



Launceston General Hospital

Patient and Visitor Information

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Welcome to Launceston General Hospital

We recognise and value First Nations histories, knowledge and lived experiences and commit to being culturally inclusive and respectful in our working relationships with Aboriginal and Torres Strait Islander people.

At LGH, we welcome everyone. We are committed to being inclusive and provide equitable healthcare.

We appreciate that you may feel anxious when admitted to hospital. Feeling concerned about the reason for your admission and uncertain about the hospital environment and routine is natural. Please do not hesitate to raise any concerns and queries with staff.

Our staff are united by values that underpin how we work together, provide care and support for you, each other, and our community every day.

Our values are:

- Compassion
- Accountability
- Respect
- Excellence

Together, our values spell CARE. CARE focuses on the importance of compassion and kindness as we strive to deliver safe, quality care and services.

Coming to the LGH

We recognise that some hospital stays are not planned. However, here is some information about items you may find useful to have with you during your stay

Personal information

- Admission letter and completed admission form if not already submitted.
- Your Medicare, Pension, Healthcare and DVA cards.
- Any Work Cover details (if this applies to you).
- Details of any private health insurance.
- The name and contact number for your

next of kin. This is the person we call in the case of an emergency.

- Any current Advance Care Directive you have made. This document records your values and wishes for use at a time when you cannot make or communicate those decisions yourself. It is also used to document the medical treatment you do not want to receive and the circumstances in which you refuse that treatment.
- A power of attorney or enduring power of attorney. A power of attorney allows you to appoint another person to make legal and financial decisions on your behalf. An enduring power of attorney gives your attorney authority to make these decisions if you lose capacity because of a disability or illness.

Health information

- Information about any allergies you may have to medication or foods.
- All current medications in their original containers.
- Any medications, vitamins, herbs, or supplements not prescribed by your doctor. You may have bought 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.
- Please tell us if you have any medical aids like a pacemaker, hearing aid, mobility, or CPAP equipment.

Some personal items

- Comfortable sleepwear (dressing gown, pyjamas, nightgown, slippers).
- Personal hygiene items soap, toothbrush, toothpaste, brush, comb, tissues, shaving equipment, disposable menstrual products

- such as tampons and sanitary pads.
- Your mobile phone and charger.
- Books, magazines, mobile devices (for example, a tablet or laptop).

Admission

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.

As a public patient, you will be treated by doctors nominated by the LGH 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 doctor 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 LGH at any time.

Visitor Information

Visiting hours are 2 pm to 7 pm daily. However, this can change. Notices relating to visiting hours and visitor numbers will be posted at hospital entrances. Some areas such as the Intensive Care Unit, the Acute Medical Unit and the Emergency Department have restricted visiting.

You can decide whether you wish to receive visitors. In situations where visitors to a patient may not be clinically, socially, or legally advisable, the hospital has the authority to restrict access to that patient. You may have your details excluded from the enquiry information database.

At certain times visitors may be asked to leave the bedside while clinical and personal care procedures are carried out.

Visitors are expected to behave in a respectful manner to staff, other patients and visitors. Visitors will be excluded for any aggressive behaviour.

Hospital Parking

There is no long-term parking at the hospital. There is a patient drop off/pick up zone near the main entrance in Charles Street (near the Post Box) and the Queen Victoria Maternity entrance off Howick Street.

Parking fees apply 24 hours. You can pay with cash or use a card. Disabled parking spaces are available near the Queen Victoria entrance, in the Cleveland Street car park and in the Holman Clinic car park.

Street parking is available around the hospital precinct. Most spaces are limited to two hours.

Hospital Staff

Your treatment is managed by a specialist doctor (called a consultant) who is primarily responsible for your medical care. The consultant also supervises the doctors who you will see every day (Registrars, Resident Medical Officers, and Interns).

The wards are managed by a Nurse Unit Manager (NUM) and an Associate NUM (A/NUM) who are also there to help you with any concerns.

Other staff include registered nurses, midwives, enrolled nurses, pharmacists, attendants, physiotherapists, occupational therapists, dieticians, social workers, allied health therapy assistants, private patient officers, cleaning, and catering staff.

Communication

The best medical care needs good communication. If you are uncertain about any aspect of your care, please ask a member of the team looking after you. You can also speak to the NUM or A/NUM.

Decisions about your care and treatment

You can make decisions about your care and treatment with your medical team. We encourage you to be involved and staff will often ask if you have any questions, concerns, or feedback particularly during clinical handover. Please feel free to share your thoughts when asked, or at any time you feel you need to during your stay.

