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Information is correct at time of print and is subject to change. For further information on anything in this booklet please talk to one of our friendly staff members.
Message from the Board Chair and CEO

Welcome to The Townsville Hospital, Northern Australia’s largest regional hospital and the major teaching hospital of James Cook University.

Whether you arrive at The Townsville Hospital for planned treatment or as an emergency, our aim is to provide the best possible care for you in line with our iCARE values – Integrity, Compassion, Accountability, Respect and Engagement.

This Patient Guide has been designed to answer any questions you may have about your stay in hospital from admission to discharge. We encourage you to be an active partner in your health care and to talk to our staff about any aspect of your care and our service. They will be happy to assist.

We also encourage our patients to share their hospital experience with us. Any comments, questions or compliments can be made during or after your stay by writing to us at 100 Angus Smith Drive, Douglas, or via email to the Patient Liaison Service pls@health.qld.gov.au or by telephone on 4433 1074.

The Townsville Hospital is committed to providing you with high-quality, timely care and to treating you at all times with dignity and respect. As Chair and Chief Executive, ensuring the best possible patient experience for you is our first priority.

Tony Mooney
Board Chair
THHS

Peter Bristow
Chief Executive
THHS
Welcome to The Townsville 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.

About our hospital
The Townsville Hospital is the largest tertiary health service in northern
Australia. The hospital provides complex, high-level services across a wide
range of specialties including cardiothoracic, neurosurgery, adult and paediatric
ICU, general surgery, medicine, radiation and medical oncology, transplant
haematology, paediatrics, obstetrics and neonatology to the North Queensland
region.
Centacare North Queensland

Offering a range of counselling, care and family support services to everyone in our community.

Working with individuals, couples, children & young people across the North and North West Region of Queensland

NDIS / Disability Services
Parenting issues
Relationship and family enhancement
Individual issues
Depression
Marriage education
Dispute resolution

Separation / divorce
Conflict and anger
Loss and grief
Problem Gambling
Parenting support
Intimacy
Workplace mediation

To find out more please either visit our website: centacareq@centacareq.org.au or call 07 4772 9000

Disability Services
Providing care, support and transition arrangements for people with a disability under the new National Disability Insurance Scheme.

For more information on the NDIS services we can provide please contact us on 07 4772 9000

Centacare Bowen Cancer Support Group
First Wednesday of Month 10am
536 Powell St, Bowen
Support and information to individuals touched by any type of cancer. Open to parents, carers, survivors, and partners.

Individual and Relationship Counselling
Centacare North Queensland: Our vision – “inspire hope, create wellbeing and seek justice”

Individual and Relationship counselling for all members of our community

Education and Life Skills Program
Delivering courses in a range of areas to children, adolescents and adults:
- Parenting
- Budgeting
- Coping after separation
- Relationship enhancement
- Dealing with feelings

Family Relationship Centre
Provides support, information, referrals and dispute resolution. The service assists families who are experiencing relationship difficulties or have separated and require support to sort out arrangements for children.

Gambling Help
Counselling and support for people who have a gambling problem and also supports individuals and/or families affected by those with problem gambling.

Circle of Life
A holistic counselling, education and support service which assists individuals, couples and families to work through their pregnancy-related concerns.

BRIDGE (Counselling & Family Support)
Provides counselling and family support services to enhance family dynamics and promote healthy relationships.
Accreditation
Accreditation is recognised as an important driver for safety and quality improvement and Australia’s health accreditation processes are highly regarded internationally. The Townsville Hospital is accredited by the Australian Council on Healthcare Standards against their EQuIP National program of 15 nationally recognised standards.

In maintaining accreditation we make a commitment to focus on the safety and quality of our service delivery to our patients. This allows us to review and continually improve our services. We value the opinion and feedback from our patients and their families/carers.

Choosing health care delivery that is right for you
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. Phone Medicare on 132 011 to find out if this applies to you.

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 or 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 don’t have private health insurance, you will have to pay the estimated cost before admission.

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.

Long-stay patients
Some adult patients, both private and public, who are still in hospital after 35 days may be assessed to see if they qualify as a Nursing Home Type-Patient (NHTP). If the patient qualifies as an NHTP, he or she will be charged a set accommodation fee, whether public or private, for their remaining stay in hospital. If this applies to you or your relatives, this will be fully discussed with you, including options for payment.

