



# Darwin

PRIVATE HOSPITAL



Photo courtesy of Resident Magazine.

## Patient Information Directory

PLEASE LEAVE THIS FOR THE NEXT PATIENT.

For further details see our website:  
[www.darwinprivatehospital.com.au](http://www.darwinprivatehospital.com.au)

 Find us on Facebook

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 Scan Me

# Top Tips for Safe Health Care



What you need to know for yourself, your family or someone you care for.

## 1 Ask questions

You have the right to ask questions about your care.



## 2 Find good information

Not all information is reliable. Ask your doctor for guidance.

## 3 Understand the risks and benefits

Find out about your tests and treatments before they happen.

## 4 List all your medicines

Ask your doctor or pharmacist if you need more information about the medicines you are taking.



## 5 Confirm details of your operation beforehand

Ask to be told who will be doing your procedure and what will happen to you.

## 6 Ask about your care after leaving hospital

Ask for a written outline of your treatment and what should happen after you get home.

## 7 Know your rights

You have a number of rights as a patient. Read our guide to find out what they are.

## 8 Understand privacy

Your medical information is confidential. You can ask to see your medical record.

## 9 Give feedback

Feedback helps health professionals spot when improvements can be made.

Download our free booklet at:  
[www.safetyandquality.gov.au/toptips](http://www.safetyandquality.gov.au/toptips)

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

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# Welcome

Thank you for choosing Darwin Private Hospital for your hospital admission.

Our staff are here to support you during your hospital stay, providing the highest quality care and services.

This information directory is designed to help you understand and make full use of the facilities and services available to you.

## Acknowledgment of Country

Darwin Private Hospital operates on Larrakia country. We acknowledge the Larrakia people as the Traditional Owners of the Darwin region and pay our respects to Larrakia elders past and present. We are committed to a positive future for the Aboriginal community. We support the goals of the Larrakia Nation of “Living Stronger, Living Longer”.

## Doses of Kindness

The team at Darwin Private Hospital has introduced a new initiative throughout the hospital, incorporating the concept ‘Doses of Kindness’.

To be kind is ‘the quality of being friendly, generous, and considerate’, and has been described as the very essence of the role provided by health care professionals.



## Our Mission

Darwin Private Hospital provides top-quality health care in a partnership with patients, their families and health teams.

We respect the dignity, culture, values and beliefs of our patients and through our professional and dedicated staff, we provide a kind, caring and safe environment.

We are committed to providing excellent service and continually improving all that we do.

## Location

Darwin Private Hospital is located on Florey Avenue, which runs off Rocklands Drive, Tiwi.

## Reception Hours

Monday to Friday	6.30am–7.00pm
Saturday	CLOSED
Sunday	CLOSED

## Visiting Hours

We welcome visits from family members, care partners and friends 24 hours a day, according to patient preference and balanced with patient and staff safety. Care partners are important participants in your non-clinical care, education, decision making, and discharge planning.

Visitors may be asked to leave the ward to meet the patient's needs or needs of other patients. It is best if there are no more than two visitors for each patient at a time. Your comfort and well-being is paramount, so if you do not wish to have visitors or would prefer not to receive telephone calls, please let our staff know.

General visiting hours are listed below. If you would like care partners or visitors outside these times, please liaise with the Nurse Unit Manager.

**Corella Ward:** 9.00am–1.00pm and 3.00pm–8.00pm

**Jacana Ward:** 9.00am–1.00pm and 3.00pm–8.00pm

**Special Observation Unit (SOU):** 3.00pm–8.00pm

**Jabiru Ward:** This is a locked ward, so you will need to ring the bell prior to entry.

**General Surgical:** 9.00am–1.00pm and 3.00pm–8.00pm

**Maternity:** 3.00pm–8.00pm

Mornings are a time for new parents to catch up on much-needed rest, and get to know their new baby/ies. If you would like visitors outside these times, please ask our staff who will be more than happy to accommodate you if possible.

**Paediatrics:** 3.00pm–8.00pm (Parents/guardians are welcome any time.)

**Special Care Nursery:** 3.00pm–8.00pm (Parents/guardians are welcome any time.)

Access to the hospital is restricted between 9pm at night and 5.30am in the morning for the safety and security of patients and staff. If you or a Care Partner need to enter or exit the building during these time, please let the staff know.



## **STRIVE**

We strive to provide the highest standard of health care.  
We seek ways to improve our care and service and its delivery

## **TEAMWORK & INTEGRITY**

We respect each other and openly and honestly communicate to allow us to work together to achieve our goals.

## **ASPIRATION**

Creativity, being forward looking and continuously learning are integral to our jobs and Healthscope's success.

## **RESPONSIBILITY**

We take responsibility for our actions and consider their impact on others.  
We make decisions with a balanced focus on financial security and service excellence.

***Our vision is to be a recognised leader in  
exceptional patient-centred care***

## General Information

### Accounts

Darwin Private Hospital is committed to working with all users of our facilities to ensure that patients are provided with the information necessary to make an informed decision regarding the cost of their hospital admission.

At the time of your admission, you will be asked to complete all health insurance and hospital financial forms.

Occasionally, it is difficult to provide you with information regarding possible out-of-pocket expenses if the hospital was not advised of your admission prior to your arrival.

In those circumstances, every effort will be made to process your health fund check as quickly as possible so that your admission is not delayed.

If you are self-insuring, you will need to obtain a quote for the hospital charges prior to the date of your admission.

Any monies you are required to pay need to be paid at the time of admission. This can be done by credit card, cash or EFTPOS transaction. Credit payments incur a 1% surcharge.

*Your treating doctor will bill you independently of the hospital for their professional services.*

Please note that additional expenses may be incurred, such as:

- Mobility aids (e.g. crutches, slings, toilet chairs)
- Pathology
- Radiology services
- Non-admission-related pharmacy drugs
- Discharge pharmacy drugs

*These items are invoiced separately by the service providers and will not appear on your hospital account.*



## Accommodation

Darwin Private Hospital offers both private and shared rooms. Should you have private room cover, every effort will be made to accommodate your choice. However, there are times when this may not be possible. In the event that a private room is not available at the time of your admission, you may be provided with the opportunity to move to a private room if one becomes available.

Maternity – A limited number of rooms in our maternity ward have a double bed or recliner chair to enable partners to stay with the new mum.

## Advanced Care Planning (ACP) & Advanced Personal Plan (APP)

An 'Advance Personal Plan' is a legal document that will set out your future health, financial and life choices should you be unable to make decisions for yourself. This could be necessary due to age, illness or accident.

It is also known as a living will and will only take effect when you lose decision-making capacity while you are still alive. It does not replace your will.

Advance personal planning replaces enduring power of attorney in the Northern Territory (NT).

An advance personal plan:

- States how you want your personal and financial matters dealt with in the future.
- Does not replace your will.
- Only takes effect when you lose decision-making capacity.
- Can be cancelled (or revoked) or amended at any time if you have the legal capacity to do so.

A plan can have all or some of the following:

- An advance consent decision.
- An advance care statement.
- Appointment of a substitute decision-maker.

For more information, visit the NT government website <https://nt.gov.au/law/rights/advance-personal-plan> or contact the Office of the Public Guardian (videos with sign language available on the website)

1800 810 979  
[public.guardian@nt.gov.au](mailto:public.guardian@nt.gov.au)  
[www.publicguardian.nt.gov.au](http://www.publicguardian.nt.gov.au)

## Adult Guardianship

Guardianship is a legal way to appoint a person (a guardian) to act in certain personal or financial matters for an adult who has impaired decision-making capacity and needs someone to help them with decisions.

A guardian is someone appointed by the Northern Territory Civil and Administrative Tribunal to make certain decisions for an adult with impaired decision-making capacity under a guardianship order.

It is important to note that a guardian is not the same thing as a carer.

The main difference is that a guardian is given legal authority by the Northern Territory Civil and Administrative Tribunal to represent the adult and make decisions for them in the areas set out in a guardianship order.