Discharge

Discharge planning is a plan made with your healthcare team to support your journey through the hospital to your next destination. Discharge planning starts at your first visit to a preadmission clinic, or on your admission to hospital. The plan includes an estimated date for when you are safely able to leave.

Your discharge plan is regularly reviewed by you and your healthcare team to make sure you have the right supports and equipment when leaving hospital. It is good practice to start planning your discharge from hospital within 24 hours of your admission.

How can I be involved in my discharge planning?

As you know your circumstances the best, it is important that you are involved as a partner with your healthcare team. If you need help discussing your plans for discharge, you can nominate a family member or friend to support you.

To make sure you have the right support to be able to continue your recovery we encourage you to talk with your healthcare team about:

- When you are expected to leave hospital
- If extra support at home is needed
- If you know you will have difficulties getting home
- Any changes to medications, discharge medications and a script
- Any tests or procedures that are needed before you leave hospital
- Any follow up appointments
- If you need a medical certificate (including Workcover and Motor Accident Insurance Board)

Please write down any notes or questions you may have for your healthcare team.

If you already have home care support before coming to hospital, staff on your ward can help you with restarting this service in time for your discharge.

Transport on discharge

It is expected you will make your own travel arrangements when you leave hospital. Please arrange for a relative or friend to collect you.

Your accommodation on discharge

We aim to discharge you in the morning. If there is a delay, or an issue in getting you safely to your next destination, you may need to be moved to the Transit Lounge as a short-term measure.

There are occasions when your medical condition is stable, and you are well enough to continue your recovery at another location. You may be transferred to rehabilitation or a district hospital to give you time to recover.

Discharge medication

Pharmacists will help you understand the medicines you are taking and involve you in decision-making. This will help you to manage your medicines safely when you go home. You will be provided with a set amount of medication on discharge therefore you will need to make an appointment with your usual doctor (GP) for a script for more medication supplies. If you let the GP surgery know you have just been in hospital, they will usually try to make an appointment within an appropriate time for you. Information will be sent to your GP or health clinic, so that your doctor will have an up-to-date record about your hospital treatment. The LGH Pharmacy is on Level 3 near the Cashier's Office.

Transit Lounge

The Transit Lounge is on Level 2, the same level as the cafeteria. It is a waiting area for patients being admitted or discharged from hospital or who are waiting for a bed on a ward. You might also be placed here if you are waiting for transfer to another hospital, waiting for a script or someone to pick you up. This means ward staff can get your bed ready for the next patient. The Transit Lounge is open Monday to Friday.

Hospital Aged Care Liaison Team (HALT)

HALT is a team of nursing, medical and allied health professionals dedicated to reducing admissions or the length of hospital stay for older persons. HALT will help patients especially in the Emergency Department to safely return home. HALT staff have comprehensive knowledge of community packages, services, and programs. They can also help access residential aged care. Phone HALT on [\(03\) 6777 6919](tel:0367776919) (business hours).

Aboriginal Health Liaison Officer

Aboriginal Health Liaison Officer Delia Summers helps inpatients and outpatients who identify as Aboriginal or Torres Strait Islander. She advocates for them to access culturally appropriate hospital and community health services.

Her office is on Level 2 near the cafeteria or contact the Social Work Department. Ward staff can help you do this.

Phone: [\(03\) 6777 6245](tel:0367776245)

Email: delia.summers@ths.tas.gov.au

Accommodation

Spurr Wing and Spurr Wing House are at 268 and 270 Charles Street, within one-minute walking distance of the LGH. Accommodation includes single rooms, twin share rooms, a flat suitable for families with children, a unit for people with disabilities and a self-contained two-bedroom unit. It is a 'home away from home' for patients and families of patients attending the LGH. For bookings and costs, call [\(03\) 6331 2457](tel:0363312457) or ask ward staff to contact the Social Work Department.

Alcohol and Recreational Drugs

Alcohol and recreational drugs are not permitted.

Allergies

Please tell 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

Our hospital is a Baby Friendly facility. There is a baby change and feeding room available for visitors and staff on Level 2. It is on the corridor between the cafeteria and the pre-admission clinic. There is also a baby changing area on Level 3 (near the Renal Unit), on Level 2 near Allied Health reception and within the Paediatric Outpatients Clinic on Level 3 (lutha building).