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 and discharge pharmaceuticals. If there are costs, they will be explained to you.
Australia’s trusted hearing professionals

Hearing healthcare for every generation.

Attune is trusted Australia-wide for professional, personalised, caring service and the extra reassurance only we can provide: Attune is an Australian medically-based audiology company. With all clinical testing supported and supervised by Ear, Nose and Throat Specialists.

Hearing Tests Adults and Children | Hearing Aids | Balance Tests
Tinnitus Tests and Treatment | Implants Cochlear, MED-EL, Bone Anchored Hearing Aid
Employment Hearing Tests | Noise and Swim plugs

For more information call 07 4421 3650
42 Ross River Road, Mundingburra, Townsville QLD 4812
Attune™ is supported and supervised by Ear, Nose and Throat Specialists.

In 2014, Attune Hearing Pty Ltd was proud to be the first and only Audiology Company to be accredited nationally against the National Safety and Quality Health Service (NSQHS) Standards.
Your stay at The Townsville Hospital

The Townsville Hospital is a large, three-floor clinical facility. Our wards are spread across our campus, both within the main building and as stand-alone units. Signage is located at main entry points and lifts; however, feel free to ask any member of staff or our volunteers for directions.

Due to the complexity and large number of patients seen we are not always able to provide single gender bays within our units; however, every effort will be made to ensure your privacy and dignity at all times.

What are your responsibilities?
We want to make sure that you get the best possible care from TTH. To help us do this, please do a few things such as:

• give staff as much information as you can about your health and any beliefs that may affect your treatment
• tell staff if you are taking any medicine, recreational drugs or natural remedies
• tell staff if someone else is treating you for the same condition
• ask questions and talk to your family if you want to before making any decisions about your health care
• follow staff instructions for your treatment and care
• tell staff about any problems you are having because of your treatment or the treatment that you need
• be on time for appointments and let your health service know if you want to cancel, or if you change your contact details
• talk to your local doctor if your condition changes while you are on a waiting list for treatment
• treat all people you meet in the health service (staff, volunteers, patients/clients) with respect and consideration we all deserve
• respect the confidentiality and privacy of others
Admission

Admission to the hospital begins through central admissions as you walk in the main entrance on the ground floor.

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

- your medical history;
- your current address and phone number;
- details of next of kin including telephone numbers;
- details of your general practitioner or other treating health professionals;
- your Medicare number, pension, health care or DVA cards;
- 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; and
- your need for an interpreter or cultural support worker.

Patient identification

When you are admitted, a bracelet identification band will be put on your wrist or ankle. Please check that details on the band are accurate and wear it while you are in hospital. Don’t hesitate to inform staff if there are any inaccuracies.

During your stay you will regularly be asked your name and date of birth to confirm your identity.

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, women’s hygiene products, handkerchiefs, or tissues;
- personal clothing and nappies for babies and children;
- a favourite toy for a young child; and
- one pack of disposable nappies for newborn babies.

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 decide to bring such items, please ask staff to arrange safe custody.

Medications

Patients are encouraged to bring their own medication to hospital. Any medication brought into the hospital is required to be given to nursing staff and may be used for your care. Your doctor will prescribe the appropriate medications for you while you are an inpatient and at discharge.
Patient Consent
Informed consent is a fundamental principle of high quality health care.

The consent form is a document that a patient or their family member signs to verify they have provided consent for a procedure. It is very important that the consent has been informed.

Informed consent refers to the process whereby the patient and the health care practitioner engage in a dialogue about a proposed medical treatment’s nature, consequences, harms, benefits, risks, and alternatives. It is the actual dialogue between the patient and health care provider that precedes the signing of this form that truly constitutes informed consent.

There are specific consent forms for a number of procedures which include information sheets that may be appropriate for you. Your signed consent is required before any such procedure. If a patient does not have the capacity to consent, contact details of those with Power of Attorney (including a copy of the relevant Power of Attorney documentation) should be provided when the patient first presents to the hospital.

Consent by parents, guardians, nominated next of kin, or significant other is required in the case of minors.

Except for an emergency operation, your nominated next of kin will not be notified of impending surgery. In the case of an emergency, every effort will be made to contact your next of kin, guardian or the person with Power of Attorney.

