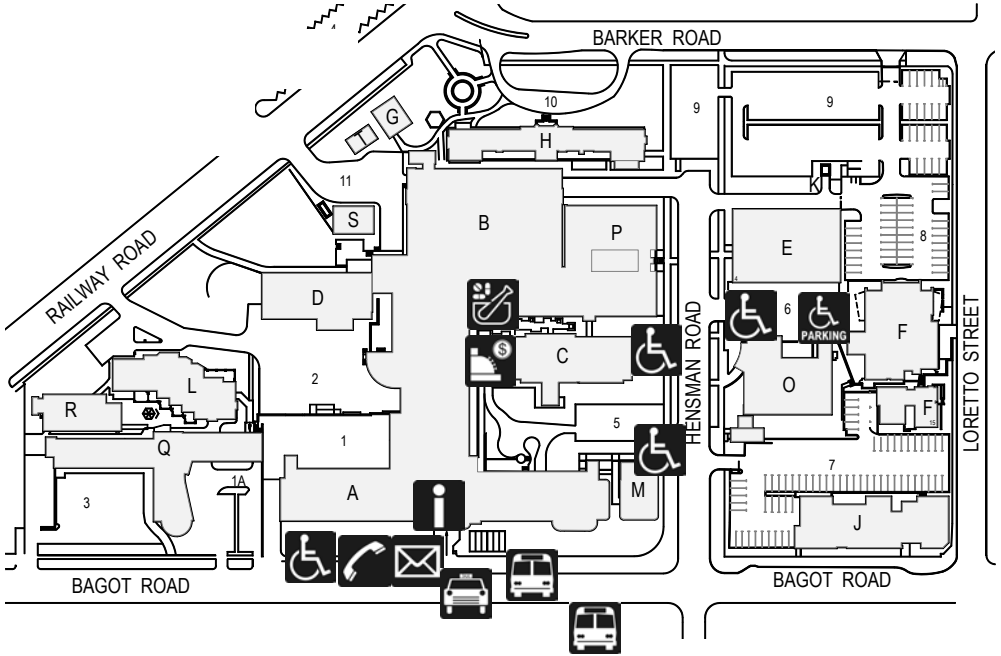


Information About Your Stay at King Edward Memorial Hospital

A GUIDE FOR INPATIENTS



KEMH site map



Buildings

- | | | | |
|---|----------------------|---|---------------------------|
| A | A Block | J | SARC |
| B | B Block | K | Store |
| C | Centenary Building | L | Family Birth Centre |
| D | Carson House | M | Crèche |
| E | Physical Resources | O | O Block |
| F | Mother and Baby Unit | P | Pathology Building |
| G | Grounds Building | Q | Agnes Walsh House |
| H | Harvey House | R | Special Care Nursery West |

Carparks

- | | |
|------|-------------------------|
| 1-5 | Staff - permits only |
| 6 | Visitors - paid parking |
| 7-11 | Staff - permits only |

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Welcome

This brochure is designed to provide helpful information about your stay at KEMH. You will receive additional information brochures relating to your own individual needs as required.

You may have some questions about coming into hospital or during your stay. Our staff will endeavour to make you feel as comfortable as possible and are happy to answer any questions you may have.

KEMH is Baby Friendly Health Initiative (BFHI) accredited.

Before you arrive

Travelling to and from hospital

- **Car**

Two hour parking is permitted on a number of streets surrounding the Hospital. It is recommended that you park your car in the patient/visitor carpark located on Hensman Road or one of the Subiaco City Council's carparks, as your appointment or visit may extend over the parking time permitted. There are two ACROD/disabled parking bays located at the front of the Hospital and two in the Hensman Road carpark. Please note, parking contrary to a sign at KEMH and/or in the City of Subiaco may result in a fine.

- **Public transport**

Daglish and Subiaco train stations are the closest train stations to KEMH. There are also a number of buses that stop just outside the main entrance of the Hospital. Please contact Transperth on 13 62 13 or visit www.transperth.wa.gov.au for information on bus/train routes and timetables.

