Welcome to The Alfred
A guide for patients, families and friends
Interpreters

If you don’t speak English, or find it hard to understand what our staff are saying to you in English, you can ask for an interpreter in your language. Qualified interpreters are available in person or over the telephone. If you would like to contact us directly using an interpreter in your language call the Telephone Interpreting Service on 13 14 50 and ask for The Alfred Hospital. Our interpreter services are free of charge.

If you are deaf, or have a hearing or speech impairment, you can use the National Relay Service (NRS) by calling 1300 557 727 (Speak and Listen) and ask for The Alfred hospital.

Acknowledgement of Country

We acknowledge the Boon Wurrung clan of the Kulin Nation who are the custodians of the land and waters, and pay our respects to Elders past and present.
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Welcome to The Alfred

During your time here, you will be cared for by highly skilled and dedicated health professionals. Our role is to do all that we can to improve your life.

At Alfred Health we welcome and respect all people, no matter their background or circumstance. We respect the individual values, needs and preferences of all our patients. We are committed to delivering the best possible patient experience.

This guide has been developed with advice from our consumers. It provides practical information required before, during and after your stay at The Alfred. We encourage you to be actively involved in your care so please ask our staff for help or information.

Professor Andrew Way
Chief Executive

About us

The Alfred runs one of Australia’s busiest emergency and trauma centres, the state’s largest Intensive Care Unit and is home to 14 statewide services. These include Victoria’s only heart and lung transplant service, the Victorian Adult Burns Service and the Victorian Melanoma Service. Patients come to The Alfred for speciality services like comprehensive cancer care, respiratory medicine, cardiology and cardiovascular services and inpatient and community psychiatry care. We are part of Alfred Health, which includes Caulfield and Sandringham hospitals.

We welcome and respect people from all backgrounds and situations.

Speak up if you feel unsafe or are not being treated fairly.

Your healthcare team is here to help.
Our purpose

To improve the lives of our patients and their families, our communities and humanity.

Our story

We provide treatment, care and compassion to the people of Melbourne and Victoria. Our research and education programs advance the science of medicine and health and contribute to innovations in treatment and care. Through partnerships we build our knowledge and share it with the world. Across our diverse organisation, we value and respect life from beginning to end.

Our beliefs

Patients are the reason we are here – they are the focus of what we do.

Respect, support and compassion go hand in hand with knowledge, skills and wisdom. Safety and care of patients and staff are fundamental.

We work together. We all play vital roles in a team that achieves extraordinary results.

How we do things is as important as what we do.

Excellence is the measure we work to everyday. Through research and education we set new standards for tomorrow.

We share ideas and demonstrate behaviours that inspire others to follow.
Essential information for your visit

Questions & answers

1. How do I get to The Alfred?
   For information on travel options and car parking go to page 7.

2. How can I get help if I have individual needs?
   For information on Interpreter Services, disability support and other assistance go to page 8.

3. What do I need to bring with me for my visit?
   To find out what personal items you may need, go to page 9.

4. Who is looking after me and how can I get involved in my care?
   For information on your healthcare team and other support services go to pages 10–11.

5. What information do I need when staying at the hospital?
   To find out how we will make your stay at The Alfred as comfortable as possible go to page 16.

6. What food is offered and can I bring my own?
   For information on inpatient meals, what food you can bring into hospital and other food services go to page 17.

7. Will I have to pay for any services?
   For information on potential costs go to page 18.

8. What support will be available after I leave?
   To find out how we can support you or about outpatient and community services go to page 20.

9. How do I give feedback about my experience?
   Your feedback is very important to us and helps us improve our services. Go to page 24 to find out how to comment on your care or make a complaint.

10. What are my rights and responsibilities?
    To find out about the Charter of Healthcare Rights, our commitment and your responsibilities as a patient go to page 15.
Before you arrive

How do I get to The Alfred?

The Alfred is at 55 Commercial Road, Melbourne 3004.

Three main entrances for patient pick up or drop off

1. **Gate 1 Emergency Department Commercial Road**
2. **Gate 2 Main entrance Commercial Road**
3. **Gate 3 The Alfred Centre Centre Lane off Commercial Road, access to all parking here**

All have a staffed reception area:

1. **Emergency Department** open 24 hours
2. **Main reception** open 7am to 8pm weekdays and 8am to 5pm weekends
3. **The Alfred Centre** open 7am to 5.30pm weekdays only

At main reception and at The Alfred Centre a volunteer concierge service is available from 8.30am to 12.30pm to assist with any patient queries and give directions.

The entrance to Radiation Oncology is in Alfred Lane. (Gate 4 or 5. No right turn from Punt Road to Gate 4).

Public transport and taxis

- **Tram**
  - Tram number 72 stops in front of The Alfred main entrance and near to The Alfred Centre entrance. Some of these trams offer wheelchair or disability access but there is no regular timetable for these specific trams.
  - Tram numbers 1, 3, 5, 6, 64 and 67 stop on St Kilda Road at the Commercial Road intersection, which is a short walk from The Alfred.
  - There is a digital tram timetable display at main reception and in Alf’s Café.

