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Making the most of your stay in hospital

Welcome to Cairns Hospital

This booklet tells you what you can expect during your hospital stay.

Please feel free to talk about your needs with our staff and ask questions about the hospital routine, your illness or treatment. We aim to make your stay with us as comfortable as possible.

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General patient rights and responsibilities

Cairns Hospital

The Esplanade
PO Box 902
Cairns Qld 4870
Phone: (07) 4226 0000
Welcome to Cairns Hospital

The Cairns Hospital respectfully acknowledges the Traditional Owners and Custodians of the land on which the Cairns Hospital stands. We would also like to acknowledge the Elders, past, present and future.

Cairns Hospital is the largest major hospital in Far North Queensland and is renowned for contributing to innovation and excellence in patient care.

Our dedicated team of health care professionals and patient support staff provide exceptional care and are committed to providing safe, high quality and efficient services to our patients. Together with our Far North Queensland Hospital Foundation volunteers, we provide Far Northerners with a supportive and compassionate service.

This booklet provides you with information about what services and amenities are available for you and your visitors. Please speak with a member of our staff if you require further information.

About our hospital

The hospital offers general service to Cairns’ population of about 155,000 and other nearby communities. Following an increase in population across Far North Queensland and increasing demand on services, in April 2008, the State Government announced a major redevelopment of Cairns Hospital.

The redevelopment included the construction of two new blocks, D and E.

Block D is now the hub of the hospital housing 292 of Cairns Hospital’s 531 inpatient beds.

Block E, on the corner of Lake, Grove and Digger streets, houses the Liz Plummer Cancer Care Centre including a Radiation Oncology service which was officially opened in 2011, as well as a 667 space car park.

The redevelopment was completed in 2015 and included the opening of new services such as a Medical Assessment and Planning Unit, new aged care and rehabilitation services, and the adolescent unit.

The Emergency Department expanded from 36 to 52 beds in 2011.

Cairns Hospital is a modern facility designed to service the unique health needs of tropical north Queensland and is managed by the Cairns and Hinterland Hospital and Health Service.
Patient services
The Cairns Hospital provides referral services covering an area extending from the Torres Strait in the north, south to Tully and Jumbin, and west to Normanton and Georgetown.

It operates a 24-hour emergency department.

Inpatient services include intensive and coronary care, children’s ward and paediatric services, special care baby unit, maternity and gynaecology, renal unit, orthopaedics, oncology, general surgery and ophthalmology, endoscopy and other day procedures.

Other services include: general medicine, neurology, radiation oncology, thoracic medicine, cardiology, infectious diseases, rheumatology and gastroenterology.

The Cairns Hospital Transit Lounge provides an effective discharge process from Cairns Hospital, and provides support for admissions, transfers and outpatients as a central portal in and out of the Hospital.

The mental health unit is an acute mental health facility for adults.

The hospital provides pharmacy, pathology, a cardiac catheter laboratory and a wide range of medical imaging services – including an MRI – as well as specialist units for rehabilitation and aged care services, renal dialysis, stomal therapy and palliative care.

Allied health professionals provide physiotherapy, occupational therapy, speech pathology, nutritional and dietetic services, social work and counselling services.

A range of community health options also are provided, which include parenthood classes, diabetic education, continence advice, sexual health and drug and alcohol services.

Accreditation
Cairns Hospital is accredited by the Australian Council on Healthcare Standards and was reaccredited in 2014.

This means that our efforts to provide the highest quality of care are recognised nationally.

In gaining accreditation, we made a commitment to focus on quality of service delivery and to keep an eye on how we can continue to improve our services.

Choosing health care
Eligible Australian residents may choose to receive private or public hospital services that can both be delivered from a public hospital.

Overseas visitors from countries that have signed special agreements with Australia are entitled to emergency public hospital services, free of charge.

Contact Medicare on 132 011 to find out if this applies to you.

Public health care
If you choose to be a public patient, generally treatment services will be given free of charge.

You will have to pay for television or telephone hire.

Services such as spectacles, pharmaceuticals and surgical supplies may have a charge applied.

If there are costs, they will be explained to you.
Complete Mobility & Rehab promotes positive aging and independence in the home, supplying products to improve quality of life with increased mobility and comfort.

Our comprehensively trained, professional team is committed to meeting and exceeding the expectations of our customers and their clients.

