



National Capital PRIVATE HOSPITAL



Patient Information Directory

PLEASE LEAVE THIS FOR THE NEXT PATIENT.

This Directory is the property of the Hospital.

PLEASE DO NOT REMOVE.

For further details see our website:

www.nationalcapitalprivatehospital.com.au

f Find us on Facebook

For your own copy of this guide,
please scan the code with your
smartphone camera and a digital
download will begin.



Scan Me

My healthcare rights

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.

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



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AUSTRALIAN COMMISSION
ON **SAFETY AND QUALITY** IN HEALTH CARE

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

Contents

Welcome	4	Visiting Hours	12
Our Services	4	Patient Finder	12
A Message from the General Manager	5	R.E.A.C.H	12
Contact Details:	5	Interpreter Services	12
Admission	6	Aboriginal & Torres Strait Islander Support	12
What to Bring – Your Admission Checklist	6	Infection Prevention & Control	13
What NOT to Bring	7	Standard Precautions	13
Consent to Admission – Informed Financial Consent	7	Transmission-Based Precautions	13
Health Funds & Paying Your Bill	7	Discharge & Leaving Hospital Post-Surgery or Procedure	14
Consent to a Procedure & Clinical Consent	8	Overnight Patient Discharge	14
Anaesthetic Assessment	8	Day Surgery Patients	14
Patient Feedback	8	Angiography Suite & Coronary Care Unit	14
Bedrooms & Your Accommodation	9	Intensive Care Unit	15
Breastfeeding Mothers	9	Day Oncology & Infusion Unit	15
Car Parking & Public Transport	9	Rehabilitation	15
Chaplaincy	9	Inpatient Rehabilitation	16
Children, Parents & Carers	9	Outpatient Rehabilitation	16
Clothing	10	Cardiac Rehabilitation Outpatient Day Program	16
Diagnostic Imaging	10	Orthopaedic Day Rehab Program	16
Electrical Items	10	FAQs	17
Fasting	10	Suggestions for Minimising Risks Whilst in Hospital	17
Smoking	10	Falls Prevention	17
Medication Safety	10	Cognitive Impairment Support	17
Mail	11	Preventing Blood Clots (Venous Thromboembolism)	19
Newspapers & Magazines	11	Preventing Pressure Ulcers (Sores)	19
Meals & Dietary Requirements	11		
Personal Effects, Valuables & X-Rays	11		
Television, Wi-Fi & Phones	11		
Other Amenities	12		

Welcome

Healthscope operates 44 hospitals across Australia, in every state and territory.

Our Vision:

To be a recognised leader in the provision of quality private health care services.

Our Purpose:

Working together for better care.

Our team of dedicated, professional and friendly staff are happy to answer any questions that you may have, and to assist you prior to, and during your stay. Medical enquiries should be directed to the doctor who is admitting you and treating you in hospital.

Thank you for choosing National Capital Private Hospital, a Healthscope facility, for your hospital stay.

Our Services

Our range of specialty services includes:

- General surgery
- Neurosurgery – cranial/spinal
- Cardiothoracic surgery
- Orthopaedics
- Gastroenterology
- Gynaecology
- Urology
- Plastic, reconstructive and cosmetic surgery
- Ear, nose and throat surgery
- Vascular surgery
- Oral and dental surgery
- General medical
- Oncology
- Rehabilitation

These services are supported on-site by (a):

- Coronary Care Unit
- Intensive Care Unit
- Day Oncology and Infusion Unit
- Angiography Suite
- Theatre Suite
- Pathology
- Pharmacy
- Radiology
- Physiotherapy
- Occupational therapy
- Speech therapy
- Dietician services
- Social work services
- Inpatient and day rehabilitation programs

A Message from the General Manager

Welcome to National Capital Private Hospital.

National Capital Private Hospital is one of Australia's most modern private hospitals, with expertise in cardiac surgery, orthopaedics, neurosurgery, urology, general surgery, bariatric surgery, interventional cardiology; including electrophysiology, with comprehensive services in rehabilitation and oncology.

Located in the southern suburbs of Canberra, National Capital Private Hospital is one of the largest private hospitals in the ACT. We provide an extensive range of surgical and medical services for patients of the Australian Capital Territory and surrounding regions of New South Wales. Our dedicated staff work within our state-of-the-art facility to provide our patients with 24 hour a day, seven days a week care.

National Capital Private is also leading the way in surgical technology, with robotic surgery being undertaken with the Di Vinci Xi in urology, general, gynaecology and head and neck surgeries. We also have robot-assisted surgeries being performed in orthopaedics for both knee and hip replacements.

National Capital Private Hospital is a 148-bed facility, which is nearing completion of its second major redevelopment since 2016.

The hospital facilities include (a):

- Eight operating theatres
- O-Arm 3D spinal surgery
- Dedicated oncology unit
- Da Vinci Robot Xi surgical system
- Mako Robotic Arm surgical system
- New Coronary Care Unit
- State of the art Cardiac
- Catheterisation Lab
- Ten-bed Intensive Care Unit with dialysis support

National Capital Private belongs to the Healthscope Health Care Group – the second largest health care provider in Australia. Healthscope has hospitals in every state and territory around the country, employing more than 18,000 staff across the group. Our patient outcomes for the prevention of infection, pressure injuries, falls, and hand hygiene compliance, continue to trend well above the national standard hospital benchmarks. Patient outcomes can be viewed on our website. Making your stay as safe and comfortable as possible is our highest priority. We look forward to caring for you and your family at National Capital Private Hospital.

