Patient information

Bundaberg Hospital

Queensland Government
ENGLISH
You have the right to a free, qualified and confidential interpreter. If you require an interpreter for communicating medical, social or other problems please call a member of the staff and point to this paragraph.

FRENCH
Vous avez le droit de bénéficier des services gratuits et confidentiels d’un interprète qualifié. Si vous souhaitez communiquer vos problèmes médicaux, sociaux, ou autres, par l’intermédiaire d’un interprète, il vous suffit d’appeler un membre du personnel et de lui indiquer ce paragraphe.

SPANISH
Ud tiene derecho de pedir un intérprete gratuito, profesional y confidencial. Si Ud. necesita un intérprete para comunicar problemas médicos, sociales, u otros, müéstrele este párrafo a un miembro del personal.

ITALIAN
Lei ha diritto ad un interprete gratuito, qualificato e confidente. Se lei ha bisogno di un interprete per comunicare problemi medici, sociali o di altro tipo, la preghiamo di chiamare un membro del personale e di indicare questo paragrafo.

MALTESE
Ghandek it dritt ghall interpretu bla hlas, bil kwalifikazzjoni un kifenzjali. Jekk ghandek bzon la interpretu biex tikkonnika xi robliem li humammedi, cali, jew jxi problemi ohra jekk joghbok, ghid il xi membru ta lissstaff u urihom fejn hawn dan il paragrafu.

ARABIC
يجب أن تطلب مجاناً من الشرع كيف وسرية. إذا كنت بحاجة إلى رفع مسألة صحية أو اجتماعية أو أي مسألة أخرى، إذا سألت أحد الموظفين وأشير إلى هذه الفقرة.

CHINESE
倘若您需要一位傳譯員，為您通達醫學上的，社會的或其他種種問題，您有權利約請一位免費的，合格的和保密的傳譯員，請您向任何職員提出並指出此一節。請指明下列能講的方言，以便為您安排翻譯員。謝謝。

VIETNAMESE
Qui vị có quyền có một thông dịch viên miễn phí, chuyên nghiệp và tin cậy. Nếu Qui vị cần một thông dịch viên để trinh bày về các vấn đề y khoa, xã hội hoặc những trớ ngại khác, Xin hãy gọi nhân viên và chỉ vào đoạn này.

TURKISH
Ucretsiz ve zihlilik ilkelere bagi hizmet sağlayan, eğitim görmüş bir tercuman istemek hakkınızdır. Sağlık, sosyal veya başka sorunlarla ilgili olarak, konununüz var direce olacak bir tercuman gerek duyarüz, göre — lilerden birine bu yaziyi gösteriniz.

GREEK
Εξέτασυ το δικαίωμα να καλέσετε δωρεάν διερμηνέα, ο οποίος είναι προοπτικώς και παραχρέ τις υπηρεσίες του εμπιστευτικά. Εάν εξέτασε αναγκή διερμηνεία για να επικοινωνήσετε σε θέματα ιατρικά, κοινωνικά ή άλλο πρόβλημα, παρακαλούμε καλέσετε ένα άτομο από το προσωπικό και δείτε το κείμενο αυτό.

MACEDONIAN
Имате право на безплатен, квалифициран и поверлив преведувач. Ако е потребен една преведувач за соопштување на медицински, социјални или други проблеми ве молиме викнете некој член од персоналот и покажете му го овој параграф.

CROATIAN
Vi imate pravo na uslugu kvalificiranog tumača koja je besplatna i poverljiva. Ako vam treba tumač pri prenašanju zdravstvenih, društvenih ili drugih poteškoća molimo vas da pozovete nekoga od osoblja i pokažete ovaj paragraf.

SERBIAN
Ви имате право на бесплатног, квалификованог, тајног тумача. Ако вам је потребан тумач да пренесете медицинске, социјалне или друге проблеме зовите једног од особља и покажите им овај чланак.

RUSSIAN
Вы имеете право на бесплатную и конфиденциальную помощь квалифицированного переводчика. Если вам нужен переводчик, чтобы сообщить о своих медицинских, социальных или иных проблемах, обратитесь, пожалуйста, к работникам данного учреждения и покажите им этот параграф.

POLISH
Pacjenci maja prawo do korzystania z bezpłatnych usług kwalifikowanych tłumaczy, których obowiązuje tajemnica zawodowa. Jeśli potrzebujesz tłumacza aby przekazać informacje na temat swoich problemów zdrowotnycych, socjalnych i t.d. zwrócić się do kogoś z personelu i wskaż tę notatkę.

HUNGARIAN
Onnun joga van egy ingyen, képesített és megbizható tálalóra. Ha szükséges van egy ilyen fajta nyelvfordítóra, akár orvos, szociális vagy más problémák megoldásához, kérem hívjon egy tagot ebből a szervezetből és útoldón rá erre a paragrafusrá.