If you have any questions, please contact the Office of the Public Guardian:

1800 810 979  
[public.guardian@nt.gov.au](mailto:public.guardian@nt.gov.au)  
[www.publicguardian.nt.gov.au](http://www.publicguardian.nt.gov.au)



Darwin  
PRIVATE HOSPITAL

# Patient & Carer Escalation



## Are you worried...?

*You are part of the care team!*

Darwin Private Hospital encourages patients, families and carers to participate in patient care and we recognise you as a valuable member of the team.

1

Talk to a nurse or a doctor about your concerns

If you are not satisfied with the response

Signs of deterioration may lead to serious adverse clinical events. Please alert our staff and assist them to detect changes you or others have noticed.

After all, no one knows you better than yourself, family and friends.

2

Talk to a nurse in charge of the shift

If you are not satisfied with the response

We rely on you, friends and loved ones to inform us if you are not feeling well or experiencing unusual pain or discomfort. Please ALWAYS tell a member of staff if you are feeling unwell or if you feel your condition has changed in any way.

3

Contact the Director of Nursing 89206015 or After Hours Coordinator 89206021

If you are not satisfied with the response

Our staff support patient and carer involvement. You know how you feel and your loved ones know how you usually behave so if anything changes, we encourage you to raise your concerns with staff.



**ASSIST**

If you and/or you carer believe that your medical condition has deteriorated and you need to see a Nurse and/or Doctor **URGENTLY**, press the **YELLOW ASSIST** button on the panel behind your bed.

## **Air Conditioning**

All rooms are individually air conditioned to allow the temperature to be altered to your personal requirements.

The control panel is located on the wall near the bathroom door. Optimum temperature for these units is 24 degrees and it is advisable to keep the thermostat set at this temperature to ensure it runs efficiently.

## **Allied Health Services**

A range of allied health services are available should you require them as part of your hospital stay.

- Dietitian
- Occupational Therapy
- Psychologist
- Physiotherapy
- Hydrotherapy
- Rehabilitation
- Speech Therapy
- Wound Nurse

Information regarding any costs associated with the use of these services will be provided to you.

## **Banking**

An ATM is located in the foyer on the ground floor, opposite Hudsons Coffee.

## **Blood Transfusions**

A blood transfusion is the transfer of one person's blood or blood product to another.

Blood and blood products for transfusions are an extremely important aspect of care and can often be a lifesaving treatment option.

If you require a blood transfusion as part of your care, it is important that you understand what it means and the risks associated with such a procedure.

'A General Guide to Blood Transfusion Information for Patients & Families' brochure should be provided to you prior to any blood transfusion. We strongly encourage you to ask the nursing staff if you have any questions. A separate consent form is required for all non-emergency blood or blood product transfusions

For more information on blood and blood products, visit the Australian Red Cross Blood Service Website Fact Sheets:

[https://transfusion.com.au/fact\\_sheets](https://transfusion.com.au/fact_sheets)

## **Check-In**

Admission to the hospital is via the reception desk on the ground floor.

Your doctor or anaesthetist will advise your hospital arrival time. Please make sure you have completed all the necessary paperwork at least three working days prior to checking in.

The admission form can be completed online or in paper format.

## **Clinical Deterioration – Recognition, Response, & Patient and Carer Escalation (PACE)**

We are committed to ensuring that our processes for recognising the signs of clinical deterioration are based on best practice and are well-resourced, and understood clearly by staff, patients and carers.

Signs of deterioration can usually be detected by our staff and can sometimes lead to serious adverse clinical events. We provide our staff with the resources to enable them to detect when a patient may be deteriorating and, as part of our process, we also rely on you or your loved ones to inform us if you are not feeling well or experiencing unusual pain or discomfort. Please ALWAYS tell a member of staff if you are feeling unwell or if you feel your condition has changed in any way.

The nurse call bell is located at each bed and in all toilets and showers and should be used as soon as you feel your condition may have worsened.

- It is only necessary to press the button once.
- A buzzer sounds and panels light up in corridors at the nurse stations to alert staff.
- A light comes on in the corridor outside your room indicating that a nurse is required.

Staff in this facility support patient and carer involvement. You know how you feel or how your loved one usually behaves, so if anything changes, we encourage you to raise your concerns with staff.

For further information, see the poster on page 9.

*If you are unhappy with the response from your nurse, doctor or team leader, contact 8920 6015 or 8920 6021.*

## **Child Safety – Patients & Visitors**

No one comes to a hospital expecting to be injured but when a child arrives, as either a patient or visitor, you should know that accidental injury is always a risk.

Hospitals are filled with hazards and the environment is not necessarily designed with children in mind.

Children's natural curiosity, their tendency to run and to put objects in their mouths, their developmental age, and their mobility all can exacerbate these risks.

The hospital environment presents numerous hazards that increase risk of injuries to children, such as those caused by falls, electrocutions, choking, and unsafe sleeping practices. Many of these hazards can be mitigated using simple childproofing measures, such as one would use in a home.

Addressing other risks will take more planning and effort. Vigilance and communication are essential to child safety in the hospital. Engaging parents and helping them to understand the risks is also essential.

*Think like a child to identify environmental risks that may not be obvious.*

## **Clinical Handover**

It is important that all members of your health care team communicate with you about your care and treatment. A clinical handover is a primary method for passing on information about ongoing care from one person or team to another.

Our nursing handover regularly occurs at the bedside.

This is an interactive process where you are invited to participate in the conversation, clarify the information being passed on, ask questions and make requests that address your particular needs. If you ever feel that the information is incorrect or communicated in a way that you don't understand, please ask staff to repeat the information or explain it in a way that is easier for you to understand.

Your visitors may be asked to leave the room during handover, but if you wish for your family member(s) to be included during this process, please let the nursing staff know.

## **Consent Forms**

### **Surgical or Medical Procedures**

Surgical or medical procedures and operations cannot be undertaken without informed patient consent or the consent of a legal guardian. Consent is generally obtained prior to admission by the medical specialist performing the procedure/operation. A separate consent form is required for all non-emergency blood or blood product transfusions.

## Informed Financial Consent

Darwin Private Hospital is accredited with the Australian Council on Healthcare Standards (ACHS) and with all major private health care funds. IFC (informed financial consent) is an important part of pre-operative preparation. Among the different funds, benefits for the same procedure vary depending on the level and conditions of membership. Darwin Private Hospital can help with advice on procedure categories and identification numbers. However, it remains the patient's responsibility to check with their individual fund concerning exact benefits and gaps.

## Specialists, Surgeons & Anesthetists

Your doctors' fees (surgical IFC) should be provided to you when you book your procedure. The anaesthetist's fees can be estimated prior to admission also. An account for prosthetic items will also be issued for items that are not fully covered by your health fund.

## Additional Fees

In addition to hospital charges, other charges may be incurred. This includes medical imaging, pathology, pharmacy and surgery costs, such as that of a surgical assistant and/or anaesthetist.

## Consumer Consultants

We have a number of consultants who assist us with consumer-focused feedback and suggestions.

All information brochures are first reviewed and edited by our consumer consultants. They are invited to sit on various committees, and attend patient clinics and focus groups. We welcome any request to be a consumer consultant at Darwin Private Hospital. Should you wish to speak to somebody regarding this program, please ask to speak to the Quality Manager.

## Infusion Centre

The Darwin Private Hospital Infusion Centre provides quality care to adult patients (aged 15 and older) undergoing treatment with chemotherapy or other infusions as an outpatient.

A four-chair unit located on the Jacana ward, each treatment chair is located in individual pods to provide a private and relaxed environment.

Patients receive collaborative care with a special focus on patient/caregiver education and support regarding disease processes, medications, pain management, self-care, nutrition and central line care.

