

Rosebud Hospital

Patient and Visitor Information Guide



**Peninsula
Health**

For your own copy of this guide,
please scan the code with your
smartphone camera and a digital
download will begin.



Scan Me

Behavioural Contracts at Peninsula Health

Peninsula Health is committed to working in partnership with patients, clients, families and carers to ensure the best possible care. A patient's healthcare is a shared responsibility, so it is important that everyone understands and acts on their responsibilities.

In some cases, a patient may be required to agree to a Behavioural Contract to continue receiving care in the hospital. The contract will ensure that the patient agrees to be respectful in all dealings with both their healthcare team and with other patients in the hospital. It also states that any violence or aggression – physical or verbal – will not be tolerated by Peninsula Health staff.

A breach of a Behavioural Contract may see a patient's care terminated by Peninsula Health.

If you have any questions or concerns, please speak to the Nurse in Charge.

Interpreter Services

All patients can access our Interpreter Service. An interpreter may help you either at the hospital or by phone. We also have access Auslan Signbank services.

If you need an interpreter or Auslan services, please ask your nurse or doctor.

传译服务



我们可为患者提供传译服务。传译员可在医院现场或者通过电话提供服务。我们还可提供澳洲手语传译服务。

如果您需要传译服务或澳洲手语传译服务, 请向我们提出要求。

Услуги переводчиков



У нас есть доступ к услугами переводчиков для наших пациентов. Переводчик может переводить для вас в больнице или по телефону. Мы также можем пользоваться услугами переводчиков жестового языка Auslan.

Если вам нужен обычный переводчик или переводчик жестового языка Auslan, просим сообщить об этом нам.

Servizio Interpreti



Siamo in grado di fornire un Servizio Interpreti ai nostri pazienti. Un interprete può esservi di aiuto sia in ospedale che al telefono. Possiamo anche fornire servizi Auslan (linguaggio dei segni), chiedetecelo.

Se avete bisogno di un interprete o di servizi Auslan, ditecelo.

Υπηρεσία Διερμηνέων



Έχουμε πρόσβαση σε Υπηρεσία Διερμηνέων για τους ασθενείς μας. Ο διερμηνέας μπορεί να σας βοηθήσει είτε στο νοσοκομείο ή τηλεφωνικά. Έχουμε επίσης πρόσβαση σε διερμηνείς νοηματικής γλώσσας Auslan.

Αν χρειάζεστε διερμηνέα ή υπηρεσίες νοηματικής γλώσσας Auslan, σας παρακαλούμε να μας ενημερώσετε.

خدمة الترجمة الشفهية



يمكننا الوصول إلى خدمة الترجمة الشفهية من أجل مرضان. ويمكن لـلمترجم في المستشفى أو عبر الهاتف. إنما يمكننا استخدام خدمات خدمات الشفهية مساعدتك إما نلدي مصادر في السمع (م.أوزلن) أو

م شفهية أو لخدمات أوزلن، الرجاء أن تطلب منا ذلك. إذا كنت بحاجة إلى مترجم

Welcome to Rosebud Hospital

This guide will provide you with information regarding your stay with us. If you have any questions, please do not hesitate to ask our friendly staff.

Rosebud Hospital is part of Peninsula Health – the major provider of healthcare services on the Mornington Peninsula.

We are committed to providing safe, personal, effective and connected care for you and for every patient, every time. We recognise you as an essential member of the healthcare team and aim to actively involve you and your family in care planning and decision making during your stay. We welcome feedback and encourage you to let us know anything we can do to improve your care or experience.

Jodi Foley
Operations Director & Director of Nursing,
Rosebud Hospital



**CHILD
SAFE**



We are proudly inclusive.

About Peninsula Health

Peninsula Health is accredited to provide care across a range of sites. We serve the Frankston and Mornington Peninsula community, offering comprehensive care including:

- Emergency Services
- Intensive Care Services
- Surgical Services
- Medical Services
- Mental Health
- Maternity Care
- Women's and Children's Services
- Chemotherapy
- Dialysis
- Hospital in the Home
- Rehabilitation
- Community Health Services
- Aged Care
- Palliative Care

Peninsula Health employs over 5,800 people and is supported by more than 750 volunteers and community members.

Teaching Centre

Peninsula Health works closely with universities and specialist training colleges to train the next generation of health professionals. During your stay with us, we may ask if a medical student can participate in your care under the supervision of our trained staff. We also have many doctors who are in specialist training programs, and they may take part in procedures or operations under the supervision of a specialist. Doctors working at Peninsula Health can be trained through to specialist level, and in doing so meet the requirements of many professional colleges (such as the College of Surgeons, the College of Physicians, the College of Anaesthetists, the College of Obstetrics and Gynaecology, and others). You should feel comfortable asking about the level of the doctor providing your treatment, and what contribution they will be having to any surgical procedure.



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Aboriginal & Torres Strait Islander Health

We provide a range of culturally appropriate services for Aboriginal and Torres Strait Islander people across

Frankston and the Mornington Peninsula. Our response to Aboriginal and Torres Strait Islander health is sensitive, inclusive and integrated across all of our sites. For more information about these services, please contact our ACCESS workers on 1300 665 781. The Aboriginal and Torres Strait Islander Hospital Liaison Officer (AHLO) provides support and advocacy to Aboriginal and Torres Strait Islander patients during their stay in hospital. The AHLO will work in partnership with Peninsula Health staff and other primary healthcare providers to support Aboriginal and Torres Strait Islander clients and their families. Please call 0417 542 569 to speak with our AHLO.

Alcohol & Illegal Drugs

In the interest of safety of patients, staff and visitors, we ask that you do not drink alcohol on any Peninsula Health premises or take drugs that have not been prescribed by your treating doctor. Visitors are also asked not to bring alcohol or drugs onto any hospital premises.

Allergies

If you are allergic to any food, medicine or tapes, please make sure you tell medical and nursing staff about your allergies and the kind of reaction you have. If you have a known allergy, please make sure you have a red alert identification band around your wrist or ankle.

Antibiotics & the Antimicrobial Stewardship Team

Antibiotics are a precious resource. Overuse leads to antibiotic resistance and some antibiotics are beginning to lose their power to fight infection.