CZECHOSLOVAKIAN
Máte právo na kvalifikovaného, důvěrného a bezplatného tlaníka. Pokud požadujete tlaníka ke zdravotnímu, sociálnímu nebo jinému problému, prosím zavolejte člena personálu a ukážte na toto upozornění.
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Map</td>
<td>2</td>
</tr>
<tr>
<td>Welcome</td>
<td>3</td>
</tr>
<tr>
<td>Staying in Touch</td>
<td>5</td>
</tr>
<tr>
<td>Telephones</td>
<td>5</td>
</tr>
<tr>
<td>Contact Details</td>
<td>5</td>
</tr>
<tr>
<td>Mobile Phones</td>
<td>5</td>
</tr>
<tr>
<td>Mail</td>
<td>5</td>
</tr>
<tr>
<td>Travelling to and from the Bundaberg Hospital</td>
<td>5</td>
</tr>
<tr>
<td>Bus transport</td>
<td>5</td>
</tr>
<tr>
<td>Taxi services</td>
<td>5</td>
</tr>
<tr>
<td>Parking</td>
<td>5</td>
</tr>
<tr>
<td>Assistance with travel</td>
<td>5</td>
</tr>
<tr>
<td>Queensland Ambulance</td>
<td>5</td>
</tr>
<tr>
<td>Discharge lounge</td>
<td>6</td>
</tr>
<tr>
<td>Safety and security</td>
<td>6</td>
</tr>
<tr>
<td>Fire alarms/emergency evacuations</td>
<td>6</td>
</tr>
<tr>
<td>Absences from the ward</td>
<td>6</td>
</tr>
<tr>
<td>Infection prevention</td>
<td>6</td>
</tr>
<tr>
<td>Alcohol and drugs</td>
<td>8</td>
</tr>
<tr>
<td>Smoking</td>
<td>8</td>
</tr>
<tr>
<td>Healthcare provision</td>
<td>8</td>
</tr>
<tr>
<td>Professional staff</td>
<td>8</td>
</tr>
<tr>
<td>Private/Public</td>
<td>8</td>
</tr>
<tr>
<td>Cancellations</td>
<td>9</td>
</tr>
<tr>
<td>Pre-Admission Clinic</td>
<td>9</td>
</tr>
<tr>
<td>One day procedures</td>
<td>9</td>
</tr>
<tr>
<td>Extended stays in hospital</td>
<td>10</td>
</tr>
<tr>
<td>Transfer to rural facilities</td>
<td>10</td>
</tr>
<tr>
<td>Finalising your hospital stay (discharge)</td>
<td>10</td>
</tr>
<tr>
<td>Follow-up appointments (outpatient appointments)</td>
<td>12</td>
</tr>
<tr>
<td>Leaving the hospital at your own risk</td>
<td>12</td>
</tr>
<tr>
<td>Details of your stay</td>
<td>12</td>
</tr>
<tr>
<td>Valuables</td>
<td>12</td>
</tr>
<tr>
<td>Visitors</td>
<td>13</td>
</tr>
<tr>
<td>Intensive Care Unit, Coronary Care Unit and High Dependency Unit</td>
<td>14</td>
</tr>
<tr>
<td>Hospital stays for infants/children and adolescents</td>
<td>14</td>
</tr>
<tr>
<td>Flowers</td>
<td>14</td>
</tr>
<tr>
<td>Nurse call system</td>
<td>14</td>
</tr>
<tr>
<td>What to bring to hospital</td>
<td>14</td>
</tr>
<tr>
<td>Medications</td>
<td>15</td>
</tr>
<tr>
<td>Meals</td>
<td>15</td>
</tr>
<tr>
<td>Patient identification</td>
<td>15</td>
</tr>
<tr>
<td>Surgery or procedure preparation – what you can expect</td>
<td>16</td>
</tr>
<tr>
<td>Witnessing legal documents</td>
<td>16</td>
</tr>
<tr>
<td>Hospital facilities and accessible services</td>
<td>16</td>
</tr>
<tr>
<td>Aged Care Assessment Service</td>
<td>16</td>
</tr>
<tr>
<td>Baby photography</td>
<td>16</td>
</tr>
<tr>
<td>Banking</td>
<td>16</td>
</tr>
<tr>
<td>Chaplain service</td>
<td>16</td>
</tr>
<tr>
<td>Kiosk</td>
<td>17</td>
</tr>
<tr>
<td>Fairy Sparkle Garden</td>
<td>17</td>
</tr>
<tr>
<td>Hairdresser</td>
<td>17</td>
</tr>
<tr>
<td>Interpreter service</td>
<td>17</td>
</tr>
<tr>
<td>Laundry</td>
<td>17</td>
</tr>
<tr>
<td>Red Cross rooms</td>
<td>17</td>
</tr>
<tr>
<td>Red Cross library service</td>
<td>17</td>
</tr>
<tr>
<td>Red Cross help desk</td>
<td>18</td>
</tr>
<tr>
<td>Protecting your rights and privacy</td>
<td>18</td>
</tr>
<tr>
<td>Medical records</td>
<td>18</td>
</tr>
<tr>
<td>Your personal information</td>
<td>18</td>
</tr>
<tr>
<td>Your rights</td>
<td>18</td>
</tr>
<tr>
<td>Your responsibilities</td>
<td>19</td>
</tr>
<tr>
<td>Student training</td>
<td>19</td>
</tr>
<tr>
<td>Medical research</td>
<td>19</td>
</tr>
<tr>
<td>Bed allocation</td>
<td>20</td>
</tr>
<tr>
<td>Information about your condition and agreeing to your treatment</td>
<td>20</td>
</tr>
<tr>
<td>Providing feedback</td>
<td>20</td>
</tr>
<tr>
<td>When making a complaint know that</td>
<td>21</td>
</tr>
<tr>
<td>Donations</td>
<td>21</td>
</tr>
<tr>
<td>Other health services</td>
<td>22</td>
</tr>
<tr>
<td>Alcohol, Tobacco and Other Drugs Service</td>
<td>22</td>
</tr>
<tr>
<td>BreastScreen Queensland</td>
<td>22</td>
</tr>
<tr>
<td>Cancer Care Department</td>
<td>23</td>
</tr>
<tr>
<td>Cardiac Rehabilitation</td>
<td>23</td>
</tr>
<tr>
<td>Community Family Health</td>
<td>23</td>
</tr>
<tr>
<td>Community Hospital Interface Program</td>
<td>24</td>
</tr>
<tr>
<td>Integrated Assessment Unit</td>
<td>24</td>
</tr>
<tr>
<td>Diabetes service</td>
<td>24</td>
</tr>
<tr>
<td>Heart Failure Management</td>
<td>26</td>
</tr>
<tr>
<td>Home Care Service</td>
<td>26</td>
</tr>
<tr>
<td>Indigenous Health Services</td>
<td>26</td>
</tr>
<tr>
<td>Medical Imaging (Radiography)</td>
<td>26</td>
</tr>
<tr>
<td>Mental Health Services</td>
<td>26</td>
</tr>
<tr>
<td>Adult Mental Health Services</td>
<td>27</td>
</tr>
<tr>
<td>After hours contact</td>
<td>27</td>
</tr>
<tr>
<td>Child and Youth Mental Health Services</td>
<td>27</td>
</tr>
<tr>
<td>Newborn and Family Drop-In Service</td>
<td>27</td>
</tr>
<tr>
<td>Nutrition and Dietetics</td>
<td>27</td>
</tr>
<tr>
<td>Occupational Therapy</td>
<td>28</td>
</tr>
<tr>
<td>Palliative Care Service</td>
<td>28</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>30</td>
</tr>
<tr>
<td>Physiotherapy</td>
<td>31</td>
</tr>
<tr>
<td>Psychologist</td>
<td>31</td>
</tr>
<tr>
<td>Renal Unit</td>
<td>31</td>
</tr>
<tr>
<td>Sexual Health</td>
<td>31</td>
</tr>
<tr>
<td>Social Work</td>
<td>31</td>
</tr>
<tr>
<td>Speech Pathology</td>
<td>32</td>
</tr>
<tr>
<td>Stomal Therapy</td>
<td>32</td>
</tr>
<tr>
<td>Transition to School</td>
<td>32</td>
</tr>
<tr>
<td>Developmental Assessment Team</td>
<td>32</td>
</tr>
</tbody>
</table>
working with you for better health services

Map
Welcome

Welcome to the Bundaberg Hospital. We are committed to providing you with the highest possible standard of treatment and care.

We understand that coming to hospital can be a stressful experience for you, your family and others close to you. To help ensure your stay is as pleasant and trouble free as possible, we have developed the following patient information guide and hope it will be helpful to you and your visitors. The guide contains information relating to your care, as well as general information about the hospital's facilities and services.

This booklet is one of many sources of information available to you. Feel free to talk to staff about your needs and ask questions about the hospital routine, your illness or treatment. We aim to make your stay as comfortable as possible.
This summary card has been produced by the Australian Council for Safety and Quality in Health Care, which has been set up by Commonwealth, State and Territory governments to improve the safety of health care in Australia. These 10 Tips* can help you to become more active in your health care. More questions you might want to ask your health care professional are contained in the 10 Tips for Safer Health Care booklet.

* These 10 Tips have been adapted from the US Agency for Healthcare Research and Quality patient fact sheets (available online at www.ahrq.gov/consumer).

1. Be actively involved in your own health care
   Take part in every decision to help prevent things from going wrong and get the best possible care for your needs.

2. Speak up if you have any questions or concerns
   Ask questions.
   Expect answers that you can understand.
   Ask a family member, caretaker or interpreter to be there with you, if you want.

3. Learn more about your condition or treatments
   Collect as much reliable information as you can.
   Ask your health care professional:
   - what should I look out for?
   - please tell me more about my condition, tests and treatment.
   - how will the tests or treatments help me and what is involved?
   - what are the risks and what is likely to happen if I don’t have this treatment?

4. Keep a list of all the medicines you are taking
   Include:
   - prescriptions, over-the-counter and complementary medicines (eg vitamins and herbs); and
   - information about drug allergies you may have.

5. Make sure you understand the medicines you are taking
   Read the label, including the warnings.
   Make sure it is what your doctor ordered for you.
   Ask about:
   - directions for use;
   - possible side effects or interactions; and
   - how long you’ll need to take it for.

