

# Welcome to Adeney Private Hospital

Patient Information Booklet

*Connect – Unify – Challenge*



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## Do you need an interpreter?

Adeney Private Hospital provides a free confidential interpreter service.

Please speak to the admissions officer or the department manager if you require this service.

## Welcome to Adeney Private Hospital

Thank you for choosing Adeney Private Hospital for your health care. Adeney Private Hospital focusses on high quality individualised care that is provided in the right place. Prehabilitation and rehabilitation are delivered outside the hospital, providing continuity for patients when discharged. We provide surgical services and a comprehensive medical infusion centre for cancer treatments and chronic disease infusions.

Our priority is a patient connected approach, unifying our patients, doctors and staff for optimal care and outcomes.

This booklet contains valuable information on what to expect during your stay, and how to optimise your safety whilst in our care.

Your wellbeing and safety are our priority, so please let us know if we can assist in any way.

On behalf of all our staff, I welcome you to Adeney Private Hospital.

Sincerely,

Louise O'Connor  
Chief Executive Officer



## **Prior to your admission to Adeney Private Hospital**

Before arriving at Adeney Private Hospital you will need to complete the online admission registration form and online clinical history form:

### **Online Admission Registration Forms**

You can access and complete your admission forms through the online patient portal in the 'Adeney Patient Portal' section on our website: <https://adeneyprivate.eadmissions.com.au/> or by scanning the QR code below.



Create a username and password to complete your forms. Once submitted, we will prepare for your stay at Adeney Private Hospital.

For assistance or questions completing your online admission forms, please contact us at (03) 97049 5000

### **Pre-Admission Phone Calls**

Before your stay, our Patient Services Team or Pre-Admission Nurse will call to confirm your health fund and medical details, and to address any questions.

### **Fasting**

Please contact your surgeon's office before your admission for fasting instructions and guidance on any medications to take or avoid before surgery.

## Changes in Health Pre-Admission

If there are any changes in your health between visiting your doctor and prior to your admission, (including any respiratory symptoms, fever, infections or other), please contact your doctor's rooms for advice.

## Arranging Transport Home

If you have a day procedure that requires sedation or general anaesthetic, you are required to have someone accompany you home and stay with you for 24 hours. Please ensure you arrange a person to accompany you home and stay with prior to your admission.

## How do I get to Adeney Private Hospital?

Adeney Private Hospital is located at 209 Cotham Road Kew.

We are on the corner of Cotham Road and Adeney Avenue.



- Cotham Rd orange side: unrestricted parking except for Clearway Zone 7:30 - 9:30 AM, Mon-Fri
- Cotham Rd blue side: unrestricted parking except for Clearway Zone 4:30 - 6:30 PM, Mon-Fri
- Parkhill Rd pink lines on both sides: unrestricted parking.
- Adeney Ave, Marshall Ave, Florence Ave: green lines on both sides of these streets: 2-hour parking. Pink lines on both sides of these streets: unrestricted parking.
- Tram Stops: Thomas St/Cotham Rd and Marshall Ave/Cotham Rd

## Parking and Public Transport

### Parking

Adeney Private Hospital offers two levels of underground parking, with entry from Adeney Avenue and exit via Cotham Road.

There is also 2-hour parking in the street and all-day parking is available in nearby streets and on Adeney Avenue.

Underground parking rates:

0 – 2 hours	FREE
2 – 3 hours	\$10
3 – 4 hours	\$12
4 – 5 hours	\$14
5 – 6 hours	\$16
6 – 7 hours	\$18
7 – 8 hours	\$20
8 – 24 hours	\$24

Please note there is no parking permitted at the Drop-off / Pick-up turning circle at the main hospital entrance. Cars can wait at the drop-off / pick-up point for a maximum of 5 minutes.

### Public transport

The 109 tram stops at #38 stop on the corner of Cotham Rd and Marshall Avenue, which is a two-minute walk from the main entrance of the hospital.

The main hospital entrance is located on Adeney Avenue, Kew.

## Indigenous Australians

Adeney Private Hospital recognises Indigenous Australians as the traditional custodians of our land, and we seek to create a safe and welcoming hospital environment for our first nations patients and their families.

## Non-Smoking

Adeney Private Hospital is strictly a smoke-free environment. This includes cigarettes, e-cigarettes and vapes.

## Café Facilities

There is no Café located inside Adeney Private Hospital. However, there are complimentary facilities on each floor where you can make your own coffee and tea and help yourself to biscuits.