At Peninsula Health, we have a dedicated team of antibiotic specialists (the Antimicrobial Stewardship Team) who make sure you are treated with the right antibiotic, at the right dose and for the right amount of time. This can reduce antibiotic resistance and prevent you from experiencing any unwanted effects.

If you have any questions or concerns about your antibiotic treatment, ask your doctor or ward pharmacist for advice. You can also call the Frankston Hospital Pharmacy 9784 7602 or 9784 7603.

Automated Teller Machine (ATM)

There is an ATM in the main foyer of Rosebud Hospital near the kiosk.

Baby Change Facilities

There are baby change facilities in the public toilet along the corridor leading to Walker Ward.

Beds

Mixed Gender Rooms

We try to avoid having men and women admitted into the same room but sometimes this cannot be helped. This might happen if you become very unwell and you need to be close to the nurse's desk for observation, or because of the demand on beds throughout the hospital.

Moving Beds

There may be times when we need to move you from your original bed to another bed or room. We will do our best to keep disruption to a minimum.

If we need to move you and you are registered to use your bedside telephone, it will automatically be connected to your new bed. Your TV will be reconnected as soon as possible. This may be the next morning if the bed move is late in the day or night.

Bedside Handover

Nursing handover takes place at your bedside at each change of shift. During this handover, you will be introduced to the nurse who will be taking over your care. Nurses will use discretion when discussing sensitive information.

Peninsula Health encourages you, and if you wish, your family, to be involved in handover discussions. This is in order for you to be informed and involved in your care and treatment options.

Cafés & Kiosks

There is a Kiosk in the main reception area of Rosebud Hospital. The Kiosk is run by volunteers. It is open Monday to Friday from 10am to 3.45pm, and on Saturdays/Public Holidays from 11am to 3pm. It is closed on Sundays. It sells sandwiches and snacks, drinks, sweets, toiletries, newspapers and magazines, baby knitwear and soft toys.

Call Button

There is a call button beside each bed. We will show you how to use this on admission. Please use this to alert the nursing staff whenever you need assistance.

If another patient needs help, please press your call button straight away to alert the nursing staff.

Care Call

Patients and families/carers can often recognise when they or their loved one is getting sicker, sometimes before it is recognised by the health professionals caring for them. This is because they know the person better and can pick up on subtle changes a stranger can easily miss. In addition, family members/carers will often spend longer periods of time with the patient than staff providing care to multiple patients are able to.

This is why we strongly encourage you to let a staff member know if you have any concerns about your own or your loved one's medical condition. It is their role to investigate your concerns and respond accordingly. If you continue to have concerns, we encourage you to speak to the Nurse in Charge or a more senior doctor.

If your concerns are not resolved, we encourage you to initiate a 'care call' by contacting our main switchboard on (03) 9784 7777 and telling the operator you wish to make a care call. The operator will need to know the name of the patient. The ward and bed number are also helpful if you know them, but these are not essential. The operator will connect your call to a senior staff member, who will listen to your concerns and respond accordingly. This generally involves facilitating an urgent medical review.

Spiritual Care & Sacred Space

Spiritual Care Practitioners, as part of the holistic care team, offer spiritual and emotional support to patients, families and carers during times of uncertainty and personal crisis.

We believe and respect that everyone has their own way of responding to life, whatever their faith, tradition, belief or spiritual identity. Spiritual Care seeks to acknowledge our common humanity, respecting each person's individual faith and culture.

We also offer religious and sacramental care on request, and can arrange for your faith representative to visit you at any time.

The Sacred Space is a quiet area located near the main reception. Everyone is welcome to use the Sacred Space for prayer or meditation, or simply as a place of peace and quiet.

Please ask if you would like us to contact the Spiritual Care Team for you, or you can phone (03) 9784 7777 and ask to speak with a member of the team.

Child Safety

Peninsula Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children. We are committed to the cultural safety of Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have zero tolerance of child abuse and all allegations and safety concerns will be treated very seriously.

We have a legal and moral obligation to contact authorities when we are worried about a child's safety.

We are committed to preventing child abuse and identifying risks early and working with parents and carers to reduce these risks.

Consent & Treatment Decisions

We must obtain consent from you or your guardian before any procedure, operation or treatment. This means that we need to check that you understand what you or your guardian are agreeing to.

When we ask you or your guardian for consent, we will provide information to assist your decision-making. This includes information about the expected benefits, as well as risks and possible side effects and complications. We also explain what alternatives there are to having the procedure, operation or treatment. We need to know if you do not understand. If you speak a language other than English, we will use an interpreter to communicate with you in your own language. If you are unable to provide consent, we will obtain consent with alternative decision makers, as we are obliged to do according to legislation. We encourage you to ask questions. We will answer as fully as we can. This helps us understand what is important to you. If you need an interpreter because we have wrongly assumed you do not need one, please tell us so we can arrange one. You have the right to refuse or withdraw consent at any time.

Discharge – What Happens When I Leave Hospital?

Discharge time is usually 10am. Unless you are from a nursing home or hostel, you will arrange your own transport home. We will discuss plans for your discharge with you and your family soon after your admission. This helps us to plan your care with you.

Family or carers picking up patients can use the 10-minute drop-off parking bays at the main entrance of the hospital.

If you are going home, we will give you a discharge information sheet and a medical discharge summary of your care with us. We will ask if you give permission for us to send a copy of this summary to your GP and/or your Specialist. Before you are discharged we will arrange any services and equipment that you may require when you go home.

If you are being discharged to a hostel or nursing home, we will send these facilities the information they need to continue to your care.

Discharge Destinations

Most people are discharged to the place where they usually live. Some patients may need extra support before going home. This support may include:

- **Inpatient Rehabilitation Services** – an intensive therapy program designed to help you recover from illness, operation or injury.

- **Geriatric Evaluation and Management Services (GEMS)** – an inpatient program for complex, chronic or multiple health conditions that provides further assessment and therapy.
- **Transition Care Program** – a program that provides extra care and support for you and your family. This program may take place in your home or in a residential setting in the community.
- **Respite in a Residential Care Facility.**

Hospital in the Home

Your treating doctor might refer you to our Hospital in the Home (HITH) service. This means you can have the same treatment at home that you would receive in hospital.

