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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.
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.

Message from the Board Chair and CEO

The Townsville Hospital and Health Service Board was established in July 2012 to provide health care for people from Cardwell, Palm Island and Ayr to Charters Towers, Richmond and Hughenden. The Townsville Hospital serves the wider North Queensland population for specialist services as well.

Whether you arrive at TTH 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, Engagement.

It is important to us that we hear from you about our services. Any concerns, comments, questions or compliments can be made during or after your stay with us. During your hospital stay, please tell your nurses, doctors and other staff if you have any concerns.

We will do our very best to work with you to ensure your needs are met. As well as meeting your immediate care needs, we want to ensure our patients and communities are as healthy as they can be.

This booklet aims to provide you with information about the hospital and what you can expect during your stay. Please tell us if we can improve this in future editions.

As we are a teaching hospital, training health care workers of the future, you are likely to come across students in a wide range of professions.

You will also notice the redevelopment and construction on site. These changes will help us to provide the best possible services environment and teaching and research for our growing North Queensland population.

We hope and intend to meet your needs during your stay with us.

John Bearne
Board Chair
THHS

Julia Squire
Chief Executive
THHS
Hospital Maps

Ground Level Map
About our hospital

The Townsville Hospital and Health Service has significantly expanded health services in the Townsville region with the multi-million dollar redevelopment project that has been underway at The Townsville Hospital since 2009. The redevelopment is part of a major network of hospital infrastructure developments to meet the future health needs of North Queensland.

Redevelopment projects completed in 2013-2014 included:

• Clinical Services Support Building
• New Mortuary
• Medical Records & Clinical Information Services
• Waste Management & Purchasing
• Linen & Stores
• Townsville Cancer Centre (Phase 1)
• Central Energy Facility
• Adolescent Inpatient Unit & Day Service (AIUDS)

Redevelopment at The Townsville Hospital continues at a brisk pace as the hospital expands its services further to cater to the health-care needs of the people of north and north-west Queensland. The following projects are due for completion in 2014-15:

• Townsville Cancer Centre (Phase 2)
• South Block
• Pathology expansion
• Clinical Services Support Building
• Pharmacy Distribution Centre
• Medical Officers Facility
• Kitchen
• Refurbishment of the basement
• Townsville Sub-acute Care Unit

The hospital offers a comprehensive range of services including acute, medical, surgical, cardio-thoracic surgery, neurosurgery, hyperbaric medicine as well as obstetrics, high-risk pregnancy and general gynaecology.

Oncology services include gynaecological oncology, radiation oncology, medical oncology, haematology, bone marrow transplant and palliative care.

Other services include urogynaecology, intensive care, rehabilitation, allied health (physiotherapy, occupational therapy, dietetics, speech pathology, pharmacy) and paediatric services.
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Accreditation

The Townsville Hospital is accredited by the Australian Council on Healthcare Standards. This means that our efforts to provide the highest quality care are maintained to a nationally recognised standard. In maintaining accreditation, we make a commitment to focus on the quality of service delivery and how we can continue to improve our services into the future.

During your stay you may be asked for your opinion on our services. Although you are not obliged to respond, the Townsville Hospital and Health Service values the feedback from our consumers.

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.

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.

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

- you are admitted for a particular procedure but have complications;
- your hospital stay is longer than originally planned by the clinical staff treating you; and
- your social conditions change while you are in hospital e.g. loss of your job.

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**

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, he or she will be charged a set accommodation fee, whether public or private. If this applies to you or your relatives, ask the administration office or social worker about the fees that will apply.

**Your stay at The Townsville Hospital**

**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.

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 must bring such items, please ask staff to arrange safe custody. The return of these items can only be undertaken in normal office hours.

**Medications**

Patients are encouraged to bring their own medication to hospital. Any medication brought into the hospital must 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**

Patient consent is required before a procedure. Your doctor will discuss the proposed treatment prior to any major procedure, operation or anaesthetic. 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**

General wards
2pm - 8pm

Paediatric wards
8am - 12 midday
2pm - 8pm

(parents have visiting privileges; please ask staff for more information)

Maternity ward
2pm - 8pm (general visiting)
9am - 12 midday (for partners)

Acute Mental Health
2pm - 8pm

These are standard visiting hours; however, there are certain areas where visiting hours may differ and may need to be checked with staff.

**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 your 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.

**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

Infection prevention and control are 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 have 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.

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.