Visiting hours
The Townsville Hospital offer flexible visiting hours from 8am to 8pm in all clinical units. Ward quiet times are in place to ensure our patients continue to have adequate rest. Visitors are welcome to stay during quiet times, but are asked to ensure that their loved ones and other patients can get some rest.

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 prevent this. Please talk to our health care team about whether you can stay with your child if you want to.

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 4433 1111.

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.
Cranbrook Suites Retirement Village provides quality independent accommodation for seniors.

Our modern complex features:
- 48, individual one-bedroom units
- Large ensuites
- Air-conditioned
- Wheelchair accessible
- Kitchenette
- Undercover car parking
- Meal Service
- Linen Service
- Tropical Gardens
- Social Activities
- Close proximity to shops, doctors and hospital.

Please call for further information on (07) 4728 2392 or visit www.cranbrooksuites.com.au
53-57 Bergin Road, Cranbrook, Townsville.
**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.

**Infection Prevention and Control**

Preventing infections is very important at The Townsville Hospital. Health-care associated infections are infections that people sometimes get after they first come into the hospital. Some bacteria live happily on the skin and cause no harm to anyone; however, bacteria and viruses can enter your body through breaks in your skin and through mucous membranes in your body.

Medical devices such as urinary catheters and intravenous lines can sometimes also carry microorganisms directly into your body. Infections can also be transmitted through the air in droplets produced by sneezing or coughing. If you have an infection or a history of an infection you may need to be placed into a single room to stop the spread of infection to other vulnerable patients.

Healthcare workers may need to wear protective equipment such as aprons and gloves when providing patient care. Infection control or nursing staff will provide advice on any other precautions that may be needed.

**Hand Washing**

To prevent the incidence or spread of infections, it is very important that the nurses, doctors and other staff looking after you wash their hands or use hand sanitiser before and after having contact with you. There are hand sanitisers at multiple locations in your ward area and around the hospital to make it easier for everyone to remember to keep their hands clean at all times.

All visitors and family members should also use the hand sanitisers located around the hospital before and after visiting you in hospital.

It is perfectly okay to remind your healthcare worker to wash their hands. They will appreciate the reminder and it will help prevent the incidence and spread of infection in our hospital.

Please phone Infection Prevention and Control if you have any questions on 4433 1181 or 4433 3274.

**Smoking**

State legislation has banned smoking at all Queensland public and private hospitals and health facilities, and for 5 metres beyond their boundaries.

Under the new laws, fines will apply for breaches of the legislation.
Nicotine Replacement Therapy
while in hospital
As an inpatient, Townsville Hospital and Health Service can provide free nicotine replacement therapy (patches or gum) to help you. This will help improve surgical results and reduce nicotine withdrawal symptoms such as cravings, irritability and anxiety during a hospital stay. It is hoped this will also encourage you to make a quit attempt in hospital or after discharge. Ask your treating doctor or nurse for further information or phone Quitline on 137848.

Alcohol
Alcohol consumption is not permitted in the hospital.

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.

Discharge from hospital

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.

Planned personal discharge
The aim of planning your discharge is to return you home as soon as you are well enough. On discharge you may require ongoing care that will be organised by the hospital to continue in your 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 paid;
- all items held for you are collected;
- the correct forwarding 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.
Medications
On discharge from The Townsville Hospital we will arrange up to one month’s supply of your medications. You will be asked to pay for these under PBS regulations; therefore, we suggest that you make an appointment to see your own doctor soon after discharge (within 1 to 2 weeks) to obtain prescriptions for further supply of your medicines.

Day of Discharge Unit
The Day of Discharge Unit is located near the front entrance to the hospital and is able to organise local transport home (40 kilometre radius) using the hospital transport bus, or assisting carers to pick up patients from the front of the hospital without needing to park in the car park. The unit is staffed by nurses, administrative and support services staff who assist local and out-of-town patients and families using hospital services.

The Day of Discharge Unit staff provide clinical support and follow up to complete patients discharge requirements including organising transport needs where required. The Day of Discharge Unit can provide light refreshments as patients wait comfortably while staff organise their individual needs and requirements. This may include being seen by doctors, physiotherapists, occupational therapists, social services, pharmacists and discharge planners and coordinators.