Servicing the Department of Veterans’ Affairs Prescribers, Occupational Therapists, Physiotherapists, Nursing Homes, Hospitals and Aged Care Facilities, we work closely with medical and rehabilitation professionals to provide exceptional products and service.

In consultation with professionals and retail customers, we strive to fully understand patients’ mobility needs, providing prompt and effective solutions from our extensive product range.

Shop 1, 92 Anderson St, Cairns
4032 1140
www.completemobility.com.au
Private health care

There are times when people admitted to the wards are treated by a private doctor.

If you are admitted as a private patient with single/shared cover, you will need to give details of your health insurance during the admission process and will be asked to sign a health fund claim form.

If you choose to be a private patient and do not have private health insurance, you will have to pay the estimated cost before admission.

Treatment as a private patient does not guarantee access to a single or private room as this will depend upon availability at the time of your admission.

Private patients cannot generally elect to become public patients, except as a result of unforeseen circumstances that include:

- you are admitted for a procedure but have complications
- your hospital stay is longer than planned by the clinical staff treating you
- your social conditions change while you are in hospital (loss of employment).

Long-stay patients

All patients, both private and public, who are still in hospital after 35 days or who have had a number of admissions without a discharge period of more than seven days, are assessed to see if they qualify as a Nursing Home Type Patient (NHTP).

If the patient qualifies as an NHTP, they will be charged an accommodation fee, whether they are public or private.

If this applies to you or your relatives, ask the administration office or social worker about the fees that will apply.

When a patient no longer requires acute or rehabilitation treatment at our hospital and cannot return home or to family, an Aged Care Assessment Service assessment will be requested.

The patient’s family/carers are urged to contact all residential aged care facilities locally.

Patients awaiting nursing home placement and who no longer require acute care may also be transferred from Cairns Hospital to a smaller, rural hospital elsewhere within the Cairns and Hinterland Hospital and Health Service if it is necessary to clear beds for incoming acutely ill patients.

When you arrive

Admission

When you are admitted, a patient identification band will be put on your wrist or ankle.

Staff will compare your name and date of birth to the identification band to ensure the information is correct.

You are required to wear it whilst you are in hospital.

For your safety, you will be asked for your identification many times throughout your stay.

To help us provide quality care we will need to know complete and accurate details of:

- Your medical history
- Current address and phone number
• Details of your general practitioner or other treating health professionals
• Medicare number
• Details of your private health cover or any other cover that might fund your hospital stay
• Any current Advance Health Directive or enduring Power of Attorney (person able to make decisions about your health care, personal or financial matters), and copies of these documents
• Your need for an interpreter or cultural support worker
• Next of kin
• Whether you identify as Aboriginal or Torres Strait Islander.

WorkCover
If you are being treated for a condition that may be covered by WorkCover, please supply all relevant details to the hospital at the time of admission or before discharge.

Personal belongings and valuables
While you are in hospital you will need:
• Pyjamas, nightdress, dressing gown, slippers
• Toiletries: toothbrush, toothpaste, comb, soap, personal shaving gear, hygiene products, handkerchiefs or tissues
• Personal clothing and nappies for babies and children
• A favourite toy for a young child
• One pack of disposable nappies for maternity patients.

Please do not bring jewellery or large amounts of money to hospital. While every care is taken for security, the hospital does not accept responsibility if valuables are lost or stolen.

If you must bring such items, please ask staff to arrange safe custody.

The return of these items can only be undertaken in normal office hours.

Amounts of money over $150 will be returned by cheque only.

Hospital Procedures

Hospital security
The hospital has 24-hour security. For assistance please contact the Security Control Room on 42266147.

Video Intercoms situated near most external entrances are connected to the Control Room where staff can provide remote access.

External doors are locked between 8pm and 6am.

External access during these hours is through the front gate located on The Esplanade or the pedestrian gate located on Lake Street.

Exit from the hospital is possible through most doors during the evening.

Please ensure doors are locked behind you.

Professional staff
During your stay in hospital, you will be cared for by a team including doctors, nurses, allied health staff, and others such as clerical, catering, wards people and cleaning staff.
All staff are required to wear photographic identity badges including name, photograph and job title.

**Infection control**

A patient may need to be cared for in a single room to stop the spread of infection. If this is the case, the patient and their family will be informed.

Hospital staff may wear protective clothing like plastic gowns while giving care to stop the spread of infection.

One of the most important ways to protect against infection spreading is for the staff to keep their hands clean. As well as handwashing sinks, alcohol-based hand rub is available from the dispensers on the wall.