6. Get the results of any test or procedure
   Call your doctor to find out your results.
   Ask what they mean for your care.

7. Talk about your options if you need to go into hospital
   Ask:
   - how quickly does this need to happen?
   - is there an option to have the surgery/procedure done as a day patient, or in an alternative hospital?

8. Make sure you understand what will happen if you need surgery or a procedure
   Ask:
   - what will the surgery or procedure involve and are there any risks?
   - are there other possible treatments?
   - how much will it cost?
   Tell your health care professionals if you have allergies or if you have ever had a bad reaction to an anaesthetic or any other drug.

9. Make sure you, your doctor and your surgeon all agree on exactly what will be done
   Confirm which operation will be performed and where, as close as possible to it happening.

10. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home
    Make sure you understand your continuing treatment, medicines and follow-up care.
    Visit your GP as soon as possible after you are discharged.

Find out more about the Safety and Quality Council or obtain copies of 10 Tips for Safer Health Care by calling (02) 6289 4244 or from its website at www.safetyandquality.org
Staying in Touch

Telephones

Telephones are available in all wards. To make calls to phones outside the hospital, you will need to buy a pre-paid phone card which can be purchased from the reception desk. Public phones are available on the ground floor for patients and visitors.

Telephone inquiries from relatives and friends regarding your condition should be made on 4150 2222 between the hours of 8:00am and 8:00pm.

Contact Details

Hospital Switchboard:
(07) 4152010 or dial 2010 when calling from inside the hospital.

Mobile Phones

We ask you to please turn off your mobile phone in clinical areas to avoid interference with medical equipment.

Mail

Patients can have mail delivered daily between Monday and Friday. Mail should be addressed:
Patient – ‘insert name’
‘insert ward number’
PO Box 34
Bundaberg Hospital
Bundaberg 4670

An Australia Post mailbox is located near the front of the hospital for outgoing mail.

Travelling to and from the Bundaberg Hospital

Bus transport

City and coastal buses depart from the bus stop located near the front of the hospital.

Taxi services

There is a free taxi phone at reception and the taxi rank is located near the Bourbong Street entrance to the hospital.

Parking

Parking is available on Bourbong Street. Disabled parking is available near the Bourbong Street entrance to the hospital.

Assistance with travel

Queensland’s Patients’ Travel Subsidy Scheme gives financial help to patients who need specialist medical and dental services not offered within their local area. The scheme provides a subsidy for eligible patients towards the cost of travel and accommodation and in some cases, their escorts.

Queensland Ambulance

Ambulance transport can be arranged for patients following discharge when they cannot travel any other way for medical reasons. In most cases, this means patients who need to be moved by a stretcher.
Ambulance transport waiting time depends on the number of emergencies the ambulance service is responding to.

**Discharge lounge**

On occasions, patients may need to wait for information about medications or transport home before they leave the hospital. The comfortable Transit and Discharge Lounge is available for this purpose. The lounge is staffed by a discharge nurse who makes sure patients have suitable transport and checks that patients have information about their medication and the appointments they will need after they leave the hospital.

**Safety and security**

Your safety is of paramount importance to us. If you encounter a hazard that you believe could present a risk to yourself or another person, please report it to the nurse in charge of your ward.

**Fire alarms/emergency evacuations**

This hospital is fitted with the most advanced fire and smoke detection system. If there is a fire or other alarm, staff with special training to respond to emergency situations will guide patients. In these situations it is important to follow instructions closely. When an alarm sounds, if safe to do so, return to your ward and remain in or by your bed. Lifts should not be used under any circumstances during an emergency.

**Absences from the ward**

Should you need to leave the ward at any time, we ask you to inform the nursing staff as they are responsible for your safety during your stay.

**Infection prevention**

The Bundaberg Hospital has high standards when it comes to protecting our patients from infection. Hand hygiene is considered to be the single most important practice to prevent the spread of infection. Patients can help reduce the risk of infection to themselves and other patients by following these important rules:

- You will notice hand wash at your bedside and in wall brackets throughout the hospital. This product can be used to quickly clean hands without the need to use water or paper towels for drying. Ask your visitors to clean their hands before and after they enter the ward.

- Staff will not be offended if you ask them if they have washed their hands - it shows that you want to play a part in reducing infection too.

- Ask your visitors to use the public amenities rather than the ward toilets and hand basins.
Remain independent in your home with RSL HomeCare

Sometimes a little help can go a long way. With local support and expert care from our team at RSL HomeCare, the extra help you need to stay home is only a phone call away.

Whether it is assistance with your health needs or help around the house, getting to the shops or appointments, or support with recuperating from a fall or operation, RSL HomeCare can deliver the extra support you need.

RSL Care is proud to support older Australians through personalised and professional aged care and support services.

1300 076 566
www.rslcare.com.au

The retirement lifestyle choice

When you choose to live in a retirement village you’re deciding to experience a different lifestyle. It’s about companionship, resort-style leisure facilities and the freedom to do the things you want to do.

• Spend time with family and friends
• Indulge in your hobbies
• Join organised activities

Choose a one, two or three bedroom home or a Serviced Apartment at Argyle Gardens Retirement Resort or a freehold-title home at The Lakes Bundaberg.

For more information call The Lakes on 4150 7500 or Argyle Gardens on 4155 1834. www.primelife.com.au
working with you for better health services

- Clean your hands before and after going to the toilet or using the bed pan, before eating and after coughing/sneezing.
- Tell staff of your past medical history, especially if you have a cough or cold, diarrhoea or vomiting, boils, open wounds or weeping skin lesions or if you have been overseas in the past three weeks.
- Discourage people from visiting when they have an infection or are unwell.
- Keep toiletries for your own use.
- Place hospital laundry in the linen baskets provided.
- Tell nursing staff if you think the ward or bathroom need cleaning.
- Do not sit on other patient’s beds. Your visitors also should not sit on your bed. Please ask nursing staff for extra chairs if necessary.

Alcohol and drugs

Patients and visitors are not permitted to have alcohol or illegal drugs in their possession. People suspected of holding illegal drugs will be referred to the police.

Smoking

Smoking is banned in all government buildings, offices and vehicles, including Queensland Health facilities. Within the Bundaberg Hospital campus, smoking is not permitted inside or outside any of the buildings. If you wish to smoke, the ward staff will show you where and when you may do so. Anyone found smoking on the hospital grounds will receive a $200 fine. With a doctors approval, nicotine patches/lozenges are available upon request.

Healthcare provision

Professional staff

During your stay in hospital you will be cared for by a clinical team including doctors, nurses and allied health professionals along with non-clinical staff including clerical, catering and housekeeping staff. All employees wear photographic identity badges including name, photograph and job title.

Private/Public

If you have a current medicare card, you are entitled to public hospital treatment. Eligible public patients are generally treated without charge. If you are from overseas, you may also be allowed medically necessary treatment as a public patient if your home country has a Reciprocal Health Care Agreement with Australia and your visa does not have any exclusions. If you are not eligible for medicare, you are responsible for all costs associated with your treatment.
Patients may also choose to be treated as a private patient while staying at Bundaberg Hospital. Private patients can choose their medical specialist, providing the specialist agrees and has the right to treat private patients in the Bundaberg Hospital. If you have private insurance, your fees may be covered for all, or some of the treatment, depending on your policy and your level of cover. Private patients are asked to confirm their entitlements with their health fund and seek information regarding hospital charges from the admissions staff prior to admission. On some occasions, private patients who choose to be transferred to a private hospital may not be fully covered for the care they need. This may be due to health fund exclusions which you may be able to access in a public hospital but not a private hospital. Private patients are encouraged to check their health fund policy before transferring to a private hospital to ensure they are covered for the services required.

