

Royal Hobart Hospital

Patient Information Guide

2021/2022



Welcome

We acknowledge and respect Tasmanian Aboriginal people as the traditional owners and ongoing custodians of the land on which we work and live, and pay respect to elders past and present.

The Royal Hobart Hospital (RHH) is Tasmania's largest hospital and the major specialist referral centre. As a primary centre of clinical teaching and research, it has a strong collaborative relationship with the University of Tasmania and other institutions.

The RHH provides acute, sub-acute, mental health, and aged care inpatient and outpatient services to 279,000 people in southern Tasmania.

A comprehensive range of general and specialty medical and surgical services are provided. These include many statewide services such as cardiac surgery, neurosurgery, extensive burns treatment, trauma surgery, hyperbaric medicine, neonatal and paediatric intensive care, and high-risk obstetrics.

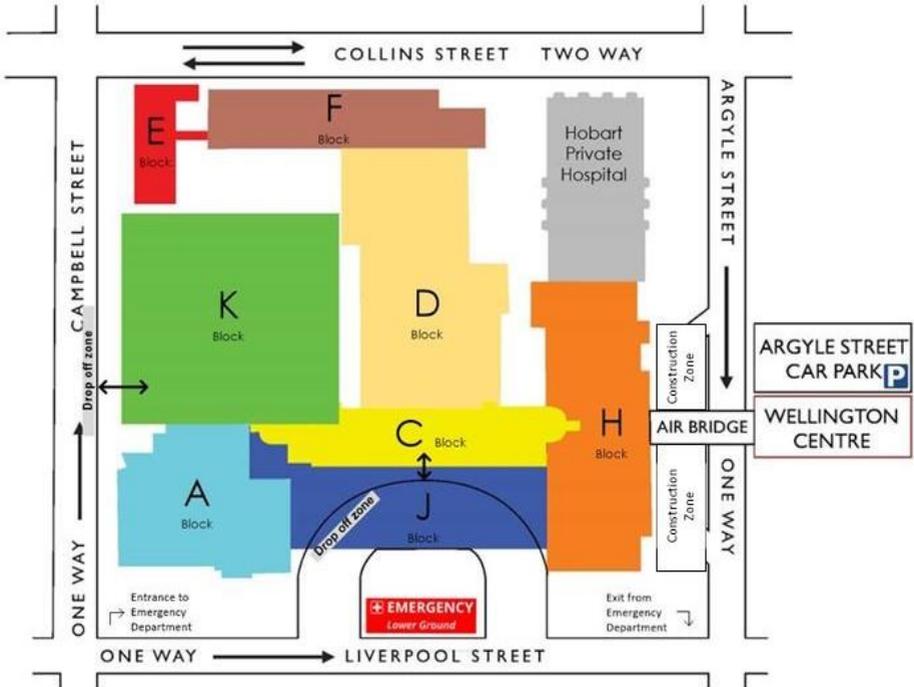
The RHH provides a 24-hour, seven-day-a-week Emergency Department (ED), a critical care Intensive Care Unit (including cardiothoracic intensive care), and a High Dependency Unit.

The RHH has served the community on its current site for over 200 years. The hospital has undergone many redevelopments since its establishment, culminating with the opening of the K block in 2020. K-block provides world-class facilities, which will benefit our community in years to come.

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Site Directory



The site map is current as of March 2022.

Entry to the hospital is via Campbell and Liverpool Streets.

A BLOCK

- G** WP Holman Clinic
- I** Oncology and Haematology Clinic, Cancer Support Centre
- 2** Medical Specialties
- 3** Rapid Assessment Medical Unit
- 4** Short Stay Endoscopy (opening soon)
- 5** Acute Older Persons Unit
- 6** Trauma and Acute Surgical Unit
- 7** Medical Specialties, including Stroke Unit
- 8** Day Chemotherapy Unit, Acute Nephrology
- 9** Oncology Inpatients Unit

C BLOCK

- G** Integrated Operations Centre
- I** Chapel, Pathology Laboratories, Consumer Liaison Unit – Complaints and Feedback
- 2** Ambulatory Care Centre (ACC)
- 2** Cardiothoracic/Cardiology Clinics
- 3** Neurology and Neurophysiology Clinics
- 4** Day Surgery Unit, Main Theatre Reception
- 5** Pharmacy

D BLOCK

- G** Hospital Cafeteria
- 2** Cardiothoracic and Cardiology Units
- 3** Paediatric Clinics, Jack Jumper Allergy Clinic

H BLOCK

- LG** Construction Zone – No Entry, Emergency Medical Unit (EMU)
- G** Medical Imaging, X-ray, Ultrasound, Nuclear Medicine
- I** Intensive Care Unit
- 2** Physiotherapy
Access to Wellington Clinics via the airbridge

J BLOCK

- LG** Emergency Department
- G** RHH Central Auxiliary Kiosk
- 2** No access
- 3** Mental Health Short Stay Unit

K BLOCK

- G** Reception, Patient Travel Assistance Scheme (PTAS), Patient Admissions, Transit Lounge, Automatic Teller Machine (ATM), Baby Feeding Room, Pounds and Ounces, Green Panda
- 2** Inpatient Mental Health Services Allied Health Therapy, Staff Lounge
- 3** Inpatient Mental Health Services Diving and Hyperbaric Medicine
- 4** Operating Theatres Short Stay Unit
- 5** Central Sterilising Department
- 6** Adolescents Ward
Transition to Home
Children's Ward
- 7** Queen Alexandra Maternity Unit
- 8** Neurosurgery
Neonatal and Paediatric Intensive Care Unit (NPICU)
Special Care Nursery
- 9** General and Vascular Surgery
Orthopaedic and Surgical Specialties, including Burns
- 10** General and Respiratory Medicine

Coming to the RHH

The RHH is committed to providing the highest standard of care and service to our patients. **Your health is our priority.**

This booklet provides essential information to help and support you during your time at the hospital.