- **Train**
  - The Prahran railway station is within walking distance. Walk along Greville Street and then Punt Road to Commercial Road.

- **Bus**
  - Bus numbers 216, 219 and 220 stop on Commercial Road.
  - Bus number 246 stops on Punt Road at the Commercial Road intersection and is a short walk from The Alfred.

- **Taxis**
  - Taxis can drop you at your preferred entrance. Free taxi phones are available at the hospital’s main reception if you need to book a taxi.
  - You can find public transport information at ptv.vic.gov.au

Parking

The Alfred has a multi-storey car park for visitors. Visitors can access undercover parking (P1) by turning into Centre Lane from Commercial Road (Gate 3). The car parks are open daily from 6am to 10.30pm. Fees are charged at an hourly rate. During our peak times, between 11am and 3pm there may be a 15 minute queue to enter the car park. We suggest arriving early for your visit to The Alfred or to use other local parking options. For more information, call the car park office on (03) 9076 3244.

For information regarding eligibility for financial assistance with parking, please talk to the staff caring for you. Please note a strict eligibility criteria applies.

Disability parking

Our disabled car parking areas are undercover, secure and easy to access. Holders of disabled parking permits may use:

- The Alfred Centre car park (P1)
- Ground floor of the multi-level visitor car park (P2)

Before you leave, show your ticket and disability permit at one of the following locations to receive the reduced rate:

- The Alfred Centre reception: 7am–6pm
- The Alfred Main reception: 8am–6pm
- Car park office: 8am–8pm

There is limited disabled parking across the site. You will have to pay directly into a meter with change.

Please note: Disabled parking permits are available from local city councils. Forms can be obtained from local council offices or their website.
What services are available within and near the hospital?

We have a range of food and retail outlets at The Alfred.

See the A to Z of services and facilities at the back of this guide and our website alfredhealth.org.au for more information.

- We are close to:
  - shops, cafes and accommodation on St Kilda and Commercial Roads
  - the Prahran shopping precinct, on the corner of Commercial Road and Chapel Street
  - Fawkner Park – opposite The Alfred on Commercial Road
  - Albert Park Lake and St Kilda.

Help with directions

Our volunteer concierge service is available at the main reception area of The Alfred and Alfred Centre from 8.30am to 12.30pm. The concierge is happy to help with directions or escort you to your hospital destination. Look out for their bright red uniform.

How can I get help if I have individual needs?

We welcome and respect people from all backgrounds and situations. Speak up if you feel unsafe or are not being treated fairly. Your healthcare team is here to help.

Access for people with disabilities

Car parking for disabled permit holders include:
- Wheelchairs for those who need them
- Accessible toilets throughout our hospital buildings
- Facilities for patients and visitors who have trouble hearing or seeing

If you require wheelchair access, the main entrance to The Alfred, The Alfred Centre, The Alfred Emergency Department and Radiation Oncology are all accessible. There are lifts to every hospital ward and all clinics.

Wheelchairs are available at main entrances and each ward and department has wheelchairs. Please ask staff for help.

We also have a range of specialist beds and hoists that adapt to the needs of most hospital patients. Please tell staff if you have a physical need so that they can make your hospital stay or visit easier.

Support for people with sight and hearing impairment

We have considered the needs of those with impairments affecting their hearing or sight.

At The Alfred many lifts have automatic voice announcements at each floor and lift buttons in braille.

Auslan interpreters are also available for deaf and/or hard of hearing patients.

Guide dogs, audio dogs and other therapy animals can accompany people around the hospital. For help with toileting animals and giving them access to drinking water, please talk to your care staff.

Hearing loops, a WiFi-based hearing solution is available at main reception. For more information, please talk to the staff caring for you.

Aboriginal and Torres Strait Islander patients

Our Aboriginal Hospital Liaison Officers (AHLOs) and other specialised staff support Aboriginal patients, families, community members and our staff. You can contact the AHLOs on (03) 9076 5387 or 0419 592 207.

Smokefree

The Alfred is a smoke free environment. Smoking is not permitted in the buildings or the hospital grounds. If you are a patient who smokes, speak to staff about your needs and support.
What do I need to bring with me?

If you are admitted

The Alfred does not accept responsibility for lost valuable items and storage space is limited. If you go for tests or treatments, you may have to leave items in your room, and we don’t want you to lose anything important.

You may choose to bring electronic devices such as mobile phones, laptop computers and iPads, including chargers. You may also be wearing jewellery. We encourage you to bring only what is absolutely essential. While we provide a safe and secure environment, you remain responsible for your valuables.

If you are unable to get someone to take your valuables home, please ask your nurse for them to be stored safely in Security.