Staff are to clean their hands before and after touching the patient.

As a patient:

To help prevent infections, it is very important for patients to continue with a high standard of personal hygiene while in hospital.

- Brush your teeth and tongue twice a day
- Shower and change into clean clothes or pyjamas at least daily. Your nurse will provide any assistance you need
- Clean your hands after toileting and before eating
- Ask when you can have your IV cannula (drip) removed
- Ask when you can have your urine catheter removed
- Tell your nurse if your IV cannula becomes sore
- Ask your nurse if you need more information on infection control

As a visitor to our hospital you can help stop the spread of infection by doing the following:

- Use the alcohol hand rub on the way into the hospital or on the way into the patient’s room
- Wash your hands after going to the toilet and before eating
- Follow the instructions on the STOP sign when visiting patients in isolation
- Please do not come to the hospital to visit if you are sick with cold or flu symptoms, fevers or gastro symptoms
- It is preferable that home-prepared food is not brought in for patient consumption

**If your child is in hospital**

We support a parent staying with their child in hospital wherever possible unless there is some medical or legal reason to stop this. Please talk to your health care team about whether you can stay with your child if you want to.

**Cultural support**

An Aboriginal and Torres Strait Islander liaison officer is available to act on behalf of Indigenous patients, including arranging support care services if needed when you return home. Ask a staff member if you require this service.
The Northern Urology team is committed to providing you with evidence based, compassionate care in a comfortable, private environment. Our comprehensive urological service employs the latest technology and operative techniques to treat a broad range of urological conditions, utilising robotic and minimally invasive surgery wherever possible.

In combination with surgery we promote proactive preventive health care measures to help you achieve your optimal level of urological health.

We consider it a privilege to be entrusted with your care, and are committed to treating you with integrity, precision and understanding.

Benefit from the combined knowledge of our team of urologic surgeons who work together to provide the highest level of patient care.

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Team Based Specialist Urological Care

Dr Stefan Antoniou
BSc (Hons), MBBS, FRACS (Urol)

Dr Garrath Evans
BBioSc, MBBS, FRACS (Urol)

Dr Philip Smith
BAppSc, MBBS, FRACS (Urol)

Northern Urology Specialises in:
- Minimally Invasive Endoscopic, Laparoscopic & Robotic Surgery
- Men’s Health & Erectile Dysfunction
- Urological Cancer Treatments: Kidney, Bladder, Prostate, Testicular
- Prostate Problems including Laser Prostate Surgery
- MRI & MRI Guided Biopsies
- Female Urology including Urodynamics & Incontinence procedures
- Fertility Issues including Vasectomy & Vasectomy Reversal
- Laser Stone Removal

We’re here to help...
Call us if you have any questions or need assistance, our friendly staff are happy to help.

Request an appointment:

Phone (07) 4041 4400
Fax (07) 4051 2109
Wallamurra Towers,
Level 1, 189 Abbott St, Cairns QLD 4870
admin@northernurology.com.au
www.northernurology.com.au
**Information about your condition**

You have the right to choose whom your doctor will talk to about your condition.

Please ask a relative or friend to be the main point of contact between the hospital and the family.

Friends and relatives may be given a general condition report by telephoning 4226 0000.

**Medical records**

During your stay in hospital, confidential medical records will be kept of your illness and treatment. This will include results from tests, X-rays and scans. The records will be added to any previous records held for previous treatment in hospital or as an outpatient.

As a general rule, information concerning you will not be given to anyone else unless you give permission in writing.

Queensland Health supports your right to apply for access to health information held about you. Access to your health records may be provided simply through administrative access. If the application cannot be processed administratively, it will generally be referred for processing under the Information Privacy Act 2009.

You also have the right to request access to your health record formally under the Information Privacy Act 2009. If there is information in the health record that is incorrect or which you do not agree with, you also have the right to request that it be amended.

You can also seek access to documents not relating to you under the Freedom of Information Act (1992).

This includes seeing your child’s medical record if the child is incapable of giving their consent in writing.

For further information on how to access your medical record contact:

Request For Information Manager
Release of Information Office
Cairns Hospital
PO Box 902
CAIRNS QLD 4870
Ph: (07) 4226 3993
CHHHS-RTI-Privacy@health.qld.gov.au

**The privacy of your personal information**

We know you need to trust your healthcare provider before you give them sensitive personal information. You can expect that we will deal with the information in an ethical, lawful and confidential way.