Ambulance and taxi transport
You need to arrange 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. As a general rule, taxis are not provided 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.

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 4433 1111 and ask to be put through to the clinic on your appointment card or letter.
Your Rights and Consumer Feedback

Townsville Hospital and Health Service is committed to giving you quality health services that are safe, efficient, effective and to respect your rights as an individual.

What are your rights?
There are seven healthcare rights according to the Charter by the Australian Commission on Safety and Quality.

Access
A right to health care.

Safety
A right to safe and high-quality care.

Respect
A right to be shown respect, dignity and consideration.

Communication
A right to be informed about services, treatment and options in a clear and open way.

Participation
A right to be included in decisions and choices about care.

Privacy
A right to privacy and confidentiality of provided information.

Comment
A right to comment on care and having concerns addressed.

The Health Quality and Complaints Commission can be reached toll free on 1800 077 308.

Your Privacy
We take the privacy of your personal information seriously. Visit our web site on www.health.qld.gov.au/privacy or ask staff for a brochure for more information about the privacy of your personal information within Queensland Health.

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. Information regarding privacy, confidentiality and accessing medical records can be obtained in the “About your medical record brochure” which is available in all clinical areas of the facility. You can also obtain information online at http://www.health.qld.gov.au/townsville/About/publications/right-to-information.asp.

You can also seek access to documents not relating to you under the Right to Information Act 2009 and the Information Privacy Act 2009. This may include seeing your child’s medical record if the child is incapable of giving his or her consent in writing. Ask your health care team for further information on how to proceed.

If you would like to discuss accessing your medical records with one of our staff you can either phone (07) 4433 1319, email TSV-TTH-ROI@health.qld.gov.au or in person at the Clinical Information Services, Release of Information Unit located on level one of The Townsville Hospital.
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.

If you have concerns that your privacy or confidentiality has been breached, please advise a member of staff.

Providing Feedback about your hospital experience

The Townsville Hospital and Health Service invites you to provide feedback on your experience with our services. Feedback is very important to us and allows us to continuously review our service delivery and focus on improving services.

We take your privacy very seriously and all feedback is treated with the utmost confidentiality.

To make giving us feedback easy for you, there are a number of ways you can do this:

- speak to the staff caring for you directly;
- complete feedback forms called “Please Tell Us” available for you to tell us of your experience;
- Email the Patient Liaison Service on pls@health.qld.gov.au;
- Telephone the Patient Liaison Service on 4433 1074.

If you are not happy with the outcome of your feedback you are entitled to contact the Office of the Health Ombudsman or the Aged Care Complaints Scheme. These are independent services who provide a fair and accessible process for dealing with complaints. They accept both oral and written complaints made confidentially or anonymously if required.

Office of the Health Ombudsman
Phone: 133 646 (133 oho)
Address: PO Box 13281, Brisbane, QLD, 4003
Email: info@oho.qld.gov.au

Aged Care Complaints Scheme
Phone: 1800 550 552
Address: GPO Box 9820, Brisbane, QLD, 4003
Email: www.agedcarecomplaints.govspace.gov.au
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 you arrange to see a social worker.

Mental health services
The Townsville Hospital has two mental health inpatient units. The Adult Acute Mental Health Unit is an acute inpatient service located opposite the hospital’s emergency department for people experiencing serious episodes of mental illness and who cannot be adequately supported in the community environment.

The Secure Mental Health Rehabilitation Unit is located opposite the main hospital and provides effective mental health care in a safe and secure environment, achieving a balance between society’s expectations of safety and the consumers’ rights to the least restrictive treatment options for rehabilitation.

The Palliative Care Centre
The Palliative Care Centre on The Townsville Hospital campus was built by Cancer Council Queensland and is operated by the Townsville HHS. The centre opened in October 2009 and provides vital end-of-life care to north Queenslanders.

The centre has a dedicated staff who support patients nearing the end of their lives and their families both in the centre and in the community.

Interpreter services
We can provide an interpreter if English is not your first language. Interpreter services are free and are usually only available by telephone. Auslan interpreters can be provided in person for the deaf or hearing impaired. The phone service is available 24 hours a day, seven days a week. Staff may also book an interpreter to help them explain important information to you.

Interpreters are provided through an agency and all accredited interpreters are trained and services are confidential.