If your visit to the RHH requires an overnight stay, please bring:

Personal information

- Your admission advice and completed admission form.
- Your Medicare card, Pension card, and Healthcare card.
- Your Repatriation File Number (if you are eligible for repatriation treatment).
- Your Work Cover detail (if this applies to you).
- Details of any health insurance cover you hold, including your Health Insurance Book.
- The name and contact number for your next of kin. This contact is the person we call in the case of an emergency.
- Any current advance health directives you have made. This legal document you may have made tells us your health care wishes.
- Any enduring power of attorney. This legal document tells us who you may have appointed to make health care decisions on your behalf, like a trusted family member or friend.

Health information

- Information about any allergies you may have to medication or foods. Please tell nursing staff as soon as possible so they can issue you with a unique identification band and put alerts in your medical record.
- All current medications in their original containers.
- A list of any current medications that you have taken.
- Any medications, vitamins, herbs, or supplements not prescribed by your doctor. You may have purchased these from a pharmacy, naturopath, health food shop, or the internet.
- Dentures – please ask the nursing staff for a container to store them, so they do not get lost or damaged. The container will be labelled for you.
- Any medical aids. Please tell nursing staff if you wear a hearing aid.
- Any x-rays or treatment information from other health professionals.



Some personal items

- Comfortable sleepwear (dressing gown, pyjamas, nightgown, slippers).
- Personal hygiene items (soap, toothbrush, toothpaste, brush, comb, tissues, shaving equipment, women's products like tampons or sanitary pads).
Your mobile phone and charger.
- Some coins to purchase an item from the Auxiliary trolley.
- Books, magazines, mobile devices (for example, a tablet or laptop), and children's toys.

Under the agreement on funding public hospitals made between the Commonwealth and State Governments, you must choose whether you wish to be a public or private patient when admitted for care at the RHH.

As a public patient, you will be treated by doctors nominated by the RHH to provide your medical treatment, and you will not be charged for medical or hospital services. You cannot choose to be treated by a particular doctor and will not usually be provided with a bed in a single room.

Your treating clinician will discuss the options and their recommendations for your treatment.

You may consent to their advice, or you may refuse treatment. If you refuse the treatment recommended or refuse to participate in recommended tests, you will be given details of the likely or potential result of your refusal. If you refuse, you cannot hold others responsible for the outcome.

You may discharge yourself from the RHH at any time.



Are you Aboriginal or Torres Strait Islander?

We ask everyone.
One simple question can
help close the gap.

ARTWORK:
Takira Simon Brown
'Linking Petroglyphs'

Aboriginal Health

An Aboriginal Health Liaison Officer (AHLO) is available at RHH to provide emotional, social, and cultural support to Aboriginal and Torres Strait Islander patients and their families, to improve health care services and maintain positive relationships within the Aboriginal community, Aboriginal organisations, other service providers, and government departments.

AHLO can provide face-to-face contact with patients, social and emotional support, engagement and advocacy for patients and their families, assisting with discharge planning and accessing other services, assisting with inquiries for patients and families, and follow-up care with patients.



The AHLO can also support patients from Aboriginal and Torres Strait Islander backgrounds by being a link between the medical teams and the patient/families. They do so by providing education/information to the broader RHH staff to increase understanding and respect Aboriginal and Torres Strait Islander people to ensure a culturally appropriate experience while in hospital.

The AHLO service is confidential and available to both patients and their families. The AHLO is open Monday to Friday, 8.30 am to 5.00 pm on (03) 6166 8264.



Cultural Connections: This original artwork by Tasmanian Aboriginal artist Takira Simon Brown was purchased for the THS Cancer and Blood Services as part of the Optimal Care Pathways for Aboriginal and Torres Strait Islander People with Cancer Project.

The works help create a safe and welcoming health service environment for Tasmanian Aboriginal people with cancer. In addition to original artwork, small replicator prints are installed in areas patients may visit on their oncology journey.

CONCERNED ABOUT A PATIENT?

TASMANIAN
HEALTH
SERVICE

How to raise concerns about a patient's health with staff

Are you a patient, a family member, carer or friend of a current hospital patient and have concerns about patient health?

Feel as though something is not right? Concerned a patient is not improving as expected?

Please feel free to come and talk to staff about your concerns.

STEP 1 - Tell Staff

Talk to the ward nurse/midwife, doctor or an allied health professional about your concerns.

If you are still worried or concerned with the response.....

STEP 2 - Ask Again

Ask to talk to the nurse/midwife in charge or a senior doctor.

If you are still worried or concerned with the response.....

STEP 3 - Call this number

Telephone us:

(03) 6166 6744

Tell the operator that you are making a
"CARE Call"



If you are unable to access a phone, please ask staff to assist.

You will be asked to provide the following information:

- your name and phone number
- the location (hospital, ward)
- the name of the person you are worried about.

A member of the CARE Call team will speak to you, listen to your concerns and act on your concerns.

If you have feedback regarding matters other than patient health, please ask staff about the Consumer Feedback process.



Alcohol and Recreational Drugs

Alcohol and recreational drugs are not permitted in the RHH and must not be given to patients.

