

# Welcome To Adeney Private Hospital

Patient Information Booklet

*Connect - Unify - Challenge*



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### Do you need an interpreter?

Adeney Private Hospital provides a free confidential interpreter service.

If you require this service, please speak to the Pre-Admissions officer prior to your admission by contacting us on (03) 7049 5255

## Welcome to Adeney Private Hospital

Thank you for choosing Adeney Private Hospital for your health care. Adeney Private Hospital focuses on high quality individualised care that is provided in the right place. Prehabilitation and rehabilitation are delivered outside the hospital, providing continuity for patients when discharged. We provide surgical services and a comprehensive medical infusion centre for cancer treatments and chronic disease infusions.

Our priority is a patient-connected approach, unifying our patients, doctors and staff for optimal care and outcomes.

This booklet contains valuable information on what to expect during your stay, and how to optimise your safety whilst in our care.

Your wellbeing and safety are our priority, so please let us know if we can assist in any way.

On behalf of all our staff, I welcome you to Adeney Private Hospital.

Sincerely,

Louise O'Connor

Chief Executive Officer



## Prior to your admission to Adeney Private Hospital

Before arriving at Adeney Private Hospital you will need to complete the online admission registration form and online clinical history form:

### Online Admission Registration Forms

You can access and complete your admission forms through the online patient portal on the 'Adeney Patient Portal' section of our website here <https://adeneyprivate.eadmissions.com.au/> or by scanning the QR code below



You will need to create a username and password to complete your online forms. You will require a valid email address and mobile phone number to submit your forms. Once your forms are submitted, we will prepare for your stay at Adeney Private Hospital.

If you require assistance or have any questions about completing your online admission forms, please contact us at (03) 7049 5000 or email [admissions@adeneyprivate.com.au](mailto:admissions@adeneyprivate.com.au)

### Pre-Admission Phone Calls

Before your stay, our Patient Services Team or Pre-Admission Nurse will call to confirm your health fund and medical details, and to address any questions that you may have.

### Fasting

Please contact your surgeon's office before your admission for fasting instructions and guidance on any medications to take or avoid before surgery.

## Changes in Health Pre-Admission

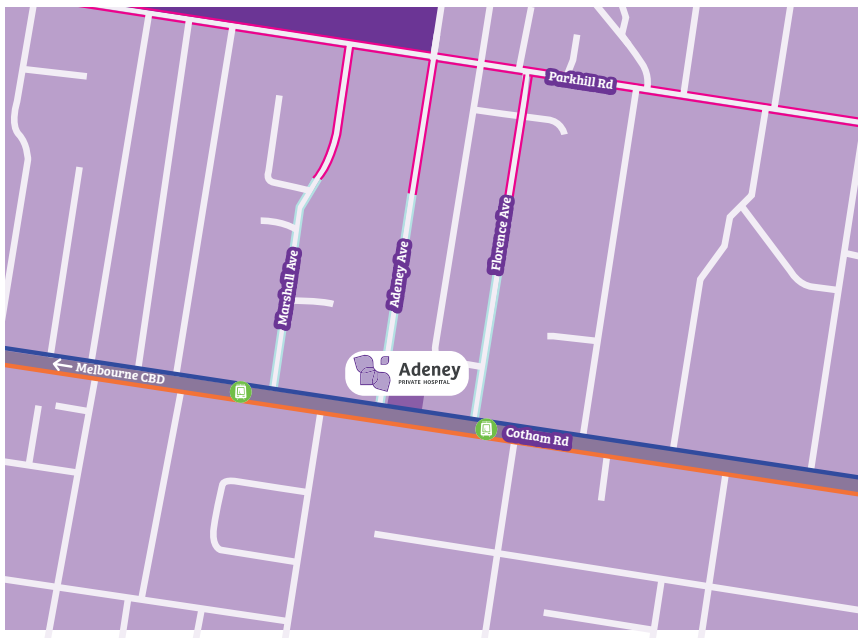
If there are any changes in your health between visiting your doctor and prior to your admission, (including any respiratory symptoms, fever, infections or other), please contact your doctor's rooms for advice.