Banking

There is no ATM in the hospital. The kiosk and cafeteria accept cards for purchase. The closest facilities for cash withdrawal are:

- Coles (198 Charles Street),
- Coles (128 Wellington Street), and
- Mood Food Grand Central (86-96 Wellington Street).

Cafeteria

The cafeteria is on Level 2 and is open to staff, patients, and visitors. The cafeteria serves hot and cold meals for breakfast, lunch, and dinner as well as drinks and snacks.

Cafeteria opening hours:

- Monday to Friday from 6:15 am to 6:45 pm
- Saturday and Sunday from 8:30 am to 6:45 pm

Carers in Hospital

If you have specific needs looked after by carers at home, please discuss with your treating team.

CARE Call

Care Call has been set up to help consumers, patients, carers, and families escalate concerns about a person's worsening health condition. You know yourself and your loved ones best, so if you notice a change in their health condition that you believe is not being responded to appropriately, we want to hear from you.

3 step process

You can make a CARE Call 24 hours a day, 7 days a week. Before calling, follow the 3 step process below.

1. Tell staff

Speak to a staff member about your concerns (nurse, midwife, doctor, ambulance paramedic or other staff member).

2. Ask again

Ask to speak to the person in charge of the shift or area. If you don't think they've answered your concerns and you're still worried, go to step 3.

3. Make a CARE Call

Call [\(03\) 6777 6777](tel:(03)67776777) and tell the operator 'this is a CARE Call'.

You'll be asked for your contact details and the name and location of the patient you're concerned about.

A CARE Call Responder will speak to you and listen to your concerns.

Chaplaincy

Chaplains are available 24/7 to offer spiritual and emotional support for patients, family members, carers, and staff. Chaplains can offer a listening ear and a calming presence in challenging situations. They are there for people of all faiths and those who do not share a faith. They can be contacted through nursing staff or through hospital reception. Arrangements can be made for pastoral visitors from differing denominations and faiths. Baptisms, naming ceremonies, weddings, and funerals can be arranged through the Chaplains.

St Paul's Chapel is on Level 3 and is a quiet place in the hospital. It is open to everyone 24/7 regardless of faith. A non-denominational Sunday church service is held at 3:00 pm and is live streamed to the bedside TVs on Chaplaincy Channel 104 or 04. This is a free service; no subscription fee is needed.

Consumer Community Engagement Council

The Council is a professional volunteer group formed in 2014 to give consumers a say in how health services are delivered and how they could be improved. The council supports the hospital to maintain and improve services, ensuring accreditation requirements are maintained.

Do you know anyone in the community who would be interested in joining the Council? Or are you interested in joining? The Council needs people with good communication skills and capacity to advocate on behalf of health consumers. Email qpssnorth@ths.tas.gov.au (Quality Patient Safety Service) to find out more and receive an expression of interest form.

Daisy Award

The DAISY Award honours nurses and midwives who provide outstanding compassionate care. The program runs in 27 countries and more than 4,300 health care facilities, with close to 125,000 nurses honoured and more than 1.3 million nominations written. [Learn more about the DAISY Awards.](#)

Who should nominate a nurse or midwife for a DAISY Award?

Anyone can nominate a nurse or midwife for a DAISY Award – patients, family members, co-workers, staff – anybody who experiences or observes extraordinary compassionate care being provided by a nurse or midwife.

Send an email to daisy.thsnorth@ths.tas.gov.au Include the full name of the nurse or midwife you are nominating, the unit/ward/area where they work, and why you think they deserve to be a DAISY Award honouree.

DonateLife Tas

DonateLife TAS coordinates all organ and tissue donation activities across the state. DonateLife medical and nursing specialists provide professional donation services within hospitals.

Clinical enquiries and referrals: Contact the 24/7 on-call DonateLife specialist nursing coordinator on [\(03\) 6166 8308](tel:0361668308).

General enquiries: Call [\(03\) 6270 2209](tel:0362702209) or email donatelife.tasmania@ths.as.gov.au

Emergency Procedures and Fire Alarms

You can call for help in a personal emergency by pressing the 'Nurse Call' button by your bed. In the unlikely event of a general emergency, remain calm and wait for instructions from staff.

- Please do not leave the ward/unit unless you are asked by staff.
- Regular fire alarm and fire door checks take place.
- Before any checks start, a general announcement will be made over the hospital public address system.

While you are in hospital you may hear overhead announcements called codes. Do not be alarmed. If any relate to you and your care, you will be told.