ATM Facilities

An ATM is located on the Ground Floor of K Block, near reception.

Allergies

Please inform the medical and nursing staff of any allergies you may have to medications, food, or any substance as soon as possible. Alerts will be placed in your medical record if you have an allergy.

Baby Change and Feeding Facilities

A baby change and feeding room is available for visitors and staff on the Ground Floor K Block near the public lifts.

Chaplaincy Service

Compassionately caring for the emotional and spiritual wellbeing of patients, visitors, and the Tasmanian Health Service staff is available.

We provide compassionate emotional and spiritual support to you and your family and visitors. We are available 24 hours a day for support.

Ward chaplains are assigned to particular wards/units and visit patients where appropriate, while representatives of a wide variety of faiths visit members of their tradition. Specific religious faith representatives and clergy of all faiths and denominations may be contacted through the chaplaincy service, which will arrange a visit at your request.

You can also talk to a chaplain over the phone or via telehealth videoconferencing.

You may request a chaplain by contacting the hospital switchboard on (03) 6166 8308.



Chapel

The chapel is open 24 hours a day for your quiet prayers and reflections.

Morning prayer services are held on weekday mornings.

Weekly chapel services are held in the chapel (first floor, C Block) each Sunday at 11.00 am. Catholic Mass is held on Wednesdays, Saturdays, and the first Friday of the month at 5.00 pm, and Sundays at 4:30 pm.

Notifications of Catholic mass and Sunday services will be made over the public address system.

More information and details can be found by contacting Chaplaincy Services on their office number: (03) 6166 8487 or through the switchboard on (03) 6166 8308.

Compliments, Suggestions, and Complaints

The RHH appreciates feedback on its services and the care provided, including suggestions, appreciation of or acknowledging good service provided by staff, or making a complaint.

You can do this by writing a letter to the RHH, completing a feedback form, which is available on all wards, or emailing south.feedback@ths.tas.gov.au

If you have concerns or a complaint, we encourage you to discuss these with staff or with a representative from the Quality and Patient Safety Service's Consumer Liaison Unit on 1800 811 911. All complaints are taken seriously.



Want to say

THANK YOU

to your nurse or midwife?

Ask reception staff for a nomination form.

For more information visit www.health.tas.gov.au



Community Care

Should you require ongoing care after discharge, referrals are arranged through a central contact point for Community Health Nursing and other appropriate home care services (a small levy is charged). Ask your nurse for contact details for the service to talk about their charges.

Services provided in your home by community-based providers include nursing care, personal care, domestic assistance, and allied health—for example, physiotherapists and occupational therapists.

Dentures

Please ask staff for a container for your dentures, which will be labelled for you. Dentures can easily be lost if wrapped and left in your pocket or the bedside cabinet.

Dining Room

Visitors may purchase meals in the hospital dining room between 7.00 am and 7.00 pm. The dining room is located on the ground floor of D Block.



Discharge Procedures

Wherever possible, the doctor will give you 24 hours' notice before your discharge.

Please ensure that you have transport arranged with a relative/friend/carer, and you are out of bed in time to leave your ward by 10.00 am on the day you are to leave the RHH.

Please ask the staff to assist you if required.

When you are discharged, you will receive up to one month's supply of medication. This will allow you to visit your local doctor to arrange further prescriptions. There is a co-payment fee for medicines dispensed by the Pharmacy Department for patients at discharge, payable within 30 days.

Any special arrangements for your continued care will have been made by RHH staff, such as appointments for you to return to see a doctor as an outpatient. If you have any belongings/valuables that you need to retrieve before discharge, please make these arrangements with the nurse caring for you.

Transit Lounge

The Transit Lounge assists the RHH with the coordination of bed management. Patients may be transferred to the Transit Lounge when waiting for discharge medication, education, or transport home. Patients remain relaxed with television, reading material, and complimentary tea, coffee, and light refreshments provided.

Nursing care is available for patients in the Transit Lounge.

Donations, Gifts, and Bequests

The RHH appreciates the generosity and supports it receives from the community, small businesses, large corporations, and the Tasmanian public.

Each year the RHH is well supported by a network of benefactors, who raise funds to purchase medical equipment. If you would like to inquire about making a donation, gift, or bequest, please contact the Community Relations Unit at (03) 6166 8846.





Emergency Procedures and Fire Alarms

You can call for assistance in a personal emergency by pressing the 'Nurse Call' button.

In the unlikely event of a general emergency, remain calm and await instructions from staff. Please do not leave the ward/unit unless you are instructed by staff.

Regular fire alarm and fire door checks take place. Before any checks commence, a general announcement will be made over the hospital public address system.

Enquiries

Telephone calls from people enquiring about a patient's condition are put through to the wards between 9.00 am to 5.00 pm.

Due to reduced staffing outside of normal business hours, family and friends are encouraged to minimise non-urgent telephone calls to the hospital. For patient enquiries, contact our main switchboard on (03) 6166 8308.

To assist staff in managing the number of telephone calls. One relative should be nominated as the information provider for your family, relatives, and friends. Further information may be given personally to a patient's next-of-kin, but details of your illness are confidential and will not be given without consent.

Hearing Aids

Please advise staff if you wear a hearing aid, as this information will assist those involved in your care.



DO YOU NEED AN INTERPRETER?



Interpreter

ENGLISH



PLEASE POINT TO THE LANGUAGE YOU SPEAK.
WE WILL ARRANGE AN INTERPRETER AT NO CHARGE.