Family members, especially children, should not be used if an accredited interpreter is available.
Cultural support

Indigenous Hospital Liaison Officers (IHLO) liaise and support Aboriginal and Torres Strait Islander patients and their families in their patient journey within the hospital.

IHLOs also provide cultural consultancy to health professionals and provide health education to the patients of the health services. If you would like to speak to an IHLO please phone (07) 4433 2227 or ask a staff member.

Volunteers undertake a range of duties including:

- Front Foyer Information Desk – The information desk is available to all hospital patients and visitors to help with general hospital inpatient inquiries and guiding patients and visitors throughout the hospital;
- Ward Volunteers – Volunteers operate throughout the hospital wards including oncology, women’s and children’s clinics, children’s ward and the emergency department. These volunteers offer a range of services including companionship, tea and coffee services, occupying and engaging children and general assistance to staff;
- Newspaper trolley – The newspaper trolley travels around the hospital Monday to Saturday. Volunteers sell a range of newspapers, magazines, personal hygiene products, drinks and snack foods;
- Volunteer gift shop – The gift shop is located on the ground floor of the hospital. The shop sells drinks, snack foods, newspapers, magazines and assists with hospital enquiries;
- Courtesy buggy service – A free buggy service is available for patients, their families and hospital visitors. Courtesy buggies are available between 8am and 4pm each weekday and provide transport to paid car parks, Palliative Care, the Birth Centre, Ronald McDonald House and Red Cross. Buggies can be found at the main entrance of the hospital or call 4433 3174 to arrange pick-up;

Townsville Hospital Foundation Volunteers

The Townsville Hospital Foundation volunteers strive to help improve services for patients, families and health care staff by providing a friendly, helpful and welcoming atmosphere.

Volunteers work to complement the role of hospital staff and aim to make a visit to The Townsville Hospital as easy and comfortable as possible for all involved.
For information on how to become a volunteer phone the Townsville Hospital Foundation on 4433 1337, or drop by at the office and complete a volunteer application form.

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 chapel is situated on the second floor.

Hospital security
The hospital has 24-hour on-site security and video surveillance (CCTV). External doors are locked between 9pm and 6am each day, with the exception of the After-Hours Entry (to the right of the main entrance) which is open until 9:30pm. Access to wards can be gained through the After-Hours Entry after speaking to health security at the intercom. Exit from the hospital is possible through most doors during the evening. In the interest of safety and security, please ensure doors are locked behind you. Parents can visit babies in the Neonatal Intensive Care Unit (NICU) or the Special Care Nursery 24 hours a day by notifying security for access at the After-Hours Entry.

Amenities and Facilities

Car parking
Public car parking is located at the front of the main entrance to The Townsville Hospital.

Visitors have the following payment options:
- $5 24-hour multi-use ticket;
- $10 seven-day multi-use ticket;
- $50 three-month multi-use card (which can be renewed for $30 every three months).

There is a grace period of one hour of free parking from entry to exit for patients and visitors.

The pay stations will accept cash (coins and notes) and credit cards (Visa and Mastercard). An ATM is located in the main entry foyer at the Queensland Country Credit Union.

Both reception staff and Townsville Hospital Foundation volunteers located in the front entry foyer are available to assist you.

Telephones
Public telephones take either coins or cards and are located in the main foyer.

There is also a patient telephone system that has a telephone handset alongside every bed in the hospital. The system uses a Telstra Phone Away card. These cards can be purchased from the newsagent in the Medilink Building or from the Townsville Hospital Foundation newspaper trolley. Instructions on how to use the system are located on the telephone handset.
You’re in great hands

Delivering quality nursing care, medical and allied services to residents in a safe, interactive and harmonious environment that’s all about you!

- A simple and elegant facility
- 90 fully appointed rooms
- Private dining Room for entertaining your special guests for all those important family occasions
- Bright and airy sitting rooms
- Salon, Theatre and Library
- Nestled into Mount Louisa’s natural bushland surrounded by lush gardens

Glendale Care

435 Dalrymple Road, Mt Louisa QLD 4810  (07) 4726 1100  www.glendalecare.com.au
Patient services and 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 for mealtime, Food Services staff will consult with you at your bedside and place orders.

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. Ask ward staff if you have any questions about meals.

