

Patient Information Guide

Information for
public hospital admission

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Welcome

This guide aims to provide you with information about Flinders Medical Centre, the staff you may meet and the services available while you are a patient.

Flinders Medical Centre (FMC) is a specialist referral public teaching hospital and is part of the Southern Adelaide Local Health Network.

Since opening in 1976, FMC has earned an international reputation as one of Australia's finest public teaching hospitals and as a centre for research excellence. The hospital is collocated with the Flinders University School of Medicine and Flinders Private Hospital.

FMC is unique in South Australia in providing an extensive range of services for patients of all ages. It is one of two major trauma centres in SA. An around-the-clock emergency retrieval service brings patients to FMC by road or helicopter. FMC is also the base for the South Australian Eye Bank and the South Australian and Northern Territory Liver Transplant Unit.

More than 3,500 skilled FMC staff provide services to people across Australia, from Darwin in the Northern Territory to Mount Gambier in South Australia's south east. Staff at FMC are supported by more than 550 volunteers who make up the largest volunteer service in a public hospital in SA.

Please don't hesitate to ask staff if you or your family have any questions or concerns about your care and stay in hospital. Our aim is to provide you with the best possible care.

– Staff of Flinders Medical Centre

General Information

Aboriginal Health Unit (Karpa Ngarrattendi)

Karpa Ngarrattendi provides a culturally sensitive service to Aboriginal and Torres Strait Islander people accessing services at FMC. Staff can assist clients with organising accommodation, transport, flights or any other social or emotional issues. If you would like to speak with an Aboriginal Hospital Liaison Officer please ask a nurse to contact the Unit. You are welcome to drop into the Unit.

Karpa Ngarrattendi is located on Level 2, near the FMC Volunteer Service. Opening hours are 9.00 am to 5.00 pm Monday to Friday.

Advance Care Directives

An Advance Care Directive (ACD) is a legally binding document that expresses your future wishes or directions for health care and personal matters, like where you want to live. The ACD applies if you are unable to make your own decisions in the future and you can appoint one or more substitute decision-makers who you trust to make decisions for you.

You can write an ACD at any stage of life. To write an ACD, it must be your choice and you must be 18 years or older, know what an ACD is, know what it will be used for, and know when it will be used.

The Advance Care Directives Act 2013 came into effect from 1 July 2014. If you have already completed an Enduring Power of Guardianship, a Medical Power of Attorney or an Anticipatory Direction, these documents continue to be legally effective.

For more information about Advance Care Directives, visit www.advancecaredirectives.sa.gov.au or ask for a social worker to help you to complete an ACD.

Aggression and abusive behaviour, alcohol, drugs and weapons

Alcohol or illicit drugs are not permitted in Flinders Medical Centre.

If you have any questions, or are experiencing any problems related to your use of alcohol or drugs, please speak to the doctors or nurses providing your care. If you would like to speak confidentially to a counsellor please call the Alcohol and Drug Information Service on 1300 131 340. This service is available 24 hours.

Patients, carers, volunteers and staff all want health services to be delivered and received without personal threat or risk.

Violence or abusive behaviour is not tolerated at any SA Health site. Any incidents of aggression or violence should immediately be reported to a staff member for further action.

Public hospitals will take action to protect staff, patients and visitors against such behaviour. This may include removing persons from the hospital and reporting incidents to SA Police.

Similarly, possessing, using, providing or dealing in prohibited substances or weapons is not tolerated at any SA Health site, including public hospitals, and will be dealt with under applicable laws.

ATM facilities

Two automatic teller machines (ATMs) are located near the main entrance of the hospital – one just outside the main front entrance doors, and another just up the stairs on Level 2 (located next to the Coffee Shop).

Bedside computers and patient entertainment

SA Health has partnered with Telstra to install and support more than 3,500 bedside computers at the majority of public hospital bedsides in South Australia.

In addition to giving doctors, nurses, midwives and other members of your health care team access to your patient information at hospitals where SA Health's patient electronic medical record (Sunrise EMR & PAS) is used, bedside computers also provide entertainment services and packages for patients.

Entertainment packages can include digital television and radio channels, movies on demand and telephone packages. To watch an entertainment package, you will need a credit or debit card to pay for the service.

Sunrise EMR & PAS will be installed in stages across the Flinders Medical Centre campus in the future.

For more information about entertainment packages and associated fees, speak with staff or visit www.sahealth.sa.gov.au/bedside-entertainment.

Chaplains and our Spiritual Care Department

Sometimes things happen in life and we feel like our world has been turned upside down. Questions and thoughts bubble to the surface and we wonder what to do with them.

In these times it is good to be able to talk to someone who will explore the questions with you and listen without judgement. This is what we believe is Spiritual Care.

Spiritual Care is about exploring themes such as hope, meaning, purpose, forgiveness, our values and our relationships. It is about more than religious beliefs and practices.

