Welcome to Caulfield Hospital
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 Caulfield Hospital. Our interpreter services are free of charge.

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.
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome to Caulfield Hospital</td>
<td>3</td>
</tr>
<tr>
<td>About us</td>
<td>3</td>
</tr>
<tr>
<td>Essential information for your visit</td>
<td>5</td>
</tr>
<tr>
<td>Questions &amp; answers</td>
<td>5</td>
</tr>
<tr>
<td>Before you arrive</td>
<td>7</td>
</tr>
<tr>
<td>How do I or my family and friends get to Caulfield Hospital?</td>
<td>7</td>
</tr>
<tr>
<td>What services are available within and near the hospital?</td>
<td>8</td>
</tr>
<tr>
<td>How can I get help if I have individual needs?</td>
<td>8</td>
</tr>
<tr>
<td>What do I need to bring with me?</td>
<td>9</td>
</tr>
<tr>
<td>While you are here</td>
<td>10</td>
</tr>
<tr>
<td>What is the service I am going to?</td>
<td>10</td>
</tr>
<tr>
<td>Who is looking after me and how can I get involved in my care?</td>
<td>10</td>
</tr>
<tr>
<td>What can we do together to keep you safe and comfortable?</td>
<td>12</td>
</tr>
<tr>
<td>What happens to the information about me while in hospital?</td>
<td>14</td>
</tr>
<tr>
<td>What are my rights and responsibilities?</td>
<td>14</td>
</tr>
<tr>
<td>Rights and responsibilities</td>
<td>15</td>
</tr>
<tr>
<td>What do I need to know if staying in the hospital?</td>
<td>16</td>
</tr>
<tr>
<td>What food is offered and can I bring my own?</td>
<td>17</td>
</tr>
<tr>
<td>Will I have to pay for any services?</td>
<td>18</td>
</tr>
<tr>
<td>How do I provide feedback?</td>
<td>19</td>
</tr>
<tr>
<td>When you leave</td>
<td>20</td>
</tr>
<tr>
<td>What support will be available after I leave?</td>
<td>20</td>
</tr>
<tr>
<td>After your hospital stay</td>
<td>21</td>
</tr>
<tr>
<td>A to Z of services and facilities</td>
<td>22</td>
</tr>
<tr>
<td>Get involved</td>
<td>24</td>
</tr>
<tr>
<td>Become a Consumer Advisor</td>
<td>24</td>
</tr>
<tr>
<td>Make a donation</td>
<td>24</td>
</tr>
<tr>
<td>Feedback about this guide</td>
<td>24</td>
</tr>
</tbody>
</table>
Welcome to Caulfield Hospital

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 Caulfield Hospital 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 visit. 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

Caulfield Hospital specialises in community services, rehabilitation, aged care and aged mental health. Many services are delivered through outpatient and community-based programs. The hospital plays a statewide role in rehabilitation services, which includes the Acquired Brain Injury Rehabilitation Centre. We are part of Alfred Health, which encompasses The Alfred and Sandringham Hospital.

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 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.

Our purpose
To improve the lives of our patients and their families, our communities and humanity.
Questions & answers

1. How do I get to Caulfield Hospital?
   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 page 10.
   Find out how you can be involved in your own care go to page 10.

5. What information do I need when staying at the hospital?
   To find out how we will make your stay at Caulfield Hospital 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 19 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.
How do I or my family and friends get to Caulfield Hospital?

Caulfield Hospital is at
260 Kooyong Road,
Caulfield 3162

Two main entrances for patient
pick up or drop off

1. **Gate 2 Kooyong Road**
   - Main entrance and reception to the main hospital building
   - Caulfield Community Health Service in the Ashley Ricketson Centre
   - Healthy Living Centre in the Ashley Ricketson Centre
   - Hydrotherapy
   - Cardiac Rehabilitation
   - Dialysis

2. **Gate 1 Kooyong Road**
   - Hydrotherapy
   - Patient drop off area for entrance to the Breezeway and access to the Rehabilitation Wards, Cardiac Rehabilitation and Dialysis.

