Welcome to Sunshine Coast Hospital and Health Service

Your stay in Gympie Hospital
Your in-patient journey

Many admissions to hospital are planned and there are a number of things you can do to prepare for your journey. Whether it’s long or short, here’s a few ideas of what you can do.
Admission to hospital

When you first get admitted to hospital, it will be in one of two ways; either an elective admission through an appointment or as an unplanned admission through the emergency department.
Room allocation

Our hospitals have single and shared rooms which accommodate both public and private patients. Rooms are allocated on clinical need. Very ill or infectious patients always have priority to single rooms. Your bed allocation may change during your stay.
Patient election form

One of the first people you meet will take you through the patient election form. This form helps the hospital identify if you are covered by Medicare, DVA, or if you have a concession card or private health. This allows staff to collate all of the information needed to provide your care and enables staff to collect all funding available to support the hospital.
Preparing for your arrival at hospital

Before getting to hospital, make sure you have read any material sent to you from the hospital. It will help you get a greater understanding of what is coming up. You may even have a few questions you would like answered before your treatment, or need to clarify a few things which weren’t clear at your last visit. Write these down, and bring them along for the staff to answer.
What to bring to hospital

You will need to bring some items along with you:
- Shoes (well fitting)/rubber soled slippers
- Toothbrush/other hygiene essentials
- Mobile phone/contact details of significant others
- Something to occupy your time e.g. book
- Personal mobility aids
- Clothes to mobilise in
- Pyjamas/nightwear
- Letters of referral
- X-rays/scans
- Existing medications
- Concession cards/DVA card/Medicare card/private health fund details.
Valuables

While our staff take every care, the Sunshine Coast Hospital and Health Service takes no responsibility for any loss or damage to items belonging to patients or their families or visitors. Please do not bring large amounts of money, jewellery or other valuables into hospital.
Travel to the hospital and parking
Gympie Hospital is located at 12 Henry Street. Parking is onsite and free.
Using Private Health Cover

‘As an inpatient within our Sunshine Coast Hospital and Health Service facilities you can elect to use your private health insurance for your inpatient hospital stay. By using your private health insurance you assist us to:

• purchase new equipment
• improve and maintain our facilities
• improve and expand patient services
• increase the number of hospital beds
• increase resources.

You will receive the best possible care by our staff within our hospital and you may also be entitled to receive the following benefits:

• Guarantee of no out-of-pocket expenses. All patients are required to pay for scripted discharge medications. Any individual concessions will apply.
• Discounted excess or co-payment. This is applicable to your hospital admission at this facility in accordance with your current private health insurance policy. If your excess exceeds the value of the accommodation for your stay, the remaining excess may still be applicable if you admit to another facility within the excess period.

Please ask to talk with a Patient Options Liaison Officer.
Annually we pledge $1 million to providing new and upgraded equipment, training, support programs and research funding for the Sunshine Coast Hospital and Health Service.

Wishlist is a not-for-profit organisation dedicated to fundraising for the needs of our local public health services.

WHAT’S ON YOUR wish list?

HELPING NAMBOUR, CALOUNDRA, MALENY & GYMPIE HOSPITALS PROVIDE QUALITY HEALTH CARE ON THE SUNSHINE COAST

For more information visit wishlist.org.au or call 5470 6598
Wishlist Coffee House

Our hospital patients, staff and visitors appreciate the dedicated efforts of our Wishlist Coffee house volunteers. They help with the funding for a wide variety of support services and provide excellent food and drink for the patients, visitors and staff to purchase too.

The hours of operation are: 8am to 3pm Monday to Friday
Australian Charter of Healthcare Rights

The Australian Charter of Healthcare Rights allows patients, consumers, families, carers and service providers to have a common understanding of the rights of people receiving health care.

Access
I have a right to health care

Safety
I have a right to receive safe and high quality care

Respect
I have a right to be shown respect, dignity and consideration.

Communication
I have a right to be informed about services, treatment, options and costs in a clear and open way

Participation
I have a right to be included in decisions and choices about my care.

Privacy
I have a right to privacy and confidentiality of my personal information.

