Patient information

Cairns Hospital
2014 edition

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Making the most of your stay in hospital

Welcome to Cairns Hospital

This booklet tells you what you can expect during your hospital stay. Please feel free to talk about your needs with our staff and ask questions about the hospital routine, your illness or treatment. We aim to make your stay with us as comfortable as possible.

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Cairns Hospital

The Esplanade
PO Box 902
Cairns Qld 4870
Phone: (07) 4226 0000
About our hospital

The Cairns Hospital first opened as a small dwelling in 1878 and moved to its present location on The Esplanade in 1884.

In its early years, the hospital grew progressively before becoming the hospital for the far northern region in 1910.

The hospital's size and services have continued to expand over the years.

Following an increase in population across Far North Queensland and increasing demand on services, in April 2008, the State Government announced a major redevelopment of Cairns Hospital.

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

Block D will soon become the hub of the hospital housing 292 of Cairns Hospital's 531 inpatient beds.

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

The completion of the redevelopment in 2015 will see an increase in beds and services at the hospital.

This will include new services such as a Neonatal Intensive Care Unit, Medical Assessment and Planning Unit, Birth Centre (for low risk births) and new aged care and rehabilitation services.

A number of existing services will expand including Intensive Care, paediatrics and acute medical services such as cardiology.

Once complete in 2015, the redevelopment is expected to cost more than $450 million.

The Emergency Department expanded from 36 to 50 beds in 2011.

Cairns Hospital is a modern facility designed to service the unique health needs of tropical north Queensland and is managed by the Cairns and Hinterland Hospital and Health Service.

Patient services

The Cairns Hospital provides referral services covering an area extending from the Torres Strait in the north, south to Tully and Jumbin, and west to Normanton and Georgetown.

It operates a 24-hour emergency department.

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

Other services include: general medicine, neurology, radiation oncology, thoracic medicine, cardiology, infectious diseases, rheumatology and gastroenterology.
The mental health unit is an acute mental health facility for adults. The hospital provides pharmacy, pathology, a cardiac catheter laboratory and a wide range of medical imaging services – including an MRI – as well as specialist units for rehabilitation and aged care services, renal dialysis, stomal therapy and palliative care.

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

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

Accreditation

Cairns Hospital is accredited by the Australian Council on Healthcare Standards and was reaccredited in 2012.

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

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

Choosing health care

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

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

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

Public health care

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

You will have to pay for television or telephone hire.

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

If there are costs, they will be explained to you.
Cairns Nursing Agency (YNA) is a 100% Australian owned and operated company.

Managed by a professional team with over 50 years nursing experience, YNA is proud to offer assistance in:

- Public Hospitals
- Private Hospitals
- Specialist Nursing
- Private and Corporate clients
- In home care to clients including paediatric and adult clients requiring specialist healthcare services
- Aged Care Facilities
- Disability Service Providers

For more information on how we can assist you or your facility, or more information on becoming a YNA Employee, please go to www.yna.com.au or contact our team on (07) 4031 0377 or staff@cairnsnursingagency.com.au

Unit 6/42 Grafton Street, Cairns QLD 4870
F: (07) 4031 0277 | P: (07) 4031 0377 or 1300 313 077

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Private health care

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

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

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

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

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

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

Long-stay patients

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

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

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

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

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

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

When you arrive

Admission

When you are admitted, a patient identification band will be put on your wrist or ankle. Staff will compare your name and date of birth to the identification band to ensure the information is correct.
You are required to wear it whilst you are in hospital.

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

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

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

**WorkCover**

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

**Personal belongings and valuables**

While you are in hospital you will need:

- Pyjamas, nightdress, dressing gown, slippers
- Toiletries: toothbrush, toothpaste, comb, soap, personal shaving gear, hygiene products, handkerchiefs or tissues
- Personal clothing and nappies for babies and children
- A favourite toy for a young child
- One pack of disposable nappies for maternity patients.

Please do not bring jewellery or large amounts of money to hospital.

While every care is taken for security, the hospital does not accept responsibility if valuables are lost or stolen.