## Pastoral Care Service

Chaplains from many denominations can visit the hospital. If you would like a visit arranged, please speak to your Nurse Unit Manager.

## Flowers

For patient safety, Lilies and potted plants are not permitted at Adeney Private Hospital. Lilies restricted due to exposed pollen, and potted plants are prohibited because potting mix may carry Legionella bacteria.

## Coming to hospital

### Arriving at Adeney Private Hospital

When you arrive for your admission, please report to our reception area on the Ground floor.

A member of the Adeney Private Hospital team will then show you to, either:

Level 1: DOSA (Day of Surgery Admission)

Level 3: MIC (Medical Infusion Centre)

If you are staying overnight, you will be cared for (after your surgery) on Level 2 in our Grigg Ward.

## What should I bring to hospital?

### Important cards/paperwork:

- Medical Cards, (including your Medicare, Private Health Insurance and Pension cards).
- Copies of any relevant current x-rays, scans, or pathology results.
- Current medications and a list of medications (including medications you have been asked to cease prior to surgery)
- Documents relating to advance care planning (a medical treatment decision-maker, appointed support person, guardian, medical power of attorney, treatment refusal certificate, or advanced care directive).

### Important Items:

- **Physical Aids:** Ensure crutches or walking aids are labelled with your name.
- **Vision and Hearing:** Pack glasses, contact lenses and hearing aids, along with cases for storage.
- **Medications:** Please bring all your current medications with you in the original packaging, with your name on the packaging for us to be able to administer them to you (if staying overnight).
- **Clothing:** Choose loose, comfortable clothing and sensible shoes.
- **Supportive Footwear:** Ensure you have footwear that holds the foot firmly and provides support.
- **Personal Items:** Don't forget slippers, a dressing gown, sleepwear and toiletries like a toothbrush and toothpaste.
- **Phone Charger:** A charger for your phone is essential.
- **Reading Material:** Bring books or light reading materials for entertainment.

*Adeney takes the safety of our patients and staff very seriously. We ask that you take the time to check that all electrical equipment you plan to bring to the hospital is safe to use e.g. no exposed wires, plug pins are straight, the plug does not have damage.*



Please **DO NOT** bring:

- Large sums of money or items with high monetary value
- Jewellery (a wedding band is permitted)
- Large suitcases (there are no suitable storage facilities)
- Handbags
- Hairdryers/Hair Straighteners
- Electric shavers

#### Please Note

All overnight patient rooms at Adeney Private Hospital are private, with their own bathroom facilities and a safe for your valuables.

*The hospital accepts no responsibility for the security or loss of valuables or personal property.*

**Visiting Hours:** 4:00pm – 8:00pm

#### **Patient enquiries:**

Please call (03) 7049 5000 for all patient enquiries.

## **Being involved in your own health**

Keeping you safe is our priority. We will work in partnership with you, your family, and your doctors to ensure that your safety is optimised. Communication and safety checks are of paramount importance.

## **Communication**

We will regularly check your identification when our Staff are attending to you. We will also ask you about any known allergies that you may have.

We encourage you to please Speak Up if you are not feeling well. You and your Family can call the “I’m Concerned” number to escalate any concerns you have. This number is (03) 97049 5252.

## **Leader and Hourly Rounding**

The Nurse in Charge will meet with you every day to discuss your care and ensure that your clinical and personal needs are being met. Your assigned nurse will assess you every hour to ensure that your needs are being pre-empted and met. It is important we understand “What matters to you?”.

This hourly assessment is referred to as hourly rounding. Further to this, our nurses will provide education and rationale on the safety measures being applied during your stay.

## **Communication Board**

If you are staying overnight, you will have a communication board in your room. This is updated throughout the day as your needs change. This is an important communication tool between yourself, your family, and your treating clinical team in keeping you safe, informed and involved in your care.

## **Preventing Falls**

Please follow the nurses and physiotherapists instructions if you can walk by yourself. Please wear non-slip shoes.

Please be aware that following an anaesthetic, and with certain medications, you may experience dizziness.

## **Preventing Pressure Injuries**

Pressure injuries – or bed sores, can develop if you are lying in the same position for extended periods.

Please reposition yourself every hour. Please tell your nurse if any areas of your skin are tender or broken.

## **Infection-Free**

Keeping you safe also involves preventing infections. Infections can spread on hands. All hospital staff will use hand sanitiser on entry and exit to your room and prior to any treatments. Hospitality Service Associates (HSA) staff also practice hand hygiene to keep you safe.