Documents (if applicable) such as:

- Existing prescriptions and medications
- Medicare card
- Pension card
- Healthcare card
- Veteran affairs card
- Safety net pharmaceutical card
- Hearing aid services card
- Copy of power of attorney
- Advanced care plan
- TAC or Workcover documents

Bring with you:

- A small amount of cash for daily expenses
- Clothing so you can be actively involved in your care
- Footwear (shoes and slippers) that is firm, supportive and enclosed. Avoid bed socks or loose footwear as they can increase the risk of falls
- Personal items such as dentures, hearing aids, eye glasses, walking aids, prostheses
- Toiletries such as toothbrush, toothpaste, tissues, soap and shampoo
While you are here

What is the service I am going to?

You may have very specific health needs requiring one service or a range of different services over time, at different parts of The Alfred, or broader Alfred Health. The main types of health services provided are:

**Short stay:** Expert trauma care for serious illness or injury that could be life threatening and/or lead to severe complications if medical treatment is not received quickly. This may lead to becoming an inpatient.

**Day patient:** Admitted for surgery or day procedure that is undertaken within a day, usually allowing you to go home without staying overnight.

**Inpatient:** If you’re admitted, even overnight, you are a hospital inpatient.

**Outpatient:** You don’t have a bed at the hospital, but you attend appointments to receive treatment. Prior to this, you may have been a hospital inpatient and now need follow-up care.

**Community Services:** After your admission to hospital, you receive services either in your own home or attend a centre. These services enhance your health, independence and wellbeing.

Being admitted

For admission to The Alfred, please go to: The Admissions and Perioperative Unit, Main Ward Block, Level 1, The Alfred (Take lift to Level 1). There is an area for your family to wait during the procedure and to meet privately with your healthcare team.

For admission to The Alfred Centre, please go to: Ground Floor The Alfred Centre (near car park).

Find out more on the Alfred Health website alfredhealth.org.au/admissions

Who is looking after me and how can I get involved in my care?

**Getting involved in your own care**

We encourage the involvement of patients, family and carers. The team is happy to discuss your care with you and your loved ones and to answer any questions. To organise a time to speak with your healthcare team, ask your nurse.

Talk to your healthcare team about the plan for your care. This plan will be made in consultation with you and your family and friends. As circumstances may change during your time here, plans can be adapted to suit your health needs.

All staff wear identification badges and we encourage you to ask them about how they are involved in your care.

Watch ‘your healthcare team’ with Alfred Health TV on YouTube or on your bedside TV (channel 3, 103 or 903)
Nurses
Provide and coordinate your care. A nurse manager on each ward/department is also available to discuss any concerns you may have. Specialist nurses may help manage aspects of your care such as diabetes, continence, wound management or mental health concerns.

Doctors
Provide medical care, surgery, procedures and liaise with your General Practitioner and/or medical specialists. Doctors caring for you will range from junior (intern or resident) to specialised trainees (registrar) to senior (consultants).

Pharmacists
Review medications prescribed for you while you are in hospital and inform you about medications before you leave.

Allied Health
Work with nursing and medical staff to provide assessment and therapy to support you in achieving what is important to you and to enhance your care or recovery. They include audiologists, dietitians, occupational therapists, physiotherapists, psychologists, social workers, speech pathologists, podiatrists, prosthetists and orthotists, Allied Health assistants.

Support staff
Provide help in various ways and include Patient services assistants (PSAs) such as orderlies, cleaning and food services staff, ward clerks as well as interpreters, patient liaison officers, finance liaison officers, Aboriginal hospital liaison officers (AHLOs) and pastoral care.

You and your family/friends
Your family/friends are not just visiting – they are an important part of your recovery, your health and general wellbeing. We encourage you to ask questions about your care and be involved as much as you want to be.

Volunteers
Our volunteers and consumers provide a range of supports, including assisting you to complete the patient experience survey and other questionnaires.

Teaching, education and research
The Alfred is proud of its role as a teaching and research hospital and supporting the next generation of healthcare professionals. We have a range of students undertaking clinical placements to gain essential experience. From time to time patients may be asked to participate in teaching, staff training and/or research activities.

Your doctor and care team will talk to you about involving students in your care. It is up to you whether you agree or disagree to having students attend to you.

Research activities may range from answering questions about your health, to trialling a new kind of treatment, medication or device. All research conducted at The Alfred has been approved by an ethics committee. Research participation is always voluntary.
What can we do together to keep you safe and comfortable?

Handing over information to other staff
The staff involved in your care need up-to-date information about your condition and treatment. Clinical handover involves the sharing of information between staff involved in your care, including you and your family. You can expect that staff will update you and involve you in handover information on a regular basis so that you know what is going on and your healthcare needs are met.

We need to know who you are
Staff will regularly check your personal details - your name and date of birth and check your identification band if you’re an inpatient. It may feel a bit repetitive but it’s important to ensure your safety. If your personal details are incorrect, please let us know. If you have any concerns, please speak to staff caring for you.