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

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

Amounts of money over $150 will be returned by cheque only.
You can afford to live a quality retirement lifestyle.

- Private, secure and spacious two and three bedroom apartments with personal care, meals, laundry and cleaning available if needed
- Great lifestyle with cafe, pool, gym, hairdresser, chapel and social activities
- Peace of mind with staff on site 24/7
- Nursing centre with priority access for residents if needed

All over 65s welcome.

VISIT: Sundays 10.30am to 11.30am.
Hospital security

The hospital has 24-hour security. External doors are locked between 8pm and 6am. External access during these hours is through the front gate located on The Esplanade. Exit from the hospital is possible through most doors during the evening. Please ensure doors are locked behind you.

Professional staff

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

Infection control

A patient may need to be cared for in a single room to stop the spread of infection. If this is the case, the patient and their family will be told. Hospital staff may wear plastic aprons, eye protection and gloves while giving care to stop the spread of infection. Hand washing is the most important way to stop the spread of infections. As a patient or visitor to our hospital you can help stop the spread of infection by doing the following:

- Wash your hands after going to the toilet, before eating, or when entering or leaving the ward
- Do not sit on other patients’ beds
- Visitors should not come to the hospital to visit if they are feeling sick
- Ask your nurse if you need more information on infection control.

Consent for surgery

You will be required to sign a consent form before you have an operation or a general anaesthetic. Consent by parents or a guardian is required for minors under 18 years. Before you give consent, your doctor will explain:

- Your medical condition
- Why you need the procedure and what are the benefits and possible complications may be
- The risks of having and not having the procedure
- What other types of treatments are available.

You will be given a copy of the consent form to read. You may want to talk this over with others before you give consent for the procedure. If you do not understand what the doctor is saying, ask the doctor to explain again.
If you do not agree with a statement on the consent form, you must tell the doctor before you sign the form.
When you fully understand the procedure and the risks, then it is time to give your consent by completing the form.
A nurse will go with you to the operating theatre.
Relatives or friends are not usually allowed.
However parents of small children, relatives of non-English speaking people, or carers of people with special needs may be allowed to accompany you with the permission of the anaesthetist.

**If your child is in hospital**

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

**Cultural support**

An Indigenous liaison officer is available to act on behalf of Indigenous patients, including arranging support care services if needed when you return home. Ask a staff member if you require this service.

**Information about your condition**

You have the right to choose whom your doctor will talk to about your condition.
Please ask a relative or friend to be the main point of contact between the hospital and the family.
Friends and relatives may be given a general condition report by telephoning 4226 0000.

**Medical records**

During your stay in hospital, confidential medical records will be kept of your illness and treatment. This will include results from tests, X-rays and scans. The records will be added to any previous records held for previous treatment in hospital or as an outpatient.
As a general rule, information concerning you will not be given to anyone else unless you give permission in writing. You can see your medical records based on Queensland Health’s Administrative Access to Health Records Policy (1994). Ask your health care team for further information on how to access your medical record.
You can also seek access to documents not relating to you under the Freedom of Information Act (1992). This includes seeing your child’s medical record if the child is incapable of giving their consent in writing. Ask your health care team for further information on how to proceed.
**The privacy of your personal information**

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

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

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

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

**Medications**

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

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

**Transfer to another hospital**

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

You may also be transferred from Cairns Hospital to another smaller hospital within the Cairns and Hinterland Hospital and Health Service – such as Gordonvale, Babinda, Innisfail, Tully, Atherton, Mareeba, Herberton or Mossman – to complete your recovery.

This would be done should it be necessary to clear beds at Cairns Hospital for new, incoming acutely ill patients.

In such a situation, patients who may be transferred include those who:

- Are awaiting residential aged care placement
- No longer require acute care but still require some hospital care and are well enough for transfer to a smaller facility to complete their recovery
- No longer require acute care but are unable to live independently at home or with family
- Live in these areas and are suitable for transfer back.

**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.
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the complex provides something for everyone!

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retreat which is less than 200 metres from the Hospital.

