



Government of **Western Australia**
South Metropolitan Health Service
Fiona Stanley Hospital



Patient information

Fiona Stanley Hospital



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Welcome to Fiona Stanley Hospital

We would like you to be as comfortable as possible during your stay. This booklet is designed to provide you with information about what to expect during your hospital stay and what services and amenities are available for you and your visitors.

Fiona Stanley Hospital (FSH) is the major tertiary hospital in the south metropolitan area, commissioned to meet the growing needs of communities south of Perth and across the State.

We are committed to providing the very best patient care and provide high-quality health services including a full range of acute medical and surgical services, maternity, paediatric and neonate units, a State Rehabilitation Service, purpose-built mental health unit and the State burns service.

Fiona Stanley Hospital has been designed to have a healing and therapeutic effect on patients, with 83 per cent of patient rooms being single occupancy to offer increased comfort and privacy.

Accident and emergency care, including a 24-hour emergency mental health service, is provided at Fiona Stanley Hospital's Emergency Department located on Robin Warren Drive, Murdoch.



Before you arrive – what to bring

Important items you should bring to hospital include:

- Medicare card (if applicable)
- Private health insurance card (if applicable)
- Pension/DVA/Healthcare/safety net card
- Current medications you have been prescribed
- Any over-the-counter medications
- Existing x-rays/scans
- Reading glasses, dentures, hearing aids or walking aids

If staying overnight you should also bring:

- Sleepwear, underwear, footwear
- Toiletries including toothbrush, toothpaste and sanitary items
- Minimal amount of money for newspapers and snacks, if desired
- Book/magazine to read, if desired

Leave your valuables at home

The hospital cannot be held responsible for any loss or damage to personal property. We recommend you refrain from bringing large amounts of cash, jewellery or other valuables with you.

Returning home

Discharge time 10am

You must be accompanied by a responsible adult on discharge.

The official time of discharge from the ward is 10am however you may be transferred to the transit lounge from 8am (Monday to Friday). The transit lounge can be accessed via Bedbrook Row (as per the map). Short-term pick-up parking is available. If transferred you will need to have someone collect you before 6pm.

Day surgery patients will be discharged when they are deemed fit to leave.

To ensure your hospital stay is no longer than necessary, you should begin to consider the following questions well before your expected discharge date:

- Do I have someone to pick me up?
- Do I need a medical certificate for my employer?
- Do I have my discharge letter, medications, specialist equipment and x-rays previously brought in?
- Do I need follow-up appointments?
- Do I require additional health support or rehabilitation services when I return home?
- Have I received information about my post-hospital care?

The right care in the right place

The South Metropolitan Health Service network of hospitals includes Fiona Stanley Hospital, Fremantle Hospital, Rockingham General Hospital, Murray District Hospital and Peel Health Campus.

Our hospitals work closely together to ensure patients receive the right care, in the right place, at the right time.

As a tertiary hospital, FSH provides acute care to patients with serious or complex medical or psychiatric conditions.

Our general and specialist hospitals play an important role in your health care journey and as your condition improves, you may be transferred to another hospital or ward to receive the right level of care for your needs.

This also helps FSH accommodate new patients with more complex needs so they can receive acute care – just as you did when you were most unwell.

We communicate directly with our colleagues at other sites to ensure that if you are transferred, your needs are well understood by your new treating team.

While waiting, you may be moved to another clinical area on the ward to enable new patients to receive care in an inpatient room.

We'll continue to do everything we can to ensure you are as comfortable as possible.

My healthcare rights

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information

Access my health information

- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way Share my experience and participate to improve the quality of care and health services

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

For more information ask a member of staff or visit safetyandquality.gov.au/your-rights



Transport and parking

Public transport

The hospital is a 10 minute walk from Murdoch Train Station, and buses regularly run between the station and the hospital. Visit the Transperth website www.transperth.wa.gov.au or call 13 62 13 for individual public transport options.

Taxi ranks

Taxi ranks can be found on Barry Marshall Parade and Robin Warren Drive.

Patient set down

There are short term patient set down areas throughout the site. A patient set down area with direct access to the main entry is located off Robin Warren Drive and easily identified by the red coloured bitumen.

There is also a set down area in front of Transit Lounge at the east entrance of the hospital and outside the State Rehabilitation Service.

Paid parking

Paid parking is available to visitors and patients in visitor car parks for an unlimited amount of time. Car parks are located at both the eastern and western ends of the hospital.