You will be treated as a public patient until you make a choice about your treatment. You may change from public to private at any time during your admission, however a change from private to public can only be as a result of unforeseen circumstances such as:

- You are admitted for a particular procedure but have complications
- Your hospital stay is taking longer than what was anticipated by the clinicians responsible for your treatment
- Your social conditions change while you are in hospital (such as loss of a job).

If your total stay is longer than 35 days, you may be charged a co-payment fee regardless of whether you are a private or public patient (see ‘Extended stays in hospital on page 10). You will also be charged for any medications and/or equipment required upon discharge.

Cancellations

If you need to cancel your hospital stay, please notify the admissions office as soon as possible by telephoning 41502160.

Pre-Admission Clinic

Patients undergoing non-urgent surgery are required based on the assessment of your anaesthetic risk screen, to attend the Pre-Admission clinic. The Clinic provides patient assessment and education before non-urgent surgical procedures. The clinic operates Monday to Thursday and bookings are made by theatre booking staff.

One day procedures

Many patients are admitted as day patients to undergo procedures that do not require an overnight stay in hospital. If you are a short stay patient, you
should not drive for at least 24 hours after you have had an anaesthetic and should not travel home alone or take public transport. It is important someone stays with you for 24 hours after the anaesthetic has been administered. Following short stays, it is important to contact the hospital when problems arise after the surgery.

**Extended stays in hospital**

For most patients, hospital stays are only for short periods. However in some cases, patients need to stay in hospital for extended periods. Patients who remain in hospital for more than thirty-five (35) continuous days, or who have had a number of stays without a discharge period of more than seven (7) days, may be required to pay a set accommodation fee regardless of their private or public status. If this is the case, patients or other concerned parties are notified before the 35th day of admission. This fee is set by the Commonwealth Government.

**Transfer to rural facilities**

The Bundaberg Hospital will always provide care during the severe stage of your illness. However, it may be necessary to transfer you to another facility for one of the following reasons:

- You are awaiting placement in an aged care facility
- You are unable to go home and live independently or with your family/carer
- Your treating consultant believes you no longer require the services of Bundaberg Hospital but you still need time to recover from your illness.

If you meet any of these criteria, you may be transferred to one of our outlying hospitals such as Childers, Gin Gin, Monto, Biggenden, Mundubbera, Gayndah or Eidsvold. There is also a possibility you may be transferred to Maryborough or Hervey Bay Hospitals.

**Finalising your hospital stay (discharge)**

We aim to return you to your home as soon as you are well enough. You will be advised of your discharge by a member of your medical team. The discharge process usually involves organising your medication and follow-up appointments and may take a while. To avoid unnecessary waiting, it is best to wait until a nurse gives you the final clearance before arranging to be collected from the hospital. Talk to the nursing staff if transport is not available.

Upon leaving the hospital, your treatment may not be complete and you may need to continue receiving treatment when you return home. The details of your
CARING QUALIFIED STAFF
MUSIC IMMERSION PROGRAMME
FULL LINEN SERVICE

Counselling – Individual/Couple/Family/Sexual Assault
Employee Assistance Program
Community/Corporate Education
Natural Fertility Services
Family Support Services
Domestic and Family Violence Support Services
Community Care Services
Disability and Mental Health Services
Aged and Disability Services
Pre-Marriage Education
Home Assist Secure & Home Maintenance

Note: Not all programs are available at all sites

Bundaberg • Emerald • Mackay • Rockhampton
(also servicing Yeppoon)

For more information visit www.centacare.net or call 1300 523 985

ACORN CHILD CARE CENTRE
The highest quality childcare ... at no extra cost.

Your Child will benefit from:
✓ CARING QUALIFIED STAFF
✓ MUSIC IMMERSION PROGRAMME
✓ FULL LINEN SERVICE
✓ FULL MEAL SERVICE
✓ PRE-PREP ROOM WITH QUALIFIED TEACHER

WE’RE OPEN WHEN IT SUITS YOU:
6.30 am – 6.30 pm

Monday - Friday

LONG DAY CARE
BEFORE AND AFTER SCHOOL CARE
VACATION CARE
OCCASIONAL CARE

10a Branyan Street, Bundaberg
Phone: 07 4153 0333
Fax: 07 4153 0330
Email: info@acornchildcare.com.au
Web: acornchildcare.com.au
ongoing care will be finalised before you leave.

Before leaving the hospital the doctor or nurse unit manager will provide the following as required:

- Further follow-up outpatient or clinic appointments
- Medication advice
- Arrangements for home support services
- A Medical certificate if required.

**Follow-up appointments (outpatient appointments)**

Patients needing follow-up appointments after leaving the hospital or receiving treatment in the Accident and Emergency department are seen at the outpatient clinic. The clinic is located on the ground floor next to the Bourbong Street entrance to the hospital. It is important you contact the clinic when you cannot keep an appointment as failure to attend may result in the cancellation of a referral.

**Leaving the hospital at your own risk**

Patients usually have the right to leave the hospital when they choose. If you discharge yourself against medical advice, you will be asked to sign a form. If your condition does not improve when you are home you must seek medical advice from your treating hospital doctor, general practitioner or specialist.

Before you leave you should ensure:

- You have all your personal belongings
- You have signed the necessary forms and all fees are paid
- All items held for you are collected
- The correct forwarding address is on your chart
- Your current GP is listed
- You obtain medical certificates from your doctor if required
- You have your medication, know how to take it and are aware of the follow-up services you require.

**Details of your stay**

**Valuables**

When being admitted to hospital, we ask you not to bring your valuables or if possible send them home with relatives or friends. While every care is taken, the hospital does not accept responsibility if valuables
are lost or stolen. Ward staff will talk to you about having access to your money without keeping it on your person or in your locker.

Visitors

Visiting hours

Adult wards:
10:30am – 12:00pm;
3:00pm – 8:30pm
Children’s ward:
10:00am - 12.00pm;
3.00pm – 7.00pm
(parents/guardians any time)
Intensive/coronary care:
11.00am – 12:00pm;
3:00pm – 8:00pm
(Please use the visitor’s phone to access the unit)
Family unit:
10:30am – 12:00pm;
3:00pm-8.30pm

Visitors are welcome at the hospital as they play an important role in the comfort of patients. Visiting hours are designed to allow for rest and the provision of treatment. We understand there may be times when friends and family wish to visit outside of visiting hours. In this case, arrangements may be made with the Nursing Team Leader.

We encourage visitors to be sensitive to the needs of the patient they are seeing and others in the ward. We ask visitors to help us by complying with the following:

• Please respect the patient’s comfort by not sitting on the beds.
• Please respect the comfort of other patients in the ward by keeping traffic and noise to a minimum.
• For the wellbeing of patients, it is important to protect them from infection. We ask you not to visit the hospital when you have an infection or are feeling unwell. Please clean your hands with the hand-wash provided on entering and leaving wards. We ask visitors to use the public amenities rather than the ward toilets and hand basins.
• Children must be under adult supervision and control at all times.
• Please ensure that patients you are visiting obtain adequate rest by leaving the hospital ward when visiting time has ended.
• During visiting hours, patients may need treatment or an examination. To ensure privacy, you may be asked to leave the area temporarily.