### Public transport and taxis

**Tram**
1. Tram number 67 stops near the corner of Glenhuntly and Kooyong Roads. Caulfield Hospital is about 500 metres along Kooyong Road. This tram intersects with both Frankston (Glenhuntly Station) and Sandringham (Elsternwick Station) train lines.
2. Tram number 64 stops in Hawthorn Road between Glen Eira and Glenhuntly Roads. It is about 500 metres along Hawthorn Road and Newstead Street to the back of the hospital.

**Train**
Elsternwick Station (Sandringham line) and Glenhuntly Station (Frankston Line) is a short tram ride to Caulfield Hospital. You can catch a tram along Glenhuntly Road to Kooyong Road.

**Bus**
Bus number 605 stops in Kooyong Road at Gates, 1, 2 and 3 of the hospital.

**Taxis**
Can drop you at your preferred entrance. Free taxi phones are available at main reception if you need to book a taxi. There is another taxi phone at the top of the Breezeway for the rehabilitation wards.

You can access public transport information at ptv.vic.gov.au

### Parking
Caulfield Hospital has a designated visitors’ car park at the front of the site. It can be accessed through Gate 2 from Kooyong Road and is open at all times.

A flat rate of $6 is charged for all parking. Please have the fee available in $1 or $2 coins. Change is available from machines at Main Reception and the top of the Breezeway. For more information, call 9076 6000.

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
Holders of disabled parking permits may use designated disability car parking at the visitors’ car park accessible through Gate 2.

**Please note:** Disabled parking permits are available from local city councils. Forms can be obtained from local council offices or their website. You will need to take the form to your GP before a permit is authorised.
What services are available within and near the hospital?

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

Food outlets for patients, families, visitors and staff are available at the hospital, including Coffeefields Café and the Helmsmen Kiosk.

Family spaces are located across Caulfield Hospital including a Patient and Family Hub located near building 9, a playground located near the café and TV rooms on all aged care wards.

We are close to:
• shops, and cafes and restaurants on Glenhuntly Road
• Allison Road Garden in Allison Road opposite the main entrance
• Caulfield Park in Hawthorn Road
• a range of accommodation options in Caulfield and nearby suburbs

How can I get help if I have individual needs?

We aim to anticipate our patients’ needs as much as we can.

Access for people with disabilities
• Car parking for disabled permit holders
• 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 Caulfield Hospital and other entrances are all accessible. Lifts are available to the multi-storey hospital wards and 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 Caulfield Hospital 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) support Aboriginal patients, families, community members and our staff.

You can contact the AHLOs on (03) 9076 5387 or 0419 592 207.

Help with directions

Please ask staff at main reception of Caulfield Hospital if you need help with directions or support to your hospital destination. The desk is staffed from 8am to 8pm every day.

Smokefree

Caulfield Hospital is a smokefree 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

Caulfield Hospital 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 Caulfield Hospital, or broader Alfred Health. The main types of health services provided are:

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.

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

Teaching, education and research
Caulfield Hospital 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 discuss with you the involvement of students in your care. Be comfortable in saying yes or no 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 Caulfield Hospital has been approved by an ethics committee. Research participation is always voluntary.
### 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 who will provide a range of supports, including assisting you to complete the patient experience survey and other questionnaires.

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*Watch ‘your healthcare team’ with Alfred Health TV on YouTube or on your bedside TV (channel 3, 103 or 903)*
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
Caulfield Hospital 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 okay 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 Caulfield Hospital 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 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 Caulfield Hospital 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 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. Caulfield Hospital 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

<table>
<thead>
<tr>
<th>Your rights</th>
<th>Our responsibilities</th>
<th>Your responsibilities</th>
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<tbody>
<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. 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. 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>
</tr>
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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. Let staff know immediately if you do not understand instructions or advice given to you. 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. Be involved in the planning and success of your treatment. Ask for clarification on anything you are unsure about.</td>
</tr>
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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>
</tr>
<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. Raise your concerns in a respectful way. 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
Most rooms at Caulfield Hospital are shared with up to four patients and with shared bathrooms. Single rooms are allocated 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 the Helmsmen Kiosk. Newspapers are also available for purchase from the volunteer shop 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 hours
At Caulfield Hospital 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 recommend that visitors who could 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 and are 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.
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 Caulfield Hospital
• Breakfast 8.00–9.00am
• Morning tea
• Lunch 12.00–1.00pm
• Afternoon tea
• Dinner 5.00–6.00pm

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 in 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 Caulfield Hospital 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 9076 3831.