If you are referred to this service, our Hospital in the Home nurses will see you in the hospital first to explain the service, answer your questions and obtain your consent to treatment at home. As part of the service, the nurses will visit you at home, provide you with care, monitor your condition, and refer any concerns back to the Hospital in the Home doctor. There may be times when you need to attend the Hospital in the Home clinic, private consulting rooms or outpatients clinic for review of your management and treatment.

Community Rehabilitation Program

Our Community Rehabilitation Program provides short-term rehabilitation for people recovering from an illness, injury, surgery, and/or hospitalisation. The program offers both home-based services and centre-based services delivered by physiotherapists, occupational therapists, speech pathologists, dietitians and social workers.

Centre-based services are provided at the Frankston Community Rehabilitation Centre (Golf Links Road), Mornington Community Rehabilitation Centre (The Mornington Centre) and Rosebud Community Rehabilitation Centre, located adjacent to Rosebud Hospital.

Clients may receive a combination of home-based and centre-based services.

Referrals to the program can be made by hospital staff, GPs or community services. Queries can be directed to our ACCESS Service on 1300 665 781.

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

Outpatients

Many patients require follow-up care through their local doctor, a specialist at their private rooms or in an outpatients clinic. If you have been referred to an outpatients clinic the person referring you will send the referral to the clinic, which will contact you either by phone or in writing with an appointment time.

We try to make appointment times that will suit you. We ask that you call us if there are any issues with your suggested appointment time. Some of our outpatient clinics only run once a week, fortnightly or monthly (usually on the same day of the week) so we do ask you to be flexible in terms of your availability. If you decide not to attend, please let us know so that we can offer your place to someone else.

Most of our outpatient clinics are run at Frankston Hospital. We also run clinics at other sites in Frankston, Mornington and Rosebud. We try to run the clinics on time to minimise waiting times for all patients. Sometimes, urgent patients need to be fitted in or patient assessments are more complex than expected. This can result in longer wait times for some clinics on some days.

Please make sure we have your correct contact details. If you are not going home to recover, you will need to give us the contact number for the place that you will be staying.

If you wish to check your outpatient appointment details, please contact the Outpatient Service on (03) 9784 7650.

Looking After Your Health in the Community

There are many community-based programs around Rosebud and the Mornington Peninsula available to help keep you healthy and remain independent in the community. For information on walking groups, strength training and other physical activity options, phone our ACCESS team on 1300 665 781.

Other Discharge Services

- Domiciliary Care
- Continence Clinics
- Falls Prevention Clinic
- Memory Clinic
- Community Rehabilitation Program (a home and centre-based rehabilitation program (Frankston and Rosebud)

- Movement Disorder Clinic
- MEPACS (personal alarm and monitoring service)

For more information about any of these services, phone ACCESS on 1300 665 781.

Diversity

Peninsula Health recognises, respects and values the diverse needs of our patients, carers and families. Our care is inclusive and respectful of your sexual or gender orientation, cultural or religious background, and linguistic abilities.

We provide care that is safe, personal, effective and connected based on your individual needs.

Peninsula Health is proud to be the first health service in Australia to demonstrate its commitment to LGBTQIA inclusivity by achieving Rainbow Tick accreditation. This ensures that all Peninsula Health staff provide person-centred, individualised care.

Enquiries About Patients

Family and friends enquiring about you should phone our main switchboard. Our switchboard and ward staff are only able to give out general information about patients. We will not give any information about your treatment or condition over the phone.

Where possible, all enquiries will be directed to your bedside phone. If you do not wish to receive phone calls please advise staff who will arrange this.

Switchboard phone: (03) 5986 0666.

Falls Prevention

Did you know that many incidents in hospitals are related to falling? Everyone has a role to play in preventing falls.

Staff Will:

- Help you to settle in, keep your surroundings safe and provide you with falls prevention information.
- Assess your possible risk of falling and discuss the results with you to develop and implement a care plan suited to your needs.

What You Can Do:

- Bring to hospital any equipment you normally use, such as: glasses, walking frames and hearing aids.
- If you are short-sighted, wear your glasses when walking. Take special care when using bifocal and multi-focal glasses.
- Wear comfortable clothing that is not too long or loose. When walking, wear comfortable, low heeled and non-slip shoes that fit you well rather than slippers.
- Keep your call bell within easy reach and use it when you need help.
- Let staff know if you feel unwell or unsteady on your feet.
- Familiarise yourself with your room, its furniture and bathroom. Look out for any hazards, such as spills and clutter, that may cause a fall, and let staff know about them.

Freedom of Information

Under the Freedom of Information Act 1982 you can ask for access to your medical record and personal information held by Peninsula Health. We will ask you to complete a special application form, and a fee may apply. If there is information in your record that is incorrect, you can ask us to correct it.

If you have any questions about what happens to information about you, please contact our Freedom of Information Officer on (03) 9784 7624.

Identification Bands

We will ask you to wear an identification band around your wrist or ankle. Your name and other important details are recorded on this band. This band must be worn during your stay in hospital so we can easily identify you, and so that you receive the right treatment and care.

We will ask to see (or scan) your identification band before giving you any medication or treatment.

If any of your personal information has changed or is incorrect, please tell us immediately.

Infection Prevention & Control

Hand hygiene and washing your hands is the best way to prevent infection, both in and out of hospital. Even when our hands look clean there can be many germs living on them. Germs can easily pass to others and be left on surfaces to spread infection. All staff and visitors must wash their hands or use antiseptic hand rub before and after touching a patient. There are containers of antiseptic rub at bedsides and throughout the hospital for everyone to use.

If you are not sure if a healthcare worker has cleaned their hands, it is ok to ask them to do so – because we care about your health. Please ask any family or friends not to visit you if they are unwell. It is important for your family and friends not to visit you if they have a cold, flu, diarrhoea, vomiting, a fever or a rash, as these could spread to our patients and make them sicker.

Interpreter Service

All patients can access our Interpreter Service. An interpreter may help you either at the hospital or by phone. We also have access to Auslan Signbank services.

If you need an interpreter or Auslan services, please tell us.



