



Dorset

REHABILITATION CENTRE



Patient Information Directory

PLEASE LEAVE THIS FOR THE NEXT PATIENT.

This Directory is the property of the Hospital.

PLEASE DO NOT REMOVE.

For further details see our website:

www.dorsetrehabilitationcentre.com.au



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- ✓ Keep a copy of all relevant contacts
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We're not the biggest brand in aged care so why go with us?

At CraigCare we understand first hand that moving out of your own home is a big step. The process can be stressful and for some, it can be overwhelming if not a little scary.

You have so much on the line for yourself and the people you love and you need an aged care provider that will deliver on their promises. CraigCare is committed to providing high quality clinical care that is delivered by a team who treat you and your loved ones like a family member.

CraigCare has over 40 years of aged care experience and has a reputation for commitment to high quality care and old fashioned values such as respect, kindness, integrity and honesty.

If you are considering residential aged care for yourself or someone dear to you, please consider CraigCare as a place as close to home as possible.

Residential aged care| Respite| Dementia| Palliative Care

Moonee Ponds
(03) 9373 9000

Pascoe Vale
(03) 8311 3700

Plumpton Villa Glenroy
(03) 8311 3600

enquiries@craigcare.com.au

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Welcome to Dorset Rehabilitation Centre

Dorset Rehabilitation Centre
146 Derby Street, Pascoe Vale VIC 3044
Tel: 03 8371 9477
Fax: 03 8371 9466
www.dorsetrehabilitationcentre.com.au

Our Vision

We strive for excellence in rehabilitation by providing individuals with resources that enable them to achieve their full potential to provide the “Best Patient Experience”.

Our STAR Values

Service Excellence

We strive to provide the highest standard of healthcare. We look for new opportunities/ways to improve our care and service. We seek to understand and exceed expectations.

Teamwork and Integrity

Our workmates know they can rely on the team. We are open and honest in our communications. We embrace constructive feedback and recognise achievements. We earn each other's respect and receive it return.

Aspiration

We look to the future, always ensuring that we have stable platforms from which to build continuous learning and creativity which are integral to our jobs and the success of our company.

We are proactive and innovative in response to new and emerging industry and community opportunities and needs.

Responsibility

We are accountable to our colleagues, our patients and doctors, our company and our shareholders.

Our decisions are made with a balanced focus on financial security and service excellence.

Accredited by the Australian Council of Healthcare Standards*, our aim is to make your stay with us as comfortable as possible and to assist in every way we can with your care and treatment.

* For more information, please visit <http://www.achs.org.au/>

Please take the time to read through this directory, as it has been developed to ensure your admission and stay is comfortable, and your discharge from hospital leaves you satisfied and informed.

Should you have any queries, please ask any staff member.



About Us

Dorset Rehabilitation Centre is a fully accredited 30 bed hospital providing both inpatient, outpatient and home or community based rehabilitation services.

We recognise rehabilitation as a specialised area of healthcare and are committed to providing quality programs that support our patients in achieving their goals.

We have earned a reputation for providing comprehensive rehabilitation treatment for people injured in transport accidents or at work and for those requiring rehabilitation following surgery or illness. Our primary goals are the enhancement of your independence level, functional ability and quality of life.

Our team keeps abreast of innovations in research and clinical practice through professional development activities, focus and professional groups and affiliation with related universities.

You can visit the 'My Healthscope' web page for information about Accreditation, Quality and Safety or visit our Dorset Rehabilitation Centre web page for more information.

www.healthscopehospitals.com.au/quality/my-healthscope/dorset

www.dorsetrehabilitationcentre.com.au/

Rehabilitation Services at Dorset Rehabilitation Centre include:

- Cardiac
- Orthopaedic
- Pain Management
- Pulmonary
- Restorative
- Neurological
- Trauma
- Return to Work Program

- Home based and Community Multidisciplinary Rehabilitation
- NDIS Registered Service Provider
- Oncology Rehabilitation
- Occupational Therapy Driving Assessment
- Parkinson's Specific Multidisciplinary Program

What Is Rehabilitation

Rehabilitation aims to restore independence after an operation, illness or injury. The many goals include improving mobility, fitness, confidence, self-reliance and wellbeing. Through a structured program tailored to each individual; a multi-disciplinary team of clinicians will support you to achieve your goals. Inpatient rehabilitation can be seen as the step between the acute hospital treatment and going home, while outpatient or home based rehabilitation is about enhancing your quality of life and participation in your chosen daily activities.