Parking rates

\$3.00 per hour or part thereof, capped at \$21 per entry. A multi-day stay will only incur one charge of \$21 if your car remains in the car park during this time.

**Rates subject to change. Correct as at June 2020.*

ACROD parking bays can be found in every visitor car park and are located closest to the pedestrian access ways. Car parks 1 and 2 provide the best access to the main hospital. **Please note:** If car park 2 is full, ACROD permit holders can use the intercoms at the entry boom gate to gain access. Free motorcycle parking bays are located in car park 1 only.

On arrival

Where do I need to go?

Your admission letter will include details about where you are required to report to have your operation or procedure. If you are unfamiliar with the hospital you can also report to the Main Entrance on Robin Warren Drive and the reception or volunteer staff will assist you. Reception staff

and volunteers are available from 6am to 8pm.

If you are having an operation or procedure:

Once you have seen the admissions clerk team you will be prepared for your operation/procedure.

If you're undergoing a day procedure you'll return from theatres to the Day Surgery Unit in preparation for your hospital discharge. Following a general anaesthetic you must arrange to have someone stay overnight with you at home, and not drive a vehicle for 24 hours.

If you are likely to remain in hospital overnight you will be allocated a ward bed to recover.

If you are being admitted directly to the ward for medical care:

The ward staff will contact you when the bed is available and you will be asked to attend the ward at a specific time. Ward staff will then admit you straight to your room.

Patients admitted to hospital may be accommodated in a mixed gender room, with cultural background always considered first should there be a need.

Please be aware that on occasion you may be required to move to a different ward or bed, and sometimes even to another hospital, if the hospital is reaching its maximum bed capacity.

Private patients

Patients with private health insurance have the choice to be treated as either a public or private patient.

Using private health insurance makes your stay a little more comfortable and directly helps our hospital.

The hospital's dedicated private patient liaison officers are able to check your level of health fund coverage and advise you of your options.

Compensable Patient Liaison Officer

Phone: 6152 3710

Email: fs.h.revenue@health.wa.gov.au

Admission

Disability access

If you, your family member or someone you care for has a disability, it is important that you discuss this with the staff involved in your care. There may be services that we can offer to make it easier for you to get the health care you need during your hospital stay.

You can also contact the Patient and Family Liaison Service on **6152 4013** for more information.

On the ward

Advise the ward staff if you have any special needs, such as to assist with hearing or vision impairments or special dietary requirements.

The plastic wristband you receive must be worn at all times and not removed until you have been discharged.

Finding your way

Please visit an information desk for directions on how to locate specific areas. The desks are found at entrances and key locations throughout the hospital. You can identify them by the green strip and the information icon.

Interactive kiosks that provide public access to an electronic map system can be found near entrances and our friendly volunteers will be available to help you find your way.

During your stay

Health record

Details of your treatment and care are recorded in your health record and are regarded as strictly confidential. This record, including electronic information and radiographic images such as 'x-rays', will remain the property of FSH and only accessible by the health professionals directly involved in your care.

Letters and information about the care provided to you are generally sent to your General Practitioner (GP) or referring specialist. You may request a copy of your FSH health record by writing to:

Coordinator, Freedom of Information

Fiona Stanley Hospital

Locked Bag 100, Palmyra DC, WA 6961

Patient enquiries

Details about your condition will be provided by hospital staff to your next of kin only.

You will be asked to update your next of kin details on each admission.

Visiting times

Generally, visiting hours at Fiona Stanley Hospital are from **8am to 8pm** on most wards.

Please note that visiting hours on individual wards may be adjusted at the discretion of nursing staff. Some areas such as the Intensive Care Unit, the Emergency Department, Mental Health Unit, Maternity Unit and State Rehabilitation Service may have restricted visiting or

alternative visitors hours. Please check with ward staff for further information if you wish to receive visitors outside these hours, or want more information about the specific visiting hours on the ward you are admitted to.

If your visitors are approved to visit you after hours they can gain access to the main entry via an intercom system situated at the door.

Your visitors are expected to behave in a manner appropriate to the wellbeing of all patients and FSH staff. Children under the age of 12 must be supervised at all times.

Facilities

Facilities available to you and your visitors can be found on the ground floor and include: cafés, dining, a florist, vending machines, newsagent, ATM and public telephones.

Patient entertainment

The Patient Entertainment System (PES) is a bed-side device that you can use to access:

- meal ordering
- radio, television, and internet
- box office movies and games
- telephone services
- additional wireless internet available for personal devices.