Mail

Mail is delivered to the wards Monday to Friday. If your family or friends would like to send you a card or letter, please ask them to address it to you with your name, ward, and our address:

C/o Rosebud Hospital
1527 Pt Nepean Road
Capel Sound VIC 3940

Meals

Meals for patients are prepared off-site and transported to Rosebud Hospital each day. Quality ingredients are used to make sure your meals are nutritious and tasty. There is a daily menu to select from that accommodates dietary requirements as well as cultural and spiritual needs.

Please tell us if you have any dietary allergies or intolerances so we can make sure you receive food and drinks that are safe for you. Even after you tell us, we will check often to make sure we do not make you sicker.

Someone from our food services department will visit you each day to take your menu selection. Please tell them if you have any specific dietary needs. If there is a sign above your bed that relates to your diet that is wrong, please tell us.

Meal Times

Meal times vary across the units and wards at Peninsula Health. Please ask your nurse for information. Please tell us if you need help with your meals or if you would like your loved one/family to be with you during meal times.

Special Diets

If you have special dietary requirements, our staff, including dietitians and speech pathologists, can assist you with menu selection and meal provision so we meet your needs. Please ask if you would like to be referred to a dietitian or speech pathologist.

Bringing Food to Hospital

It is important to check that all food and drink brought into the hospital is both suitable and safe.

Peninsula Health does not accept responsibility for food prepared outside the hospital and brought in for patients by relatives and visitors. This includes food from on-site cafeterias.

Any food brought into the hospital should be suited to your dietary needs and meet food safety standards.

Please advise us if visitors have brought food for you to eat.

Perishable food brought into our facilities must be covered, dated and labelled with the patient's name and placed in the refrigerator within 15 minutes of arrival.

All high-risk food must be consumed within 24 hours or it will be discarded. Transporting food long distances is not recommended as temperatures cannot be maintained.

Potentially hazardous foods include raw and cooked meats, poultry, seafood and fish, rice and pasta, dairy products, soft cheeses, deli meats and pâtés, soups and sauces.

Food intended for reheating must be reheated to a core temperature of 75°C or according to manufacturer's instruction. Food cannot be reheated twice and must be discarded. Reheating of food will be undertaken by our trained ward staff to ensure compliance with food safety standards.

Please ask for our Food Safety Guidelines brochure for more information about bringing food into the hospital.

Medical Certificate

If you or your carer need a certificate for work, Centrelink or insurance, please ask your treating doctor or nurse as early as possible so that we do not delay your discharge.

Medications

Bringing Your Own Medications to Hospital

Please bring all your usual medications with you when you are admitted, including any prescribed and over-the-counter medicines that you may be taking. We will need to check them. They will be stored safely while you are with us and returned to you when you leave. This is because we have procedures we must follow that help us to keep you safe.

Medications Supplied by the Hospital

Peninsula Health will supply your medications during your stay. We may use your eye/ear drops, nasal sprays, inhalers or specialised medications.

Taking Your Medication Safely

Our pharmacist will work with you and your treating doctor to make sure your medications are prescribed and taken appropriately. Our pharmacist will discuss:

- What your medication is for.

- How and when to take your medication.
- Possible side effects of your medication.
- Any other important information you may need to know.
- Any questions or concerns you may have about your medication.

What You Can Do to Help

Before you are given your medications, make sure the doctor or nurse has checked your identification band and has asked your name. Peninsula Health has an electronic medication management system, which includes an additional safety feature that enables us to scan your identification band against the medication order.

- Don't be afraid to inform your nurse or doctor if you think you are about to get the wrong medication.
- Ask your nurse, doctor or pharmacist to explain how you should use each medication and any possible side effects.
- Know what time you usually get your medication. If you don't get it, tell your nurse or doctor.
- If you don't feel well after taking your medication, tell your nurse or doctor.
- If you think you are having a reaction to the medication, ask for help immediately.
- If it is hard for you to ask questions about your medications, a family member or friend can ask questions for you.

Discharge & Outpatient Prescriptions

Before you go home we may give you a doctor's prescription for medications.

It is recommended the prescription be taken to your local pharmacy on the day of discharge, this is to make sure you receive the medications you need to take on that day.

If you are discharged to a residential care facility, our hospital pharmacy will contact the facility and arrange your medications with them.

Please refer to your ward pharmacist if you have any medication related enquiries.

Parking

Parking is available at the front and rear of Rosebud Hospital, with a number of car parks available for people with disabilities and Department of Veterans' Affairs clients.

There is a drop-off point at the front entrance of the hospital. There are also designated drop-off car parks in the front car park of the hospital. A 15-minute time limit applies to these parking bays.

Partnering with You – Safe, Personal, Effective, Connected Care

We will partner with you, your family and carers in all aspects of your care. We recognise you as a key member of the healthcare team and will actively involve you in the planning and decision making that occurs during your inpatient stay.

Please do not hesitate to talk to your doctor, nurse or members of your healthcare team if you have any questions or concerns regarding your care or changes to your condition.

Get Involved

You can also help us provide the best care for our community by getting involved in the way we plan and deliver care and services. You can join one of our committees, community advisory groups, or our extensive volunteer programs, which offer an exciting range of ways for you to be involved in your local health service.

For more information, please contact the Consumer Participation Program Manager.

Phone: (03) 9784 2665

Email: consumerparticipation@phcn.vic.gov.au

Patient Eligibility

Things We Will Ask You During Your Admission

We will ask you if you identify as Aboriginal or Torres Strait Islander so that we can contact support for you, and so that we can monitor how responsive we are to the needs of Aboriginal and Torres Strait Islander's who come to us for help.

We will ask you if you prefer to identify as other than male or female, so that we can provide the appropriate support services for you, and so that we can monitor how responsive we are to the needs of members of the Rainbow Community who come to us for help. If you do not want your gender identity to be shared with other services, such as your GP, please tell us so that we can communicate the way you want us to (for example when we send a discharge summary to your GP).

When you are admitted to a public hospital in Australia, you (or your carer) need(s) to tell the hospital if you want to be treated as:

- A private patient.
- A public patient.