Telephone Numbers

To call an external number dial "0" and then the number you want to call.

The main hospital number is (03) 8371 9477.

Your direct telephone number is located on your patient communication board.

Customer Service

Meeting your needs is a priority for our team. We are continually striving to improve our service and to better meet our customer's expectations. During the year we hold a number of outpatient forums as a way for patients to provide feedback on their experience. During your stay you may be invited to participate. All staff members participate in customer service and patient centered care training modules.

Providing Feedback

We are committed to delivering the highest quality of healthcare in an environment that is consistently striving to meet and hopefully exceed your expectations. Feedback systems are part of our quality improvement program and enhance our service by:

- Providing feedback to staff on the services they provide;
- Identifying areas that need improvement;
- Providing opportunity to individually meet our patient's needs;
- Giving our patients an opportunity to have their legitimate complaints considered within a clearly defined process.

To provide feedback about your healthcare experience (compliments and/or complaints), you can:

- Speak with the nurse looking after you;
- Speak directly to the Nurse in Charge;
- Ask to speak to a Consumer Consultant Representative (Volunteer);
- Ask to speak to the Nurse Unit Manager;
- Ask to speak with the Quality Manager;
- Ask to speak with or comment in writing to the General Manager/ Director of Nursing; or
- Submit online feedback at <http://www.dorsetrehabilitationcentre.com.au/contact-us>.

If you have provided feedback and are dissatisfied with the response, you can contact:

- The Hospital General Manager/Director of Nursing on (03) 8371 9477;
- The Healthscope Corporate Office on (03) 9926 7500; or

- The Health Services Commissioner on 1300 582 113 (hcc@health.vic.gov.au).

For complaints about health insurance, contact the Private Health Insurance Ombudsman Toll Free 1300 362 072 or <http://www.phio.org.au>.

General Information

Smoking Policy

To protect the health of patients, visitors and staff, smoking is not permitted in any building or outdoor area within the boundaries of the Hospital campus.

If you require assistance on how to stop smoking, we recommend that you contact your GP, treating specialist, or call Quitline on 13 78 48.

Alcohol Policy

Visitors or patients are required permission from their treating Consultant Rehabilitation Physician to bring alcohol into the Hospital. Alcohol can have significant adverse effects when combined with medications.

Security, Safety and Tolerance

We understand the right for patients to feel safe and secure at all times and pride ourselves on providing a caring and safe environment.

Our staff also have the right to feel safe and secure in their workplace. Aggression toward staff will not be tolerated.

All patient medications will be locked and secured on admission to ensure medication safety guidelines are adhered to. If you have any questions about this procedure, please speak with your nurse.

All minors/dependents must be supervised by an appropriate and responsible adult at all times.

We respectfully ask that photographs of staff are not taken or broadcast without their expressed permission for reasons of privacy.

Pastoral Care

As this is a very personal and individual consideration, we encourage you to advise us of any requirements that you have.

We can contact your preferred pastoral care worker to request that they visit or contact you if desired. The local Catholic Church provides communion service once a week. You should discuss your requirements with the Nurse in Charge of your ward.

Interpreter Service

Telephone and Central Health Interpreter Services are available on request. Please speak to the Nurse in Charge if you wish to use these services.

Consumer Consultants

We have a number of volunteer Consumer Consultants from our local community who engage with our patients and other customers to identify ways to improve the service we provide.

With your consent, the Consumer Consultant may contact you to discuss your experience in the Hospital. This will include sharing your thoughts on your care, service delivery and access of facilities. Alternatively, if you wish to speak with a Consumer Consultant, please advise the Nurse in Charge who will arrange this for you.

With the information you provide us, we will continue to measure our service and evaluate our systems of care to ensure safe and effective delivery of our healthcare services.

Information Brochures

Patient information brochures are available at each bedside. These include:

- Falls Prevention
- Infection Prevention and Control
- Pressure Injury Prevention

- Privacy Policy
- Rights and Responsibilities
- VTE Prevention (reducing the risk of blood clots)
- National Standards Information for Consumers and Carers
- Open Disclosure
- Code of Conduct
- Advanced Care Planning.