Spiritual Care chaplains are available in the hospital to provide pastoral, emotional and spiritual support to all staff, patients and their families regardless of any religious affiliations or faith tradition. All the chaplains are on call 24/7 and they are happy to be contacted for urgent situations overnight and on weekends.

For a Spiritual Care Chaplain please phone 0466 013 364 and one of our team will respond as soon as possible and triage any specific requests and faith traditions.

If you need a quiet place to sit and just be, our Multi-faith Chapel is on level 4, around the corner from the Frog Lifts. It is open from 8am-8pm for prayer and contemplation. It has two Muslim Prayer Corners and prayer mats.

Confidentiality, privacy and access to personal information

Public hospitals collect, use and store confidential information about patients and their illnesses for administrative purposes so they can be provided with appropriate care and treatment.

SA Health has adopted a Code of Fair Information Practice to ensure that all public hospitals and health units comply with a set of privacy principles. The principles regulate the way personal health information is collected, used, disclosed, stored and transferred.

Your information may be shared with members of your health care team, including your general practitioner, and service providers including pathologists, radiologists, allied health professionals and pharmacists.

To identify ways we can improve the care we give, sometimes hospital staff, health or medical researchers and committees review medical records. You are assured that all staff are bound by strict confidentiality and no information to identify you or your treatment is kept for any purpose other than your health care.

You have the right to access information kept about you by SA Health, either personally or through another person you nominate. If you wish to access your personal health records, please ask to speak with a Freedom of Information Officer.

More information about confidentiality is in the booklet [Your Rights and Responsibilities](#), which is available in 16 languages.

Consent

'Consent' means agreeing to a proposed specific procedure after you have been given proper and sufficient explanation of the nature and likely consequences and risks of the procedure.

Public hospitals in South Australia follow legislative and SA Health guidelines relating to consent. Your consent must be given in writing before all operations, blood transfusions, radiotherapy treatment, examinations under anaesthetic and non-operative procedures of a serious nature. Written consent must also be given for the administration of local, spinal or general anaesthetic procedures.

If your capacity to make decisions is impaired and you have an Advance Care Directive (ACD), your substitute decision-maker will be able to provide consent on your behalf.

You may receive a consent form as part of your admission to hospital. Before you can make a decision and give your consent, it is important that you understand the procedure. A member of staff will explain it to you and, once you understand the procedure, please read all of the information on the consent form before you sign it. If there is any part of the procedure or the consent form you do not understand, please ask a member of staff for more information.

An external service provides interpreters for a range of languages, including sign language. If you need an interpreter to help you to understand what is being said so you can make an informed decision, please ask staff to arrange an interpreter for you.

Information sheets about many surgeries and procedures are available for patients and provide explanations in plain language. They can be requested from members of staff.

Consumer Advisory Service

The Consumer Advisory Service (CAS) is here to help if you have a question, concern, compliment or suggestion about the care you received within the Southern Adelaide Local Health Network (SALHN).

The role of the CAS is to:

- > Assist with complaint resolution
- > Ensure complaints are investigated with the assistance of appropriately skilled staff
- > Advise service managers about improvements that can be made as a result of your feedback.

What should I do if I have a complaint:

If you are not happy with any aspect of the health service, we encourage you to let us know by talking to a member of your health care team. This includes your nurse or doctor. Your health care team is familiar with your situation and may be able to resolve your concern right away.

If you are a current patient in the hospital, we strongly encourage you to speak with the staff member caring for you. Alternatively, you can ask to speak with the Nurse Unit Manager or Shift Coordinator on your ward. Speaking with your health care provider in the first instance assists with resolving your concerns more promptly.

Not resolved?

If you remain unsatisfied with how your concerns were managed please contact CAS.

How to contact CAS

Phone: 8204 5433

Email: HealthSALHNConsumerAdvisory@sa.gov.au

Write: C/- Level 2 Flinders Medical Centre.

Flinders Drive, BEDFORD PARK SA 5042

Consumer engagement

Excellence in health care is everyone's right and responsibility and not one person or group can make sure this happens by working alone. Person and Family Centred Care occurs best when there is a true partnership between consumers, the community and health professionals and we listen, act, make better, together.

Working with our consumers is a key priority across all levels of the organisation to improve health outcomes. Consumer Engagement in SALHN happens at the point of care, and expands to consumers being involved in decision making about our services.

If you wish to become involved, please email Health.SALHNConsumerEngagement@sa.gov.au, call (08) 8204 6197 or visit www.sahealth.sa.gov.au/SALHN.

Contemplation stone – Karkkanya Red Stone

Visitors can take the opportunity to take a moment at the contemplation stone located outside the Flinders Centre for Innovation in Cancer. The contemplation stone and seating walls, established in recognition of the Kurna peoples, provides a place to gather, to breathe in the air and feel the elements. It is a place to contemplate our being and our futures. The central red stone is from southern Kurna parnka (country) near Kangarilla, the slate sets from Willunga and the earth to build the walls from near Ngankiillya (Yankalilla).