Flowers

Please check with nursing staff or the ward clerk whether flowers are allowed on your ward. Flowers are not permitted in the Intensive Care Unit, 5D and Acute Medical Unit.

Identification of Patients

The plastic wrist band or ankle band you or your child receives on admission must always be worn and not removed until discharge. Let staff know if your identifying information is incorrect or illegible. Before any medical procedure, your clinical team will confirm: your identity, the procedure you are having, the site on your body where the procedure is being performed and that your consent form is correct and complete. During your stay you will be asked to provide your name and other identification information frequently and staff will regularly check your identification band. This may become frustrating, but it is done to make sure you are receiving the right treatment.

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.

You can make your own decisions about treatment, care pathways and plans offered. You can also change your mind and withdraw your consent at any time.

Interpreter Services

Clear communication between patients and hospital staff is essential for good health care. Please tell hospital staff if you need an interpreter. Both telephone and onsite interpreter services are available.

Justice of the Peace (JP)

Please ask the ward clerk if you need a JP.

Kiosk

The Central Auxiliary manages the kiosk which is on Level 3. A variety of hot and cold food, drinks, sweets, ice creams, toys, flowers, newspapers, and toiletry items are available. The kiosk is run by volunteers and all profits go to buying equipment for the hospital and providing patient amenities.

Opening hours are from 12:00 pm to 5:30 pm.

If you are interested in becoming a member of the Central Auxiliary, please enquire at the kiosk.

Laundry

Staff are unable to wash your clothes. Please ask a family member or friend to do this for you. If you do have not clean clothing due to an emergency admission, please ask ward staff for help.

Medical Certificates

Please ask your doctor if you need a medical certificate before you leave hospital.

Medications/Alcohol

Let staff know any regular medication you take. This medication may have an adverse reaction when taken with further medications or treatment you receive while in hospital or on discharge.

Some medications have an adverse reaction when taken with alcohol and may affect your recovery.

Medical Imaging (Radiology)

This Department is on Level 3. It provides general radiography (x-ray), CT, theatre and mobile radiography, ultrasound, MRI, and angiography.

Mental Health Services (MHS)

Mental Health Services delivers care to Tasmanians through community teams and inpatient settings.

MHS also work in partnership with the community sector to deliver a range of services. The Northside Inpatient Unit is on Level 1. The Mental Health Helpline can be contacted on [1800 332 388](tel:1800332388) and is a 24/7 service for mental health crisis.

Mobile Phones

Mobile phones can be used in the hospital. As a courtesy to others, you should switch your phone to silent. Taking photos of staff, other patients and visitors without permission is not allowed. If you do not have a charger, there are charge stations in the main foyer, ICU waiting room and cafeteria.

Noise

Please keep noise at an acceptable level and be mindful of other patients on your ward.

Pathology

The Northern Tasmanian Pathology Service is on Level 2. If you are an inpatient most pathology services will be done at the bedside.

Patient Enquiries

Telephone calls from people enquiring about a patient's condition are put through to the wards between 7:00 am and 5:30 pm Monday to Friday (excluding public holidays). Please call [\(03\) 6777 6792](tel:0367776792) or [\(03\) 6777 6793](tel:0367776793).

Family and friends are encouraged to minimise non-urgent telephone calls to the hospital. For patient enquiries between 5:00 pm and 7:00 am Monday to Friday, and on weekends and public holidays contact our main switchboard on [\(03\) 6777 6777](tel:0367776777).

To help manage the number of calls, one person should be nominated as the information provider for your family and friends. Further information may be given personally to your next-of-kin, but details of your illness are confidential and will not be given without consent.

Patient Meals

The hospital provides a variety of meals, including those for patients with specific dietary needs.

In patient mealtimes start from:

- Breakfast: 8:00 am
- Morning tea: 9:45 am
- Lunch: 12:15 pm
- Afternoon tea: 2:00 pm
- Dinner: 5:00 pm
- Supper: 7:00 pm

Patient Travel Assistance Scheme (PTAS)

You may be eligible for financial help towards travel and accommodation costs if you need to travel interstate for specialist medical services not available in Tasmania. There may also be help for patients who are referred for specialist services within Tasmania but out of area. Call the PTAS Coordinator on [\(03\) 6777 6249](tel:0367776249) or visit the PTAS Office located on Level 1.

Public Telephones

There are public telephones in the main foyer, outside the Emergency Department and on Level 4.