Radio, TV
The television above your bed can be self-activated. A television sales representative will visit to collect payment.

Due to safety reasons, patients are not permitted to have private electrical appliances, including television and radios. Private battery-operated radios and iPods are permitted provided they are used with headphones.

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

Mail
Mail is delivered daily, Monday to Friday. Mail should be addressed as follows:

Given name, surname and ward, C/- The Townsville Hospital, PO Box 670, Townsville, Qld, 4810. Stamps are available from the newsagent in the Medilink Building. Mail can be posted either in the post box located outside the rehabilitation ward or by asking nursing staff to put it in the mail trolley (Monday to Friday only).

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

Patient support accommodation
Accommodation includes Leukaemia Foundation Village, Red Cross units and Ronald McDonald House.

For information about motel accommodation in close proximity to the hospital, please telephone the hospital travel office on 4433 1115.

Pharmacy
The hospital pharmacy is located in the main foyer for eligible patients only.
Retail facilities
A cafeteria for the public and staff is located on the first floor at the top of the stairs, to the left, in the foyer. A credit union and ATM are located adjacent to the main foyer.

The Medilink retail centre is located at the helipad end of the hospital building. The centre houses BreastScreen Queensland, pain management clinic, Red Cross Blood Bank, newsagency, bakery, café, florist, private dental surgery and a Subway.

Taxis and Buses
A taxi rank is located at the front entrance of the main building near the front entrance. Taxis can be ordered on 131 008.

Sunbus provides a regular bus service to the hospital, with buses travelling from Stockland to the hospital about every hour Monday to Friday and every hour and a half Saturday and Sunday. A bus stop is located near the main entrance of the hospital.

Helicopter pad
The helicopter pad is located on the western side of the hospital for the emergency response helicopter. At times some noise is heard.

Become a blood donor at your nearest Red Cross Blood Bank

Commonwealth Respite and Carelink Centres

1800 052 222
- Carer Respite & Support
- Giving Carers a break
Roll your way with our services and supports

Whether you have a spinal cord injury or other physical disability (temporary or permanent) our staff are trained professionals who are ready to support you. Wherever you live, we can be there for a few days, or the rest of your life.

Your choice of services:
- Transition from hospital to home
- Personal care at home and work
- Domestic assistance around your home
- Continence support (bowel and bladder care)
- Skin integrity checks and basic wound care
- Occupational and physiotherapists who specialise in physical disabilities
- Mobility, seating and equipment prescriptions
- Equipment hire
- Driving assessments with driver-trained occupational therapists
- Workplace modifications

Contact us:
488 Ross River Road, Townsville
Phone: 1300 SPINAL (1300 774 625) toll free
Email: enquiries@spinal.com.au

spinal.com.au
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When planning for your care needs or a loved one’s, plan with Blue Care. We are uniquely positioned as one of Australia’s leading providers of residential aged care, in-home and community care and retirement living.

In partnership with the Queensland Government, Blue Care provides Hospital in the Home services for eligible patients. Hospital in the Home (HITH) provides quality one-on-one care for eligible patients in the comfort of their own home.

To access this service please speak to your doctor or contact the HITH team on: **1300 733 338**

www.bluecare.org.au

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ARE YOU, OR IS SOMEONE YOU KNOW, NOT AS INDEPENDENT AT HOME AS YOU/THey USED TO BE?

- Are you feeling lonely or socially isolated in your home?
- Are you concerned for your, or someone else’s, safety at home?
- Do everyday tasks seem more difficult than they used to?
- Would you like to stay in your own home for as long as possible?
- Do you know what steps to take to ensure your house is accessible for when you get older?

An occupational therapist is often the best person to talk to about the tasks and activities that you do everyday. Access Therapy Services is a locally owned, private practice that can provide you with information, referrals and services to ensure maximum safety, independence and comfort at home.

We are a team of caring professionals who tailor our services to individual needs to ensure the best outcome; the best outcome is for people to stay in their own homes for as long as possible, as independent as possible and as safe as possible – we have the same goal as you!

Speak to one of our friendly staff members to find out how we can help you.

**Phone 07 4779 1886**

140 Ross River Road, Mundingburra, Qld 4812
W: www.accesstherapyservices.com.au | E: info@accesstherapyservices.com.au
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