It is important that you read these brochures and ask a staff member if you require further information or have any questions. Some of these brochures are available in other languages. We also have a range of other information brochures to inform you about your specific condition or procedure. The clinical staff will provide you with these and any other information that you require during your stay.

Australian Charter of Health Care Rights

Our hospital commits to the rights listed in the Australian Charter of Healthcare Rights. These are: access, safety, respect, communication, participation, privacy and comment.

Adverse Events and Open Disclosure

What is Open Disclosure?

Open Disclosure is open discussion about any incident that happened during care which caused harm to a patient, with the patient, their family, carers or other support person.

Further information can be obtained from the Health Services Commissioner website, by speaking to the Nurse in Charge, or by requesting an information brochure.

The Health Services Commission provides an external service for patients and families dissatisfied with the service.

Aged care that feels like home

Find out how BlueCross is enriching lives through exceptional aged care. We have a range of options to suit your needs:

- Home Care
- Residential Care
- Respite Care
- Dementia Support



We have 33 homes across Melbourne to choose from, including:

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Glenroy



BlueCross Monterey
858 Pascoe Vale Rd
Glenroy



Contact us on: **1300 133 414** Visit: www.bluecross.com.au Email: office@bluecross.com.au



enriching *lives*

Office of the Health Services
Commissioner Complaints and Information
Telephone: 1300 582 113
Email: hcc@health.vic.gov.au

Or write to:

Health Services Commissioner
570 Bourke Street, Melbourne VIC 3000

Australian Open Disclosure Framework:
Better communication a better way to
care, Australian Commission on Quality
and Safety in Healthcare.

Rapid Response Team

One of the patient safety systems that we have in place is the Rapid Response Team. The purpose of this team is to provide additional assistance to patients, families and healthcare staff to recognise and respond to clinical deterioration. You may hear these calls for assistance over the public address system as either “MET Call” or “Code Blue”.

Consumers of healthcare play a key role in detecting and communicating changes and concerns to the healthcare team. To improve patient outcomes it is important that early warning signs are recognised, this allows for early intervention which can improve healthcare outcomes.

We encourage our patients, families and carers to express their concerns in the following way.

If you are concerned that a patient is experiencing a worrisome or acute clinical change, please use the patient call bell to call for assistance. This information is provided on the patient communication boards. All staff have received training in the recognition and response to clinical deterioration and will call for the Rapid Response Team if they are unable to alleviate your concerns.

Information for Visitors

Visiting Hours

General Wards

Visiting hours are 12:00pm to 8:00pm daily. Visitors can contact and speak with the Nurse in Charge if they require to visit outside of these hours.

Each Patient Communication Board has the patient room phone number listed. You should advise your family and visitors of the number to make it more expedient to put calls through to you.

Car Parking/Transport

Free on-site parking, including disabled parking, is available at the front of the Hospital.

Bus 527 runs from Gowrie Station to Northland Shopping Centre and stops outside the Hospital.

Coburg and Gowrie Stations on the Upfield Line are approximately 5km away. Take bus 527 from the station to the Hospital. Pascoe Vale Station on the Broadmeadows Line is about 5km away but there is no connecting bus or tram to the Hospital from this line.

Cafés and Gift Shops

A pharmacy, a supermarket and cafés are located across the road. The nearest shopping centre is at the corner of Derby and Bell streets, approximately 2km away. If you are wanting to visit the pharmacy, supermarket or cafés across the road, please consult with the nurse who is caring for you.

Public Toilets

Public toilets are available in the Dorset Wing near the Outpatient Department and a disabled toilet is located outside the Group Rooms.

Patient Rooms

We offer a range of shared and private rooms. While every effort is made to arrange your preferred accommodation on the ward, this may not be available at the time of your admission or be clinically appropriate. You are assured that we will make every effort to provide you with an appropriate room as soon as it becomes available. If you have concerns regarding noise levels in your room or ward area, you should notify the nurse caring for you for immediate explanation and assistance. Ear plugs are available upon request.

All rooms feature:

- A nurse call handset at each bed
- A Patient Care Board
- A television above each bed
- A telephone at each bed (local calls are complimentary).