Comment
I have a right to comment on my care and to have my concerns addressed.
Smoking

For the health of staff, patients and visitors, smoking is prohibited inside a 5 metre perimeter of the blue line boundary and inside all facilities of the Sunshine Coast Hospital and Health Service, including buildings and motor vehicles.

If you are a patient coming into hospital and you smoke, your smoking will be assessed and you will be offered nicotine replacement therapy (nicotine patches or gum). The patches and gum will reduce any withdrawal symptoms such as cravings, irritability and anxiety.
Multicultural health

Queensland Health is committed to improving and maintaining the health and wellbeing of multicultural communities, families and individuals in Queensland.

For more information go to: https://www.health.qld.gov.au/multicultural/public/for_the_public.asp’
Interpreters

The nursing, medical and allied health staff can arrange interpreter services on request as clinical need arises. If you or your relatives have difficulty understanding English, please ask for assistance.
Aboriginal and Torres Strait Islander Liaison Officers

If you are Aboriginal or of Torres Strait Islander origin you can ask to speak with an Aboriginal and Torres Strait Islander Liaison Officer who can provide support to you and your family. If you would like to access this service, or find out more about this service, please ask a nurse.
Pastoral care

The hospital is a secular organisation. There is a non-denominational chapel. Ministers of any denomination can attend as per your wishes to provide spiritual support, help or guidance during your stay. Authorised pastoral care associates and church volunteers visit regularly. A minister of your religious organisation can be asked to visit you if you so request. The nurses, social workers and switchboard can contact or provide the contact details of local religious ministry.
YOUR CARE – Infection Control

PROTECT YOURSELF FROM INFECTION

• Hand hygiene is washing hands with soap and water or using alcohol hand rub
• Remind staff to do hand hygiene before they touch you or do any procedures on you
• Clean your hands after using the toilet and before eating
  – if you can’t get out of bed ask a staff member for a hand wipe / towelette
• If you have a ‘drip’ in, please tell staff if the site is hot, red, painful or if the dressing is coming off
• Don’t share your belongings!
  – We all have different bugs and you don’t need to ‘adopt’ any as they can be harmful to you
• Remind your visitors to use the hand hygiene facilities when they come to the ward to visit you

Clean hands are Safe hands.
Gympie Hospital provides care via Multi Disciplinary Care Teams (MDT’s). This means that there are many different professionals who together provide you with the best care. This team includes doctors, nurses, allied health professionals, operational staff and YOU.

You, as the patient, are the most important member of this team.
Your care team - Doctors

When admitted to the hospital, you will always be under the care of a specific specialist doctor, the Consultant. This doctor makes speciality care decisions with you about your medical needs. Each Consultant may have other doctors in their team.

This team may refer you to other medical teams; anaesthetists, radiologists, pathologists and other physicians, but your care will remain centrally coordinated by your Consultant and their team.
Your care team - Nursing

Each area of the hospital has nursing staff, skilled in the delivery of your care. The team is made up of registered nurses (CN and RN), enrolled nurses (EN) and assistants in nursing (AIN). Nursing staff are responsible for providing holistic care at the bedside. This includes coordinating and delivering your day-to-day care and treatments. There are specialised nurses that may be called upon to provide expert input as per your needs.
Your care team – Allied Health

- Physiotherapists
- Occupational Therapists
- Dieticians
- Speech Therapists
- Social Workers
- Pharmacists
- Phlebotomists
- Radiographers

Allied health professionals work collaboratively to ensure your mobility, nutrition, lifestyle, health and social needs are met. They support your care and medical needs in the hospital and assist you in your recovery and in leaving hospital with confidence after your admission.
Your care team – Admin/Operational Staff

- Administration Officers (AO)
- Cleaning staff
- Wardspersons (Wardies)
- Catering team
- Our building team
Your care – medication

Have you ever wondered why so people ask you the same questions, particularly your name, date of birth and allergies?

It is our intention to minimise avoidable mistakes when administering medication, performing procedures or delivering other aspects of your care. We aim to ensure Right patient, right procedure, right time.

Please be patient with us, after-all, who better to identify you, than you?