In recognition of our commitment to excellence in quality patient care and customer service, the hospital has recently been re-accredited by Australian Council on Healthcare Standards (ACHS).

Contact Details:

Elizabeth Porritt/General Manager
National Capital Private Hospital
Cnr Gilmore Cres & Hospital Road
Garran, ACT, 2605
Phone: (02) 6222 6666
Fax: (02) 6222 6699

This admission information has been prepared to assist with your admission to our hospital and give you an overview of some of the key services and facilities that are available during your stay with us.

Admission

Your hospital admission will be arranged by your doctor. You will be asked to complete a patient registration form and patient health history by your doctor. This can be completed online via Healthscope E-Admissions at <https://Healthscope.eadmissions.com.au>

The completed manual forms can be returned to the hospital by email: natcapbookings@healthscope.com.au

Prompt return of these forms will ensure your admission is not delayed. Please ensure all documentation is received by the hospital as soon as possible, but no later than 72 hours prior to your admission.

Should you require assistance with completing these forms, or if you have any questions about your hospital stay, please do not hesitate to contact the hospital reception, who will direct you to the most appropriate person to assist you. Our website also provides information about our hospital, available services and facilities, along with governance framework, including the privacy policy, patient's rights and responsibilities and clinical outcome data and quality initiatives:

- www.healthscope.com.au
- www.nationalcapitalprivatehospital.com.au

You can access your health care record at www.myhealthrecord.gov.au

Your doctor will inform you of your admission date. The hospital may also phone you to confirm your admission time.

Any clarification needs to occur through the doctors contact details provided to you in their consulting rooms.

On your admission day, please go to the reception desk located on the ground floor, close to the main entrance.

After your admission has been registered by our reception team, you will be transferred to an appropriate admission area.

If your admission is for a surgical procedure, you will often meet with your anaesthetist and be prepared for your surgery. You will go directly from here to the operating theatre. If you are having day surgery, you will return to this area. If you are staying overnight or for a few days after your operation, you will be transferred to the ward after surgery. You may be admitted to the hospital on the day prior to surgery if your doctor has requested additional preparation.

Please note that if you are being admitted for reasons other than surgery or in some surgical cases, you will be admitted directly to your room.

What to Bring – Your Admission Checklist

Please use the following checklist to ensure that you remember to bring all you need to hospital:

- Health Care card or access to My Health Record
- Pensioner concession card
- Safety Net card
- Health fund membership card
- Family prescription record card
- Veterans' Affairs card
- Medicare card
- Workers' Compensation Claim agent details and approval letter
- Third party/accident details

- All medication currently being taken, in the original packaging
- A list of all current medications from your GP (preferably typed)
- All medication repeat prescriptions
- All relevant x-rays/scans. These remain your property and should be taken home by you on discharge
- Notes, letters and reports from your doctor
- Advanced Care Directive and copy of Enduring Power of Attorney (EPOA). It is important staff site the originals where possible
- Sleep/night attire and a dressing gown, if required
- Appropriate, safe footwear that meets the following criteria:
 - o Low and broad heels (less than 2.5cm)
 - o Laces, velcro or a fastening to hold onto the foot
 - o Cushioned, flexible soles that have a textured pattern
 - o A firm backing and ankle support
 - o Room to spread your toes naturally
 - o Approximately 1cm between the longest toes and the end of the shoe
- Toiletries
- Reading material, a pen and notepaper (as there will usually be waiting periods)
- All aides, such as
 - o glasses
 - o hearing aids
 - o mobility aides
 - o medical equipment (e.g. CPAP machines)
- A small amount of cash (for incidental items)
- Credit card, if required

What NOT to Bring

In the interests of safety, we request that you don't bring talcum powder; wheat bags, hot water bottles or heat packs of any kind; or valuables such as jewelry, large amounts of cash, laptops or tablets.

The hospital does not accept responsibility for loss or damage to personal property.

Consent to Admission – Informed Financial Consent

As part of your admission process, the hospital is obliged to ensure that you are made aware of the estimated hospital charges you and your insurer will incur. Therefore, you will be asked to sign an informed financial consent form on or before admission. If your admission is unplanned, you will be asked to give informed financial consent as soon as possible.

In the event that additional services, gap (i.e. not covered by your health fund), prosthetics or consumables are required, an account will be raised and paid on discharge. This applies to contracted services such as radiology, pharmacy and pathology.

Health Funds & Paying Your Bill

Patients with Private Health Insurance

Healthscope has agreements with the majority of private health funds to cover the hospital charges for your admission. Depending on the level of cover, some policies require you to pay an excess or co-payment, and you will be asked to pay this prior to, or on admission. In addition, health fund policies require members to serve waiting periods before they will provide cover and some levels of cover have excluded services. Preexisting ailment rules may also apply, and your cover may be subject to these rules.

We therefore strongly recommend that you contact your health fund to confirm your cover prior to your admission.

It is important to know if your health fund rejects your claim for reimbursement for any reason, the hospital will seek to recover any amounts outstanding from you.

Self-Funded Patients

Self-funded patients are required to pay an estimate of the total amount of the hospital account prior to admission, and to confirm their booking or the estimated total cost on admission. If you are a self-funded patient, you will be required to pay any positive difference in your account on discharge. If the amount you paid exceeded the amount required to cover the cost of your care, you will receive a refund from the hospital. Estimated hospital costs will be provided prior to your admission by your doctor or the hospital. We endeavor to provide an accurate estimate, however unforeseen circumstances may occur and additional costs may be incurred.