AMHARIC

አማርኛ

እስከዎ ቋንቋዎ የትኛው እንደ ሆነ ለይተው የላዩን፤
አስተርጓሚ በዝን እናቀርብልዎታለን።

ARABIC

العربية

قم بالإشارة إلى لغتك وأخبرنا ما هي لهجتك حتى ندير
مترجما لك مجاناً

BURMESE

မြန်မာ

ကျေးဇူးပြု၍ သင်၏ဘာသာစကားကို ဖော်ပြပါ။
ကျွန်ုပ်တို့ စကားပြန်တင်ပို့ အခမဲ့စီစဉ်ပေးပါမည်။

CANTONESE

廣東話

請指出哪一種是您的語言。
我們將免費安排口譯員。

CROATIAN

HRVATSKI

Molimo pokazite nam koji jezik govorite.
Zakazat ćemo vam besplatnog tumača.

DARI

داری

لطفاً زمان خود را نشان دهید. ما طور مجاني برای این
ترجمان آماده می کنیم

FILIPINO

FILIPINO

Ituro mo lamang kung alin ang iyong wika.
Maghahanda kami ng isang interpreter nang libre.

FARSI/PERSIAN

فارسی

ما مترجم رایگان فراهم می‌کنیم. لطفاً به زبان خود روی این
صفحه اشاره کنید

FRENCH

FRANÇAIS

Indiquer en pointant vers votre langue. Nous
nous occupons de vous obtenir gratuitement
les services d'un interprète.

GERMAN

DEUTSCH

Bitte zeigen Sie auf Ihre Sprache. Wir
werden einen Dolmetscher kostenlos zur
Verfügung stellen.

GREEK

ΕΛΛΗΝΙΚΑ

Παρακαλούμε δείξτε μας ποια γλώσσα
μλάτε. Θα προγραμματίσουμε την παρουσίαση
διερμηνέα δωρεάν.

HAZARAGI

هزارگی

لطفا ظرف زبانون از خود خو اشاره کنین.هو بلدی شیم.
ترجمان مفت میگری

HINDI

हिंदी

कृपया अपनी भाषा की ओर इशारा कीजिए। हम
दुआपिए की व्यवस्था करेंगे और यह नि:शुल्क
होगा।

INDONESIAN

BAHASA INDONESIA

Silakan tunjuk ke bahasa Anda. Kami akan
mengatur seorang juru bahasa tanpa biaya.

ITALIAN

ITALIANO

Vogliate indicare la vostra lingua.
Organizzeremo un interprete gratuitamente.

JAPANESE

日本語

通訳が必要な方は該当する言語を指差して下
さい。当院で無料手配いたします。

KAREN

ကဠိ

သံသယရှိပါက အချက်အလက်ကို
ဖော်ပြပေးပါ။ အခမဲ့အစီအစဉ်ပေးပါမည်။

KOREAN

한국어

귀하의 언어를 지적하시면 무료로 통역사를
연결해 드리겠습니다.

MANDARIN

普通话

请指出哪一种是您语言。
我们将免费安排口译员。

NEPALI

नेपाली

कृपया आफ्नो भाषा तिर देखाउनुहोस्। हामी
दोभासेको व्यवस्था निशुल्क रूपमा गर्नछौं।

OROMO

OROMOO

Afaan dubbattu nutti agarsiisi. Afaan hiikaa
tola siif qopheessina.

POLISH

POLSKI

Prosimy wskazać swój język ojczysty.
Zorganizujemy bezpłatną usługę tłumacza.

PUNJABI

ਪੰਜਾਬੀ

ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਅਸੀਂ
ਬਿਨਾਂ ਕਿਸੇ ਕਮਿਸ਼ਨ ਦੇ ਦੁਆਰਾ ਸੇਵਾ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

RUSSIAN

РУССКИЙ

ПОЖАЛУЙСТА, ПОКАЖИТЕ НА ЯЗЫК, НА
КОТОРОМ ВЫ ГОВОРИТЕ. МЫ ПРЕДОСТАВИМ
ВАМ БЕСПЛАТНОГО ПЕРЕВОДЧИКА.

SERBIAN

СРПСКИ

Молимо покажите нам kojim jezikom
govorite. Zakažavamo vam besplatnog
prevodioca.

SPANISH

ESPAÑOL

Por favor, señale cuál es su idioma.
Pediremos un intérprete sin cargo.

SWAHILI

KISWAHILI

Tafadhali onyesha lugha yako. Tutapanga
kupata mkalimani bila malipo kwako.

TAMIL

தமிழ்

உங்கள் மொழியைத் தயவுசெய்து
குறிப்பிட்டுக் காட்டுங்கள். செலவின்றி
ஒரு மொழிதான் மட்டுமே நமக்கு
ஒழுங்குசெய்துவருகிறது.

THAI

ภาษาไทย

โปรดชี้ไปที่ภาษาของคุณ เราจะจัดหาล่ามให้
โดยคุณไม่ต้องเสียค่าบริการ

TIGRINYA

ትግርኛ

ቋንቋዎ እንደ ሆነን ልሳንም አልሳና፤
አስተርጓሚ በዝን እናቀርብልዎ አና።

URDU

اردو

دوہرے میں اپنی زبان کی طرف اشارہ کریں۔ ہم ایک ہی سز میں مترجم مقرر کریں گے۔

VIETNAMESE

TIẾNG VIỆT

Vui lòng chỉ ngôn ngữ của quý vị. Chúng tôi sẽ
sắp xếp thông dịch viên miễn phí cho quý vị.