We also need to know if you are an eligible:

- Veterans' Affairs patient (DVA card holder).
- WorkCover or Transport Accident Commission (TAC) patient.
- Member of the Department of Defence (Armed Services).
- Overseas patient.

When you are admitted to hospital, please bring your Medicare card and any other health fund cards, pension or Veterans' Affairs cards you may have.

Private & Public Patients

You can choose to be treated as a private or public patient.

Public Patients

Do not have to pay anything for your inpatient care. If you are a public patient you will be treated by a team of doctors nominated by Peninsula Health.

Private Patients

Using your private health insurance while being admitted at Rosebud Hospital assists with much needed funding so we can continue to offer high quality services to our community.

Being treated as a private patient costs nothing to you, you will have no out-of-pocket medical expenses and your health fund gap or excess (applicable to your admission) will be paid on your behalf. All hospital accounts and paperwork will be completed by our Private Patient Liaison Officers.

Please ask us if you have any questions about your private health insurance coverage, or call the Private Patient Liaison Service on (03) 9784 8056.

Veterans' Affairs Patients

Eligible Veterans' Affairs (DVA) health card holders are entitled to services and benefits designed to make your hospital stay easier. The benefits include: complimentary television connection, telephone credit and a daily newspaper. Your hospital expenses are covered by the Department of Veterans' Affairs. The Private Patient Services Officer can assist you with determining your level of cover.

WorkCover & Transport Accident Commission Patients

WorkCover and TAC patients have their hospital expenses covered by these third-party providers once a claim has been lodged and accepted. Please ask us if you have any questions about making a WorkCover or TAC claim, or call the Private Patient Liaison Service on (03) 9784 8056.

Overseas Patients

Overseas patients from countries that Australia does not have a Reciprocal Health Care Agreement with will be treated as Medicare Ineligible patients, and will be required to pay the hospital for all medical care and treatment. This includes outpatient visits as well as inpatient (admitted) care and accommodation.

As an overseas visitor, it is your responsibility to ensure you have health insurance or adequate money to cover the cost of your healthcare. Subject to the terms and conditions of your policy, you may be able to claim these costs back from your health/travel insurer. The hospital will lodge your claim on your behalf, and will advise if any balances remain outstanding.

The Private Patient Liaison Officer will visit you to complete the necessary documentation and discuss payment arrangements. Please ensure you have your passport, visa and health or travel insurance policy documents. For more information about your classification and reciprocal rights, please contact a Patient Liaison Officer on (03) 9784 8056.

Public Transport

Bus No 788 runs between Frankston to Portsea. The bus from Frankston stops directly outside Rosebud Hospital. The bus to Frankston stops on the other side of Pt Nepean Road, opposite the hospital.

A community bus service (No 786) runs between Safety Beach and Sorrento. The bus stop for this service is in Braidwood Avenue, directly outside Rosebud Community Health at the rear of the hospital.

For up-to-date public transport information, call 1800 800 007 6am–midnight daily, or visit www.ptv.vic.gov.au.

If you need a taxi, please ask Reception to phone for you.

Safety for Patients, Visitors & Staff

Alarms

For your safety, at Rosebud Hospital all external doors are alarmed between 10pm and 6am, with access only available via staff.

Behaviour

All patients, visitors and staff have the right to feel emotionally and physically safe, and to be treated with respect and dignity. Therefore, we do not tolerate aggressive or threatening behaviour, physical violence or obscene language. Any person (including patients or visitors) displaying these behaviours may be asked to leave the premises.

CCTV cameras are located throughout the hospital.

Fire, Evacuation or Emergencies

In case of an internal emergency our staff are trained to take care of you and your visitors and may move you to a safe area. Please cooperate with staff promptly to help make sure everyone is safe.

No Lift Policy

Our no lift policy aims to keep staff and patients safe from injury.

If you need help moving on or off your bed or going to the toilet, we will use slide sheets or lifting devices to ensure you are moved comfortably and safely.

If you have family or carers who help you at home, we can advise them on the best and safest ways to provide home care. This includes dressing, showering, toileting and bathing.

Please ask us if you have any questions about lifting or moving.

No Rubber Balloons Please

Latex (rubber) balloons are NOT permitted at any Peninsula Health sites. Many people are allergic to latex – and may experience severe symptoms if they come into contact with it. If your visitors or family wish to give balloons as a gift, please ask them to bring foil balloons.

Staff Identification

All Peninsula Health staff and volunteers wear identity cards showing their name, job title and photograph.

Smoking

Smoking is not allowed anywhere on Peninsula Health sites – including buildings, outside areas and car parks. We ask everyone not to smoke including staff, patients, visitors and carers. Whilst in hospital you may like to ask your nurse, doctor or pharmacist for nicotine replacement therapy.

If you decide to give up smoking during your stay with Peninsula Health, your nurse or doctor can give you information about our Quit Smoking programs or you can call Quitline on 13 78 48.

Telephones

Bedside Phones

The bedside telephone system is provided by a specialist company. When you are admitted, we will give you a leaflet explaining costs and instructions on how to register for the telephone system. If you need help with this, please ask nursing staff or the ward clerk.

Mobile Phones, Tablets & Laptops

For the comfort of patients we ask that mobile phones, tablets and laptops are kept on silent or a low volume while in the hospital. We do not accept responsibility for lost mobile phones. We do not have charging facilities.

Public Pay Phones

A public telephone is available in the main foyer.

Television & Radio

TVs are provided by a specialist company that offers specifically adapted TVs for hospitals. To arrange TV hire, you simply register using your bedside phone and calling extension 7999. A variety of programming and payment options are available. Discounts are available for pensioners.

Specific instructions will be available at the bedside to assist you.

Should you require additional assistance, you may contact the company representative free-of-charge via the black telephone in the main foyer. A self-service patient entertainment machine (also located in the main foyer of the hospital) may be used to order and pay for the service. If you require assistance with the telephone or the self-service machine, please visit main reception during the hours of 9am to 5pm.

It is okay to use a personal radio, MP3 player, tablet or laptop while staying in hospital. Please use them with earphones so that you do not disturb other patients. If you are disturbing other patients you will be asked to use earphones.