Please feel free to ask our staff if they have sanitised their hands.

Please also ask your visitors to use sanitiser on entry to the hospital and your room.

## **Food**

Your safety is our priority. Adeney Private Hospital prepares all the food onsite ensuring the required food guidelines are met. Adeney Private Hospital does not allow food that is prepared outside of the hospital to be brought in for any patients. Thank you for your understanding.

## **How do I manage my discharge?**

Discharge time is 0900hrs. Please organise transport in advance. For patient pick-ups, please use the underground carpark on Adeney Avenue (first 2 hours free parking). On arrival, nurses will advise when you can move your car to the pick-up/drop-off turning circle at the Main Entrance. Please note there is no parking permitted at the pick-up/drop-off turning circle. Cars can wait at the drop-off / pick-up point for a maximum of 5 minutes.

If assistance is required during your recovery period, please request a family member/friend to assist you ahead of your expected stay with us.

## **Discharge Medication**

If discharge medication is required, it will be dispensed by the onsite pharmacy - Slade. Our pharmacists on site will educate you on your medications.

## How do I access ongoing support?

Adeney Private Hospital supports your health journey even after you have been discharged. Please do not hesitate to contact the relevant department manager for ongoing support throughout the recovery period.

Phone: (03) 7049 5000

## What are my Rights and Responsibilities?

What you can expect from us:

### Respect

You have the right to:

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

### Information

You have the right to:

- Clear information about your condition.
- The potential benefits and risks of different tests and treatment so you can give informed consent.
- Receive information about services, waiting times and costs.
- Be given assistance when you need it to help you understand and use health information.
- Request access to your health information.
- Be told if something has gone wrong, how it happened, how it may affect you and what is being done to make your care safe.

### Partnership

You have the right to:

- Ask questions and be involved in open and honest communication.
- Make decisions with your care provider to the extent that you choose.
- Include the people that you want in planning and decision making.

## Safety

You have the right to:

- Receive safe and high-quality healthcare that meets national standards.
- Be cared for in an environment that makes you feel safe.

## Access

You have the right to:

- Access healthcare services and treatment that meets your needs.

## Privacy

We prioritise your privacy, adhering to Australian Privacy Principles and the Health Privacy Principles under the Victorian Health Record Act 2001. Our privacy policy details how we manage your information.

For more about our privacy practices or to access your health records, visit <https://adeneyprivate.com.au/your-privacy-at-adeney-private-hospital>

or email [privacy@adeneyprivate.com.au](mailto:privacy@adeneyprivate.com.au)

## Feedback

You have the right to:

- Provide feedback or make a complaint without it affecting the way you are treated.
- Have your concerns addressed in an open and timely way.
- Share your experience and participate to improve the quality of care and health services.

## **What we expect from you.**

### **Respect**

We expect you to treat our employees, patients, carers, families and visitors with respect and dignity.

### **Information**

Please tell us everything you know about your health.

This might include:

- Your medical history.
- Any medicines you are taking.
- Complimentary therapies.
- Family and social supports.
- How you feel within yourself.
- Lifestyle and cultural beliefs.
- If you can't speak for yourself, you can ask someone to help you.

### **Partnership**

Our staff encourage you to participate in your treatment.

This means asking questions, discussing options, and making choices about your treatment and care.

### **Safety**

Your safety is our priority

To help keep you safe in hospital you and your family should:

- Speak up – if you have any questions or concerns or if you have noticed an unexpected change in your condition.
- Get involved – join the discussions and decision making about your care.
- Be aware – understand the plans for your care, any test results and other important information. If you don't understand something, ask a staff member to explain it to you.

### **Privacy**

We expect you will respect the privacy of others.

## What should I do if I have concerns?

If you have any concerns about the quality or safety of your care, speak with the nurse or doctor looking after you.

If you are not satisfied with the response, you can also talk with the Nurse Unit Manager, or the Chief Executive Officer.

You may also refer to the “I’m Concerned” poster in your room to escalate any unresolved concerns if they remain. This is available 24hours a day.



We would love your feedback.

Receiving feedback allows us to review our processes and practices for improved outcomes and patient experience.

Once discharged, you will receive a questionnaire via email regarding your experience at Adeney Private Hospital.

In addition, you can also provide feedback via the QR code below.



If we have been unable to resolve your concern, you may contact

Health Complaints Commissioner

Level 26/570 Burke Street

Melbourne Victoria 3000

Telephone: 1300 582 113

Website: [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