WorkCover, WorkSafe & Third-Party Insurance

If your admission is a result of WorkCover, WorkSafe, third-party insurance or a public liability claim, the hospital will require prior written approval for your admission from the relevant insurance company. Your admission cannot be confirmed or proceed until this approval is received.

Any claims not approved will be treated as a self-funded admission and the estimated hospital costs will be payable by you.

Payment Methods Prior to Admission

(EFT) electronic fund transfers can be made 3 working days prior to admission. Bank details can be given on request.

The hospital accepts cash, bank cheques, money orders, EFTPOS, Visa and Mastercard for any amounts payable. A credit card surcharge of 1% applies for Visa and Mastercard. Personal cheques are not accepted.

If you choose to pay via EFTPOS, most facilities have a daily limit of \$1000.

Radiology & Pharmacy

These services are provided by external companies.

Please discuss possible additional costs with your health fund or provider. Accounts will be sent from these providers.

Consent to a Procedure & Clinical Consent

Should you have any questions regarding your proposed treatment or procedure during admission, we advise that you should discuss these with your treating doctor.

You have the right to have all risks explained in full or withdraw consent, either part or full, at any point prior to the procedure being performed.

Anaesthetic Assessment

For a surgical procedure, you will meet your anesthetist prior to your procedure. Your doctor will advise you of the arrangements. They will explain the type of anaesthetic recommended and answer any questions regarding pain relief and anti-nausea medications. You have the right to have all risks explained in full or withdraw consent, either part or full, at any point prior to the procedure being performed.

Patient Feedback

Patient feedback is really important to us and we encourage all patients to tell us how they feel about our customer service, facilities and our staff. To know where we do well is great, but to learn where we could do things better is far more important if we are to improve the service we offer.

Feedback can be provided in several ways, both during your stay and following discharge.

To ensure we can email a feedback survey to you on discharge, please provide your email contact to front reception on arrival.

During your admission, if you or your family wish to talk with the Nurse Unit Manager at any time, you can call the appropriate number below:

Level 2 – Olley ward:	6222 6708
Level 3 – Cossington ward:	6222 6632
Level 3 – Preston ward:	6222 6605
Level 4 – Intensive Care:	6222 6644
Level 6 – Coronary Care	6222 6829
After Hours Manager:	6222 6623

You can also show appreciation to our staff by nominating them for a Patient Choice Award, sponsored by BUPA. You do not need to be a BUPA member to nominate a staff member.

Bedrooms & Your Accommodation

At the time of admission, your bed will have been allocated on the basis of clinical need and bed availability. Our hospital has a mix of private and share rooms. We will endeavor to provide you with a private room for your stay if this is your wish, however this will not always be possible.

Breastfeeding Mothers

Breastfeeding mothers being admitted for surgery may have their baby stay with them, however mothers will need to arrange for a carer to care for their baby's needs during their stay. It is recommended that you discuss these needs prior to your admission with the hospital to ensure your needs are met.

Car Parking & Public Transport

We recommend that you travel to and from hospital with a carer, friend or relative. National Capital Private Hospital is located next to the Canberra Hospital. Carparking is operated by ACT Government for both the public and private facilities.

A shuttle bus is available on the adjoining campus and stops close to National Capital Private Hospital.

There is also a pick-up and drop-off zone **(with a strict five minute time cap)** at the front of the hospital, whereby patients and visitors who are unable to walk long distances can be dropped-off and collected. There is seating located directly inside the main entrance that can be used while the driver locates a park.

Carparking is available for visitors and patients at various sites located on the hospital grounds. All zones are clearly marked, providing direction on parking times. Disabled parking is available at the rear of the hospital. Patients who are attending the Day Oncology and Infusion Unit should advise the unit receptionist if they exceed the parking time due to medical requirements.

There is a bus stop within 200 meters of the main entrance to the hospital that takes patients directly to the Woden Plaza interchange.

A taxi rank is also located within 200 meters of the hospital. Alternately, our friendly reception staff can call a taxi for you.

Chaplaincy

A chaplaincy service is available. Please ask the ward staff if you wish to contact a chaplain or arrange a visit.

Children, Parents & Carers

As a parent or carer, we would encourage you to remain with your child or person you care for, should this be required during their period in hospital. The hospital will provide details of facilities available during your stay. In some circumstances, a boarder fee may apply.

Clothing

There is limited storage for personal belongings during your admission. It is important that you limit these to essential items.

Dress sensibly, be comfortable. No high heels, makeup, nailpolish or artificial nails are allowed. Depending on the procedure, cotton-only briefs may be worn.

Day patients will not need sleeping attire, but you may like to bring your own dressing gown.

Please wash/shower prior to your admission. Some patients may be asked to use a surgical wash. Do not apply talcum powder, deodorant, makeup or moisturisers on the day of admission.

Diagnostic Imaging

Diagnostic imaging services are provided to inpatients of National Capital Private Hospital by Canberra Diagnostic Imaging (a branch of Healthcare Imaging Services). A range of examinations and procedures are available with urgent exams serviced by a 24-hour, on-call service. Medicare and private health insurance will cover most of the associated costs, however gap payments will apply for those health funds without an agreement with Healthcare Imaging Services.

More information is available upon request to the imaging department.