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OR CALL 4044 9000 TO MAKE YOUR BOOKING
Discharge Planning

Preparation for discharge begins from the first day of admission. An estimated date of discharge (EDD) will be determined by medical staff. The aim is for discharge before 10am.

Please request work certificates in advance to avoid delays.

Ward routine

Patient services

Meals

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

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

Call system

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

Radio, TV

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

Private battery-operated radios, mobile phones and iPods are permitted provided they are used with head phones. No responsibility is accepted by the hospital for loss of these items.

Telephones

Public telephones take either coins or cards and are located at convenient positions around the hospital:
- Block C - first and second floor foyers
- Block D – ground floor
- Mental Health foyer.

Bedside phones for patients are supplied by Queensland Health. Instructions on how to use the phone system are located on the telephone handset.

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

Mail

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

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

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

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

Translation and interpreting services

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

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

Social work and counselling

Social workers can help with concerns which include:

• The effects of illness, injury, disability on you, your family and others
• Advice on health services available at the hospital and in the community
• Patient’s current and future health needs
• Adjustment to hospitalisation

• Planning for life changes resulting from chronic illness or disability
• Information on community resources such as housing accommodation, respite care and referrals to financial and legal help
• Family or relationships issues that may be relevant to health status.

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

Hospital volunteers

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

These include:

• Running the Information Desk located on the ground floor of D Block.
• Ensuring patients in every ward receive a daily visit from the patient trolley, which is stocked with newspapers, snacks, toiletries and other products.
• Operating a play scheme for young patients in the children’s ward.
• Assisting patients taking part in the Cardiac Conditioning Program.
• Distributing food and beverages to outpatients undergoing chemotherapy.
• Undertaking administrative tasks.
• Fundraising to purchase new equipment for the hospital.

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

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

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

Smoking and alcohol
Cigarette smoking is prohibited in all Queensland Health facilities throughout the Cairns and Hinterland Hospital and Health Service including Cairns Hospital.

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

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

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

Visitor information

Visiting hours
General wards
10am - 8pm
Rest period: 1pm - 3pm
Paediatric wards
Opening visiting hours until 7pm daily (1pm - 3pm parents only preferred)
Maternity ward
3pm - 8pm
(8am - 1pm for partners)
Rest period: 1pm - 3pm
Mental health unit
3pm - 8pm (weekdays)
10am - 8pm (weekends)

Parking
The hospital has a multi-level, undercover car park located in E Block, on the corner of Grove and Digger Streets. The car park is open from 6 am to 8 pm daily. Parking fees are as follows: $2.20 for one hour; $4.40 for two hours and; $5.50 for one day. Fees many be subject to change without notice.
Sea Breeze Café

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

Opening hours:
Monday to Friday from 7am until 5.30pm
Saturday and Sunday from 8.30am until 4pm
Public holiday hours vary according to staff availability.

A trolley from the kiosk is taken around the wards daily.

Newspapers, magazines, confectionery and other sundry items are available from the trolley.

Discharge from hospital

Personal discharge

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

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

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

Before you leave, you should also ensure that:

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

Discharge at your own risk

Patients usually have the right to leave the hospital when they choose. If you discharge yourself against medical advice, you will be asked to sign a form. If your condition does not improve when you are home, you must seek medical advice from your treating hospital doctor or your general practitioner.

Ambulance and taxi transport

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

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

Outpatient clinic

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

General patient rights and responsibilities

Providing feedback

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

Compliments

Every day people do great things in our hospital. Compliments are valuable because they tell us what we are doing well.

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

Any compliments received in writing are always shared with the staff to whom they are directed.

Complaints

We are keen to receive your feedback as it assists us in improving our services to you and for your community.

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

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

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

The OHO is independent from the health service and can be contacted:

- Phone 133646

Consumer rights and responsibilities

Everyone who is seeking or receiving care in the Australian health system has certain rights regarding the nature of that care. These are described in the Australian Charter of Healthcare Rights.

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

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

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

A right to health care

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

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

Safety

A right to safe and high quality care

If you are unsure about what is happening to you or if you think something has been missed in your care, alert your healthcare provider.