Country Patients – accommodation and transport

Overnight accommodation may be available for close relatives of critically ill patients. Relatives who have accompanied patients from the country may also be able to access short-term accommodation. Nursing staff can provide you with more information. Social work staff can advise about longer-term accommodation located close to the hospital. They are located on Level 2, adjacent the top of the main stairwell.

The **Patient Assistance Transport Scheme (PATS)** can reimburse eligible South Australian country patients and escorts with some travel and accommodation costs. This applies when people are required to travel over 100 km (each way) to receive specialist medical treatment not available at a closer centre.

Information and claim forms relating to PATS are available from the Social Work department at FMC (Level 2, adjacent the top of the main stairwell) or from your local PATS office.

Courtyard

A lovely courtyard with shade, ducks, a waterfall and seating spaces is located on Level 2. Family and visitors are also welcome to use the space. The courtyard is strictly non-smoking. The Volunteer Service for FMC provides reasonably-priced food and refreshments in the courtyard on most days.

Disability access

FMC is fully accessible for wheelchairs. Lifts are situated inside the main entrance and throughout the hospital. A ramp is available at the Northern Entrance (opposite the multi-storey car park).

Car parking spaces for people holding Disability Permits can be found:

- > In the multi-storey car parks (you can park in the designated Disability Permit parks; or use any available car parking space)
- > On Flinders Drive, just past the main entrance of the hospital (facing the creek area). Fifteen parking spaces are located here.

A 10-minute set-down space is also available under the verandah at the main entrance of the hospital.

Flinders Volunteer Shop

The Flinders Volunteer Shop sells a wide range of refreshments and food, along with stamps, greeting cards, magazines, toiletries, gifts, flowers, Metrocard recharges, X-Lotto, mobile phone recharge cards and international calling cards.

Opening hours are:

- > Monday to Friday 8.30 am to 7.00 pm; Saturday 9.00 am to 5.00 pm; Sunday and public holidays 11.00 am to 6.00 pm.

FMC Playroom

In special circumstances, visitors (eg those visiting critically ill patients) may leave children aged 0-8 years in a free supervised playroom run by volunteers from The Volunteer Service for FMC. Limited spaces are available. The Playroom is located on Level 1, behind the main stairway as you enter the hospital. Follow the corridor to the left of the stairway.

The Playroom is open Monday to Friday from 9.00 am to 3.00 pm. Please note there is a 2-hour limit of care.

For further information please phone 8204 4777.

Food and refreshments

The Volunteer Service for FMC Inc runs four refreshment outlets at FMC. All proceeds from the outlets support research, ongoing care and service improvements at FMC.

- > **Coffee Shop** – located on Level 2, just up the stairs from the main entrance.
- > **Tea Bar** – located on Level 2, near the outpatient clinics
- > **Café Bar** – located adjacent the Emergency Department on Level 3
- > **FMC Volunteer Shop** – located on the ground floor near the main entrance.

Other food outlets include:

- > **Market Café** – Located on Level 4 (take the 'Frog' lifts to level 4 and turn right down the corridor)
- > **Theo's** – on ground floor level of the car park building, opposite the northern entrance of the hospital.
- > **Foundation Café** – located on ground floor level of the Flinders Centre for Innovation in Cancer (FCIC), adjacent the northern entrance of the hospital.
- > **Hudson's coffee shop** – located in Flinders Private Hospital on the ground floor near the main entrance.

Hairdressing salon

A private hairdressing salon is located in the block of retail stores on the ground floor of the multi-storey car park, opposite the Northern Entrance of the hospital.

Appointments can be made by phoning 8204 5558, or asking a staff member to call on your behalf. Payment is required at the time of service.

Hospital accounts

When you arrive at hospital, you or your family will be asked to complete admission forms, including a patient information form. This form enables you to select whether to be treated as a public patient by a doctor allocated to you by the hospital or as a private patient by a doctor of your choice who either works at the hospital or who has visiting rights. In some cases, patients are given admission forms to complete before they arrive at hospital. If you have received your admission forms in advance, please make sure you bring them with you.

> Public health care

As a public Medicare patient, you are entitled to treatment in the public health care system and you generally do not have to pay for your treatment or your stay in hospital.

Patients who remain in hospital for longer than 35 days and are medically stable may be liable to pay a fee. Please check with staff at your metropolitan or country hospital whether charges will apply to your stay in hospital.

> Private health care

Private patients can request to be treated by a particular doctor, provided that doctor has the clinical privilege to practice at the hospital. If you choose to be treated as a private patient, every effort is made by the hospital to organise for your nominated private health fund to be billed directly.

If you do not have private health insurance, you can still be admitted as a private patient and you will pay a competitive rate for your stay in hospital and other expenses. The account will be sent to you once you are discharged from the hospital.

> **Compensation claims – worker’s compensation, third party or common law claims**

If your hospital admission is the result of a compensation claim, it is important that you tell the admitting staff which insurance company or solicitor is handling your case so that accounts can be processed accordingly.

