducing the risk of blood clots in your legs and lungs

www.health.vic.gov.au – Vic Health provides publications from the Department of Health that can be downloaded

www.nps.org.au – Nps Medicine Wise

References

- Acute pain management measurement tool kit, Victorian Quality Council 2007
- The Australian and New Zealand Working Party on the Management and Prevention of Venous Thromboembolism (2005), Prevention of venous thromboembolism: Best practice guidelines for Australia and New Zealand. Third edition.

My healthcare rights

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

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

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



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I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

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

Respect

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

Partnership

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

Information

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

Privacy

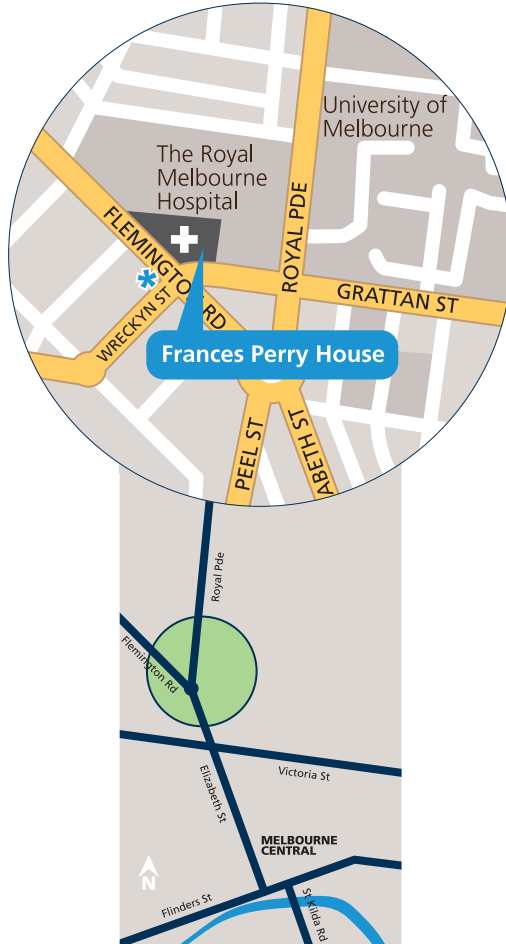
- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

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



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People caring for people.