Services include:

- Chemotherapy administration and monitoring
- Blood product and other infusions appropriate in the outpatient setting
- Cold cap therapy (currently only available at Darwin Private Infusion Centre)
- Patient and caregiver education and support



## Discharge

During your hospital stay, our staff will assist you in preparing for your return home. If you require further care or services following discharge, this will be discussed with you during your stay and assistance will be provided in making any necessary arrangements. **If you have any concerns with returning home, or with transport, please bring them to the attention of staff.**

### I.D.E.A.L Discharge Planning

**Includes** the patient and family

**Discusses** the following with the patient and family:

1. What life will be like after discharge
2. Medications
3. Warning signs and potential problems
4. Test results
5. Follow-up appointments

**Education** is provided.

**Assesses** how well information is received and understood .

**Listens** to the patient and family concerns.

Please make sure you take with you any x-rays, medications and documents you may require for post-hospital appointments.

You will be provided with a Nursing Discharge prior to leaving. Please check to make sure all information is correct.

Discharge time is planned for 10.00am daily. Occasionally, circumstances may cause delays in this process and you will be transferred to the discharge lounge, where staff will ensure you are comfortable.

You may receive an email survey after you are discharged, unless you opted out. You can complete the survey on paper prior to discharge.

Please take this opportunity to share your experience – good or bad – with us.

## DVA Services

Darwin Private Hospital has a Veterans' Liaison Officer available to coordinate the hospital stay of Department of Veterans' Affairs (DVA) patients, with hospital health care providers.

The Liaison Officer is able to:

- Provide pre-admission and discharge planning support.
- Assist in the co-ordination and streamlining of hospital care.
- Refer patients to appropriate services and resources.
- Co-ordinate DVA client visiting and information services in conjunction with ex-service organisations.
- Act as a single point of contact for DVA patients, their families and carers, ex-service organisations and the DVA, with particular regard to the resolution of concerns and problems.

DVA Liaison Officer Ph: 8920 6011.

## Electrical Appliances

Small electrical appliances, such as shavers or hairdryers, are discouraged from being used in hospital, unless they have been checked and tagged as electrically safe by a certified electrician prior to admission. Darwin Private Hospital does not accept responsibility for damage to, or personal injury from, any electrical items brought into the hospital.

Double adaptors and extension cords cannot be used. For phone and device chargers (for laptops, tablets, etc.), please ensure all cords and adapters are in good condition.

## Falls Prevention

In hospital, your risk of falling, tripping or slipping is increased and you will be surprised at how easily this can happen.

There are a number of reasons why someone might fall, including:

- Poor mobility and balance;
- Being in an unfamiliar environment;
- Poorly fitting footwear and clothing (more information under 'Footwear for Patients');
- The urgent need to go to the toilet or incontinence;
- Reduced eyesight; and
- Drowsiness or dizziness due to medications.

Your safety and wellbeing are important to us. We aim to work with you to reduce your risk of falling in hospital, in your home and in the community.

### **CALL DON'T FALL – Use your call bell!**

Keep your call button within easy reach and ring early if you need assistance. Please wait for staff to attend to you, especially if you require assistance as part of your mobility plan.

Also, familiarise yourself with your room and bathroom, making sure you know the layout and where everything is. Tiled floors, linoleum and other hard surfaces can be slippery, especially if wet or if you are wearing certain types of footwear.

You may need to use the toilet unexpectedly or more frequently while in hospital. If you need help, or think you need to visit the toilet more often, please ask for assistance.

It is best to sit down to shower, however, if you do stand, use the handrails for support. If you feel unsafe at any time during your shower, remain seated and call for assistance.

Loose or full-length clothing, like pants, pyjamas or dressing gowns, can cause you to trip and fall. Make sure these are the right length for you.

You may be issued with grip socks during your stay. We strongly recommend that, whenever possible, while you are moving, you should wear supportive, well-fitted shoes. Only wear your distance glasses for walking. Keep them clean and within reach. Be careful when wearing bifocal or multifocal glasses as these can affect your ability to judge depth and distance.

Use the light button on your call bell to turn on the light before getting out of bed. Turn the light on in the bathroom.

If required, a physiotherapist will assess your mobility and provide you with an appropriate walking aid. They will discuss the outcome of this assessment with you and your family.

Remember to take your time when getting up, use your walking aid and keep it within reach.

If you do fall, do not try to get up alone. Wait for help to ensure you get back onto your feet safely.

If your bell is out of reach, please call out so staff can hear you and come to your aid.

# How did we do?

Please tell us what we did well and what we can improve on for next time!



Please complete a patient satisfaction survey and review us on facebook

- Electronic surveys – emailed to all patients within a week of discharge
- Feedback form – available from ward and reception areas
- Phone – 8920 6040
- Website/Email - <http://www.darwinprivatehospital.com.au/contact-us>

 [facebook.com/darwinprivatehospital](https://www.facebook.com/darwinprivatehospital)



## Feedback

Do you have a compliment, comment or complaint?

Your feedback is invaluable in order for us to continue to provide excellent service and care to all of our patients and visitors. Feedback, suggestions or complaints regarding our hospital are much appreciated and are taken very seriously. Please refer to our 'How to Provide Feedback' flyer on page 15.

You may receive an email survey after you are discharged, unless you opted out. You can complete the survey on paper prior to discharge.

Please take this opportunity to share your experience – good or bad – with us.

You are also welcome to provide feedback through our Darwin Private Hospital website or Facebook page.

You may seek further information from the Health and Community Services Complaints Commission. Information regarding this service is available via this link: [http://www.hcsc.nt.gov.au/wp-content/uploads/2010/04/HCSCC\\_Complaint-Brochure.pdf](http://www.hcsc.nt.gov.au/wp-content/uploads/2010/04/HCSCC_Complaint-Brochure.pdf)

## Fire & Emergency Alarms

If the alarm sounds, please remain calm and stay where you are. Our staff are trained in emergency procedures and will direct you if an emergency evacuation is required

## Food Services

A nutritionally balanced diet is essential in restoring and maintaining health.

Darwin Private's catering service boasts the skills of qualified chefs, and an excellent support staff who will be happy to assist you in your daily meal choices and deliver tasty and carefully prepared meals.

All meals are prepared with gluten free sauces and gravy. An extensive range of gluten free foods and menu choices is available. If you have any concerns about your meals, please let the Dietary Supervisor know.

We will try to cater for your needs and preferences as much as possible.

Additional snacks can be purchased from various vending machines throughout the hospital, or from Hudsons Coffee located on the ground floor.

If you have special dietary requirements, please advise our menu coordinator when your menu is checked and collected each morning.

Meal delivery times

- Breakfast from 7.30am
- Lunch from 12.00 noon
- Dinner from 5.30pm
- Supper from 7.30pm
- Morning and afternoon tea





# Darwin

PRIVATE HOSPITAL

*is going green!*

**Please help us protect the environment.**

Reusing towels during a multiple-night stay saves hundreds of litres of detergent and thousands of litres of water each year.

If you would like to **reuse your towels**, please **hang them on the rail or hook** in the bathroom. If you would like fresh towels, please place used ones on the floor.

*Thank you*



## Footwear for Patients

Appropriate footwear is an important component to prevent people falling generally, but especially so around the hospital.

We are actively encouraging patients to bring and use their own footwear where appropriate. This decreases the risk of slips and falls when staying here. Shoe features such as grip, structure, and support are identified as important things to consider when thinking about suitable footwear. We strongly discourage open-back slippers and thongs as they increase the risk of falls or slips.

If you are a relative or visitor of someone staying in the hospital, be mindful that it might be worth bringing some of their own footwear in as they are being admitted or when you visit.

Ultimately, patients will value the comfort and familiarity of their own footwear.