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 and alcohol

On 27 November, the Queensland Parliament passed the Health Legislation Amendment Bill (the Bill), which includes amendments to the Tobacco and Other Smoking Products Act 1998 (the Act). The new laws will prohibit smoking at all public and private health facilities in Queensland from 1 January 2015. The ban will extend to five metres beyond the boundary of every facility and will also apply to:

- All enclosed and outdoor areas of health facilities and includes staff or patient residential areas. No exemptions are provided for such as the use of designated smoking areas.
Moving, stationary and parked cars within the boundary of the health facility land – including car parks

All smoking materials – cigarettes (including e-cigarettes), cigars and water-vapour devices.

Under the new laws, fines will apply for breaches of the legislation.

Alcohol consumption is not permitted in the hospital unless ordered by a medical officer.

Nicotine Replacement Therapy while in hospital

As an inpatient in a public hospital, Queensland Health can provide 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.

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.

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(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 use of the Day of Discharge Unit is encouraged to improve flow throughout the hospital, assisting patients to discharge by 10 am. Therefore, patients can be transferred from any of the hospital departments, wards and units.

The Day of Discharge Unit staff can not only provide clinical support, but can also follow up, organise and complete patients' discharge requirements and transport needs. The staff can also commence the admission process for patients coming into hospital.

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.

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**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.
Find out why our clients trust us with their legal needs...
Let us show you how our team can help you too...

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Ryan’s Rule

for all patients, families and carers

Use Ryan’s Rule to get help when you are concerned about a patient in hospital who is getting worse, not doing as well as expected, or not improving.

Who can call: patients, families or carers.

Follow these steps to raise your concerns.

Step 1
Talk to a nurse or doctor about your concerns.

If you are not satisfied with the response.

Step 2
Talk to the nurse in charge of the shift.

If you are not satisfied with the response.

Step 3
Phone 13 Health (13 43 25 84)
or ask a nurse and they will call on your behalf.

Request a Ryan’s Rule Clinical Review and provide the following information:

- hospital name
- patient’s name
- ward, bed number (if known)
- your contact number.

A Ryan’s Rule nurse or doctor will review the patient and assist.

If you have feedback or a complaint, please speak with the nurse in charge or ask for a feedback form.

For more information, speak with your nurse.
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
Queensland Health 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?
You have the right to:

• free hospital and community-based services as a public patient, if you have a current Medicare card. This does not apply to adult Oral Health (dental) services
• be treated with respect, dignity and consideration regardless of your age, gender, sexual preference, religion and culture
• a free interpreter
• information so you can choose to be a public or private patient
• treatment based on the hospital’s assessment of how sick you are
• take part in decisions about your health care
• information that is easy to understand about your treatment, including risks and other choices
• give your permission before being treated if you are able
• a second opinion
• give a compliment or make a complaint
• have your personal information kept private and confidential
• ask to see your medical record
• decide if you want to take part in medical research and clinical training

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.

If you have any concerns, you can call the Health Quality and Complaints Commission 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 you should contact the facility Client Liaison Officer to discuss your concerns (see next section ‘giving a compliment or making a complaint’).

Giving a compliment or making a complaint

The Townsville Hospital and Health Service invites you to provide feedback on your experience with our services. “Please Tell Us” if you were happy or unhappy with the service you received. If you had a positive experience, the staff will be encouraged in their work.

If you were unhappy with the service, we want to know as this is how we can improve.

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

- Talk to the staff, talk to the manager of the area, meet or phone the Client Liaison Officer on 4433 1074
- Write us a letter, fill in a form or email the Client Liaison Officer at tsv-hospital-clientliaison@health.qld.gov.au or address your letter to Client Liaison Officer, The Townsville Hospital, PO Box 670, Townsville Q 4810


What happens to your complaint?

If we can fix the situation immediately, we will.

If it requires further action, we refer the complaint to the right person to follow up or investigate. We will contact you to let you know the results of our investigation and what we have done to resolve the matter.

If you are not happy with our management of your complaint, you may choose to take your complaint to the Office of the Health Ombudsman; this is an organisation independent of Queensland Health. The Ombudsman may be contacted on 133 646 (133 OHO) or email info@oho.qld.gov.au.
Please go to the Queensland Health web site for further information on Queensland Health’s Policy on Complaint Management.

Support Services

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.

**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.

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.

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 9:00pm 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.

**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.
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There are 13 BULK BILLING DOCTORS on site as well as a pathology laboratory. You can make an appointment or simply walk in. No need to go in search of a pharmacy to fill your script, after having seen the doctor. All patients welcome. No need to have been seen by one of the local doctors.