Consent
Before any significant treatment or procedures are carried out, staff caring for you will explain the next steps and seek your agreement to proceed. Please ask questions so you have enough information to make a decision. You can also change your mind and withdraw consent at any time by telling the clinical staff caring for you.

Allergies
Please advise your nurse, doctor or other members of your care team if you have any known allergies.

A safe and clean environment
The Alfred undertakes regular, independent, external cleaning audits, and has continued to exceed the required standards set by the Victorian Department of Health and Human Services.

Keeping our hands clean
Safe care depends on good hand hygiene among our staff, patients and visitors. It is recommended that you use the available hand rub when you enter and leave clinical areas, as it very quickly gets rid of most germs from your hands. Your visitors should also use the hand rub or wash their hands before and after they visit.

It’s OK to ask staff if they have washed or used rub on their hands before they attend to your care.

Watch ‘keeping you safe’ with Alfred Health TV on YouTube or on your bedside TV (channel 3, 103 or 903)
Isolating infections
In hospitals, germs (such as bacteria and viruses) can be present in the body, or cause infection or illness in a patient. It is important to reduce the risk of spreading these germs to others, so occasionally it is necessary to care for patients in a room by themselves. Staff might wear gloves, gowns or face masks when they come into your room. This is to help prevent a patient’s bacteria, illness or infection being passed onto others in the ward. It is not always possible to tell how long you will need to be isolated, but those caring for you will keep you informed.

Keep active
To help keep you as well as possible, it’s important that you keep moving. Everything you do during your stay contributes to your health – getting up, washed and dressed in your own clothes, sitting up for meals, moving around the ward and participating in any activities and groups available. If staff recommend that you need assistance or supervision when moving, please ask them for assistance and wait until they come to help you. Even moving your toes in bed is helpful in keeping you moving.

If something is not quite right about your medical condition
Let Me Know is a service of The Alfred and it is an important way of involving you and your family in your healthcare team. As your family and friends know you best, it is often they who notice that something is ‘not quite right’ before it’s obvious to staff. Please let us know. There are brochures about this service and you can ask staff for further information.

What happens if something goes wrong?
Open Disclosure assists patients if they are unintentionally harmed during care. Every patient has the right to be treated with care, consideration and dignity.

We respect this right, and we’re committed to improving the safety and quality of the care we deliver.

For further information, please talk to your healthcare team, or ask for a copy of our Open Disclosure brochure. Advance

Care Planning
Advance Care Planning supports people who wish to make a healthcare plan for a time when they may be unable to make their own decisions. It helps ensure your choices for future medical treatment are respected and can make it easier for families who may be asked to make decisions on your behalf. For more information contact the Advance Care Planning Service on (03) 9076 6642 or email advancecareplanning@alfred.org.au
What happens to the information about me while in hospital?

Privacy and your medical record
We need information from you to treat you effectively and safely. When asking for information, staff will maintain your privacy. Only those involved in your care will have access to your medical information, which is kept confidentially and stored securely.

Other health professionals such as your local doctor or those treating you at another hospital will require information on medical care provided.

Verbal information on your general condition is usually given out on request to your next of kin, family or friends. If you do not want any information to be given out, please tell your treating staff. We do not release specific information without your consent unless required by legislation.

Please see the brochure *What Happens to Information About Me?* to learn how your personal information is managed.

You can have access to your medical record in accordance with the Freedom of Information (FOI) Act. Please call the FOI Coordinator on (03) 9076 3002 for more information.

Private spaces
You have the right to privacy when we talk to you about your health and wellbeing. If an office or empty room is available, we will use this when talking with you and your family.

What are my rights and responsibilities?

We have a commitment to you. This is your healthcare service and we encourage you to take an active role in your own health. We want you to always feel safe, secure, supported and as comfortable as possible.

At The Alfred we welcome all people irrespective of age, culture, ethnicity, religion, language, physical or mental disability, gender, sexual orientation, gender identity or expression. By working together we can make sure you receive the best possible health care experience.

A copy of the Charter of Healthcare Rights is available from staff or at health.vic.gov.au/patientcharter

Rights of patients in the mental health service can also be obtained from staff or by accessing the following website: www.health.vic.gov.au/mentalhealth/patientrights/index.htm.

We care about your health
Please help us keep you safe by:

- respecting our smokefree policy and not smoking within the boundaries of the hospital. The Alfred is a totally smokefree environment
- refraining from using alcohol or other illicit substances at the hospital
- treating staff, other patients or visitors with respect
- refraining from any other illegal activities at the hospital

*Watch ‘our commitment to you’ with Alfred Health TV on YouTube or on your bedside TV (channel 3, 103 or 903)*
## Rights and responsibilities