TASMANIAN
HEALTH
SERVICE



24 HOUR TELEPHONE
INTERPRETERS

131 450

FOR ON-SITE INTERPRETERS AND ENQUIRIES
PHONE THE INTERPRETER SERVICES

6166 7000

Informed Consent

Before any medical procedure is carried out, you will be asked to give your permission or consent. You will be given information about the procedure, its effects, likely success, risks, benefits, and alternatives. This is called informed consent. If you do not understand any aspect of your treatment, ask questions until you are satisfied.

In most instances, medical treatment cannot be given unless you have given consent (although there are some circumstances where medical care can be given without consent, for example, in an emergency).

In non-urgent situations where you are unable to make your own decisions, consent will, when practical, be sought from the person responsible for you (next of kin) or your enduring guardian.

While you can make your own decisions, you have a right to choose which of the treatments offered you wish to undergo. You can also change your mind and withdraw your consent at any time.

The RHH is a teaching hospital working in close partnership with the University of Tasmania. Many students in the health care professions are taught within the hospital and interviewing and examining patients is an important part of their education and training. We ask for your cooperation and encourage you to participate in our teaching and

research activities. Your consent is required before students can interview or examine you.

Identification of Patients

During your stay with us, it is essential that hospital staff correctly identify you. Correct identification will ensure that you receive the treatment procedure, tests, or medications prescribed.

On admission, you will be issued with an identification band. You need to wear your identification band during your hospital stay. Please check your information details and advise staff if any information is incorrect.

For your safety, staff will check your identification band to ensure that your first and last name and date of birth are the same as those on your medical charts when prescribing your treatment, procedure, test, or medication. Please tell the doctor or nurse if your identification band comes off during your stay or if the information on it is incorrect.

Identification of Staff

During your admission, you will be cared for by a team of doctors, nurses, allied health professionals, and clerical, catering, and housekeeping staff. All staff must wear an identity badge that displays their photograph, name, and job title.

Interpreter Service

If English is not your first language, arrangements can be made for an interpreter if required. Speak with your nurse to make these arrangements.

Interviews with the Doctor

You are encouraged to discuss your illness or any associated problems with your ward doctor.

With your permission, your next-of-kin may also speak with your doctor. It is best to give prior notice to enable the doctor to arrange a convenient time to meet in both instances. Alternatively, ask your nurse to arrange a suitable time.

Kiosk

The Central Auxiliary Kiosk and Coffee Shop is in the forecourt, outside the Liverpool Street entrance. Hot food, sandwiches, fruit, cakes, hot and cold drinks, gifts, flowers, and balloons are available. All profits from the Central Auxiliary Kiosk and Coffee Shop are directed to buy special equipment for the RHH.

Hours of opening:

- Monday – Friday:
8.30 am to 6.30 pm.
- Saturday, Sunday, and Public Holidays: 11.00 am to 6.30 pm.

The Central Auxiliary Kiosk and Coffee Shop operates a trolley service to inpatient wards (Monday to Friday). Newspapers, magazines, fruit, drinks, and personal items are available.

Laundry

The RHH is unable to launder patients' clothing. If you have no clean personal clothing due to an emergency admission, the hospital will supply pyjamas or gowns.

Leaving the Ward/Unit

You are asked to tell the nurse before leaving the ward/unit area as they are directly responsible for your safety while in the care of the RHH.

Library Service

A mobile library service, provided by volunteers, visits wards each week.

Mail

Personal mail is delivered to the ward daily. Incoming mail should be addressed as follows:

Name of patient and ward name
Royal Hobart Hospital
GPO BOX 1061
HOBART TAS 7001



Medications

Bring any medications and supplements you take or have taken recently to the hospital, including anything you may have purchased from a pharmacy, supermarket, or health food store.

Supplying this information assists the medical staff in making an appropriate assessment of your future drug therapy requirements. Please also bring any eye drops, puffers, patches, or creams/ointments that you are using. These medications will be checked by hospital staff and safely stored until you are ready to leave.

Do not take your medications while inpatient unless specifically told to by an RHH nurse, pharmacist, or doctor. The RHH provides the majority of the medicines you will require.

When you are discharged (or when you attend as an outpatient), you will receive up to one month's supply of medication. This will allow you to visit your local doctor to arrange further prescriptions.

There is a co-payment fee for medications dispensed by the Pharmacy Department for patients at discharge and when seen in an outpatient clinic.

Co-payments are based on the cost of the medication and whether the patient possesses a valid concession or entitlement card.

The pharmacy provides patients with an invoice, which must be paid within 30 days of receiving the medication. There are several payment options, which are detailed on the invoice.



Meals and Dietary Requirements

You will be provided with a choice of meals and various menu plans. Menus are delivered with breakfast and collected between 9.30 am to 12.00 noon. Some patients may be prescribed a special diet by their doctor as part of their treatment. Please tell the nursing staff if you are on a special diet at home or have a specific food allergy.

Mealtimes are:

Breakfast	7.00 am to 8.00 am
Morning Tea	10.00 am
Lunch	12.00 pm to 1.00 pm
Afternoon Tea	3.00 pm
Evening Meal	5.00 pm to 6.00 pm
Supper	7.00 pm

A hot beverage is served at mealtimes.

Multicultural Health Services

The RHH employs a Multicultural Health Liaison Officer (MHLO) to assist refugees, humanitarian arrivals, international students, and migrants with emotional and practical support and helps individuals and families access a wide range of culturally safe health care services.