Your health information will only be discussed or made available to those who are involved in your care.

Some government organisations may be legally allowed to access information about you such as births and deaths, notification of infectious diseases and other public health matters.

Please ask for a copy of the pamphlet on the privacy of your personal information if you would like to know more.

**Medications**

Any medication brought into the hospital must be given to nursing staff.

Your doctor will prescribe the appropriate medications for you while you are an inpatient and at discharge.
Transfer to another hospital

If you need specialist health care that cannot be provided locally, you will be referred to a hospital or centre where the treatment can be provided.

Non-acute patient transfer to another health facility: Cairns Hospital is working with other Cairns and Hinterland Hospital and Health Service hospitals and local aged-care homes to ensure there are enough beds to meet increasing demand. Patients who may be transferred include those who:

1. Are awaiting residential aged-care placement.
2. No longer require acute care but still require some hospital care and are well enough for transfer.
3. No longer require acute care but are unable to live independently at home or with family.
4. Live in these areas and are suitable for transfer back.

As part of your treatment plan, it may be necessary to transfer you for interim care to other hospitals in the Cairns and Hinterland Hospital and Health Service. These may include the hospitals at Gordonvale, Babinda, Innisfail, Tully, Atherton, Mareeba, Herberton or Mossman. This arrangement may be necessary for either of two reasons:

1. Once treated and/or rehabilitated, you need to re-establish as normal a life outside hospital as soon as possible. Prolonged stays in hospital tend to reduce independent skills. The rural facilities in the health Service provide better environment for this interim care.
2. Beds at Cairns Hospital are required for new patients arriving (often by ambulance) who need acute hospital treatment.

Assistance with travel

Queensland’s Patient Travel Subsidy Scheme provides financial assistance for travel and accommodation to eligible patients and in some cases their escorts, who need to access specialist medical and dental services that are not available within their local area.

Ask your health care team for the patient travel subsidy scheme booklet if you need further information.

Discharge Planning and Transit Lounge

Your discharge planning will commence early in your admission process to ensure the return to your home environment is well organised.

Your Estimated Day of Discharge (EDD) should be identified to you and your family on the day you are admitted. Your EDD will also be discussed by your treating team throughout your admission. This will provide you with an opportunity to put plans in place for your transition out of the hospital. Timely discharge of patients frees up the acute bed for the next patient.

On the planned day of your discharge from hospital, the treating team will aim to achieve your discharge in the morning. While this will not always be possible, you should plan to have transportation requirements available. Your treating team will advise you where your family, carer or friend should meet you.
Transit Lounge

Transit Lounge is a dedicated area to assist with the timely transfer and discharge of patients of the Cairns Hospital.

The Transit Lounge is the central hub for all patients arriving to and being discharged from the Cairns Hospital. The Transit Lounge team work effortlessly to maintain a safe patient journey. The Transit Lounge allows patients to enter the hospital system at an earlier time if travelling from a rural or remote area or have been transported by an ambulance. Provision of high quality nursing care of patients waiting in the unit is the top priority of Transit Lounge staff. The treating team and Transit Lounge staff will assist you with your transfer and discharge requirements.

Transit Lounge Access: Entry is located in the undercover Lake street access to Cairns Hospital.

This designated drop off and pick up zone enables your family, carer or friends to park under cover and meet you within the Transit Lounge.

Transit Lounge Operating hours:
Mon- Fri: 0700- 1930
Saturday: 0700- 1530
Sunday 0700- 1530

During your stay

On the ward

Please advise ward staff if you have any special needs, such as hearing or vision impairments, dietary requirements, or any other disability.

Please also inform the ward staff before leaving the ward at any time. For your safety, we request that you do not leave the premises without the permission of your doctor. If you, your family member or someone you care for has a disability, it is important that you discuss this with the staff involved in your care. There may be services that we can offer to make it easier for you to get the health care you need during your hospital stay.

If you have a carer it is important you tell us so we can include your carer in your admission and discharge planning.

Meals

The hospital provides a choice of meals and will supply special diets where this is part of your medical care or cultural or religious needs. If you are not on a diet, you will be offered a selection at mealtime.

With certain procedures you will not be able to eat or drink for several hours. Nursing staff will tell you how long you must fast before the procedure.

Call system

Use the nurse call button located at your bedside should you need assistance. Press the buzzer once unless there is an emergency.