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<th>Your rights</th>
<th>Our responsibilities</th>
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<tr>
<td><strong>Access – a right to access healthcare</strong></td>
<td>We will give you information about how you can access services and where to find them.</td>
<td>Attend all of your appointments at the booked time and notify us if there is a problem.</td>
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<td>Contact us if you don’t understand or need more information about services, appointments and ongoing care.</td>
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<td><strong>Safety – a right to receive safe and high quality care</strong></td>
<td>We will provide the best care by qualified staff. We are accredited to provide this care.</td>
<td>Provide accurate information, as best you can about your current medical problems, previous illness, medications, visits to hospital, allergies and other matters relating to your health.</td>
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<td>Discuss any worries or concerns you have with staff.</td>
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<td><strong>Respect – a right to be shown respect and to be treated with dignity and consideration</strong></td>
<td>We will treat you with respect and consideration regardless of your individual and diverse needs and preferences.</td>
<td>Be courteous and considerate to other patients and to staff.</td>
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<td><strong>Communication – a right to be informed about services, treatment options and costs in a clear and open way</strong></td>
<td>Provide concise and timely information to you about your care options and treatments in a way you understand. Offer support to assist you to understand your care, such as Interpreter Services.</td>
<td>Ask staff for a clear explanation of treatments, tests and medication recommended for your care.</td>
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<td>Let staff know immediately if you do not understand instructions or advice given to you.</td>
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<td>Let staff know if you intend to leave the service.</td>
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<td><strong>Participation – a right to be included in decisions and to make choices about your healthcare</strong></td>
<td>Encourage you to make informed decisions about your care and to consent to treatment. We will involve the family and friends that are important to you in care decisions as directed by you.</td>
<td>You can choose to consent to or refuse a treatment.</td>
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<td>Be involved in the planning and success of your treatment.</td>
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<td>Ask for clarification on anything you are unsure about.</td>
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<td><strong>Privacy – a right to privacy and confidentiality of your personal information</strong></td>
<td>Ensure your health information is only shared with appropriate healthcare staff and providers. Recognise that you have a right to ask about your health record and its contents.</td>
<td>Please respect the privacy and confidentiality of others.</td>
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<tr>
<td><strong>Comment – a right to comment on your healthcare and to have your concerns addressed</strong></td>
<td>To give you a range of ways to provide feedback on the service you have received. Staff will assist you if you raise any concerns or comments with them.</td>
<td>Tell us if you have a concern and we will work to resolve it.</td>
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<td>Raise your concerns in a respectful way.</td>
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<td>Tell us if we have done a good job if that is how you feel.</td>
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What do I need to know if staying in the hospital?

Rooms
The Alfred does not offer private rooms. Some areas do have single rooms but patients are admitted to these rooms based on their clinical need.

Assistance bell
Each bed has a call bell. When you press the button, you alert the nursing staff that you need help. You will be shown how to use it when you are admitted to hospital.

Telephone, television and radio
Individual patient telephone, television and radio services are available beside each bed. These services are provided on a user-pays basis by a company external to the hospital. Please ask staff for a brochure outlining these services and charges. Please keep the volume of radio and television to a minimum and where possible use earphones to avoid disturbing others.

Newspapers, magazines and books
Newspapers and magazines can be purchased at shops within the hospital and from our volunteer trolley. You can also loan books, magazines and DVDs from our volunteer trolley.

Mail
Mail is distributed to all wards each weekday. Any mail received after discharge will be forwarded to your postal address.

Laundry
We do not have the facilities to offer a laundry service for patients’ personal clothing. You are advised to send your clothing home for washing.

Lost property
If you lose a personal item during your stay, speak to your nurse manager as soon as possible. If you leave any personal property behind when you leave hospital, please contact the service where you were staying and speak to the nurse manager.

Visiting times
At The Alfred we have flexible visiting hours between 7am and 9pm. The hours between 9pm until 7am are considered the “quiet hours” for all wards or units. During this time we have a quiet environment in order to promote rest and recovery. Visiting children need to be supervised by a responsible adult at all times. Patient lounges or cafeterias are available for larger visiting groups.

Quiet times
You will hear chimes sound before quiet time. If you wish to stay beyond 9pm, speak to the ward’s Nurse Manager.

Am I well enough to visit?
Please ask your visitors not to come to see you in hospital if they have an infection such as a cold, flu or upset stomach. We ask that visitors who have gastroenteritis do not come into the hospital until 48 hours after their last symptom, as they could still be infectious. If you come to hospital feeling unwell with a cold, flu, upset stomach or another illness that could be passed on to others, please call the department you are due to attend first so they can take the appropriate precautions. We are here to help. If you have any questions about preventing infection please contact us on (03) 9076 3139.

Alfred Health TV is available for free on channel 3, 103 or 903 and provides useful information about staying in our hospitals.
What food is offered and can I bring my own?

If you are admitted

We provide healthy and nourishing meals from a number of diverse cuisines. Meals are carefully chosen to ensure quality of the highest standard and to ensure that they meet therapeutic and religious dietary requirements. If you have any special dietary requirements please advise nursing staff on your admission. Dietitians are available for consultation and advice.