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

Respect

A right to be shown respect, dignity and consideration

You are entitled to receive care in a way that is respectful of your culture, beliefs, values and characteristics like age and gender.

It is important to tell your healthcare provider of any changes in your circumstances.
Respect also includes being mindful of healthcare staff and other patients.

Communication

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

Healthcare providers will tell you about the care you are receiving and help you understand what is happening to you.

You can contribute to communication by being as open and honest as you can be.

To understand the instructions given to you, you can ask questions if you would like more information. You can use interpreters if English is not your first language. Interpreter services may incur a fee and can be provided in person or by phone.

Participation

A right to be included in decisions and choices about care

You are encouraged to participate in decisions about your care.

Ask questions if you are unsure about what is happening to you.

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

Privacy

A right to privacy and confidentiality of provided information

You are able to see your records and ask for information to be corrected if it is wrong.

In some situations your health information will need to be shared between healthcare providers.

You can also contribute by respecting the privacy and confidentiality of others.

Comment

A right to comment on care and having concerns addressed

Healthcare providers want to solve problems quickly, but they need to be told about the problem first. If you have any suggestions about how services could be improved please let staff know.
Counselling & Support

Healthy Lifestyles

Children & Family Centre

Parenting

General Clinic

Womens, Child & Maternal Health

“KEEPING OUR GENERATIONS GROWING STRONG”

Wuchopperen Health Service Ltd

Cairns  Ph: (07) 4080 1000  |  Fax: (07) 4032 4962
6 Moignard Street Manoora Cairns Q 4870  |  PO Box 878 Manunda Q 4870

Atherton  Ph: (07) 4091 8400  |  Fax: (07) 4091 6104
22C Evans Street  Atherton Q 4883  |  PO Box 834 Atherton Q 4883
enquiries@wuchopperen.org.au  |  www.wuchopperen.org.au
Cystic Fibrosis (CF) is the most common life shortening, recessive genetic condition affecting young Australians. 1 person in 25 is an unaware carrier of the CF gene.
CF primarily affects the lungs and digestive system. Living with CF is relentless, day-in, day-out – 365 days a year!

For support or information on CF and carrier screening contact a CF association in your state or territory:

CF ACT
P: (02) 6259 7922 / 0402 378 053
E: info@cfact.org.au

CF SA
P: (08) 8221 5595 / 1800 232 823
E: cfsa@cfsa.org.au

CF NSW
P: (02) 9878 2075 / 1800 650 614
E: general@cysticfibrosisisnsw.org.au

CF TAS
P: (03) 6227 1765 / 1800 232 823
E: general@cftas.org.au

CF QLD
P: (07) 3359 8000
E: admin@cfqld.org.au

CF VIC
P: (03) 9686 1811 / 1800 633 685
E: assistantmanager@cfv.org.au

CF WA
P: (08) 9346 7333 / 1800 678 766
E: info@cysticfibrosiswa.org

Or visit www.cysticfibrosis.org.au
Basic Life Support

D
Dangers?

R
Responsive?

S
Send for help

A
Open Airway

B
Normal Breathing?

C
Start CPR
30 compressions : 2 breaths
if unwilling / unable to perform rescue breaths continue chest compressions

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

Continue CPR until responsiveness or normal breathing return
Enjoy a variety of foods every day

- Vegetables, legumes
- Fruit
- Milk, yogurt, cheese
- Lean meat, fish, poultry, eggs, nuts, legumes
- Bread, cereals, rice, pasta, noodles
- Drink plenty of water

Choose these sometimes or in small amounts.
Do you need assistance to continue living in your home?

The Multicultural Advisory Service can provide FREE information on community and aged services. Promote and advocate for services to meet the needs of culturally and linguistically diverse community. Help empower you to make informed decisions about care at home.

Join us for our FREE monthly morning teas
Or our “Eating with Friends Club” affordable lunches.
Call for more info

Marcela Fischer
HACC Multicultural Advisor
0432 322 154
mas.peninsula@diversicare.com.au
www.diversicare.com.au

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