Meal times

Meals are prepared on site and cater to a large number of dietary or cultural requirements.

Meals are served during the following time periods:

Breakfast: 7am – 8am

Lunch: 12pm – 1pm

Dinner: 5pm – 6pm

In addition, you will be served morning tea, afternoon tea and supper between these meal times.

Vending machines

Drinks and snacks can be accessed 24 hours a day from vending machines located on the ground floor inside the main entrance and at other hospital locations around the hospital (see map).

Phones

Refer to the Patient Entertainment System (PES) for bedside devices. Public telephones can be found on the ground floor, off the main concourse (see map).



Mobile devices

You and your visitors may use mobile phones, but please refrain from doing so during clinical assessments or when signs indicate that mobile phones are not to be used.

Wireless internet is available throughout the hospital.

Photography and recording

The use of cameras and recording devices, including mobile phones is strictly prohibited in some areas. You and your visitors must comply with the signs displayed.

When using cameras in other areas of the hospital, please be respectful of others. Your staff and fellow patients have a right to refuse to be photographed or video recorded.

Smoking

Smoking is not permitted at FSH. Patients, staff and visitors are not allowed to smoke anywhere on the site; however, some exceptions are made for mental health patients.

Smoking cessation programs, including nicotine replacement therapy, are available for patients and your treating team should discuss options with you prior to or during your admission. Please advise staff on admission if you are a smoker so that they can discuss your options with you.

We ask patients and visitors to respect our smoke-free campus and not smoke at our hospital.



Alcohol and drugs

Alcohol and illicit drugs are not permitted in FSH or at any other health service campus.

Pastoral Care Service

The Pastoral Care Service is available to you, your visitors or carers. The service caters to all spiritual and religious beliefs and is located on the ground level of the main hospital, adjacent to the Cancer Centre.

A contemplation room, prayer room and garden courtyard on level 1 are accessible 24 hours a day, seven days a week from the main concourse or via a staircase from the pastoral care office.

Speak to your ward staff to access these areas. In some cases the Pastoral Care Service can organise a ward visit or a visit from an external spiritual representative.

Aboriginal Health Liaison Service

Aboriginal Health Liaison Officers (ALHO) can assist you with any concerns that you may have during your stay at Fiona Stanley Hospital. They support your cultural needs and offer guidance to ensure that you are as comfortable as possible at the hospital. The Aboriginal Health Liaison Service office is located on the ground floor in the main concourse area of the hospital.

Interpreting services

Interpreting services can be arranged if English is not your first language. Professional interpreters are available to interpret over the telephone by calling the Helpdesk on **6152 2222**.

Assistive devices

Please bring any assistive devices such as dentures, glasses, hearing aids, walking frames etc that you may need while you are in hospital.

If you wear dentures, please ask the nurse for a container for your dentures. If you wear glasses or use a hearing aid, please place them in the locker drawer beside your bed whenever they are not in use.

Preventing infections

You can play a major role in stopping the spread of infections. Good hand hygiene is the single most important factor in reducing hospital-acquired infections. Containers of alcohol hand rub or soap at hand basins are located in all patient care and high traffic areas at Fiona Stanley Hospital.

Please feel free to ask your healthcare worker if they have performed the appropriate hand hygiene before touching you or your surroundings.

Visitors are also encouraged to do hand hygiene on entering and leaving your room.

Your identification

To ensure your safety and confirm your identity, you will be required to wear patient identification (ID) bands at all times during your hospital stay. This ID band will be red if you have any allergies. You can expect your ID band to be checked multiple times during your stay. Though this may seem inconvenient and repetitive it will ensure we are providing you with the correct care and treatment.

For security and identification purposes, parents of children going to theatre will be asked to wear an ID band for when they are called to be with their children in the Post-Anaesthetic Care Unit.

Pressure injuries (bed sores)

When you are admitted you will undergo a risk assessment to determine if there is a risk of developing a pressure injury (bed sore) while in hospital.

If you are found to be at risk of developing a pressure injury staff may implement strategies to assist with the prevention.

Medications

Bring all of your medications to hospital (including any natural medicines and supplements you might take) so that your hospital doctor and pharmacist can make sure the correct medicine is prepared for you.

If you are seeing your GP prior to admission they may be able to print a list of your prescribed medications for you to bring to hospital.

We need to know about any **recent changes to your medicines**, including:

- new medicines
- medicines you recently stopped
- changes in how much or how often you use the medicine.