Meal time is an important part of care and treatment for our patients. At meal times, the ward activities are focused on the service of food, and providing patients with support, assistance and encouragement to consume meals.

Nutrition and healing

Receiving adequate nutrition is an important part of healing and recovery. Your nurse will weigh you on admission, then at least once per week and will refer you to a dietitian if required.

Please let your nurse know if you:

• have lost weight recently without trying
• need assistance with filling out your menu
• need assistance opening packeted food or with eating
• are eating poorly

Meal times at The Alfred

• Breakfast 7.00–8.00am
• Morning tea
• Lunch 12.00–1.00pm
• Afternoon tea
• Dinner 5.30–6.30pm

Bringing food into hospital

While all meals are provided, some patients ask whether they can bring in their own food. Please note we do not accept responsibility for food prepared externally and provided to patients by visitors. When food is not properly prepared, transported or stored, there is a risk of food poisoning. Visitors who wish to bring food for patients should obtain a copy of our factsheet ‘Bringing food in for patients and residents’ from staff or at alfredhealth.org.au

Watch ‘food is therapy’ with Alfred Health TV on YouTube or on your bedside TV (channel 3, 103 or 903)
Will I have to pay for any services?

Private patients
You can choose to be admitted as either a public or private patient at our hospitals. By using your private health insurance you are helping The Alfred meet the costs of its services and purchase and upgrade equipment. This is entirely up to you and you will receive the same treatment whether you are a public or private patient.

For further information, please visit alfredhealth.org.au or call the Finance Patient Liaison Team on (03) 9076 3831 or refer to our brochure.

Are you a patient without a Medicare Card?
Patients without a Medicare card (or ineligible Medicare patients) need to pay for hospital services. It is your responsibility to ensure that you have adequate and appropriate health insurance cover or adequate money to cover the cost of your healthcare.

Australian Government Reciprocal Health Care Agreements (RHCA)
We have agreements with the following countries:
- United Kingdom
- New Zealand
- Republic of Ireland
- Sweden
- The Netherlands
- Finland
- Belgium
- Norway
- Slovenia
- Italy*
- Malta*

* six months Medicare coverage from date of arrival in Australia

If you are from one of these participating countries, these agreements may entitle you to limited subsidised health services for medically necessary treatments while visiting Australia. Free medical care is also available to asylum seekers, refugees and people suffering from tuberculosis.

For further information, visit alfredhealth.org.au, call the ED Finance Patient Liaison Team on (03) 9076 3145 or the Finance Patient Liaison Team on (03) 9076 3831.

All account and payment queries should be directed to the Finance Overseas Billing Clerk on (03) 9076 5344.

TAC, WorkCover and veterans
TAC, WorkCover and Veterans’ Affairs patients do not need to pay for hospital services. These costs are covered by third party providers.

Medications and equipment
You do not need to pay for medicines given to you to take while in hospital.

All patients will be charged for medications provided on discharge and any equipment issued as part of the discharge arrangement.
How do I provide feedback?

We welcome and encourage patients and their families to give us feedback about their experiences. Your feedback is important to us and will help us to improve care for all.

You may do this by:
- completing a survey with trained volunteers/consumers or staff while you are in hospital or using our services
- taking part in a survey sent to your home after a hospital stay or visit
- joining a focus group to share your views on care and services
- completing a feedback form on our website

If you have any comments, compliments, suggestions or concerns about any aspect of your care, please tell the staff caring for you. You can also discuss your concerns with the manager of the area that is providing your care.

If you would like to provide written feedback, you may write a letter or fill in complaints or comments form (where applicable).

Feel free to talk to staff about how to make a complaint. You will be able to express any concerns or problems without fear of being disadvantaged.

**Patient Liaison Officers**

If you do not wish to approach staff caring for you directly, or you would like further assistance to resolve a concern, the Patient Liaison Officer is available.

You can contact the Patient Liaison Officer at The Alfred by:
- **Telephone:** (03) 9076 8001
- **Email:** feedback@alfred.org.au
- **Post:** Patient Liaison Officer, The Alfred, PO Box 315, Prahran VIC 3181

**Health Services Commissioner**

If consumers remain dissatisfied with the outcome of their complaint, they are encouraged to contact the Health Complaints Commissioner by telephone on 1300 582 113, email hcc@hcc.vic.gov.au or by mail at:

Health Services Commissioner
Level 26
570 Bourke St
Melbourne VIC 3000

**Mental Health Complaints Commissioner**

**Telephone:** 1800 246 054 (free call from landlines)

**Email:** help@mhcc.vic.gov.au

**Fax:** 03 9949 1506

**Address:** Level 26
570 Bourke St
Melbourne VIC 3000
When you leave

What support will be available after I leave?

Admitted patients
With your agreement, we will involve your family and friends in your discharge discussions. This ensures your health and wellbeing is improved or maintained when you leave hospital. On discharge you will receive information about your care for when you leave hospital. Your healthcare team will make appropriate arrangements for your ongoing care.