Electrical Items

Bringing in personal electrical equipment is strongly discouraged. Anybody bringing electrical items into the hospital is liable for any damage caused if they are faulty or misused.

Where electrical items are bought into the hospital, it is a work health and safety requirement by law that all items will need to be tested and tagged on admission.

Additional charges will occur for this service. Please ask staff to notify facilities maintenance at the time of your admission that items need testing and tagging.

Particular care should be taken with hairdryers, straighteners, shavers, etc. due to internal heating elements and the increased risk of electrocution near water.

Fasting

Prior to your procedure, do not eat or drink, chew gum, or smoke, according to the instructions provided to you by your doctor or the hospital. If there are any concerns or questions about these instructions, please ring the doctor's rooms for clarification. If you do not follow these instructions, it is very likely your procedure will be cancelled. Ask your doctor if you should take your regular medication on the morning of surgery and if you should cease any of your medications any earlier prior to surgery.

Smoking

Smoking and using e-cigarettes are banned in all enclosed public areas and certain outdoor public areas, under the *Smoke-Free Environment Act 2000* and the *Smoke-Free Environment Regulation 2016*. These bans protect people from harmful exposure. National Capital Private Hospital is located in the grounds of ACT Health, which has a smoke-free campus policy.

Medication Safety

On admission, please provide the nursing staff with all medications, (including complementary therapies that you are currently taking) in their original dispensed packaging, any repeat authority/ prescriptions, along with an updated list of these current medications from your GP. This list is very important to ensure that regular medications are prescribed and administered to you according to your usual routine.

If there is any question with your medications, the doctors and nurses, with your permission, will contact your GP for further information.

For your safety, your medication will be given to you by the nursing staff as ordered by your doctor. If you wish to administer these yourself, please communicate these wishes to the nursing staff. Any unused medication will be returned to you on discharge.

Ask your doctor if you should take your regular medication on the morning of surgery or cease any of your medications any earlier prior to surgery.

In the interest of safety, please do not keep any medication (even Panadol) in your belongings or on your person. Taking medications that should not be taken after surgery can have serious consequences.

Mail

Mail will be delivered directly to patient rooms by our clerical staff. Should you wish to mail any letters, a letterbox is located on the ground floor. Please ask staff for directions.

Newspapers & Magazines

Magazines and newspapers can be purchased from the reception desk on the ground floor.

Meals & Dietary Requirements

Please advise nursing staff on your admission if you have any special dietary needs, even when this has been indicated on your pre-admission paperwork, as this is very important.

The Australian New Zealand Food Standards Code sets out the requirements for Food Safety Practices and General requirements in Food Safety Standards.

To ensure your safety, it is not recommended that any food be brought in from home.

If you would like to discuss your dietary requirements or provide feedback to the catering team, please ask to speak with the Hotel Services Manager.

Personal Effects, Valuables & X-Rays

Patients are strongly advised not to bring valuables, jewelry or excessive sums of money to hospital. The hospital does not accept responsibility for loss or damage to personal property. Please note: secure facilities at each hospital are available on request. X-rays remain the property of the patient and are to be taken home on discharge.

Television, Wi-Fi & Phones

A television and phone are available at each bedside.

There is an information channel available on your television in your room. There is information on how to contribute and take an active part in your hospital journey:

- Channel #209 Olley ward, Level 2 and Cossington ward Level 3
- Channel #503 Preston ward, Level 3 and Critical Care and Day Surgery, Level 4

Please take the time to review this information. Complimentary Wi-Fi is available within the hospital for all patients and visitors.



Other Amenities

Hudsons Café is located on the ground floor of National Capital Private Hospital. There is available outdoor seating in the courtyard next to the café. This is a non-smoking area.

Visiting Hours

To accommodate family and friends, our visiting hours have been extended.

Olley Ward:

Level 2: 10.00am–8.00pm

Preston & Cossington:

Level 3: 10.00am–8.00pm

Intensive Care & Coronary Care:

10.00am–12.00noon and 3.00pm–8.00pm

To assist in patient recovery, we encourage patients to have a rest period between 12.00noon and 2.00pm, and limit visitors during this period.

An adult should accompany children visiting the hospital at all times.

Patient Finder

patientfinder.com.au

This is a quick and easy application on your phone for your family and friends to track your progress during your admission to National Capital Private Hospital. It provides updates on your physical location throughout your hospital journey, through to theatre and your return to the ward. The front reception staff will confirm your permission to use this service, along with ensuring your next of kin's mobile details are correct.

Healthscope takes no responsibility for the distribution of this info to anyone but the patient admitted. Every effort is made to keep a patient's status up-to-date, however at times there may be delays to accommodate movement of a patient throughout the hospital.

R.E.A.C.H

Are you worried about a recent change in your condition or that of a loved one?

R.E.A.C.H out to us:

R - Recognise

E - Engage

A - Act

C - Call

H - Help is on its way

In this facility you can directly call for an emergency response by pressing the yellow button above your bed. This can also be used if you feel you are waiting too long for the patient call bell.

The patient call bell can be used at all times for any concerns.

Another way to escalate your concerns or raise questions is to have a support person with you at the daily bedside clinical handover. Bedside clinical handover occurs between 1.00pm and 2.30pm in all areas.

We hope to work with you to create the best experience for you, your family, carers and friends.

Interpreter Services

An accredited interpreter service can be arranged where required. Charges may apply. Please ask to speak to your Nurse Unit Manager, who can assist with organizing this service.