Public Toilets

There are public toilets available in the hospital. Visitors must not use patient toilets.

Quality and Patient Safety Services

We would like to improve our services – please help by letting us know how we are doing. You can:

- Talk to the person in charge of your ward or service.
- Call [1800 008 001](tel:1800008001)
- Email lghfeedback@ths.tas.gov.au
- Write to
Quality and Patient Safety Service,
Launceston General Hospital
PO Box 1963
Launceston TAS 7250

You may be asked to take part in a Patient Experience Survey (PES). The survey is voluntary and one way we engage with consumers to improve our services and make sure they are effective, inclusive, appropriate, and safe. Your experience matters and we encourage you to complete the survey when you receive an invitation via email or SMS. All comments and recommendations are welcomed. Your response is confidential.

Quiet Room

There is a quiet room on Level 2 near the cafeteria. It is open 24/7 and can be used by staff and patients. Please be respectful of others when using this space.

Radio/Television

Each bed has a personal overhead television. A radio is also available. No outside televisions or radios can be used in the hospital. TV rental

periods are negotiable. Payment is to the ward clerk on your ward.

Refugee Health Services

The Refugee Health Social Worker offers client support (inpatient and outpatient) and advocacy to help migrants access hospital services and link with community services. Contact is through the Social Work Department. Ask your care team to put you in touch.

Safety

We want the hospital to be a safe place for everyone. If you feel unsafe, please tell your treating team or a staff member right away.

Smoking

Smoking is banned in all hospital buildings and grounds. If you are a smoker, your nicotine dependence will be assessed on admission, and you are able to ask for (or it will be offered to you) free nicotine replacement therapy and counselling to quit smoking.

Support

As the community arm of the Launceston General Hospital, the Clifford Craig Foundation aims to improve the health of the community by funding medical research, educating the workforce, buying medical equipment, and improving patient facilities.

Importantly, the research and educational opportunities help attract and retain medical professionals to work in Northern Tasmania; hence providing our community with specialised care.

The Foundation was named in honour of Dr Clifford Craig who was an outstanding surgeon and administrator.

More information and donations:

- Call [\(03\) 6777 6060](tel:0367776060)
- Email enquiries@cliffordcraig.org.au, or
- [Visit the Clifford Craig website.](#)

Clown Doctors

The clown doctors visit the hospital regularly. Clown Doctors are medical clowns – highly trained, professional performers who spread ‘doses’ of fun and laughter.

Gilbert, the facilities dog

The LGH has a resident facilities dog called Gilbert. Gilbert works in and around the hospital. He is a black Labrador. Pats are welcome. Please do not feed him.

You may meet him on your hospital journey.

Teaching Hospital

The LGH is a teaching hospital. It has agreements with several universities, with students from the schools of Medicine, Nursing and Midwifery, Pharmacy and Allied Health all studying here.

As a patient, you have the right to refuse to see students, but we would encourage you to take part in this important aspect of our health service.

The LGH is also a major teaching hospital for postgraduate trainees, offering sought after posts in specialty medicine and surgery, and in post-graduate nursing programs.

Transport

There is a taxi rank outside the hospital’s main entrance on Charles Street. A metro bus stop is nearby. A free city bus service known as the Tiger Bus also stops here.

Valuables and Patient Property

Please leave valuables (including money) at home or lodge with staff to be locked in the hospital safe. The hospital will take all care but does not accept responsibility for patient property. You will be asked to complete a Property Disclaimer form on admission for your belongings.

Volunteer Network

The hospital has volunteers who work on wards as well as in the volunteer office. The office is open Monday to Friday 9.00 am to 4.00 pm and is in the Level 3 foyer next to the Cashier’s Office.

Volunteers can be identified by their burgundy striped shirts. If you are interested in becoming a volunteer, please contact the office on Level 3.

Wi-Fi

Free Wi-Fi is available for patients and visitors on most Wi-Fi enabled devices and does not require a password to connect. All they need is their own device to connect.

How to access the Wi-Fi network:

1. Select the ‘TasGov_Free’ network on your device.
2. Read the terms and conditions. Once you agree and accept you will be connected to the free Wi-Fi service.
3. You will need to re-accept the terms and conditions after 24 hours of continuous use, or if your device is inactive for more than 30 minutes.

Wills

Should you wish to make a Will contact a solicitor or trustee company.



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Charles Street
Launceston TAS 7250

Phone: (03) 6777 6777

www.health.tas.gov.au/hospitals/LGH