> **Residents from other countries (non-Medicare patients)**

Residents of countries that share a Reciprocal Health Care Agreement with Australia are usually eligible for free emergency treatment under Australia’s Medicare system. This arrangement does not entitle overseas patients to treatment as private patients or for elective admissions.

Residents of countries that do not have a reciprocal agreement with Australia are not eligible for free treatment. In these cases, patients will be responsible for paying all expenses associated with treatment, including medical, diagnostic, hospital stay, prosthetic, pharmaceutical and ambulance fees.

Holders of travel insurance may be able to lodge a claim for these costs through their travel insurance company.

For more information, contact our hospital representative on 8204 7259 or 8204 7419 weekdays between 8:00 am and 8:00 pm and weekends between 7:30 am and 3:00 pm.

The information above is available to be downloaded [here](#) in brochure format.

Involvement in your care

You are an important member of your health care team, along with your nurses, doctors and allied health professionals. It is vital that you share information about your health with the other members of your health care team, especially if you notice any changes in your condition. Make sure you tell your health care team if you have any questions or concerns, so everyone can help decide on a shared plan that is best for your wellbeing.

Justice of the Peace

A Justice of the Peace is available at FMC. Please ask a staff member if you require one.

Laurel Hospice

The Laurel Hospice (palliative care unit) at Flinders Medical Centre consists 15 private rooms with ensuite bathrooms. Patients and visitors also have access to a big rooftop garden with large undercover spaces and 180 degree views of the coast, private spaces where people can be together as a family, and dedicated and free parking spots for hospice visitors close to the hospice. Please park in the Public Car Park and ask the Ward Clerk at Laurel Hospice for a permit.

Meal times are breakfast 8.00 am, lunch 12.30 pm and dinner 5.00 pm.

The direct line to Laurel Hospice is (08) 8404 2431.

Library service

Light reading material is provided for patients by the Volunteer Service. Large print and audio books are also available.

Medicines

While in hospital, all medicines that patients take are prescribed by hospital staff. For this reason, it is important that your health care team is fully informed of all medicines you are taking. Please bring all of your current medicines with you in their original packaging and, if you have one, your current medicines list.

This will help your health care team understand exactly what you are taking, identify any problems and make sure there are adequate supplies so you do not miss any doses.

To help make sure your medicines are used safely, please:

- > Keep an up-to-date written list of all your medicines, including prescriptions, medicines you have bought at a pharmacy or supermarket, and any complementary or alternative medicines you are taking
- > Know your medicines – the drug name (including brand names) and what you are using them for
- > Share information with your doctor, pharmacist, nurse, midwife or other health care professional
- > Tell your health care team about any allergies or drug reactions you have had in the past
- > Read the labels on your medicines and follow all directions
- > Monitor the effects your medicines have on you and discuss any side effects with your doctor, pharmacist, nurse or midwife.

If you have any questions about your medicines, please ask your doctor, pharmacist, nurse or midwife.

For more information about bringing your medicines to hospital, visit the SA Health website at www.sahealth.sa.gov.au/goingtoshospital

My Health Record

My Health Record is an online summary of a person's health history. This important health information can be viewed by authorised SA Health staff (clinical, nursing, allied health) and may assist us in clinical decision-making.

Patient information from our service, such as discharge summaries, medical imaging and pathology reports are also uploaded to a patient's My Health Record to ensure better connected health care for patients. This is a Federal Government initiative and it's your choice to have a My Health Record.

For more information visit www.myhealthrecord.gov.au/.

Older Persons Mental Health Services

The Older Persons Mental Health acute ward provides acute mental health care for patients who are over 65yrs (50 years for Aboriginal people).

Ward 18V is a 30 bed ward comprising eight high dependency unit (HDU) beds for patients requiring more intensive nursing support and two beds which can be used for either General or HDU and 20 beds in the General unit.

Visiting hours are generally 8.00 am – 8.00 pm but visitors are respectfully requested to avoid meal times. Please contact the nurse in charge to discuss visiting hours in HDU.

Please contact 84042862 for more information.

Open disclosure

Open disclosure is a conversation with you and/ or your loved ones if you have been harmed unintentionally during your health care journey.

Staff will:

- > Apologise, and help you understand what happened
- > Let you know what is being done to investigate what happened
- > Explain the consequences of the incident for you and your loved ones
- > Assist you with support you may need
- > Let you know the steps we will be taking to make care safer in the future.

Organ and tissue donation

SA Health supports organ and tissue donation. In South Australia, organ and tissue programs are coordinated by Donate Life. For more information about Donate Life, visit our website at www.sahealth.sa.gov.au/goingtohospital or speak with staff at your metropolitan or country hospital.

Patient and family/carer escalation of care

'If you're worried, we're listening'

Talk to our staff if you are worried about a recent change in your condition or that of a loved one. This could be things like pain, a racing heart, difficulty breathing, feeling faint, hot/cold or feeling unusually drowsy or worried.

Our staff will listen to your concerns and may speak with a more senior nurse, midwife or doctor if needed.