*If a patient has swollen or injured feet we can refer them to an allied health professional.*

### SAFE SHOES

- ✓ Properly fitting
- ✓ Lace-up or velcro (to secure foot in the shoe)
- ✓ Non-slip soles
- ✓ Thin, firm mid-sole so you can feel the ground
- ✓ Firm heel collar to provide stability
- ✓ Broad, flared heel to maximise contact with the ground



### UNSAFE SHOES

- ✗ Can slip off whilst walking
- ✗ No support for your feet
- ✗ Slippery soles
- ✗ Trip hazard
- ✗ E.g. thongs, grip socks, slippers and scuffs



## Gardens & Seating

We boast tranquil, lush gardens on the ground floor with seating available for patients and visitors to relax and take in fresh air. There are tables and chairs situated at the front of the hospital near the pick-up/drop-off zone, and we also have an alfresco dining area outside. Coffee with a Zen garden, complete with water feature.

A balcony is situated on the first floor between the Jacana and Corella Wards. There is a smoking section and a non-smoking section with tables and chairs for your convenience.

## Going Home

You will need someone to drive you home following any procedure.

For the first 24 hours following any procedure, it is important that you:

- Do not drive.
- Do not consume alcohol.
- Do not make major life decisions.
- Are not on your own.

We recommend that you remain in the company of an adult or competent minor for 24 hours after your procedure. Please let staff know if this is not possible so alternative arrangements can be made to ensure you are safe.

For more information see 'Discharge'.

## Housekeeping

Our housekeeping service prides itself on providing the best possible environment for you throughout the day, and rooms are cleaned on a daily basis.

We are happy to respect your wishes if you do not wish to be disturbed, however we would appreciate the opportunity to empty your waste bins and give your bathroom a wipe down at least once a day.

Should you have any specific requests, please contact our Housekeeping Services Supervisor on extension 6145.

Darwin Private Hospital is endeavouring to decrease our carbon footprint, so we have gone green!

We ask that you reuse towels by hanging them on the rail or hook in the bathroom. If you would like fresh towels, please place used ones on the floor.

Please see the notice in your room if you would like more information.

### **Hudsons Coffee**

Hudsons Coffee is located in the entrance of the hospital on the ground floor.

They are open 7.00am–5.00pm, Monday to Friday.

They offer barista-made coffee, milkshakes, smoothies etc, as well as cold drinks, cakes, hot and cold food options and snacks.

Room delivery is available for patients and their visitors up in the wards. To place a coffee or food order, please download the Hudsons app.

### **Infection Prevention & Control**

Hand hygiene is the single most important factor in reducing hospital-acquired infections. Your hands may look clean but germs are invisible to the eye. We can unknowingly transmit germs on our hands to others and our environment.

At Darwin Private Hospital we strive to keep a very low infection rate. To maintain these low levels, our staff practice good hand hygiene, using alcohol hand gel or liquid soap and water.

Your health care worker should always perform hand hygiene in front of you. If you did not see them clean their hands, please feel free to remind them.

We can all play a major role in stopping the spread of infections to our family and friends, so we ask that you also perform hand hygiene regularly and encourage your visitors to do so too.

Our clinical staff practice aseptic technique, which is a series of measures taken to protect you from germ contamination during clinical procedures such as surgery, insertion of medical devices (such as an intravenous cannula), and during the administration of intravenous medications. Our staff undergo training and assessments to ensure their aseptic technique is of a very high standard.



### **Information Pamphlets**

Patient information pamphlets including the 'Rights and Responsibilities as a Patient' flyer are located in the brochure holders in each of our wards. Specific information can also be sourced to meet your individual needs or circumstances. Please ask staff if there is any information you would like.

### **Interpreter**

An interpreter service can be arranged. Please advise staff as soon as possible if you or a family member requires this service. It is a good idea to book this service prior to your admission to ensure your interpreting needs are met.

## Lights

Room lights can be controlled without leaving your bed. There is a switch located on your hand held nurse call button that will turn lights on and off. Some models have the word 'light', while other models have a light icon.

Please ask your nurse to show you if you're not sure.

## Maternity Outpatient Services

The Jabiru ward provides antenatal and postnatal services, as required, 24 hours per day. This does not replace the antenatal and postnatal care provided by your obstetricians, however it is available for unplanned out-of-hours assessments and breastfeeding support. You can contact the Maternity Ward on (08) 8920 6101 or (08) 8920 6066.



## Medical Certificates

Your doctor can provide you or your carer with a medical certificate should you require one. You can ask your doctor directly, or one of our staff members would be happy to request one on your behalf.

## Medical Information

All of your medical information is confidential. Even when a relative rings, only minimal information is given. Detailed information on your condition or access to your medical records to any person not directly involved in your inpatient stay, will not be provided unless you provide consent. A record of your medical treatment and care will be kept by the hospital. This record is the property of the hospital and access to this record is limited to the health care team directly involved in your treatment. You can request a copy of your medical discharge summary or operation record from your doctor.

Your consent is needed to disclose the contents of your medical record, unless required by law. You may obtain a copy of your medical record for a fee.

## Medication

It is likely that your hospital care will involve the administration of medications. It is important that our nursing staff are aware of any medications you normally take, including herbal and naturopathic medicines.

We aim to ensure that every medication you are currently taking is documented in your medication history, along with any allergies you may have.

This is to ensure this information is reconciled with your medication plan while you are in hospital, when your care is transferred to another member of staff, or when you are discharged. Our nursing staff will ask you for your name, date of birth and allergy each time they administer any medication. They will confirm your identity against your medication chart with the information you verbally provide, as well as matching this information against your hospital identification band.

Please ensure you bring your current prescriptions and medications with you to hospital. These will be secured in a drawer in your room. You will also need your pension, concession or Safety Net card if you have any of them. If new medications are prescribed while you are in hospital, they will be provided for you. Any medication prescribed for pre-existing ailments or principally for discharge purposes, requires payment at the time of discharge at the pharmacy – these costs will not be included in your hospital account.

Pharmacists are available to assist in arranging medication supplies and counselling patients on their use.

All medications you bring into the hospital will need to be locked in a drawer, either in your room or the medication room for your safety and the safety of visitors.

These medications will be returned when you are discharged.

### **Self-Administration of Medication**

Patients who have a chronic illness (asthma, diabetes, cystic fibrosis, etc.) and who routinely administer medications to themselves may be able to continue administering these medications whilst in hospital.

*To ensure your safety and the safety of staff, other patients and of visitors (who may include children), medications still need to be locked up.*

If your doctor is happy for you to administer certain medications, the staff will open the draw and provide the medication as required.

### **Mother Boarders**

Sometimes, a new mum is ready to leave but her baby is not. In this circumstance, Darwin Private Hospital has a boarder arrangement where a new mum can stay in a room close to the Special Care Nursery.

### **Money & Valuables**

We strongly recommend that you do **NOT** bring large sums of money or valuables to hospital.

While every care is taken to ensure the security of a patient's personal belongings, the hospital cannot be responsible if items that are damaged or lost.

If you have anything of value that you would like secured, please ask nursing staff to lock it away in the medication drawer near your bed.

Nursing staff are unable to give you a key for this draw. Large items that do not fit in the draw may be secured in the facility safe on request.

### **Nurse Call System**

A handset on each bed allows you to call for attention at any time. Press the call button once and one of our staff will attend to you as soon as possible. A call button is also located on the wall of the shower recess and beside the toilet, in the bathroom. If you are unsure of how to use the nurse call button in your room, please ask staff to show you.

### **Pastoral Care Services**

Pastoral care and religious visits can be arranged on request. Please ask a member of the nursing team to arrange this for you.

### **Patient and Carer Escalation (PACE)**

Staff in this facility support patient and carer involvement. You know how you feel or how your loved one usually behaves, so if anything changes, we encourage you to raise your concerns with staff.

For more information please see 'Clinical Deterioration' and 'Recognition and Response'.

If you are unhappy with the response from your nurse, doctor or team leader, contact 8920 6015 or 8920 6021.

## Patient Identification

On admission, white patient identification bands will be placed on your wrist for an adult or ankle and wrist for a child.

Please make sure the information on the band is correct and that your band isn't so loose that it could easily fall off.