Aboriginal & Torres Strait Islander Support

National Capital Private Hospital is committed to contributing to closing the gap in health between Aboriginal and Torres Strait Islander people and other Australians. If you identify as being Aboriginal and Torres Strait Islander, it is important that we are aware and can provide any particular needs.

We have access to the Aboriginal and Torres Strait Islander Liaison Office at the Canberra Hospital, and they can be contacted on (02) 6244 2222 to support any needs. Other resources available are the office of Aboriginal and Torres Strait Islander Affairs on 13 34 27, and Winnunga Nimmityjah Aboriginal Health Services, who provide a culturally safe, holistic health service for the Aboriginal and Torres Strait Islander people of the ACT and surrounding areas.

Infection Prevention & Control

Infection prevention and control is an integral component within National Capital Private Hospital (NCPH), with the aim of providing high-quality health care for all patients, and to create a safe environment for all employees and visitors.

NCPH regularly undertakes external auditing processes to demonstrate our commitment to infection control.

The critical aspects of infection prevention and control that everyone can contribute to are:

Standard Precautions

Hand Hygiene

Hand hygiene must be performed before and after each episode of patient contact, and this applies to all staff and visitors. At NCPH, we have an international-standard-approved alcohol-based hand rub at the end of each bed and available in every room. All patients are encouraged to ask the staff if they have cleaned their hands prior to any patient contact. Our hand hygiene compliance rates are available for public viewing on the My Hospital website:

www.myhospital.com.au

Personal Protective Equipment (PPE)

PPE involves the use of gowns, gloves and masks for particular situations within a health care setting.

Handling & Disposal of Sharps

All staff at NCPH must dispose of all sharps at the closest point of use with minimal handling.

Transmission-Based Precautions

This is in addition to standard precautions and involves three categories:

- Contact
- Droplet
- Airborne

Transmission-based precautions are required to be implemented with suspected or known infectious agents that can be spread by direct or indirect contact with the patient or environment.

As a visitor, if you have a friend or family member at NCPH with a sign on the door advising infection control, please speak to the nursing staff about what precautions you need to follow to keep yourself and the patient safe.

You will be asked at the preadmission clinic or by your admitting nurse if you have travelled and returned from overseas in the last seven days. This is to prevent the spread of acute respiratory tract infections.

To minimize the risk and transmission of community acquired gastroenteritis (gastro) in our facility, you are encouraged to report symptoms you or your family are experiencing to your admitting nurse.

It is important to optimize your recovery from the procedure. If you have a cough/cold, gastroenteritis, a cut, wound or rash that is near the planned operative site. Please discuss this with your doctor prior to admission.

Cleaning helps prevent infection. We have a team of hotel services staff that clean patient's rooms, employee work areas and theatres regularly. If there is any area that requires immediate cleaning, such as spills or slippery floors, please ask to speak with the Hotel Services Manager to ensure that this is addressed promptly. Together we can reduce the risk of slips, trips and falls.

All reusable equipment is reprocessed following the Australian standards 4187.

Discharge & Leaving Hospital Post-Surgery or Procedure

Overnight Patient Discharge

Communication surrounding your discharge process is very important. Please discuss with nursing staff if you have any needs for support or assistance post-discharge.

Discharge time is between 9.00am–10.00am. We ask that you make arrangements to be picked up accordingly.

If you are unable to leave hospital at this time, you may be asked to vacate your room and wait in a patient lounge area.

Day Surgery Patients

Patients must have a responsible adult accompany them home and stay with them overnight after discharge. At the time of admission, we will be able to advise you of the approximate time that you will be ready for discharge.

Following an anaesthetic, it is important to abide by the following:

- Do not drive a motor vehicle. Motor vehicle insurance policies may be void in the event of an accident
- Do not use any dangerous machinery and tools

- Do not sign any legal documents
- Do not drink any alcohol
- Do not participate in activities that require coordination and/or a high level of alertness.

Have someone with you for the first 24 hours post-surgery.

Your doctor will provide postoperative instructions, which will include suitable time frames to resume activities affected by your surgery.

There is a pharmacy located on the ground floor of the hospital, whereby any medications you require at home will be made available and discussed with you prior to your discharge. Please ask if you are unsure or have any questions regarding your medications.

Angiography Suite & Coronary Care Unit

Our highly skilled nursing staff work in partnership with cardiologists to ensure that all patients receive the highest possible standard of care.

The Coronary Care Unit has been designed to provide highly specialised care to patients with acute cardiac illnesses, or those who have had a procedure performed in the angiography suite. We are also equipped with cardiac telemetry monitoring (a continuous monitoring of a patient's heart rate and rhythm) that can be viewed at various locations, like the nursing station.

The cardiologists manage all coronary care patients. They are supported by experienced medical practitioners, who are available on a 24 hours a day, seven days per week basis. This ensures that each patient receives immediate attention should the need arise.

Intensive Care Unit

National Capital Private Hospital has a fully operational Intensive Care Unit (ICU) 24 hours a day, seven days a week, with ICU trained nurses and specialist doctors. Rest assured any emergencies can be well accommodated and cared for.

Day Oncology & Infusion Unit

The National Capital Private Hospital Day Oncology and Infusion Unit is open Monday to Friday 8.00am–4.30pm and offers a range of services including:

- Administration of chemotherapy;
- Administration of immunomodifiers (ie: infliximab);
- Administration of blood and blood products; and
- Bone marrow biopsy and lumbar puncture procedures.