Nurse Call System

Our “Model of Care” focuses on a multidisciplinary approach to achieving optimal quality patient care, communication and frequent patient/staff contact at the bedside.

At each bedside console and in each bathroom there are call buttons that register your need for assistance, to the nursing staff. Operation of the nurse call system will be shown to you on admission. If you require further assistance, please notify the nurse who is caring for you.

Patient Communication Board

At your bedside is your Patient Communication Board. It is there to advise you of the names of the staff that are delivering your care, your daily schedule of appointment times, and to keep you and your family up to date with progress with your care. The board also details the ward name, room number and your bedside telephone number.

There is also an area that you or your family can record any questions that you wish to ask your doctor or clinician, as well as information on how to activate our Rapid Response Team if required. If you have any queries about the Patient Communication Board, please ask your nurse or ask to speak to the Nurse in Charge.

Televisions

Televisions are complimentary in all rooms as standard.

The television control panel is in the Nurse Call Bell handset and contains on/off, volume and channel controls. The nurse looking after you will explain the use of this control. The audio for the handset comes through the handset and the volume is adjustable for your comfort and for those around you.

Telephones

Bedside

There is a telephone located beside each bed and local calls from your bedside telephone are free of charge.

To make a local call:

1. Dial “0” for an outside line.
2. Dial the number you require.

STD, international or calls to mobile numbers are not available from the bedside telephones.

All telephones in the Hospital have a direct dial facility so that callers can dial into your phone directly without having to go through the Hospital’s busy switchboard.

Bathrooms

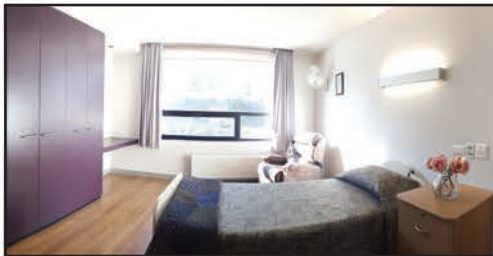
If you do not have private facilities, bathrooms are available within close proximity to your room. Your nurse will provide direction and assistance.

Handrails are fitted to all bathroom walls. They should be used if you are unsteady or have had a recent operation as they will improve your safety. You may be advised to use, or can request a shower chair if required.

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A tapestry of caring

“47 years of caring for the aged”



“Luxury lifestyle in
your community”

“Aged Care Accommodation
costs and fees
tailored to your financial
needs”

“47 years of caring for the aged”

“ Within 0.5km to
Pascoe Vale RSL,
local shops and public
transport”

Enquiries: (03) 8102 2400
dorothyimpeyhome.org.au

317A O’Hea Street, Pascoe Vale South Vic 3044

Showers are thermostatically controlled.

Fresh towels are provided as necessary. A nurse call button is available in each bathroom and you should ask the nurse for assistance when attending the bathroom if required.

Temperature Control

The hospital has central air-conditioning and the temperature is set at approximately 22°C. If you feel uncomfortable, you should notify your nurse who will investigate what action can be taken to address the situation.

Beds

Beds are electronically operated and you will be provided with instruction as to how to use them upon admission to your room.

You can raise or lower the back of the bed to a sitting or reclining position while you remain in the bed using the simple control attached to the bed head.

The height of the bed from the floor may be raised or lowered to make it easier for you to get in or out of bed.

All beds are to remain in the lowest position possible to ensure patient safety.

If you require further assistance, please advise your nurse who will be happy to assist you.

Valuables

It is strongly recommended that you DO NOT bring valuables of any description to the Hospital, as the Hospital does not accept liability/responsibility for their safe-keeping. Reading glasses, dentures and hearing aids should be kept in a safe place at all times; the nurses can assist you with this. If you have valuables with you, please feel free to ask staff to place your valuables in the main safe to ensure their safety.

Personal Electrical Equipment

In the interest of your safety, all electrical equipment (such as hairdryers, computers and electric shavers) must be checked by our Maintenance Department before being used in the Hospital. You should advise your nurse or the ward clerk of such equipment prior to it being used and they will arrange for it to be tested.

Mobile Phone Use

We ask that you restrict the use of mobile telephones in patient areas and that ring tones are set to a low volume.

Wi-Fi

A free internet service is available for our patients and their guests while in the Hospital.