Let us know if you are still worried. You can ask staff to call the Medical Emergency Team (MET) or call 33# on your bedside phone or a hospital phone (please let staff know if you make a consumer MET call).

Patient rights and responsibilities

Information about your rights and responsibilities as a patient is outlined in the booklet, Your Rights and Responsibilities. Copies of the booklet are available at all public hospitals in South Australia.

Your Rights and Responsibilities gives you information about a range of issues, including deciding on the type of care or treatment you receive, accessing your personal health record, fees and financial assistance. It also outlines what you can do to help your health service give you better care and how you can provide feedback to your health service.

In addition, the Health and Community Services Complaints Commissioner (HCSCC) has developed a Charter of Health and Community Services Rights. The HCSCC Charter sets out the rights of all people who use health and community services in South Australia, including services in the public, private and non-government sectors. For more information about the HCSCC Charter, visit the SA Health website at www.sahealth.sa.gov.au/goingtohospital. Know your rights when receiving a health or community service in South Australia:

1. **Access** – right to access health and community services
2. **Safety** – right to be safe from abuse
3. **Quality** – right to high quality services
4. **Respect** – right to be treated with respect
5. **Information** – right to be informed
6. **Participation** – right to actively participate
7. **Privacy** – right to privacy and confidentiality
8. **Comment** – right to comment and/or complain

Statements of rights for mental health consumers

There are statements of rights for mental health consumers on Community Treatment Orders and Inpatient Treatment Orders. These statements provide information about mental health treatment orders, mental health care and summarises the rights and responsibilities of consumers of mental health services. Visit the SA Health website at www.sahealth.sa.gov.au/goingtohospital for more information and copies of each statement in 16 different languages.

If you are not happy with the hospital's response to your complaint, you can contact the Health and Community Services Complaints

Commissioner (HCSCC) on telephone (08) 8226 8666 or 1800 232 007. For more information visit the HCSCC page on our website www.sahealth.sa.gov.au/goingtohospital or www.hcsc.sa.gov.au

Parking

The Southern Car Park located on Flinders Drive is also available for parking for patients and families accessing the Rehabilitation Unit, Palliative Care Service and Older Persons Mental Health Service. Twenty seven free car parks for visitors of the Palliative Care Service are available at the Southern Car Park. Please contact Health:FMCCarParking@sa.gov.au or phone 8204 4088 to arrange your parking permit. Other visitors can obtain a car parking ticket upon entering the car park and pay stations are conveniently stationed within the car park. Just be mindful that the southern car park does not have the same sort of capacity for public parking that Wilsons Carpark has.

For disability permit parking, please see [Disability Access](#).

Bicycle racks can be found near the main entrance of the hospital, adjacent the multi-storey car park entrance.

Patient enquiries

Your family and friends are welcome to call to enquire about you. However, you have the right to determine who should be informed of your condition. When relatives or friends phone the hospital only general information is given. We respect your privacy.

If you have a large family or many friends, we appreciate it if only one or two people act as contacts for the entire group, and pass on any news to other family members and friends.

Pre-Admission Unit

If you are having planned surgery you will have a clinic appointment before your surgery in the Pre-Admission Unit. At this visit you will discuss your planned surgery, your hospital stay and any discharge needs you may have. The visit also gives you a chance to ask any questions you may have.

You will see a nurse, a surgical doctor and an anaesthetic doctor. Your medical history, medications and allergies will be reviewed. Any pre-operative tests you may need such as blood tests, heart checks or X-rays will be done. You will also be given educational information specific to your surgery and hospital stay.

Preventing and managing infections

Hand hygiene is one of the most important ways you and staff can prevent the spread of germs that can cause serious infections. To stop germs spreading, all staff responsible for your care should wash their hands before and after caring for you, and should be bare below the elbows.

It is your responsibility as a patient and visitor to practice hand hygiene at regular intervals to help prevent the spreading of germs.

If you don't see staff washing their hands before and after treating you, please speak up. You and your family should not be afraid or embarrassed to ask staff to wash their hands.

We also encourage you to help with reducing the spread of infection.

You, your family and friends should wash hands or use the alcohol skin disinfectants provided in every public hospital in South Australia:

- > Before and after touching people, objects or surfaces in the hospital room
- > Before eating
- > After using the toilet.

Please ensure you let your health care team know if you have any infections. More information about hand hygiene is available on the SA Health website.

Rehabilitation facility

Flinders Medical Centre's 55-bed state of the art Rehabilitation Unit is located on Levels 5 and 6 of the rehabilitation building. Visitors are welcome to visit patients in the Tobruk and Kokoda wards between 8.00 am and 8.00 pm, but we ask that patients dine privately in the dining room at lunch (12.30 pm) and dinner (5.15 pm).

There is a patient pick up and drop zone at the main entrance of the rehabilitation building. Phone (08) 8404 2140.

Schoolwork and long-term patients

FMC has a school teacher available during school term time for older children and adolescents who are long-term patients. A Diversional Therapist is available Monday to Friday for younger patients to provide games, toys and activities. Ask staff in the unit for more information.

