Welcome to Maleny Soldiers Memorial 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 healthcare team, you can help make your hospital stay safe.

Welcome to Maleny Soldiers Memorial Hospital

17 Bean Street, Maleny QLD 4552
Ph: 07 5420 5000

Call 13 HEALTH (13 43 25 84)
Qualified staff will give you confidential health advice and assistance 24 hours a day, seven days a week.

Visiting hours:
General ward visiting hours are between 11.00am and 8.00pm. Rehabilitation patient visiting hours are from 12.00pm to 1.00pm and 4.30pm to 8.00pm unless by prior arrangement. We encourage visitors to be sensitive to the needs of the patient they are visiting, and other patients and staff in the ward or unit.

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 healthcare
• acceptance of responsibility for your behaviour and the decisions made
• arranging transport home (preferably by 11.00am), with a relative or friend
• supplying the name and contact details of your G.P.
• authorising the release of discharge information.

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 as expected, or not improving. For more information, speak with your nurse or contact 13 Health (13 43 25 84).

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.

www.safetyandquality.gov.au

Facilities available
• Televisions: are mounted at each bed for personal viewing. Ask staff for the fee and how to operate them
• Snacks: there is a vending machine for refreshments in the front waiting area of the hospital
• Pharmacy: the pharmacy only supplies medications prescribed by doctors for inpatients and patients seen in the emergency department
• Wifi: is not available at this facility.

Room allocation
Our hospital has 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.

Meals
This hospital provides a choice of meals and will supply special diets where this is part of your medical care, or cultural or religious needs. Select your meals by filling in your menu order form each day. Tea and coffee facilities are available in the patient dining room for use by patients and visitors.

Valuables
Please do not bring large amounts of money, jewellery, televisions or other valuables into hospital. While every care is taken, the Maleny Soldiers Memorial Hospital takes no responsibility for any loss or damage to items belonging to patients or their families or visitors.
Your care

Infection Control
To protect yourself from infection:
- 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.

Clinical handover
Many people are involved in your care, and each one has the responsibility to do the right thing by you. It is vital they share important information about you when changing shift, this is called ‘clinical handover’, or the transfer of care from one person to another. Please get involved, and ask questions if you don’t understand what any of your care team are saying.

Medication
Have you ever wondered why so many people ask you the same questions, particularly your name, date of birth and allergies? We aim to ensure the right patient receives the same questions, particularly your name, date of birth and allergies? We aim to ensure the right patient receives the right procedure at the right time. By asking questions, it helps us to minimise mistakes when administering medication, performing procedures or delivering other aspects of your care.

Ward routine
7.00am: nursing handover from night shift to day shift.
7.30am: doctors begin seeing patients in order of clinical need.
Throughout the morning, nurses will attend the ward rounds conducted by doctors for their patients, dispense medications, assist you with showering or hygiene needs and attend to any wound dressings, or specialty care you may require.

Movement disorder clinic
The movement disorder clinic is a unique specialist lead multidisciplinary clinic that reviews patients with complex movement problems, such as end stage Parkinson’s Disease, and determines a care plan based on each individual’s needs.

Rehabilitation service
A multidisciplinary team of senior therapists work to achieve movement problems, such as end stage Parkinson’s Disease, and determines a care plan based on each individual’s needs.

Making your stay safe
- keep yourself safe during your stay in hospital
- wear the orange hospital socks to prevent falls
- wear your hospital stockings to prevent blood clots
- keep to 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.

Falls information
Unfamiliar areas and feeling unwell can increase your risk of having a fall. Please ring your bell for assistance and use any 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.

Your care team
Doctors
When admitted to hospital, you will always be under the care of a senior medical officer. This doctor makes decisions with you about your medical needs. The senior medical officer leads a team of other doctors, and his team is responsible for ensuring your healthcare is coordinated during your stay.

Nursing
The hospital has nursing staff, skilled in the delivery of your care. The nursing team is managed by a nurse unit manager. Nursing staff are responsible for delivering your day-to-day care, such as medications, hygiene and wound management. You are welcome to ask questions about your care to any of the nurses.

Allied health
The allied health services includes:
- physiotherapy
- occupational therapy
- dietetics
- speech therapy
- social work
- allied health assistants.

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 mechanics, nutrition, prosthetics, home and lifestyle modification and social needs.

Midwifery services
Antenatal care at Maleny Soldiers Memorial Hospital is provided by midwives to low risk women who are referred to us from their G.P. or following their first visit at Nambour General Hospital. Maleny Soldiers Memorial Hospital does not have a birthing suite, however we do offer home visiting up to six weeks to purchase postnatal support to women and their babies.

Other staff
Pharmacists: ensure you receive the correct medicine
Cleaning staff: keep our wards clean and free from infection
Orderlies: ensure people and equipment are in the right place at the right time
Catering team: ensure you don’t go hungry
Building team: keep the entire hospital in working order.

Your stay

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 compliment or complaint feedback form, ask a staff member for a form

If you have concerns Contact Maleny Hospital on 5420 5067, or a Patient Liaison Officer on 5470 5085.

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 or someone in your care.

Telephone: 133 646 (131 OHO)
Online: www.oho.qld.gov.au
Email: complaints@oho.qld.gov.au

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 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.

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.

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.

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

Pastoral care
If you request it, ministers of any denomination are at liberty to visit you to provide spiritual support, help or guidance.

Volunteers
Our hospital patients, staff and visitors appreciate the dedicated efforts of our volunteers. They help with a wide variety of support services and wear identification badges.

Get Involved
Join our consumer engagement register now to improve our healthcare. Ask a nurse or see the following webpage: www.health.qld.gov.au/sunshinecoast/html/CaCE-main.asp

Hospital auxiliary
The Maleny Soldiers Memorial Hospital auxiliary is a group of dedicated community members who raise funds for the purchase of equipment to increase patient comfort while in hospital. Maleny Soldiers Memorial Hospital staff greatly appreciate their ongoing support and assistance in enhancing our patient’s journey/care.

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 the boundary of the hospital premises. Penalties apply.

How were we?

Medicare, Department of Veteran Affairs, or if you have a concession card or private health.

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.

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