To access you should:

- Ensure that Wi-Fi is enabled on your device
- Select the Healthscope-Wifi network
- Launch an internet search engine (e.g. Safari/Google)
- You will be redirected to the registration page
- Click on the "Please click here to connect to the network" link
- Scroll down and read the Terms and Conditions
- Click on "Complete Registration"
- Your device will be registered and you can now browse the internet.

If you experience any problems, please speak to your nurse.

Flowers and Gifts

If required, flowers and gifts will be delivered to each patient's room, and vases are available on request.

Plants in soil are a health risk in a hospital and are regrettably not permitted.

During Your Stay

Food Services

During your stay you will be offered a range of carefully prepared and nutritionally balanced meals to select from. A menu will be delivered the day prior so you may choose your meals in advance. The team are here to help you make your choices so please ask questions.

The menu has a wide range of choices which are specific to your dietary needs. Please ensure you have notified your nurse of any allergies or dietary needs, and our computer system will determine what meals are best for you to choose from. Our Dietitian is also available to assist you with special dietary needs.

Wine and light ale are available to be enjoyed with your evening meal upon request and subject to your doctor's prior approval.

Meal times are:

Breakfast	8:00am
Morning Tea	10:00am
Lunch	12:00pm
Afternoon Tea	3:00pm
Dinner	5:30pm
Supper	7:00pm

Meals for relatives or visitors are available for a fee which is charged to your hospital account.

Housekeeping

Your room will be cleaned daily and as otherwise required. If you have concerns about any aspect of the housekeeping service, you should notify your nurse or a member of the housekeeping team.

Laundry

You should arrange with relatives or friends to attend to your laundry requirements as personal laundry facilities are not available at the Hospital.

Mail and Faxes

Mail is distributed to patient rooms by the reception staff daily. Mail received after you leave hospital will be forwarded on to your home address. Stamps can be purchased at reception.

Faxes may be sent to you via the Hospital fax on (03) 8371 9466.

Newspapers

Newspapers and magazines can be ordered at reception and payment is made on discharge.

Community Agencies

We are happy to arrange all referrals to community agencies. These include, but are not limited to the following:

- Cancer Support
- Continence Advisory Service
- District Nursing Service
- DVA Services
- Grief Counselling
- Living with Cancer
- Palliative Care
- My Aged Care
- Other clinical agencies as required.

Discharge Planning

To support you in returning home with confidence, our staff in consultation with your family/carers will facilitate your discharge. Our Social Worker can assist you in providing advocacy, information and coordination of required support services.

Diversional Therapy

Rest is just as important as physical activity when undertaking rehabilitation, however, it is important to keep your mind active. We encourage you to undertake activities that challenge your mind and memory. Please ask a health care practitioner to arrange provision of diversional activities e.g. puzzle books, knitting.

Physiotherapist

The physiotherapy department is dedicated to maximising your mobility and function after illness, injury, or surgery.

All patients are seen on admission and reviewed daily during the week. Over the weekend a priority physiotherapy service is provided. However, most patients are given an exercise program which they are encouraged to continue with assistance or independently over the weekend.

Hydrotherapy and other group activities are conducted by a physiotherapist, and are offered to inpatients and outpatients dependent on patient needs and goals.

We also offer a home based physiotherapy service for patients unable to travel. We invite you to discuss this with your current Physiotherapist who will be able to discuss your suitability for this service.

Psychologist

Psychology services are available in both inpatients and outpatients. Patients who are experiencing new or long standing concerns that negatively impact their mental health may benefit from Clinical Psychology involvement.

Exercise Physiologist

Exercise physiologists specialise in the provision of individual and group exercise as a form of treatment. They provide services across our inpatient, outpatient and home/community based programs. Your Exercise Physiologist will complete a detailed health screen and provide a tailored exercise program for cardiac, respiratory, neurological, reconditioning and musculoskeletal presentations.

Occupational Therapist

The occupational therapy department is focused on promoting, maintaining, or restoring independence in daily activities. The staff are trained to assist patients overcome any limitations they may experience as a result of an injury, illness or general ageing.