Shared decision making

We want all our patients, families and carers to be involved in shared decision making. This means working together with your health care team and support networks to make informed decisions about your health care choices.

Our staff are here to support you in shared decision making and will do this by using plain language, promoting holistic care, considering your preferences, cultural needs, values and circumstances.

Smoke free policy

All SA Health sites are smoke-free and smoking is not permitted at any of the state's public hospitals, including all buildings, grounds and car parks.

If you are a smoker, we can provide you with support to help you manage nicotine withdrawal while you are in hospital. It is a good idea to discuss your options for nicotine replacement therapy with your doctor and make sure your anaesthetist is aware that you are a smoker.

SA Health's Smoke Free Policy protects staff, patients and visitors from second hand smoke. Exposure to second hand smoke can be harmful, particularly for vulnerable people such as children, pregnant women and people who suffer from pre-existing respiratory or cardiovascular conditions.

Quitting smoking before undergoing surgery can reduce your risk of post-operative complications and will also assist with wound healing after surgery.

For support to quit smoking, please speak with a member of staff, call the Quitline on 13 78 48 or visit the website www.quitlinesa.org.au.

Telephones

Public telephones: A number of public phones are located throughout the hospital, including one located up the main entrance stairs (and immediately to the right). Staff or Volunteer Service Guides can direct you to them.

Phones are provided near the bedside in most wards for incoming calls.

Please note that mobile phones may interfere with electrical medical equipment in some areas. Please observe the signs, or ask staff.

Toilets

Public toilets are located throughout the hospital on every floor. Toilets with disability access can be found on:

- > Level 1 – near the main entrance
- > Level 2 – adjacent to the coffee shop; Physiotherapy waiting area; Medical Imaging waiting area
- > In the Transport/Discharge Lounge near the Northern Entrance
- > Level 3 – Emergency Department; adjacent the entrance to the Birthing and Assessment Unit, near the Koala lifts.
- > Level 6 – at the junction of Cardiac Surgery (Ward 6D) and Division of Medicine offices.

Treatment

During your hospital stay, certain tests and procedures may be carried out. It is in your own interest to discuss with your doctor any treatment, examination, drug or procedure that you do not understand or do not desire.

If you refuse treatment, or wish to discharge yourself, you may be asked to sign a form removing the hospital from any liability caused by this refusal. However, you have the right to refuse any investigation or treatment that you do not want.

What patients should and must not bring to hospital

There is a one bag limit for patients being admitted to public hospitals in South Australia. Please ensure your packed bag weighs less than eight kilograms and is no larger than an overnight sized bag. There is limited space available for baggage at our hospitals and luggage that exceeds the size and weight guidelines may not be able to be stored.













Exceptions may be made for people without family or carers and for those from rural and remote locations, if agreed in advance with your hospital.

Please speak with your metropolitan or country hospital staff before you arrive for admission to check whether a luggage limit exception can be made for you.

Although all care is taken, SA Health cannot accept responsibility for the personal belongings of patients.

What patients should bring

Please bring only what you need with you, such as:









-  A credit or debit card for bedside computer entertainment packages
-  Medicare care, health benefit fund details, Department of Veterans' Affairs (DVA) cards and other concession cards
-  Medicines, including complementary or alternative medicines, that you are taking in their original packaging (along with dosages and times)
-  Name and contact details of your next of kin, carer or substitute decision maker.
-  Name and contact details of your general practitioner (local doctor)
-  Nightwear and a dressing gown or robe
-  One change of clothes
-  One pair of non-slip footwear
-  Relevant scans, x-rays, pathology results and doctor's letters
-  Required aids, such as glasses, hearing aids, wheelchairs and walking frames. Be sure to include batteries and cases if appropriate
-  Small amounts of cash, if required
-  Toiletries – toothbrush and paste, soap, comb, shaving gear

Remember, you will need to leave room in your bag for the clothes you wear to hospital. Please ensure you label personal items, including personal wheelchairs and walking frames, with your name, address and a contact telephone number.

If your child is the patient, think about bringing their Child and Youth Health Book and a favourite toy or security blanket.

If you have questions about what you can bring with you, please speak with staff at your local [metropolitan](#) or [country hospital](#).

What patients must not bring

-  Bedding, electric blankets, wheat bags, hot water bottles or heat packs of any kind
-  Heavy or bulky items
-  Large quantities of food or drinks
-  Pets, excluding service or assistance animals specifically trained to help people with visual or hearing impairments
-  Plug-in electronic equipment, including televisions.
Small personal electrical appliances may be used in the hospital, subject to prior approval.
Electrical testing may need to be done before the appliance is used in the hospital and there may be a cost to have equipment tested for electrical safety.
For more information, please refer to the site-specific admission guide for the metropolitan or country hospital you will be attending, or speak with a member of staff.
-  Talcum powder, large bottles of shampoos, conditioners or other liquids
-  Weapons or prohibited substances
-  Valuables, including jewellery or large amounts of cash

In the Ward

Arrival in the ward

You will be met by the ward staff who will explain the ward layout. Your patient identification bracelet must be worn on your wrist or ankle during your entire stay in hospital. Members of the health care team will record the details of your medical history and conduct a physical examination. Please inform your doctor of any allergies you may have. We also need to know all the medications (including herbal preparations) you are taking.