Relatives may stay with critically-ill patients for extended periods, subject to the treatment being provided, the needs of other patients and the availability of facilities.
Intensive Care Unit, Coronary Care Unit and High Dependency Unit

Bundaberg Hospital has a combined intensive care, coronary care and high dependency unit located on the first floor. The unit is designed to provide specialised care to seriously ill patients. This unit cares for patients following accidents or large operations, patients with heart or breathing problems and a variety of other conditions. If you have any queries, please ask the nurse who is caring for you. Visiting hours are 11:00am – 12:00pm and 3.00pm – 8:00pm. Visitors are restricted to close relatives, except in exceptional circumstances.

Hospital stays for infants/children and adolescents

When staying in hospital, infants, children and adolescents are placed in the Paediatric Unit. Paediatric staff realise the importance of creating a hospital environment which supports the wellbeing of infants/children/adolescents. To create this environment, it is vital to maintain family contact and support. For this reason, family members are encouraged to become part of the team providing care for their infant/child/adolescent. In most circumstances, a family member can stay overnight on a fold out chair/bed next to their infant/child/adolescent. Meals are not provided for parents staying with children in hospital.

When children are well enough, entertainment and play equipment is available. The Paediatric ward is colourfully decorated and designed to appeal to children.

Flowers

Flowers, of course, will help brighten your stay in hospital but may not be suitable for some patients with special conditions. We would like to point out that small bouquets or arranged bowls are easier to care for and safer than large displays.

Nurse call system

If you require assistance, do not hesitate to call the nursing staff by using the call button located near your bed. Please try to use the button for emergencies only.

What to bring to hospital

- Sleepwear
- Dressing gown
- Suitable footwear. For your safety, we prefer you to wear full shoes with a non-slip sole and a broad heel.
- Toiletries – soap, toothbrush, toothpaste, comb, tissues etc
- Any medication you are currently taking (give to nursing staff on arrival)
- Spectacles, hearing aid
• Medical history
• Your X-rays
• Details of your GP and any other treating health professionals
• Medicare card, Health Care card and/or PBS Safety Net card and details of any private health cover
• Any current Advanced Health Directive or enduring Power of Attorney and copies of these documents
• Current address and day/night phone numbers of next of kin.

Medications
You are required to give the medications you bring to hospital to the registered nurse responsible for your care when you are admitted to the hospital. The pharmacist will see you and talk to you about your medications, and answer any questions you may have regarding them. This helps the doctor to prescribe your medications while your in hospital and when you are discharged, as the doctor is able to clearly see what medications you require.

The discharge process may take up to four hours, and on the day, the pharmacist will talk to your doctor to ensure that a prescription is written for the medications you will need, and provide you with a complete list of all your medicines, including any herbal, natural, non-prescription and prescription medicines. The list will include generic and brand names, strength and timing for each medicine, the reason for taking it, and any changes made by your treating doctor during your admission.

Meals
When you receive your menu, please fill in your name, ward and bed number for breakfast, lunch and dinner. Put a tick beside your choice for each meal. To help with meal delivery, please remove flowers and clutter from your meal trolley at meal times. Your doctor, dietician or nurse may advise a special diet for you. This is an important part of your treatment.

If you have special dietary requirements, please advise clinical or dietary staff.

Meal times
Breakfast: From 7:30am
Morning tea: From 9:50am
Lunch: From 12:00pm
Afternoon tea: From 2:00pm
Dinner: From 5:30pm
Supper: From 7:20pm

Patient identification
For safety, all patients must wear an identification bracelet marked with name and date of birth. Please check the details are accurate and keep it on at all times during your hospital stay.
Surgery or procedure preparation – what you can expect

If you are having an operation or procedure, for your safety you may be given instructions such as when to stop eating and drinking and which medications you can still take. It is very important to follow these instructions carefully as failure to do so may result in your surgery or procedure being cancelled.

Nursing staff will help you prepare for surgery. In some cases you will be given medication to help you relax. You will be prepared for surgery, dressed in suitable clothes and will wait on a chair or trolley until the operating theatre is ready for you. Before surgery, you will be moved to the patient holding area where staff will check your details. A nurse will go with you to the theatre. Although relatives or friends are not usually allowed into the theatre, parents of small children, relatives of non-English speaking people and carers of people with special needs may be allowed with the permission of the anaesthetist. Support persons must agree to follow the instructions of theatre staff.

Witnessing legal documents

Health service policy does not permit hospital staff to witness legal documents. We ask that you make these arrangements through a solicitor or talk to a social worker who can help you to access a JP or solicitor of your choice.

Hospital facilities and accessible services

Aged Care Assessment Service

When you are feeling better, your treating team may recommend a referral to the Aged Care Assessment Service. With your permission, the Aged Care Assessment Team will talk to you, hospital staff, your carers and your family. Following, and with your consent, ACAT will complete an assessment for eligibility for Australian Government Aged Care programs such as Residential care including permanent and respite care, packaged care at home and / or transition care.

Baby photography

A newspaper photographer visits the Family Unit to photograph newborn babies on a weekly basis.

Banking

An automatic teller machine is located on the ground floor in the main foyer near the reception desk.

Chaplain service

Your own church representative can call to visit you at any time. A hospital Chaplain visits the wards between 8am and 12pm.
each weekday. If you wish to speak with a Chaplain outside these hours, a visit can be arranged through the nurse caring for you. A chapel is located in the hospital grounds and the chaplain will make arrangements if you wish to attend.

**Kiosk**

The kiosk is located in the main foyer.

Hours of operation:

Monday to Friday: 8.30am – 5:00pm

Weekends and Public Holidays: 9:00am – 2:00pm

Trolley Service to Wards: From 8:30am

Items such as toiletries, food, newspapers and magazines can be purchased from the kiosk or trolley service.

**Fairy Sparkle Garden**

The Bundaberg Hospital Fairy Sparkle Garden was the first Fairy Sparkle Garden to be built outside New South Wales. Opened in September 2002, it is a private haven for patients and visitors with picnic benches, colourful murals, a fish pond and magical statues.

**Hairdresser**

Staff will arrange for a hairdresser to visit when requested. Patients have the responsibility for payment of these services.

**Interpreter service**

Interpreters are available free of charge if English is not your first language, or if you use sign language. It is important you understand the information you are given so you can make an informed decision about the treatment you receive. It may take time to arrange an interpreter, so let the nursing staff know as soon as you possibly can when you require this service.

**Laundry**

We do not have the facilities for washing personal clothing. Please make laundering arrangements with relatives or friends.

**Red Cross rooms**

 Relatives of seriously ill patients may have access to the self contained Red Cross rooms located on the hospital grounds. The nurse unit manager will help with enquiries.

**Red Cross library service**

Volunteers regularly bring a selection of books and magazines to the wards which are available for loan during your stay in hospital.
Red Cross help desk

Volunteers are available week days at the meet-and-greet desk in the hospital’s main foyer to offer directions and assistance to patients and visitors.

Protecting your rights and privacy

Medical records

A medical record is kept by the hospital which contains a history of your illnesses and treatments along with x-rays, scans and test results. This record is private and only the health care staff involved in your care will be able to see it. The record is the property of the hospital and will only be given out with your consent or when required by law. If you are transferred to another hospital, the relevant sections of your record will be forwarded.

Your personal information

We know we are in a position of trust when it comes to protecting your privacy and our organisation is committed to upholding your trust. You can expect your information will only be available to those involved in your care or those who have been granted legal authority to access it. Upon request, you can obtain a copy of your own medical record.

To protect your privacy, specific medical information is not given over the phone or to the media. You do not have to answer any questions asked by the media. If the media calls you directly, please tell them to call our Public Relations Manager on 0429 486 954.

