• Assisting patients taking part in the Cardiac Conditioning Program.
• Distributing food and beverages to outpatients undergoing chemotherapy.
• Undertaking administrative tasks.
• Fundraising to purchase new equipment for the hospital.

For information on how to become a volunteer, please phone the FNQ Hospital Foundation on 4226 8993.

Helicopter pad
The helicopter pad is located on The Esplanade opposite the hospital. At times some noise is heard when helicopters take off and land.

Chaplaincy
Chaplains of all denominations visit the hospital on a regular basis. Should you wish to see a chaplain, please ask the ward staff. The hospital Multi Purpose Faith Centre is situated on ground floor, Block D.

Laundry
We do not launder patients’ personal clothing, so please arrange for your family to launder it and return it to you as required.

Visitor Information
Visiting hours

All wards
(unless otherwise stated) - 10am - 1pm and 3pm - 8pm (Rest period from 1pm to 3pm).

Cancer Care Centre
8am - 5pm (Monday - Friday). Closed Public Holidays and weekends. As a safety precaution visitors are to wear shoes while in the day unit. All children and babies visiting patients in the day unit must be accompanied and supervised by a carer at all times.

Emergency Department
24 hours per day visiting times - Only two visitors per bedside (within reason).

Intensive Care Unit (ICU)
11am – 1pm, 3pm – 7pm, and 8pm – 10pm. No more than two visitors per bedside (within reason).

Medical 4, Oncology
10am -1pm and 3pm to 8pm. Visiting outside of these hours needs to be approved by the team leader or Nurse Unit Manager. Contact Cairns Hospital switch on 422 60000

Mental Health
Monday to Friday 3pm - 8pm, Saturday & Sunday 10am - 8pm

Orthopaedic Unit
10am - 8pm, a rest period is encouraged from 1:30pm - 3:30pm. Nursing handover is from 3pm - 3:30pm and all visitors are asked to leave the patient's rooms at this time.

Special Care Nursery (SCN)
Doors to the SCN are locked at all times. Parents are welcome to visit anytime with visiting consent forms available for parents to determine who can visit their baby. It is preferred that there are no more than 3 visitors per baby.

Surgical Care Unit
10am - 8pm, a rest period is encouraged from 1:30pm - 3:30pm. Nursing handover is from 3pm - 3:30pm and all visitors are asked to leave the patient's rooms at this time.
...and located on the famous Esplanade in between the public and private Hospitals,
Rydges Esplanade is an easy choice when staying in Cairns.
From hotel rooms for short stays through to two bedroom apartments
the complex provides something for everyone!

CHB Restaurant and Bar provides a great evening
retreat which is less than 200 metres from the Hospital.

EMAIL: RESERVATIONS_RYDGESESPLANADECAIRNS@EVT.COM
OR CALL 4044 9000 TO MAKE YOUR BOOKING
Parking
The hospital has a multi-level, undercover car park located in E Block, on the corner of Grove and Digger Streets. The car park is open from 6 am to 8 pm daily. Parking fees are as follows: $2.60 for one hour; $5.00 for two hours and; $6.10 for one day. Lost ticket $6.10. Fees may be subject to change without notice.

There is a designated drop off and pick up zone enabling your family, carer or friends to park under cover and meet you within the Transit Lounge on your day of discharge.

Sea Breeze Café
Scenically located opposite The Esplanade, on the ground floor of B block (next to the main hospital entrance), the café offers both indoor and outdoor eating areas. It provides not only food and drinks, but also access to computers and wireless internet services, as well as a full range of toiletry and gift items for patients, staff and visitors.

Opening hours:
Monday to Friday from 7.30am until 5.00pm
Saturday and Sunday from 8.30am until 3pm
Public holiday hours vary according to staff availability.

A trolley from the kiosk is taken around the wards daily. Newspapers, magazines, confectionery and other sundry items are available from the trolley.

dCafé
Scenically located opposite The Esplanade, on the ground floor of D block, the café offers an outdoor eating area.

Discharge from hospital
Opening hours:
Monday to Friday from 7.30am until 5.00pm
Saturday and Sunday from 8.30am until 3pm
Public holiday hours vary according to staff availability.

Personal discharge
The aim of planning your discharge is to return you home as soon as you are well enough. On discharge, your treatment may not be complete and may need to continue when you return home. You may also need some home support services.

Before you leave hospital, you should obtain the following information from your doctor or nurse in charge of your ward:

• Any follow-up outpatient appointments
• Medications
• Arrangements for community support services.

Before you leave, you should also ensure that:

• You have all your personal belongings
• You have signed the necessary ‘claim forms’ and all fees are paid
• All items held for you are collected
• The correct forwarding address is on your chart
• You obtain relevant medical certificates from your doctor
• You know what medication you are on as well as any follow up services you need.
Discharge 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 or your general practitioner.