Nursing staff regularly check your band before administering medication, or prior to any procedures.

It is important to keep these bands on at all times during your hospital stay.

## Patient Centred Care – How We Include You & Your Family in Your Care

The benefits of patient-centred care include improved patient outcomes and decreased length of stay. Darwin Private Hospital is committed to achieving these outcomes.

Features of our patient-centred care include:

- Your participation in planning your care.
- Involvement of your family when and where necessary.
- Continuity of care in the community.
- Comprehensive, coordinated and individualised care.
- The nursing staff at Darwin Private Hospital focus their care on you, the patient.

## Pathology

Clinical Labs pathology service is located on the ground floor of the hospital and provides inpatient and outpatient pathology/blood tests.

Additional charges may apply to pathology services and will NOT be included on your hospital account.

## Pharmacy – HPS Pharmacy

Darwin Private Hospital has a privately owned pharmacy. Opening hours are:

Monday to Friday 8.00am–5.00pm

Closed weekends and public holidays.

The pharmacy stocks a small range of gifts, magazines and personal products. Our staff will be happy to assist if you require any personal items from the pharmacy during your inpatient stay. Such items will be charged to you directly by the pharmacy.

Any dressings that may be required at discharge can be purchased from the pharmacy.

## Pressure Injuries – Prevention & Management

A pressure injury (also known as a pressure ulcer, pressure sore or bed sore) is an area of skin that has been damaged due to prolonged pressure, and is usually caused by remaining in the same position for a long time.

Pressure ulcers are usually found on bony parts of the body, but can occur almost anywhere that pressure has been applied for a period of time.

They may look minor, such as redness of the skin, but they can hide more damage under the skin surface, and so need to be treated immediately.

You are at risk of getting a pressure ulcer if you :

- Are confined to a bed.
- Are in a wheelchair.
- Have difficulty moving about.
- Spend long periods in an armchair.
- Have a serious illness.
- Are elderly and frail.

- Are incontinent.
- Have poor circulation.
- Are not eating a balanced diet or having enough to drink.

The best thing you can do to avoid a pressure injury is to *move, move, move*.

If you are unable to move yourself, our staff will help to change your position regularly.

Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular places.

It is important to keep your skin and bedding dry, so please let the staff know if your clothes or bedding are damp. Tell the staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin. Avoid massaging the area over bony parts of the body and use a mild soap and moisturiser on your skin.

Eating properly and maintaining a healthy weight is important in preventing pressure injuries. Good nutrition plays a vital role in wound healing. You may be referred to our dietitian by your doctor or nurse. If you wish to speak with a dietitian, please ask your nurse to arrange this for you.

### **Radiology – I-Med**

I-Med is located on the ground floor of the hospital and can provide inpatient and outpatient imaging, including x-ray, MRI, mammogram and ultrasound services. Additional charges may apply to radiology services and will be invoiced by NT Regional Imaging separately to your hospital bill.

### **Rehabilitation & Wellness Centre**

Our Rehabilitation and Wellness Centre offers:

- A pre-admission clinic for all total hip and knee replacements.
- Inpatient:

- o Allied health services.
- o Rehab programs utilising a well-equipped gym.
- o Post-natal physiotherapy and womens health physiotherapy.

- Outpatient:

- o Programs designed to assist you in reaching your goals.
- o A well-equipped gymnasium.
- o Hydrotherapy pool access.
- o Women's health physiotherapy.
- o Dietetics.
- o Pilates.
- o Oncology rehab.
- o Cardiac rehab.
- o Casting and splinting.

Our aim is to assist you in maximising your wellbeing following surgery, illness or accident. We are able to tailor a program to your specific needs, which may be a combination of: physiotherapy, occupational therapy, dietetics, psychology, speech pathology and hydrotherapy. Your rehabilitation begins when you are an inpatient, where you may be referred to the allied health team. During your stay you may be seen in your room by the therapists as well as in our well-equipped Jacana gym. If required, you will be referred to our Rehab and Wellness Centre on discharge, where we will be able to continue your care to reach your rehabilitation goals. In most cases, your private health fund will cover the majority of the outpatient day programs, with no out-of-pocket expense. However, some health funds require an excess or co-payment. If this is the case, you will be advised prior to commencing the program.

Outpatient therapies can be accessed by those who don't have private health, as well as be claimed through our HICAPs machine for those who do and are not funded for our day therapy program.

## Respect

A hospital is a place of rest and recovery and we care for some very sick patients who need peace and quiet. We ask for you to please be respectful of other patients, their visitors and our staff. Please keep noise levels down and be mindful of others when watching TV or making phone calls.

## Smoking

Darwin Private Hospital encourages a smoke-free environment. Smoking (including e-cigarettes) is not permitted anywhere on the hospital grounds, except in the designated smoking area located on the balcony at the top of the front stairs.

## Sleep Studies

A respiratory and sleep specialist service provides diagnostic and treatment sleep studies.

Contact Darwin Respiratory and Sleep Health on (08) 8945 1972, or (08) 8920 6306.

## Special Observation Unit (SOU)

The Special Observation Unit (SOU) is a four-bed unit located in the Jacana Ward of Darwin Private Hospital. There are three beds in one room and an adjacent single room.

The SOU has been established to care for patients who generally need a higher level of monitoring and management of their condition, but are expected to improve with a short stay in SOU.

## Telephones

Telephones are located in all patient rooms and can be used for local calls only. Dial '0' to get a line out, followed by the telephone number or extension. Your room extension number is located on the patient information board in your room.

## Televisions & Foxtel

Televisions are located at all beds and we offer our patients access to the Foxtel network with a choice of 17 channels.

We ask that you please do not change the TV menu settings. If you have any problems with your TV or its programs, please ask a staff member for assistance.

Remote controls are property of the hospital and we ask that they please remain in the rooms for the next patient. If your remote is missing, please notify a staff member. Please refer to poster on page 25.

## Transport

A bus stop is located on Florey Street at the front of the hospital car park.

Timetables are available online at:

[www.nt.gov.au](http://www.nt.gov.au)

Or, by calling:

Buslink on 08 8944 2444, or

Territory Transport on 08 8946 2003.

Taxis can be arranged through reception.

Tunnel to RDH

The walkway directly linking Darwin Private Hospital to Royal Darwin Hospital is located to the right-hand side on the ground floor from the foyer. Go past Hudsons Coffee and follow the corridor around to the right.

## Website

We have an informative website with current patient information, services, Quality & Safety (MyHealthscope) etc, as well as search capabilities to locate specialists and clinics available at Darwin Private Hospital.

Visit [www.darwinprivatehospital.com.au](http://www.darwinprivatehospital.com.au)

## Wireless Internet

Darwin Private Hospital has a free wireless network available. Simply follow instructions on the login page to connect to Healthscope-Wifi.

- If you inadvertently attempt to connect to Healthscope-Doctors, your account will be locked and will need to be unlocked by IT Services. If this occurs, please advise the Ward Clerk or call reception.

## Relevant Telephone Numbers

Corella Ward	8920 6144
Jabiru Ward	8920 6066
	8920 6390
	8920 6391
Jacana Ward	8920 6251
After Hours Coordinator	8920 6021
	8920 6255
	0488 513 860
Allied Health Reception	8920 6013
DVA Liaison Officer	8920 6011
FOM/Billing Officer	8920 6067
Hospital Reception	8920 6011
Housekeeping	8920 6145
Kitchen & Patient Meals	8920 6043
Quality & Infection Prevention Manager	8920 6040
Recovery	8920 6120
Regional Imaging	1300 990 474
Theatre Reception	8920 6037

## PACE

### Patient and Carer Escalation of Care

If you are unhappy with the response from your nurse, doctor or team leader, contact (08) 8920 6015 or (08) 8920 6021.