Call button

A 'call button' is located on the bedside handset. Press the button once to call the nurse. You can also use the call button for assistance in an emergency.

Day room

There is a day room in most wards which you can use for reading, watching television or talking to friends and relatives.

Leaving the ward

Please let staff know if you leave the ward.

Meals

Catering staff will deliver menus to you on a daily basis. You will be asked to make your selection of meals a day in advance. If you are on a special diet you should make this known to the ward staff on admission.

Meals are generally served at the following times:

- > Breakfast 7.00 am to 8.00 am
- > Lunch 12 noon to 1.00 pm
- > Evening meal 5.00 pm to 6.00 pm

Please note that some food and drinks are withheld before surgery and some procedures.

Mixed gender bays

During your stay you may be located within a patient bay that has both male and female patients. On the ward every effort is made to ensure that your privacy is maintained. Should you have any concerns, please discuss these with the staff on your ward. If it's necessary to put you in a mixed gender bay, it will be discussed with you prior.

Private property and valuables

You are advised not to bring valuables with you into hospital. If you have valuables with you when admitted, and relatives or close friends are unable to take them home, the ward staff will arrange for their safekeeping in the hospital safe and a receipt will be issued to you. We request that you keep only a small amount of money in your locker. The hospital does not accept responsibility for the loss of personal property or valuables unless items of value have been handed over for safekeeping.

Safety

- > FMC has a policy of 'safer patient handling' to protect the wellbeing of patients and staff. Your mobility will be assessed by staff and where possible we will ask for your cooperation when you are being moved. Sometimes, manual handling aids may be used to assist you, such as slide sheets or a lifting machine.
- > Please use footwear when you leave the ward. For safety reasons you are strongly advised against walking about the hospital barefoot.
- > In the event of a fire or emergency, please remain calm and stay by your bed. Staff will let you know what is happening. Your visitors should wait with you.

Single rooms

Single rooms for private or public patients cannot be guaranteed. If a single room is required for your care, every effort will be made to provide it.

Staff

Many people will be involved in your care during your stay in hospital. All staff wear identification badges showing their name and position within the hospital. Your care team may involve:

- > Nursing staff including clinical nurse consultants, clinical nurses, registered nurses, enrolled nurses and nursing students.
- > Medical staff including consultants, registrars, resident medical officers, interns and medical students.
- > Support staff including Patient Service Assistants (PSAs), ward clerks and finance clerks; and professional support staff including pharmacists, radiographers and laboratory staff.
- > Volunteers from the Volunteer Service for Flinders Medical Centre Inc.
- > Allied health staff including dietitians, physiotherapists, speech pathologists, occupational therapists, podiatrists, audiologists, social workers and allied health students.

Students

Medical, nursing and allied health students are often present on the wards at FMC. You may be invited to discuss details of your illness or be examined by students. All students are supervised by senior staff and we appreciate your cooperation. If you have any concerns about this, please talk to your nurse or doctor.

Transfers

During your hospital stay it is important that you receive care from specialists based at the most appropriate site for your needs. This means you may be transferred to another hospital. All transfer arrangements will be organised by the hospitals you are transferring between. The decision to transfer you to another hospital will only be made if it is considered to be clinically appropriate for your care.

Visitors and visiting times

SALHN values the role of visitors and understands the importance of loved ones presence in healing, comfort, information gathering and sharing decision making.

We welcome patient visitors 7 days per week (including public holidays) between the hours of 8.00am to 8.00pm. If you would like to visit outside these hours, we ask that you contact the Ward to discuss further via our switchboard (08) 8204 5511.

Some areas have therapy, rest and treatment sessions during some hours, these are detailed below:

- > Neonatal Unit: Quiet time between 12.00 noon and 3.00pm, the lights are dimmed to help babies rest. Please note that visiting needs to be approved by parents of the baby. Parents and brothers and sisters of the baby can visit at any time.

Please note:

- > If you have a cold, flu, diarrhoea or vomiting symptoms, you should not visit until you feel well, for the reason of patient safety and wellbeing.
- > We want to keep Children safe therefore when visiting they must be directly supervised by an adult at all times.

Hospital discharge

Flinders Medical Centre will aim to have you discharged by 11.00 am. However, this time may vary depending on when you are considered 'medically fit' to leave hospital. Before leaving hospital, make sure that you and anyone involved in your care understands what ongoing treatment you may require. Your health care team will arrange for any special services, such as Hospital@Home. A letter summarising your treatment will be sent to your GP. Before leaving:

- > If you have to attend an outpatient clinic please check that you have an appointment care with the time and date of your appointment.
- > Make sure that you clearly understand instructions for taking any medications
- > Take home any private X-rays
- > Collect and sign for valuables handed over for safekeeping
- > Ask for a sick certificate if required.