Ambulance and taxi transport
You need to arrange for a relative or friend to take you home. The ambulance service is an emergency service and will not provide transport home unless ordered by the doctor. Taxis are not provided by the hospital for patients at time of discharge.

Contacting your general practitioner
Where possible, a summary of your hospital treatment will be sent to your general practitioner from your treating doctor/s. If you are a public patient, your discharge medication will be dispensed from the hospital pharmacy. If you are a private patient, your doctor will give you a prescription for your local pharmacy.

Outpatient clinic
After discharge, you may be required to come back to an outpatient clinic. If you have any questions please contact the hospital on 4226 0000 and ask to be put through to the clinic on your appointment card or letter. If you cannot keep an appointment, please notify administration staff in plenty of time, so your appointment can be made available to someone else.

General patient rights and responsibilities

Ryan’s Rule
Ryan’s Rule is an escalation of care response for patients, families and carers. This will assist patients to receive help and further clinical review if their health condition is worsening or not improving as expected. A brochure and explanation of the process will be provided on admission. Please discuss any concerns with your nurse or treating team first.

Providing feedback
To help Queensland Health provide better services, patient feedback is important. When you enter hospital you may be asked to provide feedback on the services you receive.

Compliments
Every day people do great things in our hospital.

Compliments are valuable because they tell us what we are doing well.

- Tell a member of the team caring for you
- Many services have feedback forms where you can write your comment
- If you prefer, you can contact the Chief Executive of the health service.

Any compliments received in writing are always shared with the staff to whom they are directed.
**Complaints**
We are keen to receive your feedback as it assists us in improving our services to you and for your community.

As a health care consumer, you have the right to provide feedback and have your concerns heard.

**How to make a complaint**
Our staff are encouraged to resolve problems at the point of service, your first course of action should be to try to resolve the complaint directly with the Nurse Unit Manager or Service Manager.

- If you feel your concerns have not been adequately addressed or you wish to refer the concerns, you can contact the Patient Liaison Officer on 4226 8244 or 4226 6864.
- If you are not satisfied with the response provided to you from the Cairns and Hinterland Hospital and Health Service, you can refer your concerns about your healthcare to the Office of the Health Ombudsman (OHO).

OHO is independent from the health service and can be contacted:
- Phone 133 646
- Email complaints@oho.qld.gov.au
- Fax (07) 3319 6350

**Consumer rights and responsibilities**
Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care.

These are described in the Australian Charter of Healthcare Rights.

The rights included in the Charter relate to access, safety, respect, communication, participation, privacy and comment.

The Australian Charter of Healthcare Rights is available to everyone in the healthcare system.

It allows patients, consumers, families, carers and providers to share an understanding of the rights of people receiving health care.

**A right to health care**
You have a fundamental right to adequate and timely health care. Sometimes this may not be at the healthcare facility you first attend as not all services are necessarily available everywhere.

You can contribute to the right of access by trying to meet your appointments and telling the facility when you cannot.

**Safety**

**A right to safe and high quality care**
If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider.

Let your provider know any circumstances that might make your health care riskier.
Respect

A right to be shown respect, dignity and consideration
You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender.
It is important to tell your healthcare provider of any changes in your circumstances.
Respect also includes being mindful of healthcare staff and other patients.

Communication

A right to be informed about services, treatment, options and costs in a clear and open way
Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.
You can contribute to communication by being as open and honest as you can be.
To understand the instructions given to you, you can ask questions if you would like more information. You can use interpreters if English is not your first language. Interpreter services may incur a fee and can be provided in person or by phone.

Participation

A right to be included in decisions and choices about care
You are encouraged to participate in decisions about your care.
Ask questions if you are unsure about what is happening to you.

Involve your family or carer if this makes you more comfortable and sure.

Privacy

A right to privacy and confidentiality of provided information
You are able to see your records and ask for information to be corrected if it is wrong.
In some situations your health information will need to be shared between healthcare providers.
You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed
Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.
Have you got private health insurance?

Why not join us at Cairns Private Hospital

As soon as it’s safe, you have the right to transfer to the private hospital of your choice. There you will see the doctor of your choice & experience little or no waiting time if you need a procedure.

Cairns Private Hospital has just embarked on its biggest changes ever with 56 new private rooms and new Rehabilitation and Cardiac Medical Wards all open. There has never been a better time to use your private health insurance. From the simplest of day procedures through to complex procedures, our team of experienced specialist doctors and dedicated staff are committed to providing patients with the very best care and support – all in a comfortable environment close to home. Come and see us!