- **Taxis**

There is a free taxi telephone in the front foyer of the Hospital for your use.

- **Patient Assisted Travel Scheme (PATS)**

The Patient Assisted Travel Scheme (PATS) is limited to patients who are required to travel more than 100kms to access the nearest specialist. PATS provide assistance towards the cost of travel and accommodation. For more information please ask one of the Hospital's ward clerks.

Public or private admission?

Under the requirements of the Medicare Agreement, all eligible patients, regardless of insurance status, being admitted to a public hospital, have the right to choose whether to be admitted as a public or private patient. A patient with private health insurance can elect to be treated as a public patient and is not compelled to be a private patient. Patients without private health insurance can elect to be treated as private patients. Private patient incentives include choice of specialist, TV rental and free newspapers, phone calls and visitor meals. Funds received from private insurance assists the Hospital to buy additional equipment, maintain facilities and continue to provide a superior service.

Hospital tours

Tours of Labour and Birth Suite are held four days a week.

Monday: 9.30am, Tuesday, Wednesday and Thursday: 6.00pm.

Bookings are essential. Telephone (08) 9340 1368

Your stay in hospital

What to bring with you:

- Current medications
- Medicare card and/or private health insurance membership information
- Health Care card or Veterans card
- Admission or referral letter from your doctor (if required)
- Night wear, including dressing gown and footwear

No smoking

In the interest of your own health and the health of others in the Hospital, smoking is **NOT PERMITTED** inside the buildings or on the grounds of KEMH. There are no designated smoking areas and on-the-spot fines may be issued.

Patients are able to access support to manage their nicotine dependence when they are admitted to hospital. Pamphlets on the Quit Program are available from hospital staff or visit <http://www.quitwa.com> or contact Quit on 13 78 48

- Comfortable clothes, such as a tracksuit for daytime use
- Sanitary pads (if required)
- Toiletries - tissues, toothbrush, toothpaste, soap, comb, shampoo etc.

In addition, if you are an obstetric patient, you will need for yourself and your baby:

- Sanitary pads (maternity size) - two packets
- Nursing bras and one box of disposable breast pads
- Nappies for use during your stay in hospital
- Cotton wool balls, cotton buds and baby soap
- Baby clothes and blanket for the trip home
- A baby car seat/capsule of your choice must be fitted into your car before taking the baby home

There is limited storage space available for your belongings in hospital, please consider this when packing.

Visiting hours

Visiting hours on wards 3, 4 and 5 are from 3.00pm to 8.00pm. Patients may receive visits from one nominated support person (i.e. partner) outside these hours. Visiting hours on ward 6 are from 8.00am to 1.00pm and 3.00pm to 8.00pm. Visiting hours have been set to ensure patients at KEMH are provided with adequate time to rest during the day. Prior arrangements must be made for visits outside of normal visiting hours. There are additional visiting restrictions for the Special Care Nurseries, Adult Special Care Unit and Labour and Birth Suite. All visitors to these areas must first check-in at the area reception desk.

There are no visiting restrictions during a patient's 24-hour stay in the Family Birth Centre.

Meals

Breakfast, lunch and dinner are provided to all inpatients. Please advise staff of any special requirements or food allergies when you are admitted to the ward. If you are not on the ward when a meal is delivered, please advise staff when you return so that a meal can be arranged.

On-site accommodation

Limited on-site accommodation is available at Agnes Walsh House. The rooms are available to women from regional areas who are patients at KEMH or have a baby in the Special Care Nursery. Accommodation is allocated on an as needs basis and there may be a daily charge. For details about this accommodation, please ask your nurse or midwife to contact the after-hours manager.

Interpreter Services

Professional interpreters can be provided by the Hospital for patients and their families who are non-English speaking or have a hearing impairment.

If you would like an interpreter, please contact the Language Services Department prior to your admission so that an interpreter can be arranged. The service is free to all Australian residents.