Time of departure
Once you have been medically cleared for discharge, arrangements will be made for you to leave the hospital on the agreed day. Discuss your transport arrangements with your healthcare team.

Medications
A pharmacist will explain the purpose of the medicines you will take home and answer any questions you may have. The pharmacist can:
• give you written information about each of your medicines
• provide an individualised handout explaining what medicines you need
• if necessary, liaise with your community pharmacist

You need to pay for medicines given to you to take home. The amount is based on your financial situation (e.g. whether you have a Pension or Health Care card, DVA card, Safety Net Entitlement card or Medicare card).

There are situations where the medications you bring with you can be used during your stay and this will be discussed with you.

Please note: any medicines that you have previously taken that are no longer prescribed for you when you leave hospital will be discarded.

Alfred Pharmacy
The Alfred Pharmacy dispenses medications you need to take home before you leave hospital. It is open 8.30am to 5.30pm on Monday to Friday, and 8.30am to 4pm on weekends and public holidays. Call (03) 9076 2004.

Please note: The Alfred Pharmacy dispenses medication to hospital patients only and a retail pharmacy at the hospital entrance provides services to the public.

Medical certificates
Please let your treating doctor know when you are planning your discharge if you require a medical certificate.

Transport
Some rural and regional patients are eligible for subsidised transport through the Victorian Patient Transport Assistance Scheme (VPTAS). A strict eligibility criteria applies. Please talk to the staff caring for you for more information.

Collection of valuables
Remember to collect the valuables you have stored in Security. You will need to sign for them.

Watch ‘getting ready to leave’ with Alfred Health TV on YouTube or on your bedside TV (channel 3, 103 or 903)
After your hospital stay

There are a range of community services available to help people once they leave hospital. Staff will discuss options available to you as part of the discharge planning process and make arrangements as appropriate.

Relevant information about your medical condition will be forwarded to your GP or specialist and to community health workers and service providers involved in your care, unless you tell us that this should not happen.

If there is anything you feel you will need help with when you leave hospital, please discuss it with staff as soon as possible. For example:

- community services
- medication information and pharmacy advice
- follow-up appointments
- special instructions.

If you usually receive community services at home, please make sure health service staff know you receive this help. Before you leave hospital, the service providers will be contacted so that they can recommence their care. This can be done either by hospital staff, you, your family or carer. Additional services may be organised, in consultation with you, as required.

Communicating with your General Practitioner (GP)

When you come to hospital, you will be asked who your GP is and whether you would like us to communicate with them about your treatment. You have the right to refuse this. The hospital may phone your GP to get details of your medical history or to check what medications you are taking or tests you may have had. The hospital will inform your GP of what treatment is being given to you and if they need to do any follow-up tests or treatment after your hospital visit. By communicating with your GP we are better able to ensure you receive the care you need within the hospital and after you are discharged.

Finding a GP if you don’t have one

- Ask for recommendations from your family, neighbours and friends.
- Go to the Better Health channel at betterhealth.vic.gov.au and search for a GP by postcode or suburb.
- Go to the Australian Medical Association (AMA) at amafindadoctor.com.au and download the free iPhone application which helps you find a GP by name or suburb.

Outpatient visits: specialist consulting clinics

You may be visiting specialist clinics as a day patient or an outpatient.

Where: The Alfred has several locations where clinics are held:

- Phillip Block, 2nd floor and 4th floor
- The Alfred Centre, 1st floor
- Centre Block, ground floor

Check your outpatients letter for location.

When: Business hours are 8.15am to 4.30pm Monday to Friday.

You will be given an appointment time and date either before you leave hospital or by mail once you have returned home. We also provide patients with an SMS reminder service for all clinic appointments.

We see patients by appointment time, not arrival time and don’t want you to wait longer than necessary, so please arrive no more than 15 minutes before your appointment time.

Please bring the following with you to your appointment (where applicable):

- Medicare card
- Pension card
- Concession card
- DVA card
- WorkCover number
- TAC number
- Relevant scans, x-rays or films
- List of medicines you are taking.

If you are unable to attend

Please ring (03) 9076 2025 as early as possible if you are unable to attend your scheduled appointment.

You may also email us at outpatient@alfred.org.au to arrange, reschedule or cancel an appointment.
A to Z of services and facilities

Accreditation
The Alfred is compliant with a range of accreditation standards. These standards assist us to ensure that patients are safe and receive the highest possible healthcare.

Automatic teller machines (ATMs)
ATMs are located in the retail area on the ground floor. Further ATMs are situated near the lifts to the Main Ward Block, outside The Alfred pharmacy and ground floor reception at The Alfred Centre.

Cafeterias
The Alfred Cafe is located in the retail area on the ground floor near the main entrance. Opening hours are 6am to 8pm Monday to Friday, 7am to 7pm Saturday, 7.30am to 7pm Sunday. Phone (03) 9076 8245. Alf’s Cafe is located at the corner of Commercial and Punt Roads on the ground floor of The Alfred Centre. Opening hours are 6.30am to 5pm Monday to Friday. Phone (03) 9076 5022.