Our unit provides support to cancer patients, as well as patients with ongoing needs associated with their chronic diseases, such as inflammatory bowel disease and auto-immune deficiencies.

The Day Oncology and Infusion Unit is supported by skilled oncologists, haematologists and immunologists. It provides a 24-hour on-call nursing service for all patients receiving treatment within our unit. If hospitalisation is required, inpatient services are provided in a skilled and compassionate manner.

We aim to provide tailored treatment plans to meet the needs of individuals and their families, including the referral to community nursing services, palliative care services, social work and nutritional support. There are many additional patient information resources that are available to assist you in each clinical area. Please do not hesitate to ask clinical staff for these resources if required.

Rehabilitation

Rehabilitation is the process of restoring a person to optimum health and wellbeing when they have been debilitated by a disease or injury and it is impacting their functional life. People are living longer, often attracting multiple injuries or diseases that may also require surgery to enable them to progress with future independence. The aim of rehabilitation is to help you return to your everyday activities, feeling safe and confident and with the highest degree of independence.

In order to develop achievable goals, each patient is assessed individually by our rehabilitation specialist and the multi-disciplinary rehabilitation team.

Our team consists of medical and rehabilitation specialists, including rehabilitation nurses, physiotherapists, occupational therapists, social workers, dieticians and speech pathologists.

The rehabilitation programs at National Capital Private Hospital accommodate both medium and fast-stream rehabilitation for the transition from dependency to independence and community living.

Your program could consist of an individualised exercise program, which will be conducted in the well-equipped rehabilitation gym; retraining in activities to facilitate daily living; education; and visits to the community and home as required. The team will also coordinate services and equipment that are required on discharge to make the transition to home as smooth as possible.

Rehabilitation patients are strongly encouraged to dress in their everyday clothes instead of nightwear. This facilitates functional skills, such as buttoning up shirts, and specific movements, like putting on and taking off regular clothing and shoes.

This also promotes a sense of wellness on the road to recovery.

Inpatient Rehabilitation

National Capital Private Hospital has the capacity to accommodate 20 rehabilitation patients. The programs offered are:

- Neurological – for stroke and non-stroke, MS and Parkinson's disease
- Neurological – for spinal injury and spinal surgery
- Orthopaedic – for joint replacements, lower limb, musculo-skeletal and amputee patients
- Pain management
- Arthritis
- Respiratory
- Reconditioning – for post-surgery or illness
- Cardiac

Outpatient Rehabilitation

The programs offered are:

- Cardiac
- Orthopaedic.

If you have any questions in regards to the rehabilitation services provided by National Capital Private Hospital, please call us on (02) 6222 6609.

Cardiac Rehabilitation Outpatient Day Program

The Cardiac Rehabilitation Outpatient Day Program is a five-week program. Group sessions are held once per week on Mondays from 3.00pm to 6.00pm. The session includes light to moderate exercise and an education session. The day program is a fast-track, multi-disciplinary program made available to all clients and their families who have had a coronary angioplasty/stent procedure, heart attack or other cardio vascular disease (including angina or cardiovascular risk factors, post-cardiac surgery and patients with risk factors for heart disease).

Exercise sessions include:

- Warm up;
- Circuit exercises; and
- Cool down,

All are performed under the supervision of a physiotherapist and registered nurse. Exercises are modified to suit individual needs.

Education session topics include:

- Cardiac risk factors, modifications and management of symptoms – Nursing
- Cardiac procedures – Nursing
- Nutrition for cardiac patients – Dietetics
- Dealing with stress, anxiety and depression – Psychology
- Benefits of exercise – Physiotherapy
- Heart Foundation
- Cardiac medications – Pharmacy

Orthopaedic Day Rehab Program

The Orthopaedic Day Rehab Program is a six-week program to maximise physical, psychological and social functioning following orthopaedic surgery. Patients attend once a week on a Tuesday or Friday morning or a Wednesday afternoon.

Each session consists of the following:

- One hour of exercise supervised by a physiotherapist
- An education session (45mins)
- Hydrotherapy (one hour).

*Please note that the hydrotherapy is held off-site.

Education session topics include:

- Orthopaedic procedures
- Healthy bones
- Return to activities of daily living
- Benefits of exercise
- Pain medications following surgery
- Sleep and relaxation

FAQs

Programs are covered by Workers' Compensation claims, the Department of Veterans' Affairs and the majority of health funds. Self-funded options are also available.

It is preferable that you are referred by a general practitioner or medical specialist (cardiologist etc). Referrals from other health professionals involved in your care within the community will also be accepted. You can also self-refer.

You must be able to actively participate in the program.

Suggestions for Minimising Risks Whilst in Hospital

Falls Prevention

On admission, and regularly throughout your stay, your risk of falling will be assessed by one of our nursing or allied health staff. Part of this assessment involves any history of previous falls and concerns you have about potential falls. Together, clinical staff (nurses, doctors, physiotherapists and occupational therapists) and you can determine some ways to lower the risks of falling. Some of these preventative strategies may include:

- Asking for assistance to walk to and use the bathroom
- Ensuring that you can always reach the call bell. Please use it. It is there to call us for assistance in all situations so we can help you.
- Patients are strongly encouraged to wear appropriate and safe footwear to prevent the risk of falling whilst in hospital. Appropriate footwear includes a shoe with the following criteria:
 - o Low and broad heels (less than 2.5cm)

- o Laces, velcro or a fastening to hold onto the foot
- o Cushioned, flexible soles that have a textured pattern
- o A firm backing and ankle support
- o Room to spread your toes naturally
- o Approximately 1cm between the longest toes and the end of the shoe

If you have any further questions regarding falls prevention, please speak to any nurse or allied health staff. Your safety is important to us.