Information is also provided to people and community groups on health-related topics, including maternal and child health care, women's health, diabetes, preventative health, etc. The

MHLO plays an educative role within the hospital setting, delivering training on culturally safe practices to health care professionals who work with people from diverse cultural backgrounds.

If English is not the client's first language, professional interpreters can assist the communication exchange of medical/clinical information at no cost.

The MHLO service is confidential and available to both patients and their families.

The MHLO is open Monday to Friday on (03) 6166 8126. Speak with your nurse if you wish to see the MHLO.

Newspapers

Newspapers are available from the Central Auxiliary Kiosk and Coffee Shop (forecourt outside the Liverpool Street entrance) or from the kiosk trolley, which visits wards (Monday to Friday).



Non-Acute Inpatients

The RHH is an acute care hospital that provides treatment and care for sick or injured patients. Sometimes patients may remain at the RHH after they have moved from the acute phase of their illness or injury.

This is likely because they cannot return home (for example, they may have lost some independence), and there is difficulty finding alternative accommodation and care for them.

Patients classified as non-acute must pay a daily hospital fee, as required under the Australian Healthcare Agreement.

This fee will contribute to the day-to-day expenses of being in the hospital, including food, accommodation, and therapy. Patients may be eligible to access Rental Assistance from Centrelink to help with this cost (please discuss this with your Social Worker – call (03) 6166 8354.

Patient Medical Records

You have the right to ask to see information about you created and retained by the Tasmanian Health Service under the Right to Information Act 2009. A fee may be incurred if you request a copy of your medical record. Confidentiality of your records is required under the Personal Information Protection Act (PIP Act) 2004. Confidential information, including treatment details, will not be released without your consent unless required for the ongoing provision of approved clinical care or by law. To access your medical record, you can call the Patient Release of Information Officer on (03) 6166 8898.



Private Patient Classification – Medicare Eligible

If you choose to be admitted as a private patient, you will be treated by your nominated doctor, provided the doctor has a right to practice at the RHH and agrees to undertake your care. As a private patient, you will be able to request a single room if one is available. Single rooms are in limited supply and may not be available because other patients have a clinical need for a single room (for example, a patient who needs to be treated in isolation). You will also be eligible for free television rental.

As a private patient in a public hospital, you should have no out-of-pocket costs. However, all patients are responsible for the payment of any discharge medications. The RHH will accept your private health fund payment as full payment of hospital accommodation charges. Medicare will cover 75% of your doctor's bill (specialist medical services fees, including medical tests), and your private health insurance fund will cover the other 25%. While you are an inpatient, diagnostic tests will be covered by Medicare and your health fund, along with surgically-implanted prosthesis.

By using your private health insurance, the money received assists the hospital in buying additional equipment, maintaining facilities, and providing

improved services to the Tasmanian community.

Patients who elect to be treated as private patients but who do not have private health cover will be responsible for accommodation fees and any prosthesis used (self-insured). As an inpatient, you may claim any diagnostic tests through Medicare, but you will be required to pay the balance as an uninsured patient.

– Medicare Ineligible

Patients without a Medicare entitlement will generally be expected to pay for their treatment. Health fund or travel insurance details will be requested at admission. If you have any concerns, please discuss them with a Social Worker.



My healthcare rights: How can I use the Charter?

The **Australian Charter of Healthcare Rights** describes what you can expect when receiving health care in Australia.

I know that I have rights



I tell my healthcare provider what is important to me



I ask questions



I get information that I can understand



I can include my carer, family and friends

We make decisions together



Rights and Responsibilities

What you should know as a patient

Your Rights Are:

- To receive free public hospital services as a public patient.
- To receive treatment based on your health needs, regardless of your financial or health insurance status.
- To have access to public hospital services regardless of where you live in Australia.
- To be treated with respect, compassion, and privacy consideration, which considers your background, needs, and wishes.
- To participate fully in the decisions about your care, including admission, discharge, and arrangements for continuing care.
- Before you decide whether you will agree to the treatment, be given a clear explanation of the proposed treatment, including risks and alternatives.
- To seek a second medical opinion.
- To give your informed consent (except in exceptional circumstances) before a procedure is carried out, including consent to participation in undergraduate health professional teaching or medical research.
- To withdraw your consent or refuse further treatment.
- To have access to the information contained in your medical record.

- To expect that information about your hospital care will be confidential unless the law allows otherwise.
- To receive interpreter services if you are experiencing difficulty communicating with staff.
- To commend health workers, complain about your health care, and be advised of the procedure for expressing concern about your care.

Your Responsibilities Are:

You can do several things to help health workers provide better care for you. You should:

- Provide information that enables health care professionals to give you appropriate care and advice.
- Treat seriously any decision made in partnership with a health professional regarding your treatment.
- Comply with your prescribed treatment or tell your health care professional of your intention not to do so.
- Conduct yourself in an appropriate way so as not to interfere with the wellbeing or rights of other patients or staff.

Parking

Patients and visitors to the RHH can access a range of parking facilities.

Argyle Street Car Park

Open: 7.00 am to 10.00 pm, seven days a week.

This information was correct at the time of publication. For updated information, please refer to www.hobartcity.com.au.

Market Place Car Park

Open 24 hours a day, seven days a week.

Vodafone Central Car Park

Corner Argyle and Bathurst Street, Hobart. Open 24 hours a day, seven days a week.

Street Parking

Metered parking spaces are available outside the hospital in Collins and Campbell streets.

Short-Term Parking

Short-term parking for people with disabilities or patient drop off/pick up is available outside the hospital at the Liverpool and Campbell street entrances.