Telephone: (08) 9340 8256

Electronic equipment

All electrical appliances must be checked and approved for use by the KEMH Physical Resources Department before being plugged into a power point within the Hospital. If you need to bring an electrical appliance of any description please notify the ward staff on your first day and a review will be organised.

Radio and television

Each bed on the wards has access to radio and television channels. It is advised you bring earphones to use if you are in a shared room.

Please call 1800 108 010 to arrange for television connection. Alternatively, you are able to purchase pre-paid television vouchers for one and two day hire from the Hospital café, or you can wait for a representative to visit your room.

Medications

When you come to hospital, please bring with you all the medications you are currently taking. This will allow the hospital to obtain accurate information on the type of drug and dosage.

Telephones

The use of mobile phones is restricted in many of the Hospital's clinical areas. If you need to bring a mobile phone with you please limit your use and ensure it is turned off when you are in clinical areas or within five metres of any medical equipment.

A bedside telephone is supplied in most patient areas. Each telephone has its own number which is displayed by a sticker on the phone. Incoming calls can be received on this line and are free of charge. To make outgoing calls on the bedside telephone, you will need to purchase a Telstra Phone Away Card; these are available from the Hospital café and gift shop. There are public telephones on most wards and on the delivery suite from which outgoing calls can be made.

Amenities

Women and Newborn Health Library

The Library is located on the ground floor in the main corridor of the Hospital and is open Monday to Friday 9.00am to 12.00pm and 1.00pm to 3.00pm.

Café and Gift Shop

The Women's and Infants Research Foundation (WIRF) Café and Gift Shop is located in the main corridor on the ground floor of the Hospital. Freshly made sandwiches and rolls, beverages, gifts, personal toiletries, flowers, cards, magazines and books are available for purchase. Patients can also purchase items from the WIRF service trolley which visits the wards on a regular basis. Proceeds from the Café and Gift Shop fund medical research to improve the health of women and infants.

Opportunity shop (Op shop)

KEMH volunteers run an op shop, which is located on the lower ground floor behind the cashier's office. Money raised by the op shop is donated to the Hospital.

Donations to the op shop can be placed in the bin located outside the shop, or by contacting the Volunteer Coordinator on the following number.

Telephone: (08) 9340 2493

Internet and ATM

An ATM and free public internet is available to all visitors to the Hospital. The ATM and internet computer are located across from the café on the ground floor in the main corridor of the Hospital.

Facilities

Public toilets are located along the main corridor of the Hospital on the ground level. Both male and female toilets are on the same side of the corridor as the WIRF café, the male toilets closest to the front foyer of the Hospital and the female in between the café and the library. There are no public toilets on ward areas.

All areas and departments in the Hospital are cleaned on a regular basis. Should you note an area in the Hospital which requires attention please notify a member of staff.

Pharmacy

The Pharmacy is located on the lower ground floor, B block. This is where prescriptions are dispensed. Hours of service for outpatients are 8.30am to 5.00pm Monday to Friday. Please be informed that all outpatient prescriptions dispensed will require a pharmacy co-payment as instructed by the WA Department of Health.

Telephone: (08) 9340 2723.

Money and valuables

When you come to hospital, please only bring a small amount of money for items such as newspapers, magazines and for hiring a television. Please do not bring large amounts of money or wear valuable jewellery. The Hospital accepts no liability for lost, stolen or damaged goods.

Going home

Discharge from hospital

Prior to leaving hospital, please see your midwife or nurse to ensure you receive a discharge letter, any medication, details of future appointments and any final health care instructions. If you require a medical certificate please ask your nurse or midwife.

In order for us to clean and prepare our rooms, we ask that all planning and preparation be made to vacate the rooms by 11.00am on the day of discharge.

Discharge after childbirth

Hospital staff will plan and discuss your discharge with you from the time you book at KEMH until the visiting midwife discharges you from hospital care. KEMH has a Visiting Midwifery Service (VMS) that visits you and your baby at home until approximately five days after birth.