Valuables & Personal Belongings

Peninsula Health does not accept liability for loss of property belonging to patients, visitors or staff.

Patients are encouraged not to bring valuables into the hospital during their stay.

If you lose a personal item during your stay, please report the loss to the ward staff immediately.

If you leave any personal belongings behind when you are discharged, please telephone the ward where you stayed.

Patients and visitors are advised not to leave personal property unattended, particularly handbags, wallets and mobile phones.

Personal belongings should be clearly labelled with your name.

We recommend that you do NOT bring:

- Jewellery valued at more than \$20.
- Amounts of money that exceed \$20.
- Electrical appliances that need to be plugged in (battery operated and electric shavers are fine).

We recommend mobile phones, tablets and laptops are kept safe with your family/career during your stay.

Visitors

Family members and visitors can play an important part in recovery. Our wards are very flexible about visiting hours and your family members are welcome to visit at any time.

We encourage all visitors to check with ward staff before visiting as patients may be out of their room.

We also ask family members and visitors to respect the privacy and individual needs of other patients.

Volunteers

Over 800 volunteers and Auxiliary members generously give their time and energy to support Peninsula Health across all our sites. They work directly with staff to support programs and activities for patients in hospital or residential care, and to raise funds for wards or services and equipment.

Our volunteers make a big difference to the care and comfort we provide to our community. To become a volunteer, please contact our Volunteer Program Manager.

Phone: (03) 9784 2674

Email: Volunteers@phcn.vic.gov.au

Your Feedback

We welcome your feedback about the care or service you receive as it helps us to improve our services. As someone using our services, you know first-hand about the areas that work smoothly and those that could be improved.

Your Feedback May be a Suggestion, Compliment or Complaint

If you have concerns or problems about any aspect of your care, please discuss them with the Nurse in Charge. If you feel more comfortable speaking with someone else, please contact:

Peninsula Health
Attn: Customer Relations
PO Box 52
Frankston VIC 3199
Phone: (03) 9784 7298
Email: customer.relations@phcn.vic.gov.au

Any issues you raise will be dealt with confidentially and will be fully investigated. Please be assured that your care will not be affected in any way if you tell us about your complaints or concerns.

Patient Feedback

We will provide you with a paper feedback form, or alternatively, our volunteers may collect this information electronically at your bedside. Your feedback helps us to better understand the needs of our patients and improve our services. We also welcome comments from carers and families.

Victorian Hospital Experience Survey

After you have left hospital, you may be asked by the Victorian Government Department of Health and Human Services to complete a survey about your stay in hospital. We encourage you to provide feedback through this survey.



Support Your Local Hospital

Did You Know You can Make a Tax Deductible Donation to Rosebud Hospital?

You can help provide the best possible care and comfort for patients and their families. Your generous support will help to purchase new equipment, upgraded facilities and the excellent care for patients and their families.

Many patients and their families choose to show their appreciation for the care they have received by making a 'thank you' gift. A 'thank you' gift can go to a specific ward or department, with funds helping to bring care and comfort to all our patients.

There are four easy ways to make your donation:

1. Online – simply visit peninsulahealth.org.au/donate and complete the secure online form.
2. Over the phone – call our friendly support team on (03) 9788 1284.
3. Drop your money gift at Rosebud Main reception 9am – 5pm.
4. Post your cheque or money order to:

Peninsula Health
Attn: Fundraising Team
PO Box 52
FRANKSTON VIC 3199

Leave a Lasting Legacy

Each year, thousands of Australians leave a gift in their Will to causes they care about. Many of these people are just like you — they want to make a long-term investment in the future of their community.

Once you have provided for your loved ones, a gift to Peninsula Health in your Will can make a big impact. For more information, talk to your solicitor or call our friendly supporter team on (03) 9788 1284.

All donations over \$2 are tax deductible. Peninsula Health respects your privacy and observes the provisions of the Privacy Act 2001. Your details remain confidential.

ABN 52 892 860 159





We're not the biggest brand in aged care so why go with us?

At CraigCare we understand first hand that moving out of your own home is a big step. The process can be stressful and for some, it can be overwhelming if not a little scary.

You have so much on the line for yourself and the people you love and you need an aged care provider that will deliver on their promises. CraigCare is committed to providing high quality clinical care that is delivered by a team who treat you and your loved ones like a family member.

CraigCare has over 40 years of aged care experience and has a reputation for commitment to high quality care and old fashioned values such as respect, kindness, integrity and honesty.

If you are considering residential aged care for yourself or someone dear to you, please consider CraigCare as a place as close to home as possible.

Residential aged care | Respite | Dementia | Palliative Care

Mornington
(03) 5974 6000

enquiries@craigcare.com.au

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- Home & *Mobile* Alarms**
- Guaranteed *fast response***

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www.mepacs.com.au



Unlike auto dialer alarms, you'll always speak to a *real person* with MePACS.

Our operators are trained to identify what assistance you need, and will keep in contact with you until help arrives.

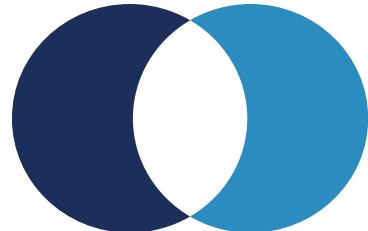
If it's an emergency, we share the details with 000 who can then prioritise your call.



MePacs Mobile Unit
uses the Telstra network.
See mepacs.com.au for
more info.