## Arranging Transport Home

If you have a day procedure that requires sedation or general anaesthetic, you are required to have someone accompany you home and stay with you for 24 hours. Prior to your admission, please ensure that you arrange for a person to accompany you home and stay with you.

### How do I get to Adeney Private Hospital?

Adeney Private Hospital is located at 209 Cotham Rd, Kew, 3101. We are on the corner of Cotham Road and Adeney Avenue. The entries to the hospital and the carpark are accessed from Adeney Avenue.



- Cotham Rd orange side: unrestricted parking except for Clearway Zone 7.30 - 9.30 am, Mon-Fri
- Cotham Rd blue side: unrestricted parking except for Clearway Zone 4 - 6 pm, Mon-Fri
- Parkhill Rd pink lines on both sides: unrestricted parking.
- Adeney Ave, Marshall Ave, Florence Ave: green lines on both sides of these streets: 2-hour parking. Pink lines on both sides of these streets: unrestricted parking.
- Tram Stops: Thomas St/Cotham Rd and Marshall Ave/Cotham Rd

## Parking and Public transport

### Parking

Adeney Private Hospital offers two levels of underground parking with entry from Adeney Avenue and exit via Cotham Road.

There is also 2 hour parking in the street and all-day parking available in nearby streets and on Adeney Avenue.

Please note there is no parking permitted at the Drop-off / Pick-up turning circle at the main hospital entrance. Cars can wait at the drop-off / pick-up point for a maximum of 5 minutes.

### Public transport

The 109 tram stops at #38 stop on the corner of Cotham Rd and Marshall Avenue which is a two-minute walk from the main entrance of the hospital.

The main hospital entrance is located on Adeney Avenue, Kew.

## **Coming to hospital**

### **Arriving at Adeney Private Hospital**

When you arrive for your admission, please report to our reception area located on the Ground floor.

A member of the Admissions team will direct you to either:

Level 1: DOSA (Day of Surgery Admission)

Level 3: MIC (Medical Infusion Centre)

If you are staying overnight, you will be cared for (after your surgery) in our Grigg Ward which is located on Level 2.

### **Indigenous Australians**

Adeney Private Hospital recognises Indigenous Australians as the traditional custodians of our land, and we seek to create a safe and welcoming hospital environment for our first nations patients and their families.

### **Non-Smoking**

Adeney Private Hospital is strictly a smoke-free environment. This includes cigarettes, E-cigarettes and vapes.

### **Café Facilities**

There is no Cafe located inside Adeney Private Hospital. However, there are complimentary facilities on each floor where you can make your own coffee, tea and help yourself to biscuits.

### **Pastoral Care Service**

Chaplains from many denominations can visit the hospital. If you would like a visit arranged, please speak to your Nurse Unit Manager.

### **Flowers**

For patient safety, lilies and potted plants are not permitted at Adeney Private Hospital. Lilies are restricted due to their exposed pollen, and potted plants are prohibited because any potting mix may carry Legionella bacteria.

## What should I bring to hospital?

### Important cards / paperwork:

- Medical Cards, (including your Medicare, Private Health Insurance and Pension cards).
- Copies of any relevant current x-rays, scans, or pathology results.
- Current medications and a list of medications (including medications you have been asked to cease prior to surgery).
- Documents relating to advance care planning (a medical treatment decision-maker, appointed support person, guardian, medical power of attorney, treatment refusal certificate, or advanced care directive).