All patients are assessed on admission, and the occupational therapist works with the patient to achieve their goals and maximise their wellbeing and quality of life. During your stay at Dorset you are able to attend a number of the functional focused groups, such as meal, gardening and relaxation groups. The occupational therapists will review your home environment, prescribing appropriate equipment and recommendations as required and additionally assisting in referring for home services to facilitate safe discharge.

Social Worker

Our Social Work service is provided across inpatient and outpatient areas. When required, your Social Worker can work with you and your family to ensure you understand and participate in aspects of your care and decision making, provide support in addressing psychosocial concerns, and accessing necessary support services and funding. Social work services are available upon request by notifying a member of staff, who will make the necessary arrangements for you.

Speech Pathologist

Issues with swallowing, and communication concerns arising when speech, language (use and comprehension), voice fluency, hearing, or reading and writing are affected can be addressed with Speech Pathology. Our Speech Pathologist can provide individualised therapy across our inpatient and outpatient services when referred by a clinical staff member.

Dietetics

Our Dietician provides nutritional assessment, counselling and education to patients and carers while in hospital and is available on an outpatient basis.

We encourage you to discuss referral to our Dietician with a clinical staff member if you have any concerns with eating, appetite, nutrition, weight loss or overweight, or a medical condition where diet and nutrition is particularly influential in positive self-management i.e. Diabetes.

Orthotics and Prosthetics

Your clinical team will partner with an external orthotics provider in order to assess, prescribe, apply and provide education regarding the use and care of an appropriate orthotics devices. An Orthotist can assist with devices that provide improved biomechanical alignment, protect and support a healing injury, reduce pain, together with increasing mobility and independence.

Podiatrist

A Podiatrist can be arranged to visit as required. Podiatrists are allied health professionals who specialise in foot and lower limb disorders associated with chronic diseases and the impact of aging or injury.

Diagnostic Imaging

A comprehensive range of diagnostic imaging services are provided through an off-site provider, MIA.

Their services include:

- Bone Densitometry
- CT
- MRI
- Ultrasound
- X-Ray.

If diagnostic imaging services are provided you will be billed directly by the service provider and not the Hospital. You may be able to claim for some or all of these expenses from Medicare and your health fund, depending on your level of cover.

You are required to take your films (X-Rays, MRI, CT and Ultrasounds) home with you on discharge as they cannot be stored at the Hospital.

Pathology

A comprehensive range of pathology services are available through our visiting pathology services.

If pathology services are used, you will be billed directly by the provider and not the Hospital. You may be able to claim for some or all of these expenses from Medicare and your health fund, depending on your level of cover.

Pharmacy/Medications

You will be required to bring all medication that you are currently taking (in their original containers) on admission to the Hospital.

We require these to ensure that your treating doctor is aware of the medication that you are taking and that, where required, they can continue to be administered during your stay.

Prescriptions are supplied from the HSP Pharmacy located off-site. Please supply any entitlement details on admission. You will receive an itemised account from the Pharmacy for any medications not covered by your health fund or DVA on discharge.

You should inform nursing staff about any medication you are currently taking and have brought with you. Medicines and drugs should never be taken without the knowledge of the nursing staff. Medications should be stored securely and dispensed by nursing staff as per your medication chart.

The cost of medications relating to your current admission are usually covered by the health fund for the duration of your stay in hospital. However, you will be advised if your fund does not cover this expense.

You will be billed for medication not related to your current admission and any medications you are required to take on discharge from hospital. Personal medication will be returned upon discharge according to your current medication list.

The Hospital provides medications that relate to your diagnosis or the reason you are in hospital. Medication that you take routinely must be brought in with you. If a prescription is written to supply these while you are in hospital, a charge will be raised.

You will be invoiced directly by the Pharmacy and not the Hospital if medications are not covered by your health fund or DVA. If you are unsure about your level of cover, please contact your health insurance fund for assistance.

Medications purchased are your property and should either be taken home with you on discharge or destroyed if no longer required. Please make sure you ask for your medications on discharge.

Consultant Rehabilitation Physician

You will be admitted under a Consultant Rehabilitation Physician who elects to practice at our hospital and is responsible for your medical care while at Dorset Rehabilitation Centre.

Consent

We uphold your right as a patient to make decisions about your treatment.

The administration of certain procedures all require specific consent. Before you give your consent for treatment, you should be confident that your doctor has explained the nature of the procedure, its effects, your expected recovery and follow-up care requirements.