Hospital Access

The Liverpool Street entrance to the hospital is accessible 24 hours a day, seven days per week. The Campbell Street entrance is closed between 6.00 pm, and 6.00 am.

Drop-Off and Pick-Up Areas

Patients can be dropped off and picked up at the Liverpool, and Campbell street entrances. However, some drop-off and pick-up areas and entries may be closed due to construction work.

Postal Service

Stamps can be purchased from the Central Auxiliary Kiosk and Coffee Shop and there is a Australia Post standard mailbox in the Liverpool Street forecourt.

Public Toilets

Public toilets are available on each floor of the RHH.



Smoking

The RHH is a smoke-free site. Tobacco use and smoking are prohibited on the RHH site (including entrances and hospital grounds). This ban also applies to the Repatriation complex in Davey Street, the Renal Unit at St John's Park in New Town, and Mental Health.

Patients/visitors to the RHH site will be asked to cease smoking or may receive an on-the-spot fine if they persist.

Any breach of the Public Health Amendment (Smoke-Free Areas) Act may result in prosecution.

Quitline is a free, confidential, telephone-based support service designed to help smokers quit smoking. For the cost of a local call, smokers can request a free information pack or receive advice about quitting from trained advisors. Contact Quitline on 137 848.

Supporting Children as Inpatients

Most small children miss their families, so we encourage the immediate family to spend as much time as possible with their child.

You can play a positive role during your child's stay in the hospital by assisting the hospital team with various routines and just being with your child.

Certain restrictions may be necessary so that the nurse can effectively carry out the child's prescribed treatment.

Your cooperation is appreciated in these circumstances.

Television Service

Overhead televisions are available for hire. Please enquire about details upon admission.

Patients are discouraged from bringing their electrical appliances, including televisions and other handheld devices.

However, if you expect to be in hospital for a considerable time, you may use your handheld device subject to specific RHH requirements being met, including the inspection and tagging of the equipment by an authorised electrician - to ensure compliance with electrical safety standards. The ward/unit staff can obtain further details on the RHH policy from ward staff.

Travel Assistance Scheme

The Department of Health Patient Travel Assistance Scheme (PTAS) assists Tasmanians who travel long distances to access medical services in Tasmania or interstate. The scheme provides a subsidy only and does not cover all of the costs associated with travel. For more information on the scheme, please contact your local PTAS office.

Southern Office (03) 6166 8225

Northern Office (03) 6777 6249

Northwest Office (03) 6477 7734

Valuables

Please do not bring valuables (such as jewellery, large sums of money, electronic games, or computer equipment) with you, as the RHH cannot accept responsibility for any loss of items during your stay.

If you would be upset at a loss, please don't bring the item into the RHH.

Visiting Hours

A registered nurse/midwife will discuss visitor guidelines with you on or shortly after your admission. You can then make decisions about family presence and visitors.

COVID-19 visitor restrictions

The safety of you and all patients, visitors, and staff is very important.

- Restrictions mean limiting the number of people in the hospital.
- This will help prevent any spread of coronavirus (COVID-19).
- All visitors need to be fully vaccinated. Exemptions are available on compassionate grounds.

Please contact the hospital at (03) 6166 8308 for further information or seek visitor exemption.

For more information, go to www.coronavirus.tas.gov.au

Visiting hours

Patient visiting hours are between 1:00 pm and 7:00 pm daily.

Number of visitors

- One person only may visit a patient at any one time.

Unit Specific Restrictions

Some restricted units have specific requirements and restrictions. These include:

- Maternity
- Neonatal and Paediatric Intensive Care
- Paediatric Unit
- Department of Critical Care Medicine
- Emergency Department
- Inpatient Mental Health
- Theatre Recovery

Please check with the relevant unit before visiting.



Volunteer Network

The hospital has approximately 120 volunteers, from 18 to 90 years of age. They all bring a wonderful, diverse range of skills and personalities to enhance the consumer experience at the hospital. For example, volunteer duties include staffing information/welcome desks, guiding consumers throughout the hospital, assisting with patient activities on various wards, undertaking the refreshment service in outpatient clinic areas, and the pharmaceutical courier service. However, most importantly, the volunteers are here to provide conversation, company, and general support to patients and staff each day.

If you are interested in becoming an RHH volunteer, please contact our Volunteer Service on (03) 6166 7087 for an application package or seek answers to any queries regarding the RHH Volunteer Service Program.

Wheelchairs

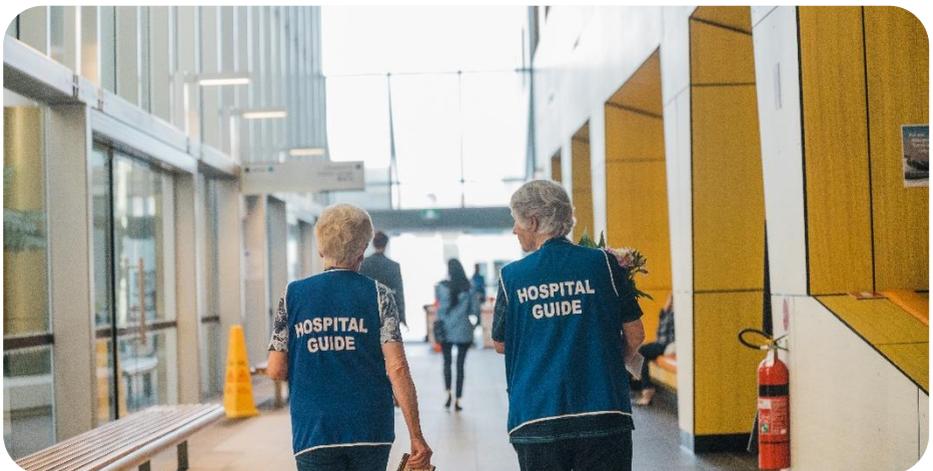
Patients who first arrive at the hospital and require wheelchair assistance to transfer to appointments or locations within the hospital are encouraged to arrange their wheelchairs. The orderly team provides wheelchair transfers for inpatients and those being discharged.