Community support services

FMC can link patients and their families to a range of services in the community. If you need community support services such as Meals on Wheels, care at home or special equipment to help you at home, please discuss with staff.

Discharge medication

You may be required to take prescribed medication after you are discharged. These may be accessed from the hospital Pharmacy Department or a pharmacy of your choice. Just as you would need to pay for your prescription at your local chemist, you may need to pay for the medication you receive on discharge at the hospital. Payment can be made by cash, EFTPOS, credit card or cheque.

Moving to a residential aged care facility

FMC may charge hospital accommodation fees when all of the following circumstances apply. You are waiting in hospital for placement in residential care and:

- > Your hospital stay exceeds 35 days
- > You have been assessed by the Aged Care Assessment Team as requiring residential care
- > You are medically stable.

Social work staff at FMC are available to help and can be contacted on 8204 4144.

Transit Lounge

A Transit Lounge is available for patients waiting to be discharged from hospital. The staff in the lounge includes two registered nurses. The Transit Lounge is located just inside the Northern Entrance of FMC (adjacent the western side of multi-storey car park). Temporary parking is available at the entrance for family/friends/carers picking you up.

Transfer from hospital

FMC works closely with a number of hospitals and health care facilities. It is possible that you will be transferred to another facility that is best able to match your care requirements. It may also be possible for you to go home earlier than expected with the right support in place. This transfer will be managed by FMC staff.

Transfer by ambulance

Ambulance transport is only provided by the hospital for medical reasons.

If you are transported to or from hospital by ambulance or between hospitals at your request, you will be responsible for the payment of any accounts from the ambulance service. (If you are a member of an ambulance or health fund you may be able to claim a rebate).

Transport home

Patients are required to arrange their own transport home. If necessary you should arrange for someone to accompany you home.

Helping us to help you

Arts in Health at FMC

Arts in Health at FMC works to provide a diverse range of visual art and live performance activities to improve the hospital environment and support healing, recovery, and wellbeing for patients, staff and visitors.

The Arts in Health at FMC program is one of the largest hospital-based arts in health programs in Australia, with a national and international reputation for high quality and innovative programming. It is run by a committed team of arts managers, artists and arts based therapists who work across all wards and public areas of the hospital responding to specific patient referrals, general requests and clinical programs. For more information phone 8204 3096 or go to artsinhealth@sa.gov.au

Flinders Medical Centre Foundation

If there's a cause you're passionate about, or an area of the hospital you'd like to give back to, please consider making a donation to Flinders Foundation – the official charity of Flinders Medical Centre.

Through generous supporters, Flinders Foundation provides valuable funding to help researchers make medical breakthroughs. Funds are also raised to purchase new medical equipment and technologies, and support projects which greatly improve treatment and care for patients and their families.

Flinders Foundation has also been a driving force behind many projects that have vastly improved facilities throughout the Flinders campus, including the integrated Flinders Centre for Innovation in Cancer (FCIC) which houses world-class cancer research, treatment and patient care. Foundation Café inside the FCIC serves a delicious range of morning tea, afternoon tea and lunch options and returns all profits to support the centre.

To make a donation or find out more about how you can make an impact, visit the Flinders Foundation office located on the southern corner of the carpark building (next to Theo's Cafe), contact (08) 8204 5216 or visit www.flindersfoundation.org.au.

Volunteer Service

The Volunteer Service for Flinders Medical Centre Inc is a vibrant and integral part of the hospital. More than 600 volunteers 'make a difference' at FMC each day by providing a wide range of services and support. The service is a vibrant and integral part of the hospital and has been responsible for raising more than \$12 million for vital research and equipment since its inception.

The volunteers operate a wide range of services including a gift shop, coffee and refreshment facilities, children's playroom, library service, flower service, diversional therapy, support services and a guide service.

The Volunteer Service does not engage in direct fundraising; instead, profits raised through our retail outlets are donated towards research and patient care. Many of our volunteers or members of their families have at one time been patients at FMC. They volunteer to 'give something back' to the hospital.

If you are interested in joining the Volunteer Service please call 8204 3009.

Hospital and community services contact numbers

Consumer Advisory Service	8204 4450 or 8204 7622
FMC Playroom	8204 4777
Social Work Department	8204 4144
Alcohol and Drug Information Service	1300 131 340
Flinders Foundation	8204 5216
The Volunteer Service of FMC	8204 3009
Arts in Health at FMC	8204 3096
Spiritual Care	8204 4812 or 0466 013 364

For more information

Flinders Medical Centre

Telephone: 08 8204 5511



This document has been reviewed and endorsed by SALHN consumers.

This document/publication can be provided in an alternative format upon request.



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Reviewed March 2020 Next review March 2023
Printed March 2020.



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Southern Adelaide
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