Your rights

You have the right to:

1. Free hospital and community-based services as a public patient, if you have a current Medicare card. This does not apply to adult oral health (dental) services.

2. Be treated with respect, dignity and consideration for your age, gender, sexual preference, religion and culture.

3. A free interpreter.

4. Information so you can choose to be a public or private patient.

5. Treatment based on our assessment of how sick you are.

6. Take part in decisions about your health care.

7. Information that is easy to understand about your treatment, including risks and other choices.

8. Give your permission before being treated if you are able


10. Give a compliment or make a complaint.

11. Have your personal information kept private and confidential.
12. Ask to discuss your medical records with your doctor.
13. Decide if you want to take part in medical research and clinical training.

Your responsibilities

We want to provide you with the best possible care. To help us, there are some things you need to do, such as:

1. Give staff as much information as you can about your health and any beliefs that may affect your treatment.
2. Tell staff if you are taking any medicine, recreational drugs or natural remedies.
3. Tell staff if someone else is treating you for the same condition.
4. Ask questions and talk to your family if you want to before making any decisions about your health care.
5. Follow staff instructions for your treatment and care.
6. Tell staff about any problems you are having because of your treatment or the medicines you are on.
7. Be prepared to go to another hospital if your health service cannot give the treatment that you need.
8. Be on time for appointments and let your health service know if you want to cancel or if you change your contact details.
9. Talk to your local doctor if your condition changes while on a waiting list for treatment.
10. Treat all people you meet in the health service (staff, volunteers, patients/clients, their families and aged care residents) with the care, dignity and consideration we all deserve.
11. Respect the confidentiality and privacy of others.

We want to make your stay as comfortable as possible. We ask patients to keep noise to a minimum, have only a small number of visitors at any one time and use an earpiece to listen to radios and televisions. For this reason we ask patients to talk to the nurse unit manager before using personal televisions, computers, radios or video recorders.

Student training

The Bundaberg Hospital is often involved in the training of student doctors, nurses and other health care staff. Your permission is needed before involving a student in your treatment. You do not have to agree and your care will not be affected if you decide not to.

Medical research

Medical research is important in improving healthcare and you may be asked to be involved in research activities. You will receive information about the research and taking part is entirely your choice. Your care will not be affected if you choose not to be involved.
Bed allocation

Generally, males and females are separated in a general ward. However there are times when the demand for beds means that both male and female patients will be accommodated in the same room. When this happens, staff will take extra care to protect your privacy and prevent embarrassment.

Information about your condition and agreeing to your treatment

By coming to the hospital you have legally agreed to general treatment for your condition. An extra written agreement is needed for certain procedures such as operations. When a child does not have the maturity to make reasonable decisions regarding their treatment, parents or guardians are asked to make these decisions and sign agreements on their behalf. You can expect a doctor to give you all the information you need so you can choose whether or not you agree to the suggested procedure.

Before agreeing to a procedure, you are entitled to an explanation of your illness or condition and it is your right to have the treatment and alternatives explained as well as the possible adverse effects you may experience. It is important you understand the information you have been given before you agree to go ahead. You are encouraged to ask your doctor for information even if it means asking the same question several times until you feel sure you fully understand the details. It is important you obtain as much information as possible. It is helpful if you know your own, and your family’s medical history (including details of any medications which you are taking), and essential for you to answer questions about your health frankly. This will help the doctors and nurses manage your medical care. If you know of any allergies you may have, please bring them to the attention of the medical and nursing staff immediately. If you would like a second medical opinion, you should discuss this with your doctor.

Providing feedback

We value your opinion and welcome any information you give that can be used to improve our services. If you are unhappy with any part of our service, please let us know. On the other hand, we are encouraged when we receive compliments about our service. You can obtain complaint, compliment and feedback forms along with appropriately addressed return envelopes from all areas of the hospital.

If you want to compliment us:
- Tell a member of the team caring for you who will provide a form and return envelope.
• Write your compliment on the form and place it into the return envelope. Leave it with the ward staff and it will be passed to the appropriate people.

If you are unhappy, tell a staff member as soon as possible. Talking to one of the staff providing your care gives them the chance to fix the problem if they can. If you do not wish to talk to member of the health care team, contact the Patient Liaison Service on 41502777.

If you still feel your problem has not been resolved, you can contact the Health Quality and Complaints Commission (HQCC). The HQCC is separate to the public health system. Contact details are:

HQCC
GPO Box 3089
Brisbane Q 4001
Telephone 1800077308 (toll free) or (07) 32340272

When making a complaint know that:

• Your complaint is important to us
• It will not negatively affect the care you receive
• It will be taken seriously
• It does not have to be in writing
• Someone else can make the complaint for you
• The Patient Liaison Officer can help you make a complaint.

Donations

Bundaberg Hospital provides high standards of patient care and treatment. Many patients and their families and friends show their appreciation for the services and care provided through donations. Donations, no matter how small, are most important to the hospital because they enable us to purchase new equipment or update patient facilities.

For any donations, bequests or fundraising activities, you need to call the Bundaberg Health Services Foundation, which is the fundraising arm of Bundaberg Hospital. Funds go to improving patient services, purchasing medical equipment and funding nursing/medical education.

Foundation staff can assist with fundraising advice, legal information regarding bequests and promotional information. Call the foundation on 4150 2863. All donations are tax deductible.
Other health services

**Alcohol, Tobacco and Other Drugs Service**

The Alcohol, Tobacco and Other Drugs Service (ATODS) provide information, education, consultation, treatment and referral to community organizations for all ages related to substance use. A dedicated and professional team is available to assist community members to deal with issues related to substance misuse and dependence or assist in referral to appropriate services. The service is confidential and privacy is protected.

Substances may include tobacco, alcohol, prescribed medication, inhalants or other drugs. The clinical service operates by appointment Monday to Friday, 9:00am to 3:30pm and is located at the Margaret Rose Centre, Community Health, First Floor, 312 Bourbong Street Street. Phone: 4150 2740.

**BreastScreen Queensland**

BreastScreen Queensland Wide Bay Service provides a high quality, complete breast cancer screening and assessment service, free-of-charge to eligible women.

To make an appointment, phone 13 20 50 or (07) 4150 2800.

We offer:

- Participation in the only nationally-accredited breast screening and assessment program in the Wide Bay region, including a mailed invitation for rescreening every two years
- Free breast cancer screening for eligible women, including any follow-up tests that may be required
- Referral for treatment if breast cancer is detected
- Counselling service with our trained nurse-counsellor
- Information resources about breast cancer and breast screening, including presentations for community groups and workplaces
- TTY and interpreter services available for women with special needs
- Appointments available for age-eligible women who have a disability

Conveniently located at Bundaberg Hospital (next to the Red Cross Blood Service, access via Queens Park Road), with a satellite service available at Hervey Bay Hospital. A mobile service visits Maryborough every year and rural locations every two years.

**Age Eligibility:**

Women aged 50-69 years are especially encouraged to attend every two years as the biggest
risk factor for breast cancer is age. Women aged 40 to 49 years and 70 years and older can also attend if they choose. A doctor’s referral is not required.

**Cancer Care Department**

The Cancer Care Department comprises of two sections - Oncology Clinics and Cancer Care Coordination.

When diagnosed with cancer, your doctor may refer you for an Oncology Clinic appointment. The appointment will be with the Medical Oncologist, the Radiation Oncologist, or sometimes both. The Medical Oncologist oversees the chemotherapy component to your treatment and the Radiation Oncologist oversees the radiotherapy component. Once your referral is received and processed, you will be sent an appointment letter. The Oncology Clinics are held in the Specialist Outpatients Department. For more information, phone 4150 2378.