Cognitive Impairment Support

Please inform a clinician (doctor, nurse, physiotherapist, occupational therapist, etc.) if you are experiencing any changes in your memory or thinking, particularly if you feel that it has happened recently.

If there are any concerns about your cognition (short or long term), it is important to undertake some clinical assessments.

You may be asked questions to test your memory and to obtain background information about your health. These questions will help the clinicians determine if there is a need for further investigation and to assist in further decisions about your ongoing care and treatment

It is important that you participate in these discussions as much as possible in order for you and your support person(s) to feel safe and supported

When your cognitive impairment is known prior to your admission (eg: dementia), please inform our staff to ensure we can support your additional needs during your admission.

If you have a particular routine or aide that helps with your condition, our staff will aim to ensure that, as best as possible, the same process occurs in hospital.

(For example: If you are particularly anxious at night without a light on, or you like a diary close by to remind you of events.)

We encourage carers or a family member to be present at a daily clinical handover so that you can actively participate in your care decisions. Please ask the nurse in your ward what time this occurs to help facilitate this.

Let clinicians know what is important to you, if you have any treatment preferences or if you have completed an advance care plan.

If you are unable to make your own health care decisions, your clinician will find out who is able to make decisions on your behalf and will consult them. This person is called your substitute decision-maker

If you don't have a carer or family member who is able to visit you, you may wish to nominate someone your clinician can contact to inform them of your hospital admission.

What can I do if I am a carer or family member of a patient with a cognitive impairment?

- Let clinicians know if you have any concerns about the memory or behaviors of the person you care for. Also, let the clinician know if the person has been diagnosed with a cognitive impairment before.

This could have been a short-term problem, like delirium, or a chronic condition, such as dementia. If clinical staff are aware of these conditions, additional support can be provided.

- If possible, keep an up-to-date list of all prescription and non-prescription medicines and the dosages of these medicines that the person you care for is taking, and bring them all to hospital.
- Let the clinician know if the person you care for is not their normal self on admission or at any time during their hospital stay. As a carer, you are the best person to identify any change in their normal behaviour. It is very important that we work together to ensure any changes in patients' behavior or condition are assessed promptly, so care and treatment can be adjusted accordingly.
- If the person you care for is not able to, tell the clinician if you know their health care preferences or if the patient has documented their wishes in an advance care plan.
- If the person you care for is not able to, inform the clinician if the person has appointed someone to make decisions on their behalf.
- Let clinicians know about the person you care for. In particular, discuss their routine and how they can be comforted if they are distressed in your absence.
- Assist in the care of the patient if you choose to. Clinicians may encourage you to bring in familiar objects and activities for the person you care for.

Preventing Blood Clots (Venous Thromboembolism)

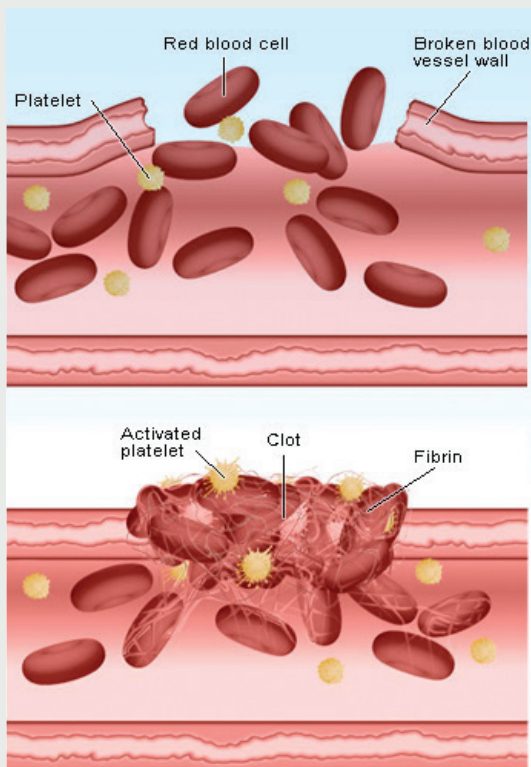
Why is the risk of developing blood clots increased when you are in hospital?

- Not moving increases your risk of blood clots forming
- The body protects itself from bleeding following surgery or injury to the body and stimulates an increase in the clotting process.

What can you do?

If permitted by your physician, it is important to mobilise often, or if you are confined to bed, frequently move the lower extremities (ankle flexing).

Ask your nurse or doctor if you need to have protective anti-clotting medications or wear elastic supporting stockings.



Preventing Pressure Ulcers (Sores)

Why is the risk of developing pressure ulcers (sores) increased when you are in hospital?

Pressure ulcers or injury to the skin can occur as a result of pressure, or pressure in combination with friction that can result in soft tissue injury .

This can occur when you are:

- Confined to bed for periods of time
- Immobile
- Causing friction on the skin by rubbing the skin against the bed linen
- Moisture that is present for a period of time
- Poor nutrition that can compromise skin integrity.

What can you do?

If permitted by your physician, mobilise as often as you can, or if you are confined to bed, change your position frequently and ensure your nutritional intake provides you with a balanced diet.

Ask your nurse if you require assistance in changing your position, assistance in maintaining moisture free skin or if you need advice on your diet.