*Home & away,
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Medical & Aged Care Group

www.maacgmedical.com.au

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cg Chapel Gate Medical Centre

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P: 9510 7888 F: 9510 7499
www.chapelgate.com.au

pd Parkdale Medical Surgery

135 Parkers Road Parkdale 3195
P: 9580 1912 F: 9587 1363
www.parkdalemedical.com.au

bp Belvedere Park Medical Centre

266 Seaford Road Seaford 3198
P: 9786 4866 F: 9785 1154
www.bpmc.com.au

rh Red Hill Medical Centre

129 Shoreham Road Red Hill South 3937
P: 5089 2077 F: 5089 2914
www.rhmo.net.au

hr Humphries Road Medical Centre

265 Humphries Road Frankston South 3199
P: 9787 4266 F: 9787 5483
www.humphriescrmc.com.au

th Tower Hill Medical Centre

143 Frankston Flinders Road Frankston 3199
P: 9781 4477 F: 9770 1789
www.towermed.com.au

ll Lang Lang Community Family Medicine

5 Whitstable Street Lang Lang 3984
P: 5997 5799 F: 5997 5733
www.langlangcfm.com.au

cp Cranbourne Park Family Care Clinic

Cranbourne Park Shopping Centre
High Street Cranbourne 3977
P: 5995 3700 F: 5995 3733
www.cranbourneparkfcc.com.au

mc Medical Centre

54-56 Cranbourne Road Frankston 3199
P: 9783 2445 F: 9783 2170
www.medicalcentrefrankston.com.au

Bass Coast and Latrobe Valley Region

gv Grandview Family Clinic

3 Grandview Grove Cowes 3922
P: 5951 1860 F: 5952 6865
www.grandviewfamilyclinic.com.au

mv Mid Valley Family Medicine

Shop 59, Mid Valley S/Centre Morwell 3840
P: 5134 3888 F: 5134 8988
www.midvalleyfm.com.au

hh Hazelwood Health Centre

9a Georgina Place Churchill 3842
P: 5122 2555 F: 5122 3214
www.hazelwoodhealthcentre.com.au

sr San Remo Medical Clinic

123 Marine Parade San Remo 3925
P: 5678 5402 F: 5678 5620
www.sanremomedicalclinic.com.au

hc Hillcrest Family Medicine

26 Seymour Street Traralgon 3844
P: 5174 2345 F: 5176 1597
www.hillcrestfm.com.au

sg South Gippsland Family Medicine

Shop 4-6, 1 Bilon Street Wonthaggi 3995
P: 5672 4111 F: 5672 4011
www.southgippslandfm.com.au

hd Hollie Drive Medical Centre

5 Hollie Drive Morwell 3840
P: 5135 3555 F: 5135 3074
www.holliedrivemo.com.au

cm Cowes Medical Centre

164 Thompson Avenue Cowes 3922
P: 5951 1800 F: 5952 1087
www.cowesmedicalcentre.com.au

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ls Long Street Family Medicine

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www.longstreetfm.com.au



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To speak with a Medical & Aged Care Group After Hours Triage Doctor call your clinic.

M&CG
Medical & Aged Care Group



This is Neville, our resident artist. He first started painting during art therapy sessions and discovered a hidden talent for landscapes. We now call him our 'Picasso with a paintbrush.'

Neville is just one member of Japara's growing, aged care family. He knows how it feels to have his individuality celebrated and respected – whether it's his likes and dislikes, passions and skills, family relationships or life experiences.

Respect for the individual guides every aspect of aged care living at Japara from the variety of room types you can choose from, to the superior care you get with more qualified nurses on staff. Our approach is as unique as you are – we listen and learn too – and it's one we're building on to make sure you get the very best of care.

Artist.



Find a Japara care home near you:
Call 1800 52 72 72 or visit japara.com.au

JAPARA



Australian Guide to Healthy Eating

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

Drink plenty of water.

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



Vegetables and
legumes/beans



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



Fruit



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



Use small amounts



Only sometimes and in small amounts





287-323 Bayview Road, Rosebud
☎ 5986 3912
✉ villagemanager@rosebudvillage.com
www.rosebudvillage.com



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Pets welcome!

Affordable units to ensure this will be the best retirement decision you will make.

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For further Village information, phone 5986 3912

HEMCARE PACKAGES
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Government Subsidised and Private Care Support Services in your home.



For further Home Care information, phone 5971 6308

Opening April 2019



Racecourse Grange Aged Care

Australian Unity is proud to introduce a new level of aged care. Our brand new facility has been designed with comfort and care in mind.

At Australian Unity Aged Care connection, respect and possibility are at the heart of everything we do and we go to great lengths to nurture an atmosphere of friendship and wellbeing.

Our private rooms has been purpose-built to enhance your mobility, accommodate your changing needs and nurture your privacy and independence. Your room is your own haven in which to relax, read, spend time with visitors or catch up on your favourite television shows. We encourage you to personalise your room with your most treasured items: photos, artwork and mementos of loved ones—whatever you need to help make it home.

Our trained staff will always be on-hand to respond when you need them. It's all just a part of what we call Better Together®.



Respite Care | Permanent Residential Care | Memory Support | Palliative Care

Racecourse Grange Aged Care 428 Racecourse Road, Mornington, VIC 3931

1300 282 604 australianunity.com.au/racecourse-grange

**Australian
Unity**

Images are artist impressions. Australian Unity Care Services Pty Ltd ACN 065 558 134 Level 14, 114 Albert Road, South Melbourne, Victoria 3205. December 2018. January 2019.



A genuine alternative to a nursing home

When many people think of aged care they think of a nursing home and living on someone else's timetable. That's not what you'll think after visiting Aveo Freedom Aged Care in the heart of one of Melbourne's finest suburbs, Safety Beach.

Located within easy access to Marine Drive and the beachfront only a short walk away, offering ease of access to local shops, cafés, restaurants and medical facilities. While you are part of a welcoming community, you have your own front door, staff will always knock and the medical care and support you need happens in the privacy and security of your home.

SEE THE DIFFERENCE

	Freedom Aged Care^	Nursing Home
24-hr nurse services – immediate response nurse-call technology	✓	✓
Low, High, Palliative and Dementia Care	✓	✓
Government funding available	✓	✓
Your own self-contained home with kitchen, bathroom, laundry and courtyard/garden	✓	✗
Couples stay together	✓	✗
Family and friends can stay whenever they want	✓	✗
Pets are welcome	✓*	✗
No means-testing or asset-testing required for move-in	✓	✗

[^]This comparison is a guide only and we encourage you to compare for yourself. *Subject to management approval. FRE157

See the difference for yourself. Call 13 28 36 to book an appointment or visit aveo.com.au/freedom

Aveo Freedom Aged Care Dromana

13 28 36 aveo.com.au/freedom

104 Country Club Drive, Safety Beach

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with private
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5981 8444

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Discover your choices with Mercy Health

Mercy Health is a trusted provider offering personalised services to support you to live actively, safely and independently.