Chemist
HealthSmart Pharmacy is located in the retail area on the ground floor near the main entrance. Opening hours are 6am to 8pm Monday to Friday, 7am to 7pm Saturday, 7.30am to 7pm Sunday. Phone (03) 9076 8245. Alf’s Cafe is located at the corner of Commercial and Punt Roads on the ground floor of The Alfred Centre. Opening hours are 6.30am to 5pm Monday to Friday. Phone (03) 9076 5022.

Enquiries
For any information about The Alfred and any of its services, please call (03) 9076 2000. For information about a current inpatient, please call (03) 9076 3159.

Gifts
The Chocolate Box, pharmacy and newsagency in the central shopping precinct at The Alfred also sells flowers and a range of other gifts. Florists are also located in the Prahran shopping precinct, on the corner of Commercial Road and Chapel Street. Please note: Flowers are prohibited from some patient areas, such as the Intensive Care Unit (ICU). Other gift options such as balloons and food items are suggested. Staff will be happy to give guidance. There are a range of retail outlets at The Alfred and close by.

Mobile phones and other personal electronic devices
In some areas we will ask you to turn off your mobile phone and other devices so they do not interfere with the operation of medical equipment or disturb others.

Newsagency and post office
A newsagency and post office is located in the retail area on the ground floor near the main entrance. Opening hours are 6.30am to 8pm Monday to Friday, 8am to 8pm Saturday and Sunday. Phone (03) 9521 5293.

Pastoral care
Our Pastoral Care Department provides care to all patients, family and staff within the hospital community and acknowledges and understands the difficulties with being in hospital, trauma and ongoing illness. Pastoral care staff aim to respond to the diverse emotional, spiritual and religious concerns and needs of all people and to support patients and those who care for them.

The Alfred’s Spirituality Centre is on the ground floor in the Linay Pavilion. It is always open and is an area for private prayer, reflection and stillness for all. There is an ablutions room for ritual washing and male and female Muslim prayer spaces. You can contact Pastoral Care by calling (03) 9076 3138 or ask staff to make contact for you.

Public telephones
Public telephones are located throughout the hospital for patient and visitor use. Please ask your ward clerk for the phone located closest to your ward.

Public toilets
Visitors are requested to use public toilets and not patient toilets. Public toilets are situated at various locations throughout the hospital site, including near the ATM on the ground floor, near the Emergency Department waiting area, near the Ian Potter Library and on most ward levels near the main stairwell.

Security
The Alfred has security officers on site 24 hours a day to assist patients, visitors and staff. Staff can assist you to contact this service.

Vending machines
Machines are situated at several locations around the hospital with a range of drinks, snacks and small meals available.

Veterans
The Department of Veterans Affairs can be contacted on 1800 555 254 or via the website dva.gov.au
Volunteers
Volunteers are vital to our hospital. The Alfred volunteer program offers services including hand and foot massages, tea and coffee trolley service to outpatients, shop trolley service for inpatients, social visiting and a concierge service supporting patients when accessing the hospital. Ask staff for more information and request one of the services.

WiFi
You’re welcome to use your own mobile broadband device and access the internet using your data. Currently, there is no free wireless internet access available via the hospital network at The Alfred.
Get involved

Become a Consumer Advisor

Do you want to help us improve care and services at The Alfred? By joining us as a Consumer Advisor you can share your experiences to help us plan, design, implement and evaluate care and services.

Consumers are current or past patients or family and friends of patients who can help in a number of ways, such as surveying patients, participating in focus groups, reviewing patient information or becoming a consumer representative on a committee or project advisory group.

Please contact the Lead for Patient Experience and Consumer Participation on (03) 9076 2409 communityparticipation@alfred.org.au or go to alfredhealth.org.au/consumeradvisor

Make a donation

As a public hospital, The Alfred is proud to offer excellent healthcare to Victorians. While the Government provides us with the essentials, there is always more that can be done and we are fortunate to receive generous support from the wider Alfred community.

Some people choose to support us by making a donation. Donations are used to help fund additional facilities to provide even better care for patients, purchase state-of-the-art equipment, or conduct research, that may advance treatment and care in the future.

All donations of $2 or more are tax deductible and, where feasible, donors have the option of requesting that their gift supports a particular service or area of the hospital.

If you are interested in supporting The Alfred, a member of the fundraising department, The Alfred Foundation, is happy to talk with you. You can:

- Visit during business hours on the ground floor of the hospital
- Telephone (03) 9076 3222 or 1800 888 878,
- Write to The Alfred Foundation PO Box 2021 Prahran VIC 3181
- Visit: alfred.org.au/donations

Feedback about this guide

If you have any feedback or suggestions regarding the information in this guide or the way it is presented, please email communityparticipation@alfred.org.au so we can make improvements when it is due for its regular review.