Tell us if you have had a bad reaction to one of your medicines in the past or if you do not understand why you are taking it.

Teaching

As we are a teaching hospital, the medical, nursing and allied health staff caring for you may have students working with them. It is possible that you will be asked to discuss details of your condition and to undergo an examination by the students; however, you have the right to refuse examination by students at any time.

Involving your General Practitioner

Because your General Practitioner (GP) knew you before you came to hospital and will care for you afterwards, it is important that he/she is involved in your care.

A discharge summary will be mailed and/or sent electronically to your GP and if you are given a copy it is important that you take it to your GP at your next visit. Please ensure we have accurate contact details for your GP. Your medical team will be able to advise how soon you should see your GP after discharge, however it is recommended that you make an appointment immediately if you have any concerns, and well in advance of running out of medication.

Feedback, compliments and complaints

The **Patient and Family Liaison Service** is available to listen, help and assist you to provide feedback. They can provide support and information about patient rights and responsibilities and liaise with FSH staff, where appropriate.

All feedback, compliments and complaints are welcome and taken seriously. You can give feedback over the phone, in writing, via email or the hospital's website or in person. In the first instance you can talk with the staff involved or to a senior staff member.

Patient and Family Liaison Service

Open Monday to Friday, 8.30am to 4.30pm

Phone: 6152 4013

Email: FSHFeedback@health.wa.gov.au

Location: Main hospital entrance, ground floor (near the information/reception desk).

If the service has been unable to assist in resolving concerns, other agencies can offer support:

Health and Disability Services Complaints Office:

Phone: 6551 7600 Free call: 1800 813 853

Health Consumers' Council WA (Inc):

Phone: 9221 3422 Free call: 1800 620 780

Mental Health Advocacy Service:

Phone: 6234 6300 Free call: 1800 999 057

Office of the Chief Psychiatrist

(for mental health patients): Phone: 6553 0000

www.chiefpsychiatrist.wa.gov.au

Care Opinion

Care Opinion is a social media platform which allows South Metropolitan Health Service consumers to provide feedback about their experience with a hospital or health service.

Care Opinion is an independently monitored website where the public can share their experiences, either positive or negative.

This platform allows us to engage with our consumers in a new and more accessible way about the care we provide, so we can continually improve our care. To share your story, go to www.careopinion.org.au



Surveys

FSH conducts a number of surveys to gather information on how patients experienced the care they received. The feedback provided is extremely valuable as it allows us to constantly review our services and make improvements.

If you are invited to complete a survey, you do not have to participate, but we encourage you to do so and have a voice. All responses are confidential and cannot be linked to a specific patient.

We want your perspective

Do you have a passion for improving your local healthcare services and the consumer experience? Join the FSH Consumer Advisory Council (CAC) and make a difference.

FSH is committed to partnering with consumers to ensure a patient-centred approach to all service planning, delivery and evaluation.

Our CAC provides support and advice to our hospital to improve the hospital experience for patients, their relatives and other hospital consumers.

Visit www.fsh.health.wa.gov.au/About-us/Consumer-Advisory-Council or contact the Patient and Family Liaison Service on **6152 4013** or via email FSHfeedback@health.wa.gov.au for more information.

Donations

All donations are gratefully received. If you would like to donate to FSH please email fsh.finance@health.wa.gov.au for more information.

Would you like to make a donation to medical research?

The Spinnaker Health Research Foundation supports vital medical research. As a not-for-profit organisation, Spinnaker relies on financial support from people like you. All donations are tax deductible. The research directly translates into improved patient care and treatment, saving lives and improving quality of life.

To learn more about the Spinnaker Health Research Foundation, and how to make a donation, go to www.spinnakerhealth.org.au or phone **9431 2133**. Your donation will support research that benefits our community and could possibly directly benefit you or someone you know and love.