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 9076 3145 or the Finance Patient Liaison Team on 9076 3831.

All account and payment queries should be directed to the Finance Overseas Billing Clerk on 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 local comments form, available in some wards and departments

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 Caulfield Hospital by:

**Telephone:** 9076 6127  
**Email:** feedback@alfred.org.au  
**Post:** Patient Liaison Officer, Caulfield Hospital, 260 Kooyong Road, Caulfield VIC 3162

**Health Services Commissioner**

If Caulfield Hospital consumers remain dissatisfied with the outcome of their complaint, they are encouraged to contact the Health Services Commissioner by telephone on 1300 582 113 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
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.

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 consulting clinics are on the 1st floor of Building 28. Staff at the Caulfield Hospital main reception will be able to provide directions.

When: Business hours are 8.30am to 5pm 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 6800 as early as possible if you are unable to attend your scheduled appointment.

Community Health: Caulfield Community Health Service

Caulfield Community Health Service (CCHS) is located at the Caulfield Hospital site, providing community and home based health services and health promotion activities to assist the local community to improve and maintain its health. You do not need to be a patient of Caulfield Hospital to use this service.

Telephone: 9076 6776
Email: access@cgmc.org.au
Monday to Friday 8.30am-5.00pm (excluding public holidays)
A to Z of services and facilities

Accreditation
Caulfield Hospital 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)
An ATM that accepts most cards is located just inside the main entrance.

Cafeterias
Coffee Field Café is located at the front entrance and has indoor seating and a large covered courtyard for dining. It sells hot and cold meals, snack foods, tea, coffee and a wide variety of drinks.

The café is open 6.30am to 5pm Monday to Friday and 9.30am to 4pm Saturday. It is closed on Sunday.

The Helmsmen Kiosk is located on the ground floor of the Aged Care block, near Main Reception at the entrance to the hospital. A variety of snack foods and drinks, papers, magazines and gifts are available. The Kiosk is staffed by volunteers.

The Kiosk is open 10am to 5pm Monday to Friday as well as 10.30am to 5pm on Sunday. It is closed on Saturday.

Enquiries
For any information about Caulfield Hospital or for information about a current inpatient, please call (03) 9076 6000.

Flowers
There is currently no florist on site. The nearest florist is located nearby in Glenhuntly Road, about a 500 metre walk.

Hairdresser
A hairdresser is available on campus and we can arrange for an in-house appointment for patients. The hairdresser can be contacted on 9076 6229. Please discuss further with the staff caring for you.

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
Newspapers and magazines are available at the Helmsmen Kiosk located near main reception. There is a post box at the top of the Breezeway.

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.

Caulfield Hospital’s Sacred Space is situated in the foyer of the main hospital building, opposite the Helmsmen Kiosk. It is a quiet place available for anyone to use for personal prayer, meditation or reflection. Regular Anglican and Catholic services are held there. You can contact Pastoral Care by calling (03) 9076 4084 or 9076 6000 and ask staff to page #1040. You can also email pastoralcare@cgmc.org.au

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 or clinical area.

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 main reception and on most wards.

Security
Caulfield Hospital 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, small meals and newspapers available.

Veterans
The Department of Veterans Affairs can be contacted on 1800 555 254 or via the website dva.gov.au

Volunteers
The Caulfield Hospital volunteer program offers a range of services for inpatients, social visiting and a concierge service supporting patients when accessing the hospital.

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 Caulfield Hospital.
Get involved

Become a Consumer Advisor

Do you want to help us improve care and services at Caulfield Hospital? By joining our Consumer Register 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 Manager of the Patient Experience and Consumer Participation Program on (03) 9076 2409, email communityparticipation@alfred.org.au or go to alfred.org.au

Make a donation

As a public hospital, Caulfield Hospital 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 Caulfield community and beyond.

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 support a particular service or area of the hospital.

If you are interested in supporting Caulfield Hospital:
• phone (03) 9076 3222
• visit www.caulfieldhospital.org.au
• write to Caulfield Fundraising, 260 Kooyong Road, Caulfield VIC 3162

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.