Students

We provide clinical placement programs for a range of students in the healthcare industry. All students wear an identification badge and are always under the supervision of a qualified staff member.

We are grateful for your support in educating our healthcare providers of the future, however, you are at liberty to decline any service offered by a student if you so desire.

Bedside Handover

Patient handover is conducted at the bedside. Handover is an inclusive process involving and engaging you and/or your carer.

We encourage you to participate in your bedside handover to keep you informed, and also provide you with the opportunity to ask questions about your care and treatment. It is also an opportunity for you to ask nursing staff about the day-to-day routine of the ward and your planned care for the day. If you prefer not to have a bedside handover, you should notify the Nurse in Charge.

Heat Packs

To prevent burns and protect your skin integrity, we unfortunately cannot allow patients to use any heat packs that are brought in from home. Instead, we can provide you with a disposable heat pack which is free of charge.

Going Home

Discharge Time

Our discharge time is 10:00am daily and we request that you make arrangements for someone to take you home at this time. Alternatively, patients requiring a taxi may arrange this via the reception staff. As the demand on our beds is at a premium, please inform our nursing staff if you are unable to vacate your room by 10:00am.

Discharge Arrangements

Your discharge date is arranged with you in consultation with the clinical team and the Consultant Rehabilitation Physician. It is essential that this is commenced early in your program to plan towards your most suitable discharge destination.

Before you leave hospital you will be informed of:

- Further care you require at home
- Your medications
- Any follow-up appointments
- Collecting any X-Rays or imaging tests performed
- How to finalise your account.

Your GP will receive a copy of the Nursing Discharge Summary and your medication profile once you have been discharged.

When you are discharged from the ward, a staff member will escort you to the Reception to finalise any outstanding accounts.

Transfers

As a Healthscope hospital, we work closely with other Healthscope hospitals to provide you with the best care possible. At times we may, subject to your and your doctor's agreement, transfer you to another Healthscope facility as an extension of your care. On your transfer from our facility we provide a comprehensive discharge summary of your care and treatment to both your GP and to the facility you are being transferred to.

Financial Information

Patient Accounts

We have a computerised patient information system and your account is maintained as your stay progresses. In the majority of cases we will claim directly to your health fund, however, you will be required to pay any amounts not covered by your health fund on admission and the balance at the time of discharge.

It should be noted that any doctor fees, equipment, radiology, pathology and pharmacy will be billed separately by the relevant provider after your stay.

Methods of payment accepted are credit card, EFTPOS, cash, cheque or money order payments only. Please note that a merchant service surcharge is applicable to all credit card payments.

Unfortunately we cannot accept personal cheques as payment.

Our Front Office Staff are available to discuss our fee structure and your account Monday to Friday: 8:30am – 4:30pm.

Patients with Private Health Insurance

We have agreements with the majority of private health funds to cover the charges associated with your admission. Depending on your level of cover you may be required to pay an Excess or Co-payment. In addition, some health fund policies have restricted or excluded services. If you have any questions regarding your level of cover, we strongly recommend that you contact your health fund or, alternatively, ask to speak to our pre-admission staff.

It is important to know that in the event that your health fund rejects your claim for reimbursement, we will seek to recover any amounts from you.

Patients with WorkCover or Third Party Insurance

If your admission is a result of a WorkCover, Third Party or Public Liability claim, the Hospital will charge the relevant insurance company directly. Any claims that have not been pre-approved by the insurance company will be payable by you.

Department of Veterans' Affairs

Our hospital has a Tier 1 status with the Department of Veterans' Affairs (DVA) and a dedicated DVA Liaison Officer is available to provide resources and support to Veterans admitted to the Hospital.



This compendium has been reviewed by our consumer consultants.

Bringing Food for Patients

Information for Patients, Residents and Visitors

Healthscope hospitals are committed to providing a safe environment for patients, visitors and staff.

This handout has been prepared to explain to patients, residents and visitors what is required to ensure food brought into a Healthscope facility is safe. This is important to prevent illness due to food poisoning, but also for patient safety.

Patients on texture modified diets or thickened fluids have swallowing difficulties. This may restrict what food and drink can safely be provided from outside the hospital. Please check with nursing staff or your speech pathologist to see if this applies to you.