# FOXTEL

DPH offer the following channels for your enjoyment

**FOXHITS**  
(CH 119/162)

**Life Style. Home**  
(CH 128)

**BBC  
uktv**  
(CH 105/158)

**the  
comedy  
channel**  
(CH 121)

**CHANNEL  
[V]**  
(CH 801/802)

**Arena**  
(CH 112/205)

**movies  
kids**  
(CH 403/243)

**movies  
action**  
(CH 404/244)

**movies  
comedy**  
(CH 405/245)

**movies  
greats**  
(CH 409/249)

**nickelodeon**  
(CH 701)

**CN**  
**CARTOON NETWORK**  
(CH 713)

**FOX  
CRICKET**  
(CH 501/255)

**FOX  
LEAGUE**  
(CH 502/256)

**FOX  
SPORTS**  
(CH 503/257)

**FOX  
FOOTY**  
(CH 504/258)

**ESPN**  
(CH 509/261)

**Discovery**  
CHANNEL  
(CH 612/268)

**NAT GEO  
WILD**  
(CH 622/279)

**sky news**  
(CH 600/291)

Foxtel services can be located on the following TV channels:

FOX HITS 119/162, LIFESTYLE HOME 128, BBC UKTV 105/158,  
COMEDY CHANNEL 121, CHANNEL V 801/802, ARENA 112/205,  
MOVIES KIDS 403/243, MOVIES ACTION 404/244, MOVIES COMEDY 405/245, MOVIES GREATS 409/249,  
NICKELODEON 701, CARTOON NETWORK 713,  
FOX CRICKET 501/255, FOX LEAGUE 502/256, FOX SPORTS 503/257, FOX FOOTY 504/258, ESPN 509/261  
DISCOVERY CHANNEL 612/268, NAT GEO WILD 622/279, SKY NEWS 600/291



A better way to care



Standard 1:  
Clinical Governance  
Standard



Standard 2:  
Partnering with  
Consumers  
Standard



Standard 3:  
Preventing and Controlling  
Healthcare-Associated  
Infection  
Standard



Standard 4:  
Medication Safety  
Standard



Standard 5:  
Comprehensive Care  
Standard



Standard 6:  
Communicating for Safety  
Standard



Standard 7:  
Blood Management  
Standard



Standard 8:  
Recognising and Responding  
to Acute Deterioration  
Standard



AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

# Bringing Food for Patients

Information for Patients, Residents and Visitors

Healthscope hospitals are committed to providing a safe environment for patients, visitors and staff.

This handout has been prepared to explain to patients, residents and visitors what is required to ensure food brought into a Healthscope facility is safe. This is important to prevent illness due to food poisoning, but also for patient safety.

Patients on texture modified diets or thickened fluids have swallowing difficulties. This may restrict what food and drink can safely be provided from outside the hospital. Please check with nursing staff or your speech pathologist to see if this applies to you.

Healthscope facilities do not accept responsibility for food prepared outside the facility's kitchen and provided to patients or residents by visitors. This includes food purchased from on-site cafés and food retailers.

## Can I bring food for patients and residents?

Visitors are asked to observe certain safety guidelines when bringing food into a Healthscope facility. There is a risk of food poisoning when food is not properly prepared, transported or stored. This can have serious consequences for the patient or resident.

Our facilities cater for special dietary needs, e.g. gluten-free or Vegetarian food, food allergies and specific religious/cultural requirements.

As well as being safe, food must meet the patient's or resident's medical/nutritional needs. For this reason, we ask that you speak to nursing staff, dietitian or treating medical team if you plan to bring food in for a person you are visiting. Please do not offer food to other patients or residents.

## What is food poisoning?

Food poisoning is caused by eating food that contains harmful levels of food poisoning bacteria or toxins. This can occur if food is not handled safely during preparation, cooking, storage, transport or serving.

It can be very serious for pregnant women, the elderly, people recovering from illness or for those with a suppressed immune system. Symptoms may include nausea, vomiting, stomach cramps, diarrhoea, fever, headache and muscle pains.

## What food is safe to bring in for patients and residents?

Washed fresh fruit, dry fruit, muesli bars, baked products (e.g. bread, muffins, plain cakes, scones, bagels, biscuits), lollies and chocolate, potato chips, soft drinks, cordial, tea bags, Milo etc. may be suitable, provided there are no medical reasons why a patient/resident should not have them.



## What food is potentially unsafe to bring in for patients and residents?

Any food that can spoil if not kept refrigerated is potentially unsafe.

This includes meat and poultry, either cooked or raw seafood, prepared rice and pasta dishes, soft cheeses, deli meats, salads and other items containing dairy products or creamy dressings (e.g. coleslaw, potato salad), sweet dishes and cakes which contain custard or cream or are made from uncooked egg, casseroles, soups and sauces, sandwiches with potentially hazardous food fillings (e.g. meat, fish, poultry, cheese).

## Safe food preparation and transport guidelines

Always wash hands with soap and water prior to handling food. All potentially unsafe food must be transported to the facility in an 'esky' or 'chiller' type container. If the food is transported hot, you must ensure that it is kept hot until eaten. Transporting hot food long distances is not recommended due to difficulty maintaining a safe temperature.

## Safe food storage and reheating guidelines

Any food which is not going to be consumed immediately must be covered and labelled with the patient's name, date and time the food was brought into the facility. Food requiring refrigeration must then be refrigerated within 15 minutes of arriving.

Nursing staff will be able to direct you to the refrigerator and provide labels. All potentially unsafe food that is stored in the fridge and not consumed within 24 hours will be discarded by support services daily. Signage regarding this process is displayed on all fridges.

## Preparation and reheating

Always wash hands thoroughly before preparation and prior to handling food.

Food requiring reheating must be reheated thoroughly so that it is *steaming or boiling* (or in strict accordance with the manufacturer's heating instructions) to ensure it reaches a minimum temperature of 60°C for two minutes. This will kill most food-borne bacteria and viruses that can cause illness.

Food that has been reheated once *must not* be reheated again.

For further information regarding bringing food into a Healthscope facility, please contact:

- Nursing Staff
- Dietitian
- The Food Services Department.

## For general information on food safety

Please contact your State Health Department – Food Safety/Food Authority.

# Move move move!

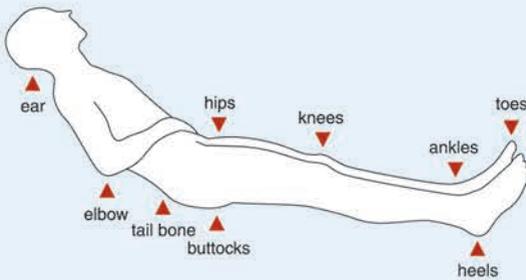
## Preventing Pressure Ulcers

### What is a pressure ulcer?

- A pressure ulcer (also known as a pressure sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure.
- Pressure ulcers may look minor, such as redness on the skin, but they can hide more damage under the skin surface.

### Where are they found on the body?

- Pressure ulcers usually occur over bony areas – especially heels, buttocks and toes.



### Who gets pressure ulcers?

- Anyone confined to bed or a chair, who is unable to move, has loss of sensation, loss of bowel or bladder control, poor nutrition or is unwell is at risk of getting a pressure ulcer.

### What can you do?

#### Move, move, move

- The best thing you can do is relieve the pressure by keeping active, and changing your position frequently, whether you are lying in bed or sitting in a chair.
- If you are unable to move yourself, the staff will help to change your position regularly.
- Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular places.

#### Look after your skin

- Keep your skin and bedding dry. Let staff know if your clothes or bedding are damp.
- Tell staff if you have any tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.
- Avoid massaging your skin over bony parts of the body.
- Use a mild soap and moisturise dry skin.

#### Eat a balanced diet

### Want to know more?

- Ask your nurse or healthcare professional.

Disclaimer: This health information is for general education purposes only. Please consult with your health professional to make sure the information is right for you.