The Cancer Care Coordinator provides support and information for patients with cancer. Services may include information about a particular type of cancer, the patient travel subsidy scheme or advice about referral to other Cancer Care Coordinators in the state for ongoing support and care. Patients do not require a referral to access this service. The Cancer Care Coordinator can be contacted on 4150 2387.

**Cardiac Rehabilitation**

If you had a heart attack (or will be needing heart surgery) you will be seen by the cardiac rehabilitation nurse who will talk to you about your test results and the factors leading to the event. As part of your recovery, you will be encouraged to follow a rehabilitation program. (You will be contacted after your discharge from hospital). Part of your rehabilitation will be a 6-week program aimed at improving your long-term health. For more information, phone: 4150 2731.

**Community Family Health**

Community Family Health, which is located at Bundaberg Hospital's Community Health building on the corner of Bourbong Street and Hope Street, offers health services for children from birth to 18 years. Staff offer information and support to assist parents to care for their babies, older children and youth.

Community Family Health consists of child and school health, Positive Parenting Program (Triple P), a paediatric and early intervention specialist, psychologist and social worker.

Family health services include the child health clinic for 0-5 years on Tuesday, Thursday and Friday mornings, parent, baby and toddler groups, and home visiting, by referral only.
The child health clinic is available mornings and afternoons during the week by appointment. Referrals are not required. For an appointment, please phone 4150 2746.

Positive Parenting Program is offered through seminars and individual and group sessions. Individual appointments with an early intervention specialist are made by referral only once a group program is completed and there are significant ongoing concerns about a child’s behaviour or with parental feelings and/or their relationship with the child. For more information, phone 4150 2746.

- School Health offers screening for children aged over 3 1/2 years with hearing concerns, by appointment, phone 4150 2746. For advice about issues such as bed-wetting and behaviour, phone: 4150 2772.
- School Based Youth Health Nurses offer individual confidential nursing consultation and health promotion within schools and the wider community. School Based Youth Health Nurses are available in all Bundaberg and district high schools.

**Community Hospital Interface Program**

This program allows suitable patients, who would usually be admitted to hospital, to be treated at home or in an aged care facility. In some cases the patient is required to regularly attend a clinic at the hospital to keep track of their illness. This service is only offered when it is in the patient’s best interest. Suitability for this service is determined by a criteria which includes deciding if the medical condition and home environment is suitable for home treatment.

**Integrated Assessment Unit**

This unit provides assessment and assistance to patients aged 65 years or younger with a disability. The aim of this service is to make homes safer and provide the opportunity for the disabled to remain in their own homes for as long as possible. If you feel you may qualify for any of the above services, please ask your nurse for more information.

**Diabetes service**

Patients with diabetes may be referred to a Diabetes Educator. The Diabetes Educator will visit you while you are in hospital to help you to understand and manage your diabetes. With your consent, the educator will report to your local doctor to ensure the best possible management options are made available to you when you leave. Hours of Operation: Monday - Friday (not public holidays) 8.30 am to 4.30 pm.

Non-urgent phone number: 41502847.
Ozcare makes all the difference

Ozcare’s range of quality in-home services gives the support you need to make living at home easy. Services are flexible to suit your specific needs and include:

**In-Home Care Services**
- Aged Care Packages
- Personal Care and Assistance with Daily Living
- Social Support
- Veterans’ Home Care
- Domestic Assistance
- Respite and Support for Carers
- Carelink Medical Alarms

**Community Health Services**
- General Nursing including -
  - Symptom Control, Medication Support,
  - Continence Management, Palliative Care,
  - Post Acute Care, Chronic Disease Care, Wound Care
- Immunisation
- Allied Health
- Home Front
- Support in Mental Health Recovery
- Support for people with Dementia and their carers

Phone (07) 4131 4250
or visit www.ozcare.org.au

Services funded by the Australian and Queensland Governments

---

**Bull Financial Group**

**Investments and Direct Shares ■ Insurance**

**FOR THE RIGHT FINANCIAL ADVICE**

**Leanne Bull CFP®**

FOR THE RIGHT FINANCIAL ADVICE

- Certified Quality Advice Practice
- AXA redefining financial planning
- AXA Financial Planning Limited ABN 21 005 799 977 Australian Financial Services Licensee. Licence number 234663

**Axiom Financial Services BDB**

- Investments and Direct Shares ■ Insurance
- Personal Superannuation and SMSF
- Wealth Creation and Retirement Planning

- Over 25 years financial planning experience

- bfg@bullfinancial.com.au
- www.bullfinancial.com.au
- 2-b Powers Street, (PO Box 4320) Bundaberg QLD 4670
Heart Failure Management

Patients who have had heart failure will receive a visit from a nurse from the program who will explain your heart condition and offer advice about how to manage it. With your consent, the nurse will visit you at home to provide ongoing support. A 12-week exercise program in the hospital’s cardiac gym may be recommended to help your recovery.

Phone: 4150 2797.

Home Care Service

The Bundaberg Home Care Service is a Home and Community Care (HACC) funded program which provides general household assistance (general household cleaning, clothes washing and ironing) and social worker support for eligible clients in the community. For more information about this service, contact Bundaberg Community Health on 4150 2700. To find out if you meet the requirements for these services, contact Community Care Access on 1800 600 300.

Indigenous Health Services

Bundaberg Hospital’s Indigenous Health Unit provides advice, counselling and ongoing support for clients and their families. The aim is to improve Aboriginal and Torres Strait Islander health by encouraging community members to be active in maintaining their own health and wellbeing.

Services include:

- Talking to Aboriginal and Torres Strait Islanders within their communities and finding ways to improve their health
- Follow up care such as home visits after discharge from hospital
- Working to improve indigenous health by working with other health professionals and interested government and non-government organisations
- Referring to appropriate services
- Supporting the social emotional and cultural health and wellbeing of the indigenous community
- Developing and implementing health programs and cultural education.

Phone: 4150 2700.

Medical Imaging (Radiography)

The Medical Imaging Department provides a general x-ray service, ultrasound and special procedures including CT scanning and fluoroscopy. The department operates from 7:00am – 10:00pm Monday to Friday. An emergency service is provided 24 hours a day, 7 days a week.

Mental Health Services

Wide Bay Integrated Mental Health Service is an accredited
service that provides quality mental health services to people experiencing or concerned about mental illness. It consists of adult and child and youth services, both based on the Bundaberg Hospital campus.

**Adult Mental Health Services**

Access to this service is via presentation at the unit or by contacting 4150 2600. Trained staff can provide advice, mental health assessment and if necessary, provide ongoing management via Community Mental Health and/or the Mental Health Inpatient Unit. Case managers also provide regular assistance in Gin Gin, Childers, Mt Perry and Agnes Water.

**After hours contact**

A mental health clinician can be contacted to provide advice regarding mental health matters. Phone: 4150 2600 or contact the Bundaberg Hospital emergency department on 4150 2222.

**Child and Youth Mental Health Services**

This service is also located on the Bundaberg Hospital campus. The team specialises in the assessment and treatment of young people at risk of developing, or who have, mental health issues. Child and Youth Mental Health Services provide assessment, treatment and referral to community organisations where required. Referrals are accepted by young people, parents or carers, doctors, schools or your local hospital. Phone: 4150 2600.