Healthscope facilities do not accept responsibility for food prepared outside the facility's kitchen and provided to patients or residents by visitors. This includes food purchased from on-site cafés and food retailers.

Can I bring food for patients and residents?

Visitors are asked to observe certain safety guidelines when bringing food into a Healthscope facility. There is a risk of food poisoning when food is not properly prepared, transported or stored. This can have serious consequences for the patient or resident.

Our facilities cater for special dietary needs, e.g. gluten-free or Vegetarian food, food allergies and specific religious/cultural requirements.

As well as being safe, food must meet the patient's or resident's medical/nutritional needs. For this reason, we ask that you speak to nursing staff, dietitian or treating medical team if you plan to bring food in for a person you are visiting. Please do not offer food to other patients or residents.

What is food poisoning?

Food poisoning is caused by eating food that contains harmful levels of food poisoning bacteria or toxins. This can occur if food is not handled safely during preparation, cooking, storage, transport or serving.

It can be very serious for pregnant women, the elderly, people recovering from illness or for those with a suppressed immune system. Symptoms may include nausea, vomiting, stomach cramps, diarrhoea, fever, headache and muscle pains.

What food is safe to bring in for patients and residents?

Washed fresh fruit, dry fruit, muesli bars, baked products (e.g. bread, muffins, plain cakes, scones, bagels, biscuits), lollies and chocolate, potato chips, soft drinks, cordial, tea bags, Milo etc. may be suitable, provided there are no medical reasons why a patient/resident should not have them.

What food is potentially unsafe to bring in for patients and residents?

Any food that can spoil if not kept refrigerated is potentially unsafe.

This includes meat and poultry, either cooked or raw seafood, prepared rice and pasta dishes, soft cheeses, deli meats, salads and other items containing dairy products or creamy dressings (e.g. coleslaw, potato salad), sweet dishes and cakes which contain custard or cream or are made from uncooked egg, casseroles, soups and sauces, sandwiches with potentially hazardous food fillings (e.g. meat, fish, poultry, cheese).

Safe food preparation and transport guidelines

Always wash hands with soap and water prior to handling food. All potentially unsafe food must be transported to the facility in an 'esky' or 'chiller' type container. If the food is transported hot, you must ensure that it is kept hot until eaten. Transporting hot food long distances is not recommended due to difficulty maintaining a safe temperature.

Safe food storage and reheating guidelines

Any food which is not going to be consumed immediately must be covered and labelled with the patient's name, date and time the food was brought into the facility. Food requiring refrigeration must then be refrigerated within 15 minutes of arriving.

Nursing staff will be able to direct you to the refrigerator and provide labels. All potentially unsafe food that is stored in the fridge and not consumed within 24 hours will be discarded by support services daily. Signage regarding this process is displayed on all fridges.

Preparation and reheating

Always wash hands thoroughly before preparation and prior to handling food.

Food requiring reheating must be reheated thoroughly so that it is *steaming or boiling* (or in strict accordance with the manufacturer's heating instructions) to ensure it reaches a minimum temperature of 60°C for two minutes. This will kill most food-borne bacteria and viruses that can cause illness.

Food that has been reheated once *must not* be reheated again.

For further information regarding bringing food into a Healthscope facility, please contact:

- Nursing Staff
- Dietitian
- The Food Services Department.

For general information on food safety

Please contact your State Health Department – Food Safety/Food Authority.



We care about your health

HAND HYGIENE INCLUDES:

- Applying an alcohol-based handrub to the surface of hands (including liquids, gels and foams)
OR
- Washing hands with the use of a water and soap or a soap solution, either non-antimicrobial or antimicrobial.

It's OK to ask if your nurse or doctor has washed their hands



Top Tips for Safe Health Care



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

1 Ask questions

You have the right to ask questions about your care.



2 Find good information

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

3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

4 List all your medicines

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



5 Confirm details of your operation beforehand

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

6 Ask about your care after leaving hospital

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

7 Know your rights

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

8 Understand privacy

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

9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:
www.safetyandquality.gov.au/toptips

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Plega is a Registered NDIS Provider

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Six Ways to Beat Heart Attack

1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



Heart Foundation

National Heart Foundation of Australia



Dorset

REHABILITATION CENTRE

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