### Important Items:

- **Physical Aids:** Ensure crutches or walking aids are labelled with your name.
- **Vision and Hearing:** Pack glasses, contact lenses and hearing aids, along with cases for storage.
- **Medications:** Please bring all your current medications with you in the original packaging, with your name on the packaging for us to be able to administer them to you (if staying overnight).
- **Clothing:** Choose loose, comfortable clothing and sensible shoes.
- **Supportive Footwear:** Ensure you have footwear that holds the foot firmly and provides support.
- **Personal Items:** Don't forget slippers, a dressing gown, sleepwear and toiletries like a toothbrush and toothpaste.
- **Phone Charger:** A charger for your mobile phone is essential.
- **Reading Material:** Bring books or light reading materials for entertainment.

*Adeney Private Hospital takes the safety of our patients and staff very seriously. We ask that you take the time to check that all electrical equipment you plan to bring to the hospital is safe to use e.g. no exposed wires, plug pins are straight, the plug does not have damage.*

Please **DO NOT** bring:

- Large sums of money
- Jewellery (a wedding band is permitted)
- Large suitcases (there are no suitable storage facilities)
- Handbags
- Hairdryers/Hair Straighteners

## **Food**

Your safety is our priority. Adeney Private Hospital prepares all the food onsite ensuring the required food guidelines are met. Adeney Private Hospital does not allow food that is prepared outside of the hospital to be brought in for any patients. Thank you for your understanding.

## **Please Note**

Please note that if you are bringing a carer/support person, we kindly request that only 1 person accompany you.

All overnight patient rooms at APH are private, with their own bathroom facilities and a safe for your valuables.

*The hospital accepts no responsibility for the security or loss of valuables or personal property.*

**Visiting Hours:** Daily 4:00pm - 8:00pm

## **Patient enquiries**

Please call (03) 7049 5000 for all patient enquiries.

## Being involved in your own health

Keeping you safe is our priority. We will work in partnership with you, your family, and your doctors to ensure that your safety is optimised. Communication and safety checks are of paramount importance.

### Communication

We will regularly check your identification when our staff are attending to you. We will also ask you about any known allergies that you may have.

We encourage you to please Speak Up if you are not feeling well. You and your family can call the “I’m Concerned” number to escalate any concerns you may have. This number is (03) 7049 5252.

### Leader and Hourly Rounding.

The Nurse in Charge will meet with you every day to discuss your care and ensure that your clinical and personal needs are being met. Your assigned nurse will assess you every hour to ensure that your needs are being pre-empted and met. It is important we understand “What matters to you”.

This hourly assessment is referred to as hourly rounding. Further to this our nurses will provide education and rationale on the safety measures being applied during your stay.

### Communication Board

If you are staying overnight, you will have an electronic communication board in your room. This is updated throughout the day as your needs change. This is an important communication tool between yourself, your family, and your treating clinical team in keeping you safe, informed and involved in your care.

### Preventing Falls

Please follow the nurses and physiotherapists instructions if you can walk by yourself. Please wear non-slip shoes.

Please be aware that following an anaesthetic, and with certain medications, you may experience dizziness.

## Preventing Pressure Injuries

Pressure injuries – or bed sores - can develop if you are lying in the same position for extended periods.

Please reposition yourself every hour. Please tell your nurse if any areas of your skin are tender or broken.

## Infection-Free

Keeping you safe also involves preventing infections. Infections can spread on hands. All hospital staff will use hand sanitiser on entry and exit to your room and prior to any treatments. Hospitality Service Associates (HSA) staff also practice hand hygiene to keep you safe.

Please feel free to ask our staff if they have sanitised their hands.

Please also ask your visitors to use sanitiser on entry to the hospital and your room.

### How do I manage my discharge from Adeney Private Hospital?

Discharge time is 0900hrs. Please organise transport in advance. For patient pick-ups, please use the underground carpark on Adeney Avenue. On arrival, nurses will advise when you can move your car to the pick-up/drop-off turning circle at the Main Entrance. Please note there is no parking permitted at the pick-up/

drop-off turning circle. Cars can wait at the pick-up/drop-off point outside the main reception area, for a maximum of 5 minutes.