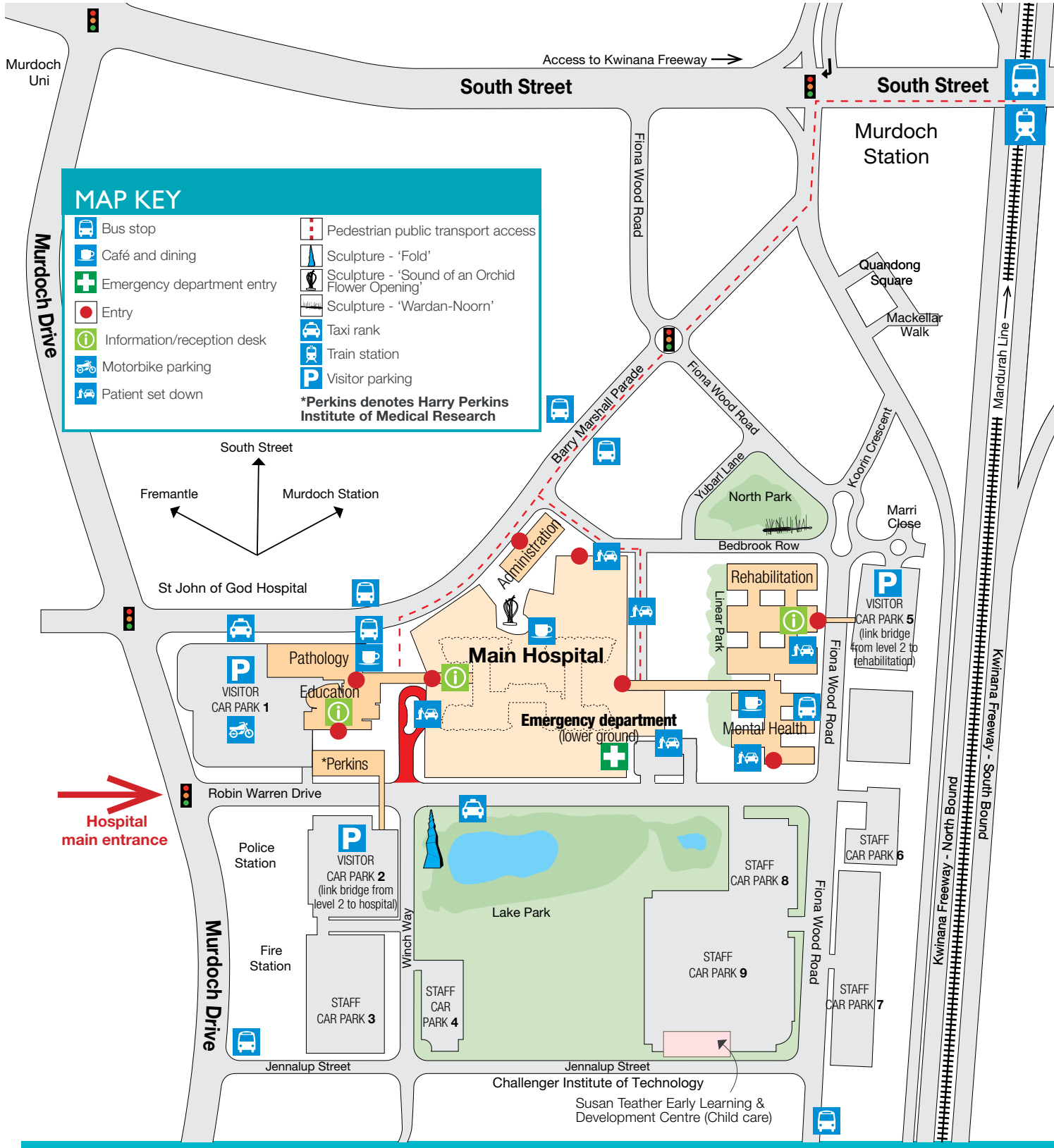
Carers WA

Carers WA is a not-for-profit organisation and the peak body representing carers. A carer is someone who, without receiving payment for the provision of care (apart from Carers Payment or Carers Allowance), provides care for someone who has a disability, chronic illness, mental illness or who is elderly or frail. Services include counselling, education and training, advice and representation, social and peer support, the Young Carer Program, and the Prepare to Care hospital program.

If you are admitted to hospital and you provide care for another person and have concerns about the ongoing care and support for the person you care for, please advise your nurse or social worker as soon as possible on admission or contact Carers WA for further information.

If you are caring for a family member or friend who has been admitted to the hospital, please ask ward staff for a Prepare to Care resource pack. If you are currently caring for someone who is not a patient at the hospital you can still call Carers WA to register for a free Carer Support Kit.

For more information call 1300 CARERS (1300 227 377) or go to www.carerswa.asn.au.



This document can be made available in alternative formats on request.

Fiona Stanley Hospital

11 Robin Warren Drive Murdoch WA 6150

Email: fsh.generalenquiries@health.wa.gov.au

www.fsh.health.wa.gov.au

Helpdesk 6152 2222

If you would like to provide feedback on this publication email:

FSHfeedback@health.wa.gov.au

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