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Need help at home?

Our flexible services and skilled staff can help you with transport to appointments, shopping, cleaning your house or getting up and ready for your day. You can access services through a government subsidised Home Care Package or privately.

Speak to your local team

Southern Metro 9797 3900
Mornington Peninsula 5970 2100

Live life your way in our aged care homes

When you join one of our communities, you'll enjoy the perfect blend of independence and support.

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Mercy Place Rosebud 5982 9800

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Fax: (03) 9763 7544

Email: info@plega.com.au

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**South
Coast
MEDICAL**

South Coast Medical is an RACGP accredited family medical practice, providing trusted care and established, quality medical and health services to the people of the Mornington Peninsula for over 40 years.

Not only a medical clinic, we provide all your general health care services through a team approach, with registered nurses, physiotherapy, podiatry, diabetic education, dietitians and psychology.



Dromana Clinic
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Ph: 5981 4300

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Ph: 5985 7776

Rosebud Clinic
1533 Point Nepean Rd
Ph: 5986 2155

Blairgowrie Clinic
2841 Point Nepean Rd
Ph: 5988 8604

Appointments Available www.scmc.com.au

**UNDERSTAND ALZHEIMER'S
SUPPORT AUSTRALIA**

Alzheimer's Australia is here to help people of all ages with all forms of dementia

WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

Need information or wish to talk about your concerns with experienced advisors?

**NATIONAL
DEMENIA HELPLINE
1800 100 500**



**OR CALL
131 450
FOR LANGUAGE ASSISTANCE**

FIGHTDEMENIA.ORG.AU



Check out Alzheimer's Australia's brain health program for tips on how to maximise your brain health at yourbrainmatters.org.au

**YBRAIN
MATTERS**
YOURBRAINMATTERS.ORG.AU

Your guide to retiring on the Mornington Peninsula



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E: retirement@villageglen.com.au



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827-829 Nepean Highway, Mornington, 3931
E: agedcare@villageglen.com.au



VILLAGE GLEN
FLEXICARE HOME SUPPORT

Flexicare is a one stop shop for all your home care needs, offering both government funded packages and private services across the Mornington Peninsula region.



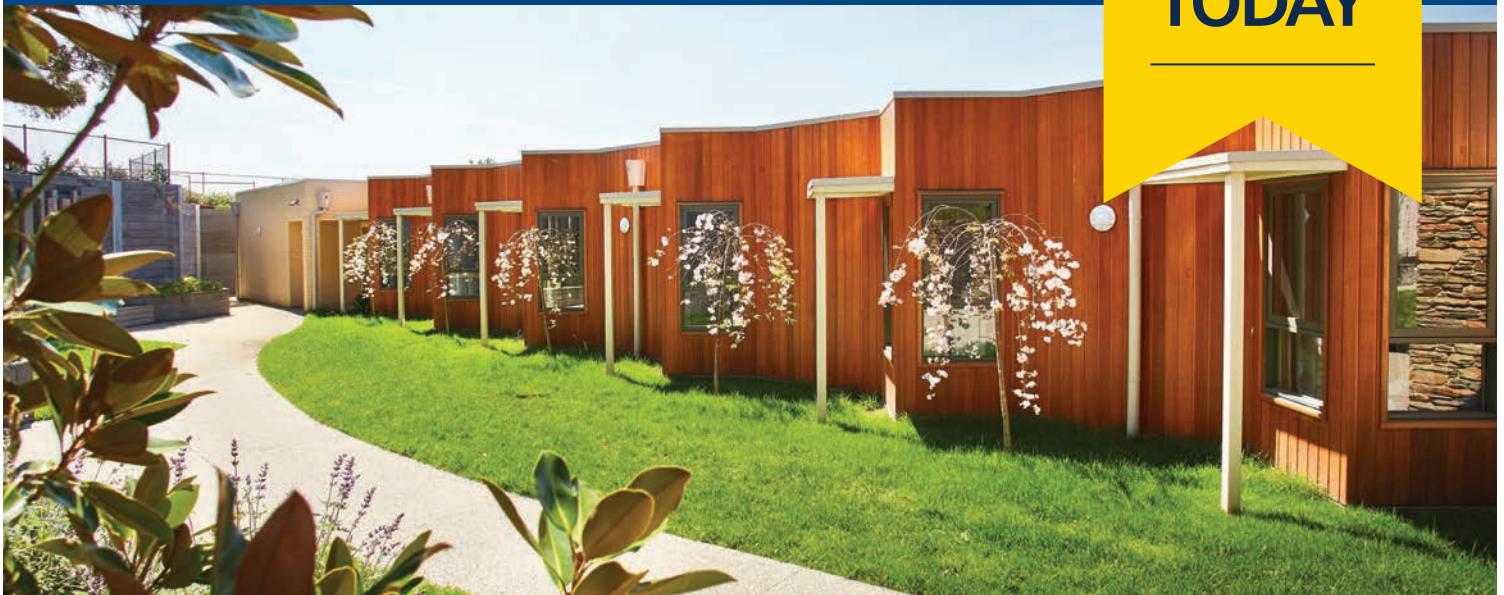
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We offer intimate family owned and operated aged care homes, where our residents enjoy a rich and varied lifestyle which is designed for socialising, stimulation and wellbeing.

Management and staff are highly skilled professionals passionate about providing outstanding permanent, respite, palliative and complex care with a relationship focused approach.

A Day Respite program is available at all homes to assist with caring for your family member. We understand that supporting your loved one is often tiring both physically and emotionally.

Not all aged care is the same, come and join us for morning tea, meet our staff and residents and see what makes our aged care homes the right choice for you and your loved one.

Contact us to find out more

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(03) 9703 0188

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Traralgon Aged Care Traralgon
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Casey Aged Care Narre Warren
(03) 9705 4200

Parkdale Aged Care Parkdale
(03) 9580 0499

Oaklea Hall Hughesdale
(03) 9596 0988

Carrum Downs Aged Care Carrum Downs
(03) 9784 2800

Boronia Residential Aged Care Boronia
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M&CG
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You can visit us at www.maacg.com.au to learn about our homes