SERVICES OFFERED include:
- Dose Administration Aid packing and supply
- Home Medicines Review
- Prescriptions filling service - Prescriptions can be stored at the pharmacy and repeats ordered over the telephone
- Staged supply service
- Crutches to hire - $20 deposit and $7 per week

Mon to Thurs: 7am - 8pm
Friday: 7am - 5pm
Saturday: 7am - 3pm
Sunday: 7am - 1pm
All public holidays included except Christmas Day

Phone: (07) 4773 7133
Fax: (07) 4773 4359
Email: healthlinkpharmacy@gmail.com

533 ROSS RIVER ROAD, CRANBROOK, TVL, 4814
There is a bus stop directly outside the centre on a main Townsville/Thuringowa bus route.

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- Relationship and family enhancement
- Parenting issues
- Intimacy
- Individual issues
- Depression
- Marriage education
- Dispute resolution
- Separation / divorce
- Conflict and anger
- Loss and grief
- Problem Gambling
- Parenting support
- Disability services
- Workplace mediation

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

Centacare Bowen Cancer Support Group
First Wednesday of Month 10am
5/36 Powell St, Bowen
Support and information to individuals touched by any type of cancer. Open to parents, carers, survivors, and partners.

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

Individual and Relationship Counselling
Individual & Relationship counselling for all members of our community

DiverseAbilities
Offering a range of services to people with a disability and their families.

Self-Directed Support
A Host Provider for Your Life Your Choice, providing individualised and flexible support for people with disabilities.

Baby Bridges
A parent support and information group for parents of children with disabilities or medical issues aged from birth to 5. Physio and Speech therapy provided.

Host Families
Do you want to make a difference to a child’s life? Centacare recruits volunteers to become ‘host parents’ to a child

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Centacare North Queensland: Our vision – “inspire hope, create wellbeing and seek justice”
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TODAY’S TO-DO LIST

5am  Fishing off the Strand Jetty  
7am  Morning dip at the beach  
8am  Breakfast at our favourite café  
10am  Volunteering at the hospital  
1pm  Picnic on the foreshore  
4pm  Gym session & laps of pool  
5pm  Snooker in the clubhouse  
7pm  Dinner with the neighbours  
9pm  Skype daughter in New York  
10pm  Just us and some good books

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F: 07 4728 9920

NORTH WARD
The Station Centre
31 Leichhardt St, Q 4812
P: 07 4722 3888
F: 07 4722 3889

AYR
3/9 Chippendale St,
Ayr, Q 4807
P: 07 4783 7757
F: 07 4783 4478

INGHAM
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Ingham, Q 850
P: 07 4776 0355
F: 07 4776 5710

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Friday 8am–5pm  Saturday 8am–1pm

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Blue Care is working in partnership with the Queensland Government to provide Hospital in the Home services in the Townsville region for eligible patients.

For further information please call:
Hospital in the Home enquiries: 1300 733 338
General Enquiries: 1800 838 929

www.bluecare.org.au
Top of the class

Parenting is one big learning curve! Not long after you’ve mastered baby bathing and bedtime stories you are juggling homework help and after-school sport. Not to mention self-esteem and relationship advice. It’s little wonder you run out of time for dental appointments.

So at Smile Dental we make looking after your family’s dental health as easy as 1, 2, 3.

We understand you can’t wait weeks for an appointment. Call us and we’ll find a time that works for you.

We’ll schedule an appointment with our specialist children’s department. Our experienced therapists and dentists will help your child grow a happy and healthy smile.

We’ll work with you to find the best payment options. Not only do we accept all private health insurers, but under the Child Dental benefits schedule we provide eligible clients with $1000 of preventative and maintenance treatments.

Plop in or call us to find out more. We’d love to help give your family a smile for life!

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Make an appointment 4729 5777
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Live life today and everyday...

Celebrate Life!

They say life isn’t measured by the number of breaths we take, but by the moments that take our breath away. Moments of sheer joy, precious moments of family life, moments of incredible sadness. Moments that take you completely by surprise. They’re all moments, best shared together.

MORLEYS FUNERALS

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

• 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!

Access Therapy Services

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
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.
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Barbara Turnbull on receiving In-Home Respite Care

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or visit ozcare.org.au

Not-for-Profit Health & Human Services
Basic Life Support

Dangers?

Responsive?

Send for help

Open Airway

Normal Breathing?

Start CPR
- 30 compressions : 2 breaths
  (if unwilling / unable to perform rescue breaths, continue chest compressions)

Attach Defibrillator (AED)
- as soon as available and follow its prompts

Continue CPR until responsiveness or normal breathing return

December 2010
Commonwealth Respite & Carelink Centres

Our aim is to assist you to stay at Home

We can assist you with information about:

• Community Aged Care
• Other Support Services
• Carer Respite & Support
• Giving Carers a Break

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Or visit our website
www.commcarelink.health.gov.au

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Australian Government
*calls from mobile phones are charged at applicable rates