If assistance is required during your recovery period, please request a family member/friend to assist you ahead of your expected stay with us.

## Discharge Medication

If Discharge medication is required, it will be dispensed by the onsite pharmacy - Slade. Our pharmacists on site will educate you on your medications.

## How do I access ongoing support?

Adeney Private Hospital supports your health journey even after you have been discharged. Please do not hesitate to contact the relevant department manager for ongoing support throughout the recovery period.

Phone: (03) 7049 5000

## What are my rights and responsibilities?

What you can expect from us:

### Respect

You have the right to:

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

### Information

You have the right to:

- Clear information about your condition
- The possible benefits and risks of different tests and treatment so you can give informed consent
- Receive information about services, waiting times and costs
- Be given assistance when you need it to help you understand and use health information
- Request access to your health information
- Be told if something has gone wrong, how it happened, how it may affect you and what is being done to make your care safe

### Partnership

You have the right to:

- Ask questions and be involved in open and honest communication
- Make decisions with your care provider to the extent that you choose
- Include the people that you want in planning and decision making

## Safety

You have the right to:

- Receive safe and high-quality healthcare that meets national standards
- Be cared for in an environment that makes you feel safe

## Access

You have the right to:

- Access healthcare services and treatment that meets your needs

## Privacy

We prioritise your privacy, adhering to Australian Privacy Principles and the Health Privacy Principles under the Victorian Health Record Act 2001. Our privacy policy details how we manage your information.

For more about our privacy practices or to access your health records, visit <https://adeneyprivate.com.au/your-privacy-at-adeney-private-hospital>

or email [privacy@adeneyprivate.com.au](mailto:privacy@adeneyprivate.com.au)

## Feedback

You have the right to:

- Provide feedback or make a complaint without it affecting the way you are treated
- Have your concerns addressed in an open and timely way
- Share your experience and participate to improve the quality of care and health services

What we expect of you.

## **Respect**

We expect you to treat our employees, patients, carers, families and visitors with respect and dignity.

## **Information**

Please tell us everything you know about your health.

This might include:

- Your medical history
- Any medicines you are taking
- Complimentary therapies
- Family and social supports
- How you feel in yourself
- Lifestyle and cultural beliefs
- If you can't speak for yourself, you can ask someone to help you

## **Partnership**

Our staff encourage you to participate in your treatment. This means asking questions, discussing options, and making choices about your treatment and care.

## **Safety**

Your safety is our priority.

To help keep you safe in hospital, you and your family should:

- Speak up - if you have questions or concerns or if you've noticed an unexpected change in your condition.
- Get involved - join the discussions and decision making about your care
- Be aware - understand the plans for your care, any test results and other important information. If you don't understand something, ask a staff member to explain it to you.

## **Privacy**

We expect that you will respect the privacy of others.

## What do I do if I have any concerns?

If you have any concerns about the quality or safety of your care, speak with the nurse or doctor looking after you.

If you are not satisfied with the response you can also talk with the Nurse Unit Manager or the Director of Operations - Clinical.

You may also refer to the “I’m Concerned” poster in your room to escalate any unresolved concerns if they remain.



We would love your feedback.

Receiving feedback allows us to review our processes and practices for improved outcomes and patient experience.

Once discharged, you will receive a questionnaire via email regarding your experience at Adeney Private Hospital.

In addition, you can also provide feedback via the QR code below.



If we have been unable to resolve your concern you may contact:

Health Complaints Commissioner

Level 26/570 Burke Street

Melbourne Victoria 3000

Telephone: 1300 582 113

Website : [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)



Phone: (03) 7049 5000  
209 Cotham Road, Kew. Victoria. 3101  
(corner Adeney Ave & Cotham Rd)

[www.adeneyprivate.com.au](http://www.adeneyprivate.com.au)

Visiting Hours: Daily 4pm – 8pm