Remember you have a choice! Talk to your doctor today or call us.

We are located 5 minutes down the road and have a bed available for you now – call us directly on 4052 5290

Cairns Private Hospital .......just what the doctor ordered!

www.cairnsprivatehospital.com.au

‘Just a block away’! Upward Street Cairns Qld 4870 Ph: 4052 5290
RESPONSE ONCOLOGY

- BREAST
- COLORECTAL
- HEAD & NECK
- GYNAECOLOGICAL
- LUNG
- SKIN & MELANOMA
- UROLOGICAL

Local Cancer Care

Dr Ritwik Pandey
MBBS, MD, DAB, FRACP
MEDICAL ONCOLOGIST

Dr Luke McGhee
MBBS, FRANZCR
RADIATION ONCOLOGIST

Dr Arijanto Pramana
MBBS, FRANZCR
RADIATION ONCOLOGIST

Local Treatment from Local Specialists

Response Oncology understands the uniqueness of each patient's cancer care. Our specialist private Oncologists work closely with dedicated nursing and support staff to provide privacy and comfort, access to the best medical care, and support for you and your family.

Referrals and Location

For all appointments with our specialists, please send referrals to:

Response Oncology
Wallamurra Towers, Level 1, 189 Abbott St, Cairns QLD 4870
Email admin@responseoncology.com.au
Phone 07 4213 1230 | Fax 07 4213 1250
www.responseoncology.com.au
REGIS HOME CARE SUPPORTS YOUR INDEPENDENCE BY WORKING WITH YOU TO CREATE A HIGH QUALITY, PERSONALISED PROGRAM ACCORDING TO YOUR NEEDS.

To find out how our experienced and helpful staff can assist you call 1300 188 740.

REGIS HOME CARE CAIRNS
Regis Redlynch
15 Short Street, Redlynch

1300 188 740 | regishomecare.com.au
Basic Life Support

Dangers?

Responsive?

Send for help

Open Airway

Normal Breathing?

Start CPR
30 compressions : 2 breaths

Attach Defibrillator (AED)
as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return

January 2016
Enjoy a wide variety of nutritious foods from these five food groups every day.
Drink plenty of water.

Australian Guide to Healthy Eating

- **Grain (cereal) foods**, mostly wholegrain and/or high cereal fibre varieties
- **Vegetables and legumes/beans**
- **Lean meats and poultry, fish, eggs, tofu, nuts and seeds, and legumes/beans**
- **Milk, yoghurt, cheese and/or alternatives, mostly reduced fat**
- **Fruit**

**Use small amounts**

**Only sometimes and in small amounts**
Choice, care and support.

Saying goodbye to a loved one can be a daunting and emotional time, but for the best in choice and care, speak to Cairns’ Leading Funeral Directors.

4054 5400
burkinfunerals.com.au

BURKIN SVENDSENS
Funeral Directors
Every Goodbye is Different

4041 6626
whiteladyfunerals.com.au
Alzheimer’s Australia is here to help people of all ages with all forms of dementia.

**WE HELP:**
- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

Need information or wish to talk about your concerns with experienced advisors?

**NATIONAL DEMENTIA HELPLINE**
1800 100 500

OR CALL
131 450
FOR LANGUAGE ASSISTANCE

FIGHTDEMENTIA.ORG.AU

---

Check out Alzheimer’s Australia’s brain health program for tips on how to maximise your brain health at yourbrainmatters.org.au
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.
Mercy Health

Mercy Health is a leading national provider of aged care services. We provide flexible care options to meet your individual and changing needs.

Our friendly, well trained and compassionate staff care for your physical, social, emotional and spiritual wellbeing.

Our goal is simple – to enable you to have the best day possible, each and every day.

Find your nearest home
Mercy Health provides a loving home, to support you to live a meaningful life, as independently as possible.
We offer all levels of care, including respite care when available. We also offer retirement living options for those seeking extra security in a peaceful community.

Mercy Place Westcourt
Coral Sea Gardens retirement living

Mercy Place Westcourt
residential aged care
Phone 07 4031 6977
Email MPWestcourt@mercy.com.au

Mercy Place Woree
residential aged care
Phone 07 4054 5544
Email MPWoree@mercy.com.au

Contact our friendly team today to discuss your care options

We’re here to help.

Contact us to book a tour or learn how we can support you.
OFFERING:
General Practitioners
Specialist Clinics
Womens, Child & Maternal Health
Family Support
Domestic Violence Support Services
Mens Health

Allied Health
Dental
Counselling and Support
Chronic Disease Management
Foster & Kinship Care

Cairns
6 Moignard Street
Manoora
Ph: 4080 1000

Edmonton
7 Stokes Street
Edmonton
Ph: 4040 3100