- Discharge planning commences from the booking clinic and continues throughout antenatal visits.
- The discharge plan is activated on admission.
- Women who have had at least one baby before and experience an uncomplicated pregnancy and birth, and have no medical conditions, will be asked to go home between 6 to 24 hours after delivery.
- All other women with an uncomplicated pregnancy and birth, and no significant medical conditions, will be asked to go home 24 hours after delivery.
- Women who have had a Caesarean section are planned for discharge 72 hours following birth.

Please note: Due to the demand for services provided at KEMH, women and babies are routinely transferred to other metropolitan hospitals for the remainder of their postnatal care.

Feedback on your stay

If you would like to register a complaint or compliment please contact the Customer Service Unit on (08) 9340 1444.

KEMH services

Anaesthesia and Pain Medicine

Telephone (08) 9340 2200

Breastfeeding Centre of WA

Telephone (08) 9340 1844

Chaplaincy/Pastoral Care Services

Telephone (08) 9340 2222

Genetic Services

Telephone (08) 9340 1525

Menopause Symptoms After Cancer Clinic

Telephone (08) 9340 1355

Mother Baby Unit

Telephone (08) 9340 1799

Neonatology Clinical Care Unit

Telephone (08) 9340 1262

Next Birth After Caesarean (NBAC)

Telephone (08) 9340 1626

Nutrition and Dietetics

Telephone (08) 9340 2795

Obstetrics and Gynaecology Clinical Care Unit

Telephone (08) 9340 1382

Occupational Therapy

Telephone (08) 9340 2870

Parent Education

Telephone (08) 9340 1368

Pathwest Pathology Services

Telephone (08) 9340 2739

Patient Advocacy Service

Telephone (08) 9340 1444

Perinatal Loss Service

Telephone (08) 9340 2128 Page: 3430

Perron Rotary Express Milk Bank

Telephone (08) 9340 1563

Physiotherapy

Telephone (08) 9340 2790

Psychological Medicine

Telephone (08) 9340 1521

Reproductive Medicine Clinic

Telephone (08) 9340 2222

Sexual Assault Resource Centre

Telephone (08) 9340 1820 - 24 hour (08) 9340 1828 or
Freecall 1800 199 888

Social Work

Telephone (08) 9340 2777

Visiting Midwifery Service

Telephone (08) 9340 1530

More information

Medical records

Selected de-identified information about your admission to hospital will be sent to the WA Department of Health and a discharge summary sent to your GP, your specialist and if necessary the doctor at the hospital who transferred your care to KEMH.

For mothers and babies, information will also be supplied to your community child health nurse and the midwife who has arranged to provide care in your home.

Information collected to meet these reporting obligations is required by the WA Health Act and the WA Hospitals and Health Services Act. The data is maintained and used according to the Western Australian Health Data Management and Data Custodianship Policies.

Your doctor, midwife or nurse will be happy to discuss any questions you may have regarding this matter.

Informed consent

Certain procedures such as operations, the administration of anaesthetics and some diagnostic procedures require your specific consent in writing. A health practitioner will explain the proposed treatment and any risks associated with the treatment option prior to obtaining your written consent.

Anonymity

If you require anonymity while an inpatient at KEMH you will need to fill in the appropriate paperwork when you are admitted. If you decide to be anonymous, the Hospital will not release your details to any person making enquiries.

Please note: KEMH is unable to stop visitors who know that you are an inpatient from visiting you. If you have a problem with a visitor, the nurse or midwife caring for you will be able to call a Hospital security officer at your request.

Freedom of Information/access to medical records

Confidential medical records of care and treatment are kept for all patients.

If you would like to view your own medical records whilst in Hospital or as an outpatient, please discuss this with your doctor, midwife or nurse at the Hospital or at your next outpatient appointment.