Wi-Fi

There is no public Wi-Fi access available within the RHH.

Wills

Should you wish to make a Will while in the RHH, you are advised to contact a solicitor or trustee company.



Keeping yourself safe during your hospital stay

Your rights

Preventing falls

Preventing infection

Your medicines

Pressure injuries

Identification

Blood transfusions

Preventing blood clots

Be involved in your care

Leaving hospital

Watching for delirium

Your thoughts matter

Behaviour matters



Your rights

You have a right to high quality, safe care in our hospital.

Your healthcare rights are written into the Australia Charter of Healthcare Rights.

Ask for a copy of the charter if you would like one.





Preventing falls

- Wear well-fitted, non-slip footwear or non-slip socks.
- Take extra care in the bathroom.
- Be careful when you get up as some medicines may make you feel unsteady.
- If you have glasses or a walking aid, keep them in easy reach.
- Tell us if you need assistance to move about.
- Ask for a Stay on Your Feet booklet for more information.





Preventing infection

- Wash your hands, or use hand wipes, after going to the toilet, and before meals.
- Cover your mouth and nose with a tissue, or your elbow, when you cough or sneeze. Place the tissue in the bin and clean your hands.
- If you are worried a staff member may have forgotten to clean their hands, you or your family can remind them.
- Ask your visitors to use the alcohol based hand gel provided when they visit, and not to visit if they are unwell.
- If you have a wound, a drip in your vein, a catheter in your bladder or any medical device inserted in to your body this must be kept clean.





Your medicines

Tell us if you have any allergies to medicines or food, or if you have had a serious reaction to any medicines.

Ask about possible side effects and what your medicines are for.

Talk to your doctor, nurse or pharmacist if you have any questions or concerns about your medicines.





Pressure injuries

Try to keep moving, even in bed, and change your position often.

We can help you if you cannot move yourself.

Tell us if you notice any areas of your skin changing.





Identification

Tell us if any of your personal information is wrong (ID band, address, GP, next of kin). This helps us when we check to make sure we are giving you the right care.

Correct identification helps us to give you the right care and allows you to receive the correct medicine, tests or procedures.

Tell us if you have any allergies.





Blood Transfusions

If you need blood while in hospital, we will discuss this with you.

Tell us if you have had any problems with blood/blood products in the past.

Tell us if you do not want to be given blood or blood products.

Ask for a blood transfusion fact sheet for more information.



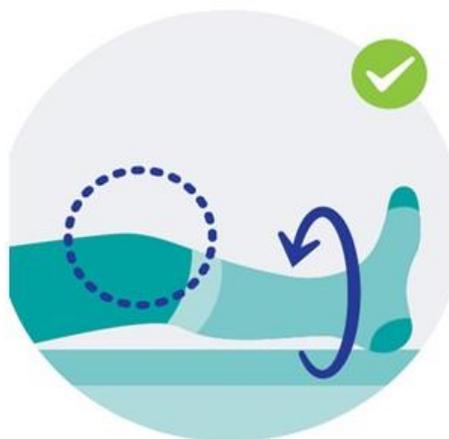
Preventing blood clots

Wear your hospital stockings if advised and try to move as often as you can.

Try to do simple leg and ankle exercises.

Drink fluids as recommended.

Take blood-thinning tablets or injections as advised.





Be involved in your care

Remember that we are here to help you.

Your doctors and nurses may have meetings about your care at your bedside – join in!

Ask questions if you are worried or do not understand.

Always tell us if you or your family are concerned that you:

- do not feel well and think you are getting worse
- think information about your health has been missed.

If you have talked with your nurse and doctor and are still concerned, ask to speak with the nurse in charge.





Leaving hospital

Before you leave, please make sure you have:

- your medicines and you know what they do and how to take them
- a number to call if you have questions or concerns
- a follow-up appointment with your doctor if you need one.





Watching for delirium

If you notice a sudden change in your family member or friend's, mood or physical condition please let staff know.

This may be an early sign of delirium (state of confusion) which requires medical review.





Your thoughts matter

Have you, a family member or friends noticed a change in your thoughts, mood or feelings?

Are you feeling life is not worth living?

If yes, please let your nurse, midwife, medical officer or other clinical staff know.



Behaviour matters

Being in hospital can be stressful and you may be frustrated

- with our processes
- the hospital environment
- or be experiencing pain.

If you are feeling stressed, frustrated or in pain, please let your nurse, midwife, medical officer or other clinical staff know.

They may not be able to solve all the issues but they may be able to assist you.



We are listening

You might receive a survey via email/SMS or in the mail. If you do, please take the time to complete it.

We want to continuously provide better care.

Your responses are
confidential

The survey is
conducted
independently on
an ongoing basis

Your feedback
makes a difference



Taking part in the survey is voluntary. The survey is provided by Insync. If you would like more information about how the survey is conducted, please visit www.insync.com.au or call their toll free number on 1800 770 395.



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HEALTH
SERVICE



Royal Hobart Hospital

TASMANIAN
HEALTH
SERVICE



Interpreter



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