We hope this information assists with your admission and stay at National Capital Private Hospital. Do not hesitate to ask and talk about any needs you may have during your admission with us.




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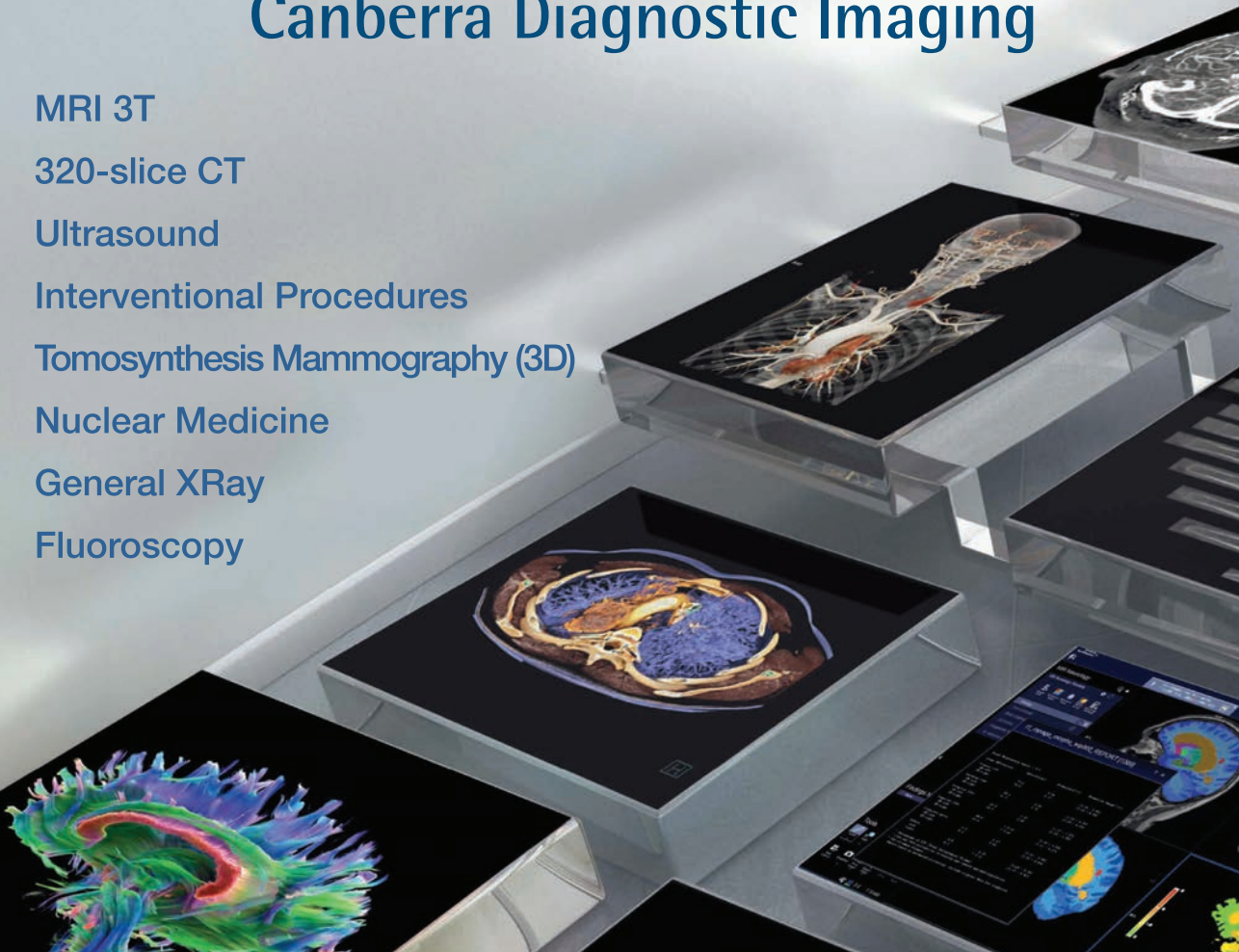
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Pines Living

Pines Living is a state-of-the-art facility, enabling our residents to live comfortably within a modern and safe setting. They are able to relax in a fun, joyful and happy environment. Whether socialising in one of our many community rooms, or resting in one of our quiet spaces or personal rooms, our facility is designed to maximise independence, comfort, choice and dignity.

Our team assists with care as needed, helping with personal care, meals, and medications. We enable residents to join in a variety of activities, such as our wellness program. We have weekly bus outings to local attractions, art classes, music therapy, gardening, church services, and movies in our theatre.

Living in our facility is the beginning of a new chapter, where residents can live as independently as possible, with the comfort of full professional care.

At Pines Living our mission is to enable our residents to live in a cohesive community, provided with holistic, person-centred and respectful care. Families and friends are welcomed and supported, and our care team are professional and qualified.

Moving into Pines Living will be an opportunity to be yourself, dignified, respected, valued, and to remain as independent as possible, comfortable in the knowledge that full professional care is available when desired.

Our 24 hours a day professional services include registered nurses, access to a physiotherapist, podiatrist, dietitian, speech therapist and diversional therapist. We specialise in dementia care and palliative care.



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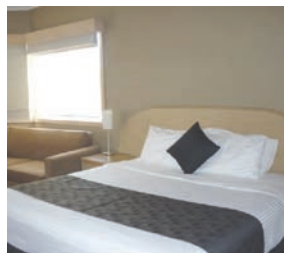
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