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Website: [www.health.vic.gov.au/qualitycouncil](http://www.health.vic.gov.au/qualitycouncil)

## Patients who are confused could fall when in hospital - information for families and carers

People with confusion (memory or thinking problems) have an increased risk of falling when in hospital due to cognitive impairment, physical illness and being in unfamiliar surroundings. A patient's cognitive impairment may be due to dementia and or delirium.

### Did you know?

- People with dementia are at increased risk of a fall and developing delirium
- Delirium is common in older patients in hospital, and can lead to a fall



Photo courtesy of Alzheimer's Australia NSW

**Dementia** is a term for a number of conditions that affect memory, judgement, communication and the ability to carry out everyday activities. Alzheimer's disease is the most common cause of dementia.

**Delirium** is an acute condition and sudden. Patients may become agitated, disorientated or have changes in level of consciousness. Possible causes include: infection (including urinary tract infection), effects of medications, pain, dehydration, malnutrition, drug/alcohol withdrawal, urinary retention and constipation. Delirium can develop without dementia. Identifying delirium early, treating the cause, managing the symptoms and supportive care is very important to keep your family member safe.

### Behavioural changes you may notice include:

- A change in "usual" behaviour
- Sudden onset of confusion, disorientation, forgetfulness, unable to pay attention, hyperactivity
- Short term memory loss
- Hallucinations (seeing things that are not there)
- Changes in sleep habits (awake during the night, sleepy during the day)
- Agitation, sudden changes in emotions, feeling fearful or upset
- Withdrawn, sleepy or unresponsive
- Changes to level of consciousness

### How can you help?

Family members and carer may be in a better position to notice changes in behaviour and function. **It is important to notify staff if you notice any change in "usual" behaviour.**

## Planning care to reduce the risk of a fall while in hospital



### Strategies to consider

#### Staff can reduce the risk of a fall by:

- Minimising background noise and distractions as this can be unsettling
- Leaving a night light on to guide the way to the bathroom
- Encouraging night time sleep by reducing noise and minimising disturbance and reducing day time napping
- Ensuring personal care needs are met on a regular basis e.g. regular toileting and assistance with meals as required.
- Providing assistance when walking as balance and strength may to be affected
- Ensuring any walking aids, buzzer and any other items which are regularly used are in easy reach
- Talk to family and carers about the usual routine at home e.g. likes to shower after dinner and reads the paper after breakfast each morning

#### Families/carers can reduce the risk of a fall by:

- Talking to the doctors and nurses regarding decisions relating to care
- Placing familiar objects where they can be seen e.g. photographs
- Providing personal information about the patient e.g. what they like to be called, tips for care e.g. likes, dislikes and whether an interpreter is required
- Having family or a familiar person spend time in hospital with the patient

#### Staff may make referrals to:

- A Physiotherapist e.g. for mobility aids or balance and strength exercises
- An Occupational Therapist for enhancing personal care skills
- A Doctor to review the cause of confusion and review medications
- A Podiatrist for foot care, if any foot pain or problems identified

**Falls Prevention**<sup>®</sup>  
*is everyone's business*

Acknowledgement to:

The Australian Commission on Safety and Quality in Health Care *Preventing Falls and Harm from Falls in Older People*, Best Practice Guidelines for Australian Hospitals 2009.

For further information scan this with your smart phone



Email: [falls@cec.health.nsw.gov.au](mailto:falls@cec.health.nsw.gov.au)  
Web: [www.cec.health.nsw.gov.au](http://www.cec.health.nsw.gov.au)

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# Our Sponsors for Your Information

The following pages contain information on a curated range of services chosen to help you and your visitors during and after your stay.

While a sponsor's feature in the guide doesn't imply an endorsement on the hospital's part, we would like to thank them for making this guide possible.

Please take the time to look through their services and consider their usefulness to you.



BabyBunting



Proudly  
supporting new  
and expectant  
parents in the  
early years of  
parenthood

Shop online at [babybunting.com.au](https://www.babybunting.com.au)  
\$9 Online Flat Delivery Fee

Some exclusions apply. See [babybunting.com.au/delivery](https://www.babybunting.com.au/delivery) for details

Price Beat Guarantee | Payment Options | Gift Registry



**carpentaria**  
therapy services

# Therapy Services for children, young people and adults

**Speech Pathology**  
**Occupational Therapy**  
**Physiotherapy**  
**Psychology**

P: 08 8920 9400

E: [intake@carpentaria.org.au](mailto:intake@carpentaria.org.au)

**[carpentaria.org.au](http://carpentaria.org.au)**

Carpentaria is a registered NDIS service provider



## Better for life, in your own home

Tracy from Southern Cross Care knows that Rosanna never shares her secret recipes...well maybe just this once.

Knowing what's important to you, means we can tailor our Home Support services to help you live Better for life, in your own home.

Talk to us about your Home Care Package  
1800 852 772 | [southerncrosscare.com.au](http://southerncrosscare.com.au)



Southern Cross Care (SA, NT & VIC) Inc, ARBN 129 895 905, South Australia, liability limited

Darwin Private Hospital  
Rocklands Drive, Tiwi,  
**Telephone: 08 8920 6193**  
Fax: 08 8920 6048  
info@darwinpaediatrics.com.au  
www.darwinpaediatrics.com.au

DARWIN  
Paediatrics

CARE FOR YOUR CHILDREN



## Services

We offer diagnostic and treatment options for newborns through to adolescents. We manage all children but some special interests include:

- Neonatal issues – feeding and sleeping disorders;
- Congenital anomalies;
- Gastrointestinal issues, such as colic and reflux;
- Developmental, cognitive and behavioural conditions;
- Learning difficulties;
- Incontinence, bed-wetting and constipation;
- Neurological conditions;
- Asthma and other respiratory conditions; and
- Antenatal consultations, attendance at deliveries and six-week baby check.

# Six Ways to Beat Heart Attack

## 1. Check your Blood Pressure

High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

## 2. Don't Smoke

Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

## 3. Reduce Blood Fats

A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

## 4. Maintain Normal Weight

If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation's publication "Guide to Losing Weight." Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

## 5. Improve Physical Activity

Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

## 6. Have Regular Check-ups

Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.



**Heart Foundation**  
National Heart Foundation of Australia

# Basic Life Support

**D**

**Dangers?**

**R**

**Responsive?**

**S**

**Send for help**

**A**

**Open Airway**

**B**

**Normal Breathing?**

**C**

**Start CPR**

30 compressions : 2 breaths

**D**

**Attach Defibrillator (AED)**

as soon as available, follow prompts

**Continue CPR until responsiveness or normal breathing return**



January 2016



**NEW ZEALAND**  
**Resuscitation Council**  
WHAKAHAUORA AOTEAROA



## Improve your sleep for better health and functioning

**Do you suffer from excessive daytime tiredness, fatigue and sleepiness?**

**Is your partner affected by loud snoring?**

**You may suffer from the most common organic sleep disorder – Obstructive Sleep Apnoea.**

**We employ modern technology to diagnose and treat sleep and respiratory disorders.**

Darwin Respiratory and Sleep Health specialises in both respiratory and sleep related issues. We offer a wide range of tests here to diagnose and treat respiratory and sleep disorders.

In our respiratory lab we have state of the art facilities to diagnose a wide range of lung conditions, including asthma, chronic obstructive pulmonary disease (COPD) and many more.

We are equipped to do pulmonary function tests, bronchial provocation tests (for asthma), exercise induced asthma tests and cardio-pulmonary exercise tests.

In our NATA accredited sleep laboratory we diagnose a large number of existing sleep disorders in both adults and children, by performing overnight hospital-based and home-based sleep studies, by professionals trained exclusively in their field. Our patients can enjoy peace of mind knowing we use state of the art equipment in our sleep study rooms.

If you experience heavy snoring, unrefreshing sleep, low mood, daytime sleepiness or fatigue in your everyday life, you should consider the possibility of obstructive sleep apnoea.

You can seek guidance from your general practitioner, who can assist and direct you for a specialist sleep consultation if appropriate.