Please take only the medications given to you by the staff. It is important the care team know what treatment you receive.
Your care – clinical handover

As many people are involved in your care it is important they share important information about you when changing shift. This is called ‘clinical bedside handover’ for the transfer of care from one person/team to another. You are encouraged to get involved, ask questions if you don’t understand what they are saying.

Please remember you are the central part of the team.

It is important to share your medical condition, treatment and proposed discharge with anyone you need or would like to support you in your discharge planning and subsequent care. This may be done, only with your consent, via family or case conferences and can be in person or via telephone.
Ward routine

Visiting hours are open. The hospital is open from 6.30 am to 8 pm so your family can spend time with you.

Visitors may be asked to leave at the discretion of the nursing staff due to rest times specific to the needs of the patient, other patients in the ward, medication safety and privacy needs.

There is a limit of 2 visitors only at the bedside.

Meals will arrive from the kitchen. These are chosen 24 hrs in advance. We are unfortunately unable to cater for your visitors.

There is a kiosk and vending machines available.
Making your stay safe - falls

Follow these simple steps to keep yourself safe during your stay in hospital

1. Preventing falls

- Wear the orange hospital socks, laced up or snug fitting shoes or slippers with rubber soles.
- Use your usual walking aids.
- If you need any help, tell us.
Making your stay safe - clots

Preventing blood clots

2.

- Wear your hospital stockings if advised and move as often as you can.
- Try to do simple leg and ankle exercises.
- Drink fluids as recommended.
Making your stay safe – infection.

3. Preventing infection

- Wash your hands before and after visiting the toilet and before all meals.
- Don’t hesitate to ask our staff if they have washed their hands before any contact with you.
- Tell us if you have diarrhoea or vomiting.
Making your stay safe – medicines.

4. Your medicines

- Tell us if you have an allergy, or if you do not understand what your medication is for.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.
- Ask about possible side effects.
5. Pressure ulcers

- If you can, try to keep mobile even in bed and call us if you are uncomfortable.
- We are very happy to help you change position and can provide a special mattress or cushion for support.
Making your stay safe – identification.

- Please tell us if any of your personal information is wrong (name, address, date of birth).
- Tell us if you have any allergies and we will give you a red ID band.
Making your stay safe – we are here to help.

- We are here to help you. Talk to us if you have any worries or concerns about your treatment or about what will happen to you when you leave hospital.
Making you stay safe – discharge.

When you are leaving hospital, make sure you:
- Have your discharge letter.
- Have your medicines and they are explained to you.
- Know who to contact if you have any questions or concerns.
- Know when your next appointment is.
About discharge from hospital

Planning your discharge from hospital is an important part of your recovery process. The aim of planning your discharge is to achieve your release from hospital as soon as you are well enough. Your active involvement in achieving this aim will be through your:

• participation in decisions about your health care
• acceptance of responsibility for your behaviour and the decisions made
• arranging transport home with a relative or friend
• supplying the name and contact details of your G.P.
Day of discharge
Before you leave hospital, you should ensure you receive the following:
• any follow-up outpatient appointment details
• discharge medications as prescribed
• details of arrangements for community support services including any appointments
Remember to collect all of your personal effects.
You will need to arrange for transport home. If you do not need an escort home for your safety staff can assist in organising taxi transport as required, however you will need to cover the cost of the taxi.
Keeping you safe

We comply with 10 National Safety and Quality Health Service Standards.

• Governance for Safety and Quality in Health Service Organisations
• Partnering with Consumers
• Preventing and Controlling Healthcare Associated Infections
• Medication Safety
• Patient Identification and Procedure Matching
• Clinical Handover
• Blood and Blood Products
• Preventing and Managing Pressure Injuries
• Recognising and Responding to Clinical Deterioration in Acute Health Care
• Preventing Falls and Harm from Falls
Questions

You should consider talking to your GP before you come to hospital. The hospital will send your GP a summary of your stay in hospital upon your discharge.

Visit our website: health.qld.gov.au/sunshinecoast

Or contact us:
T: 07 5489 8444
Gympie Hospital
Locked Mail Bag 15
12 Henry Street
Gympie 4570
Queensland Australia