Welcome to Gympie Hospital

We aim to make your stay as comfortable as possible.

This booklet provides you information about your stay, our hospital and the services provided. By working together with the health care team, you can help make your hospital stay safe.

Discharge

We believe it is important to ensure all patients participate in planning their care in hospital and preparing to return home.

When you are admitted to hospital the staff will talk to you about the expected date of discharge and will work with you and your family/carers to ensure that everything is in place for you to safely return home or to an alternate place of care.

About discharge from hospital

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 (preferably by 10.00am), with a relative or friend
- supplying the name and contact details of your G.P.
- authorising the release of discharge information to your G.P. by signing the discharge summary prior to leaving.

Your care—Infection Control

Protect yourself from infection by:

- Remind staff to do hand hygiene (wash hands or use the alcohol hand rub) 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 or 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” anyone else’s—they can be harmful to you
- Remind your visitors to use the hand hygiene facilities when they come into the ward to visit you.

Facilities available

- Banking: there is a multi-card automatic teller machine (ATM) located in the main entrance of the hospital.
- The Wishlist Coffee Shop: is located at the front of the hospital and is open from 8.00am until 3.00pm.
- Snacks: there are a number of vending machines for refreshments throughout the hospital.
- The pharmacy: is open to the public for public hospital prescriptions between 2.15pm and 4.15pm from Monday to Friday.

Meals

This hospital provides a choice of meals and will cater for special dietary requirements where this is part your medical care, or cultural or religious needs. Select your meals by filling in your menu order form each day. If you are having an operation, you may not be able to eat or drink for several hours prior to the procedure. Nursing staff will speak with you about this in your pre-admission appointment. The hospital has a kiosk and vending machines for refreshments for visitors.

Smoking

For the health of staff, patients and visitors, smoking is prohibited within the grounds and inside all facilities of the Sunshine Coast Hospital and Health Service, including buildings and motor vehicles. Smoking is only allowed five metres outside of the blue line boundary around the hospital premises. Penalties apply.
Your care: clinical handover
When admitted to hospital, you will always be under the care of a specific specialist doctor, or consultant. This doctor makes specialty care decisions about you with your medical needs. This team is responsible for ensuring your healthcare is coordinated during your stay. They may refer you to other teams; anaesthetists, radiologists, pathologists and other physicians, but your care will remain centrally coordinated by your consultant and their team.

Your care: clinical handover
Each area of the hospital has nursing staff, skilled in the delivery of care for that service area. Each nursing team is managed by a Nurse Unit Manager or NUM. Nursing staff are responsible for delivering your day-to-day care. You are welcome to ask questions about your care to any of the nurses.

Your care: nursing
The allied health team includes:
- physiotherapists
- occupational therapists
- dietitians
- speech therapists
- social workers
- diabetes educators
- pharmacy
- pathology
- radiography.

They work together to ensure your needs are met to assist you in leaving hospital with confidence after your admission. This may include movement and mobility, nutrition, prosthesis, incontinence, self-care and social needs.

Your care: allied health

Your care: clinical handover

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.

Making your stay safe
- keep yourself safe during your stay in hospital
- wear the orange hospital socks to prevent falls
- try to keep mobile to prevent pressure ulcers
- wash your hands to prevent infection
- if it’s ok to ask staff to wash their hands
tell us if you have an allergy.

Patient election form
This form helps the hospital identify if you are covered by Medicare, Department of Veteran Affairs, or if you have a concession card or private health.

Ryan’s Rule
All patients, families and carers can use Ryan’s Rule to get help when they are concerned about a patient in hospital who is getting worse, not doing as well expected, or not improving. For more information, speak with your nurse or contact 13 Health (13 43 25 84).

Pastoral care
Chaplains and Pastoral Carers visit wards in the hospital offering you spiritual and emotional support during your stay. These may be contacted via the switchboard operators on 5489 8444 or through your nursing staff. If you request it, ministers of any denomination are at liberty to visit you to provide spiritual support, help or guidance.

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 leave large amounts of money, jewellery or other valuables into hospital.

Interpreters
The nursing staff will arrange interpreter services on request as clinical need arises. If you or your relatives have difficulty understanding English, please ask for assistance.

Falls information
Unfamiliar areas and feeling unwell can increase your risk of having a fall. Please ring your bell for assistance and use only mobility aids the staff have provided. Please wear well-fitting shoes or use the recommended non-slip socks.

Your skin is your body’s largest organ. Illness and lack of mobility means you are at higher risk of your skin breaking down. Please look after your skin and follow guidance to protect your skin.

Wishlist
Wishlist is a not-for-profit organisation dedicated to fundraising for the needs of our local public health services.
They pledge $1 million each year to provide new and upgraded equipment, training, support programs and research funding for the Sunshine Coast Hospital and Health Service.

Australian Charter of Healthcare Rights
The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights ensure high quality and safe patient care.

Multicultural health information
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

Do you identify as an Aboriginal or Torres Strait Islander person?
This is important! Ensure you tell staff at registration so that you can be informed of the services and cultural support available as an inpatient.

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, please find out more about this service, please ask a nurse.

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 speak to a patient options liaison officer.

How are we doing?
The Sunshine Coast Hospital and Health Service is committed to providing exceptional patient care. We would love to hear your feedback about your experience with us. Your compliment, complaint and suggestions will assist us to identify what things we are doing well and what we need to improve. Your feedback will help us to provide the best possible care and service to our patients and families.

Submitting your feedback
- talk to any staff member within the hospital
- talk to a senior manager within the hospital
- complete a compliments/complaint feedback form, ask a staff member for a form

If you have concerns a Patient Liaison Officer can help you. Contact on 5470 5085 and 5470 6206.

Office of the Health Ombudsman
If you submit feedback and are unhappy with the way your concern was handled you can contact the Office of the Health Ombudsman. They offer a free, impartial and independent service if you have a complaint about a health service provided to you, a family member of someone in your care.

Telephone: 733 646 (131 OHO)
Online: www.oho.qld.gov.au
Email: complaints@oho.qld.gov.au