Radio, TV

Due to safety reasons, patients are not permitted to have private electrical appliances, including television and radios.

Private battery-operated radios, mobile phones, iPads, iPods and tablets are permitted provided they are used with head phones. No responsibility is accepted by the hospital for loss of these items.
In most cases, there is an Interactive Patient Station at the bedside. Television service is available at a charge and radio if free. Both services are free of charge in the Paediatric unit. Please refer to the information on the devices for further instruction.

**Telephones**
Public telephones take either coins or cards and are located at convenient positions around the hospital:
- Block C - first and second floor foyers
- Block D – ground floor
- Mental Health foyer.
Bedside phones for patients are supplied by Queensland Health. Instructions on how to use the phone system are located on the telephone handset.

The system uses a Telstra Phoneaway card, which can be purchased at the Information Desk on the ground floor of Block D.

**Mail**
Mail is delivered daily, Monday to Friday. Mail should be addressed to your given name, surname and ward, C/- Cairns Hospital, PO Box 902, Cairns, Qld, 4870.

Stamps can be purchased at the kiosk and from the canteen trolley. Mail can be posted either in the post box located outside the emergency department or ask the nursing staff to put it in the mail trolley (Monday to Friday).

**Hand hygiene**
Hand hygiene is recognised as one of the main strategies to prevent the spread of infection.

It is important for patients, visitors and staff to clean their hands regularly. Staff should always clean their hands before they treat you. If you are unsure whether a staff member has cleaned their hands, ask them before they examine you.

You should also clean your own hands regularly, especially before eating or touching food and after using the bathroom. When washing your hands use warm water and soap and rub your hands vigorously for at least 15 seconds. Alternatively, use the antibacterial hand gel available at the entrance to each ward, room and at the end of your bed to clean your hands. Rub the gel thoroughly over your hands until they are dry.

**No smoking**
Smoking is not permitted on any Queensland Health premises and grounds throughout Queensland including for 5 metres beyond their boundaries. This policy applies to all staff, patients, visitors, contractors and other people who enter buildings, grounds or vehicles.

Whether you are a patient or a visitor, if you wish to smoke, you must go outside the hospital premises. For patients, free nicotine replacement therapy (patches) and other support are available during your stay in hospital if you wish to take advantage of these.

**Alcohol and drugs**
Alcohol and illicit drugs are not permitted in the hospital or at any health service campus.

**Confidentiality and privacy**
Your medical information will always be treated as confidential. Please
contact your ward or nursing staff if you require extra steps to be taken to ensure your privacy.

**We are a teaching hospital**

As Cairns Hospital is a teaching hospital, the medical, nursing and allied health staff treating you may have students working with them. It is possible that you will be asked to discuss details of your condition and undergo an examination by the students. You have the right to refuse examination by students at any time.

Please note: intern, resident and registrar medical officers are qualified doctors in training and are not students. You may be assessed and treated by any of these medical officers however the care they provide is overseen by specialist consultants.

**Emergency and safety procedures**

In the event of a personal emergency for yourself or another patient who is nearby, please call for help by pressing the nurse call button.

In the case of fire or other general emergency, please remain calm and wait for staff to tell you what to do. Smoke detectors and sprinklers are fitted throughout the hospital.

**Translation and interpreting services**

Cairns Hospital can arrange translation and hearing impaired interpreter services for patients who have difficulty communicating in English so they can participate in decisions about their health care.

Ask a staff member to contact the translation and interpreting services for you. There may be a cost associated with this service.

**Social work and counselling**

Social workers can help with concerns which include:

- The effects of illness, injury, disability on you, your family and others
- Advice on health services available at the hospital and in the community
- Patient’s current and future health needs
- Adjustment to hospitalisation
- Planning for life changes resulting from chronic illness or disability
- Information on community resources such as housing accommodation, respite care and referrals to financial and legal help
- Family or relationships issues that may be relevant to health status.

Ward staff can help arrange for you to see a social worker.

**Hospital volunteers**

The Far North Queensland Hospital Foundation runs an extensive volunteer service. Every week, more than 100 volunteers support patients, visitors and staff at Cairns Hospital. They undertake a range of tasks.

These include:

- Running the Information Desk located on the ground floor of D Block.
- Ensuring patients in every ward receive a daily visit from the patient trolley, which is stocked with newspapers, snacks, toiletries and other products.
- Operating a play scheme for young patients in the children’s ward.