If you are already admitted to Darwin Private Hospital for other medical treatment, feel free to ask your doctor to request a sleep study – we'll do it for you while you're here!

See what our friendly team can do to diagnose and manage your respiratory health and get a better night's sleep.

**Please contact our staff for advice and guidance:**

**Darwin Respiratory & Sleep Health  
Ground Floor, Darwin Private Hospital**

**Phone: 08 8945 1972 or 08 8920 6306 Fax: 08 8920 6309**

**Email: [admin@darwinressleep.com](mailto:admin@darwinressleep.com) [www.darwinsleephealth.com.au](http://www.darwinsleephealth.com.au)**





# Australian Guide to Healthy Eating

Enjoy a wide variety of nutritious foods from these five food groups every day.

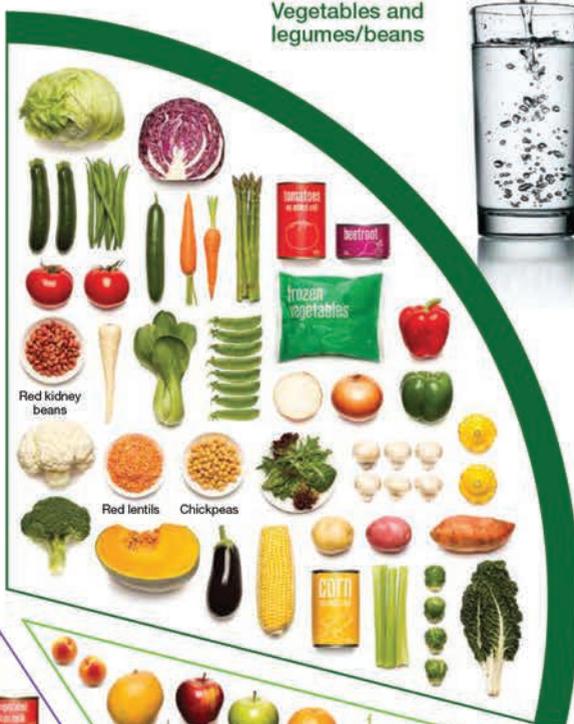
Drink plenty of water.



Grain (cereal) foods, mostly wholegrain and/or high cereal fibre varieties



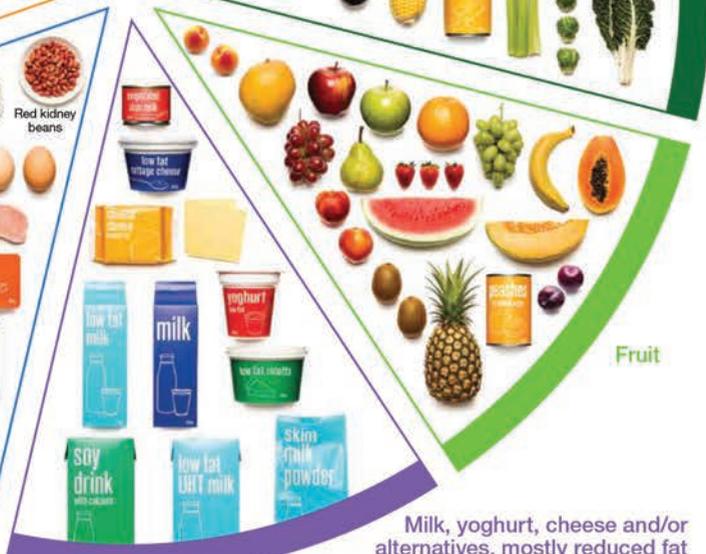
Vegetables and legumes/beans



Lean meats and poultry, fish, eggs, tofu, nuts and seeds and legumes/beans



Milk, yoghurt, cheese and/or alternatives, mostly reduced fat



Use small amounts



Only sometimes and in small amounts



# Let's Get You Home and back to living your best life.

At leef we offer the largest range of products to support independence and rapid safe recovery in the comfort of your own home.



We provide custom home solutions for:

- Stroke & other neurological conditions
- Joint replacements, fractures & injuries
- Heart surgery & cardiac rehab
- Respiratory illnesses
- Urological & prostate treatment
- Cancer surgery & treatment
- Dementia support
- And more

## Creature Comforts



Beds with Medical functions at home



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Adjustable functionality incl. support for easy transfer



Tables, accessories, bedding & supports

## Mobility Matters



Hoists & transfer aids



Walking supports of all varieties



Powered mobility incl. custom built



Wheelchairs & ramps for access & outings

## Bathroom Basics



Shower chairs & bath accessories



Bedside toilet commodes



Toilet raisers and supports



Rails & safety equipment

## Rapid Rehab



Indoor Exercise options



Urban Poles for strengthening



Weights & resistance



Pain Management

## Nutrition Necessities



Compact nutrition when eating is difficult



Cutlery for easier eating



Safe independent drinking aids



Thickened for dysphagia



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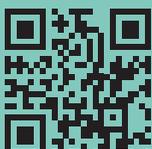


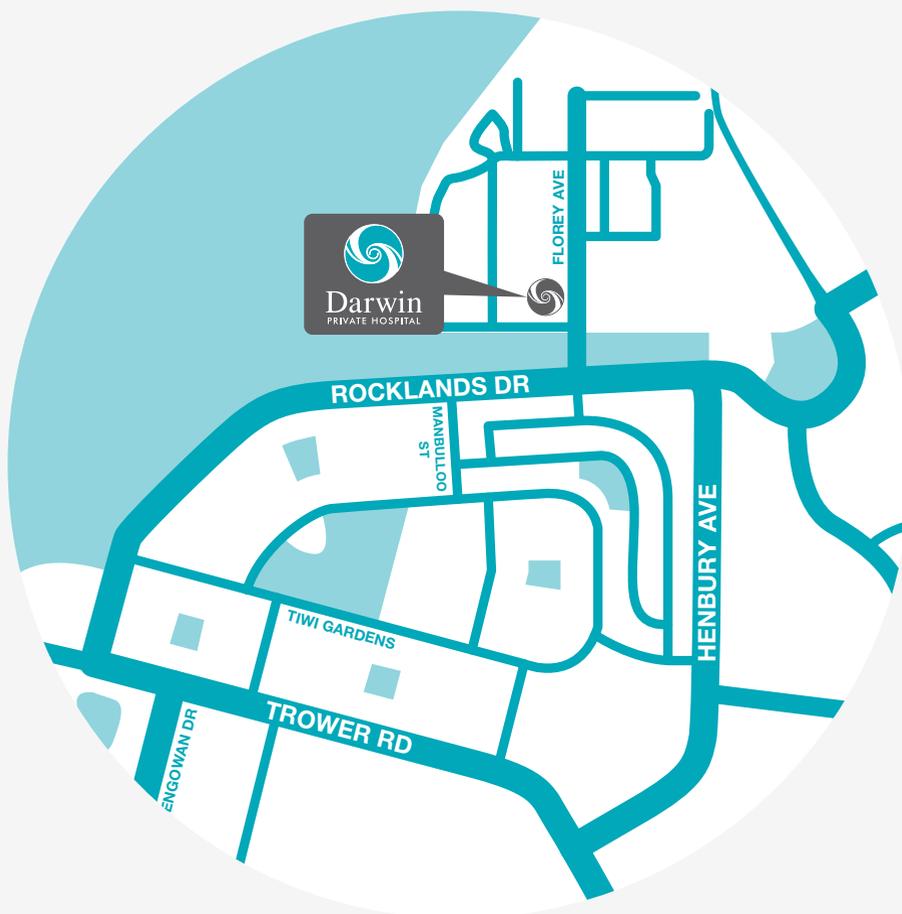
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**Darwin**  
PRIVATE HOSPITAL

Rocklands Drive,  
Tiwi NT 0810

Phone: 08 8920 6011 | Fax: 08 8920 6008

[www.darwinprivatehospital.com.au](http://www.darwinprivatehospital.com.au)

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