**Newborn and Family Drop-In Service**

The drop-in service provides new parents with the opportunity to access a child health nurse and midwife as well as other healthcare professionals following the birth of a baby. Parents of babies up to eight weeks do not require an appointment.

Services include infant weigh-ins and developmental checks as well as information and support about feeding, sleeping and settling techniques, and post-natal depression.

The drop in service is located at 81 Barolin Street, Bundaberg and available three days a week on Tuesday, Wednesday and Thursday.

Phone: 4153 1948.

**Nutrition and Dietetics**

The Department of Nutrition and Dietetics provides medical nutritional therapy and education to suitable patients following a request from a doctor, nurse or other health professional. These services are offered to adult, children and adolescent patients during their stay in hospital.

Phone: 4150 2570.
Occupational Therapy

Occupational Therapists help people develop and maintain their skills to carry out everyday tasks or "occupations". These may include self care (bathing, dressing, grooming, toileting, feeding), household and community (cooking, cleaning, shopping), work/school, and leisure/recreational activities. Occupational Therapists also assist people to return home from hospital by providing advice about community supports and equipment required.

Services

• Assessment of skills in self care, home duties, driving and leisure
• Physical rehabilitation to improve co-ordination, strength and movement
• Hand therapy and splinting
• Cognitive (thinking) and memory assessment and retraining
• Advice on work simplification and energy conservation
• Home assessment and modification
• Prescription of and education about adaptive equipment

The above services may take place in the hospital ward, the Occupational Therapy Department or at the patient’s home.

The department is open Monday to Friday 8.00am-5.00pm.
Phone: 4150 2590.

Palliative Care Service

The Palliative Care Team consists of doctors, nurses and other health care professionals who work with families; medical specialists; doctors; community groups; pastoral services, private and public hospital services and teams consisting of physiotherapists, occupational therapists, psychologists and social workers to ensure that people with a progressive, life threatening illness are supported to live life as fully, comfortably and with as much dignity as possible. The team provides physical, psychological, social and spiritual support.

Referrals

The service accepts telephonic, verbal or written referrals from doctors, community care care providers, families and carers where individuals have been diagnosed with a progressive, life threatening illness. Patients themselves may also contact the service directly.

The following services may be accessible through the Palliative Care Service:

• Coordination of all aspects of care
• Assessment and treatment of symptoms such as pain, and the provision of education to
Cystic Fibrosis (CF) is the most common life shortening, recessive genetic condition affecting young Australians. 1 person in 25 is an unaware carrier of the CF gene.

CF primarily affects the lungs and digestive system. Living with CF is relentless, day-in, day-out – 365 days a year!

For support or information on CF and carrier screening contact a CF association in your state or territory:

**CF QLD**
P: (07) 3359 8000  
E: admin@cfqld.org.au

**CF VIC**
P: (03) 9686 1811 / 1800 633 685  
E: assistantmanager@cfv.org.au

**CF WA**
P: (08) 9346 7333 / 1800 678 766  
E: info@cysticfibrosiswa.org

**CF ACT**
P: (02) 6259 7922 / 0402 378 053  
E: info@cfact.org.au

**CF SA**
P: (08) 8221 5595 / 1800 232 823  
E: cfsa@cfsa.org.au

**CF NSW**
P: (02) 9878 2075 / 1800 650 614  
E: general@cysticfibrosisnsw.org.au

**CF TAS**
P: (03) 6227 1765 / 1800 232 823  
E: general@cftas.org.au

Or visit www.cysticfibrosis.org.au
assist patients and families
manage symptoms such as tiredness
• Equipment loans
• Support to access Community Nursing Services
• Advice and facilitation of respite and residential nursing home care; hospital admissions and treatment, Meals on Wheels Services and home help
• Assistance to improve and maintain independence with normal everyday living activities
• Psychological and spiritual support
• Advice on social issues such as available Centrelink benefits
• Advice on practical arrangements such as Advance Health Directives, Enduring Power of Attorney, Wills and Funeral Arrangements
• Carer support and education
• Support for families and loved ones to cope with grief.

General information
The Service operates from 0800-1700, Monday to Friday.
Phone 41502549.

After hours, in the case of an unexpected emergency, or the need for urgent symptom control, clients are advised to either:

Contact their General Practitioner.
Contact the Queensland Health Ambulance Service for transport to a medical service, if no other means of transport is available.
Present at the Department of Emergency (Bundaberg Hospital).
Present at the after hours medical service at the Friendly Society Hospital.
Dial 000 in the case of an extreme, immediately life threatening emergency.

Pharmacy
The Pharmacy Department supplies medicines that are used in the wards and theatres. Patients are requested to bring in their usual medication so the doctors looking after them can clearly see what they are taking. We may need to use some of these medications while you are in hospital because we have a smaller list of drugs available than outside the hospital system. Your own medications will be returned to you before you leave the hospital, if you are still prescribed them. Pharmacists regularly visit the wards to check patients’ charts and send up any new medications they may require. The Pharmacy Department also provides medications for patients who are not in hospital but seeing doctors in our outpatient clinics. The pharmacy is open Monday to Friday, 8:30am – 4:45pm.
Physiotherapy
The physiotherapy service provides treatment to patients following operations and periods of being unwell as well as a range of services to both children and adults. Patients with conditions such as heart and lung or orthopaedic problems may require the services of a physiotherapist. Appointment may be given to patients who are not in hospital. In this case a referral process must be followed.
Phone: 4150 2550.

Psychologist
A psychologist is available to assist with adjusting to serious illness, managing chronic pain and stress, anxiety, panic and depression. Specific child and family issues may include learning difficulties, developmental delay, behavioural problems and parenting issues.

Renal Unit
Bundaberg Hospital’s Renal Unit provides inpatient and community-based services covering haemodialysis, peritoneal dialysis and home-based therapies and transplantation services. A chronic kidney disease and pre-dialysis education service is also available. The renal unit operates Monday to Saturday, 7:00am – 9:00pm. Phone: 4150 2754 for an appointment. No referral or Medicare card is necessary.

Sexual Health
Q Clinic provides free, confidential testing and treatment (if required) of sexually transmissible infections. It also provides information and advice on sexual health including safe sex education, HIV support and management clinics, monthly cervical smear clinic, Hepatitis C support and referral, and indigenous support. The clinic is open Monday 8:30am – 3:00pm, Tuesday 8:30am – 5:00pm, Wednesday 8:30am – 5:00pm, Thursday 9:00am – 6:00pm. Appointments are preferred but not essential. The Q Clinic is located in the hospital’s Community Health building on the corner of Bourbong Street and Hope Street.
Phone: 4150 2754.

Social Work
The Social Work Department provides counselling and support services to patients, their family, friends and staff in relation to health, social issues and practical matters. Referrals can be taken from staff, patients, families or friends by contacting the department on 4150 2570. All counselling services are confidential.
Speech Pathology

The Speech Pathology Department offers assessment and therapy services in the areas of speech, language, fluency, voice and swallowing. Appointments may be given to patients who are not in hospital. These appointments are prioritised according to need and are available to children of non-school age and adults who are not eligible for other services. Phone: 4150 2570.

Stomal Therapy

A stomal therapist is available by appointment every Wednesday, Thursday and Friday. Appointments can be made by telephoning 4150 2585.

Transition to School Developmental Assessment Team

TSDAT is a team consisting of a paediatrician, psychologist, speech pathologist, social worker, occupational therapist and physiotherapist. They assist children aged between four and seven years with mild to moderate developmental difficulties. Referrals are accepted from education providers, paediatricians and other healthcare professionals. Phone: 4150 2590.
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.