If you would like to obtain copies of your medical records, requests can be sent to the Information Request Officer, Mediation and Legal Support Services PO Box 134, SUBIACO WA 6904. Requests for copies of medical records may take up to 45 days to process. Alternatively, patients can also contact the office on:

Telephone: (08) 9340 1312 Fax: (08) 9340 1068

Disability access and inclusion

KEMH is committed to ensuring that people with disabilities (including staff), their families and carers, are not discriminated against in any way and that they have full and equal access to the range of facilities and services available. Please make staff aware of any special needs you may have. Copies of the Disability Access Inclusion Plan (DAIP) are available in the Women and Newborn Health Library.

Community Advisory Council

The Community Advisory Council (CAC) is a volunteer group of community members who meet on a regular basis to discuss customer issues, ways to improve hospital services and initiatives and provide advice to the KEMH Executive.

If you are interested in becoming a member of the CAC please telephone (08) 9340 1444.

Carers Charter

KEMH recognises the important role that carers play in the community and supports the Carers Charter. Copies of the Carers Charter can be found at the Women and Newborn Health Library located in the main corridor on the ground floor and in patient areas throughout the Hospital.

The Patient First program

Patient First brochures and booklets are available in the clinics and on ward areas of the Hospital. Information can also be downloaded from www.health.wa.gov.au/safetyandquality

The Patient First program was set up to educate and assist health consumers to become more actively involved in their health care. Information about the health care process, improving patient health care and reducing potential problems is provided through the program.

Women and Infants Research Foundation

The Foundation is dedicated to underwriting the cost of scientific research into the causes of and cures for health problems of women and their infants, including pre-natal abnormalities and neonatal growth and maturation.

Telephone: (08) 9340 1437

WA Public Patients Hospital Charter

All patients in Western Australian public hospitals have a number of fundamental rights. These rights are detailed below.

Access to health services

1. The right to choose to receive free public hospital services as a public patient, or to choose to be treated as a private patient in a public hospital.
2. The right to receive treatment based on your health needs, and, if you need to wait for this treatment, to be told how long you can expect to wait.
3. The right to have access to a range of public hospital services regardless of where you live in Western Australia.
4. The right to have access to an interpreter.
5. The right to agree or refuse to participate in medical/nursing student training or medical research.
6. The right to be treated with respect, dignity and consideration for your privacy and special needs.
7. The right to be accompanied by a family member, friend, carer or person of your choice where appropriate.
8. A right to safe and high quality health care.

Information about your health care

9. The right to receive a clear explanation of any proposed treatment, including possible risks and alternatives, before agreeing or refusing to have the treatment.
10. The right to seek a second opinion.
11. The right to be given information about your continuing health care before you leave the hospital and to have your contact details kept up to date.
12. The right to apply for access to your medical records under the Freedom of Information (Fol) Act 1992 and to have personal information kept confidential.

Complaints procedure

13. The right to compliment, comment or complain about the health care you receive, and to be given information about how to lodge a complaint, without compromising your health care.

Please also remember your responsibilities:

- To inform medical staff of your medical history and any relevant family medical history.
- To inform staff of any and all medications/recreational drugs you are using.
- To inform medical staff of any changes in your condition or problems with your treatment.
- To be courteous and respect the role of hospital staff. Staff have the right to withdraw care when people behave aggressively or they feel threatened.
- To follow treatment instructions or inform staff if you cannot or do not want to.
- To keep hospital appointments or advise the hospital in advance if you are unable to attend.

Disclaimer: The advice and information contained herein is provided in good faith as a public service. However the accuracy of any statements made is not guaranteed and it is the responsibility of readers to make their own enquiries as to the accuracy, currency and appropriateness of any information or advice provided. Liability for any act or omission occurring in reliance on this document or for any loss, damage or injury occurring as a consequence of such act or omission is expressly disclaimed.

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This information is available in
alternative formats upon request

WOMEN AND NEWBORN HEALTH SERVICE

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Government of **Western Australia**
Department of **Health**



Delivering a Healthy WA