ST JOHN OF GOD
Geelong Hospital

A guide for patients

Hospitality | Compassion | Respect | Justice | Excellence

St John of God Geelong Hospital

Welcome and thank you for choosing St John of God Geelong Hospital as your preferred hospital.

Our hospital is a division of St John of God Health Care – owned and operated by the Sisters of St John of God for over 100 years. As Geelong's only not for profit private hospital we are entirely committed to making a tangible difference to our community.

Our hospital is committed to focussing on your needs by blending the professional skills of our people with a warm and welcoming environment where our core values of Hospitality, Compassion, Respect, Justice and Excellence are reflected in the care we offer to you and your family

St John of God Geelong Hospital has 250 beds providing a comprehensive range of services and we are accredited with the Australian Council on Health Care Standards.

Accessibility information

St John of God Geelong Hospital strives to ensure accessibility for all our patients and visitors. We are very fortunate to have the support of a number of volunteers who can also assist you during your visit or stay.
If you have any questions about access prior to arriving at our hospital please call our reception on 5226 8888 or visit our website www.sjog.org.au/geelong

Blind or low vision

Please advise your caregiver when you arrive. Assistance dogs have access to our hospital.

Mobility

Our hospital is wheelchair accessible throughout including toilets.
Priority parking with wheelchair access is available in the underground car park.
Our concierge is available to assist at the front of our hospital between 8.00am - 4.00pm Monday - Friday.

Deaf or hearing impaired

Our hospital reception desk on level 1 and admissions centre reception desk on level 4 have a Hearing Induction Loop for the benefit of people with hearing aids fitted with a 'T' switch.

Pre-Admission

Your doctor has arranged for your admission and will advise you of your admission date and any pre-admission preparation that you may require eg. blood tests, fasting times, or x-rays etc.

To assist your admission, please complete the pre-admission form provided by your doctor and forward it to the hospital as soon as possible. You may be contacted by one of our pre-admission caregivers regarding your admission details or need for further investigations. Please feel free to discuss any concerns or questions that you have regarding your admission with our pre-admission caregivers.

Please note patients must remove nail polish from their left index finger prior to admission for surgery.

Accommodation

We offer shared and single rooms complete with full ensuite, telephone and television.

Bed allocations are made according to availability with preference being given to clinical need. Whilst every effort will be made to ensure your request, no guarantee can be given.

If your family or friends require accommodation, please ask for a guide for options close to our hospital. The closest hotel is the Mercure Geelong, next door on Myers St.

What to Bring

- Pyjamas or nightgown, dressing gown, slippers and underwear.
- Toiletries eg soap, toothbrush and toothpaste, hairbrush/comb, shaving gear and deodorant.
- Mobility aids - crutches, walking frames/sticks if used.
- Current x-rays.
- Current medications.
- Insurance information.
- Health Care card, Pharmaceutical Safety Net card and Pensioner Concession card.
- Health Fund card.
- Medicare card.
- Authorisation for treatment letters from TAC or Workcover.
- Means of payment for out of pocket expenses (ie Excess) by Cash, EFTPOS, credit card. Personal cheques not accepted.

Accounts, fees and charges

Before your admission we strongly suggest you contact your private health fund to check your health insurance details and confirm that your admission is covered, and if there are any co payments/excess which will apply.

If you have a compensation claim, (Workcover, TAC, Third Party etc) please confirm your entitlement for this admission with your insurer.

If you are uninsured or self insured please contact the hospital for an estimated cost for hospitalisation which is payable prior to or on admission.

Patients being admitted for elective surgery or procedures will receive an estimate of costs by mail or telephone prior to admission.
An Informed Financial Consent is signed upon admission.

Doctor, Medical Imaging, Pathology and Pharmacy charges are not included in your hospital account and if required will be billed separately.

We highly recommend that you check with your health fund to see if you are covered for these additional services, as Health Insurance Funds can change levels of cover from time to time.

Admission

Car Parking and access

Entry to the hospital is from Myers Street.

Parking is available onsite in a three level underground car park at a cost of $1.50 per hour.

If you are concerned or have any queries, please do not hesitate to contact our hospital reception on 5226 8888.

During your stay

Valuables

We strongly recommend that you leave valuables such as jewellery at home and keep only a small amount of cash for newspapers etc. The hospital accepts no responsibility for loss or damage to patients belongings, such as dentures, hearing aids, walking sticks, prostheses and clothing. It is advised that all property be clearly marked, and a family member be nominated to be responsible for the infirm or elderly patients belongings.

Meals

You will be given a menu everyday from which you select your meals for the next day. If you have any special requirements, please discuss these with the Food Monitor. All special diets are catered for. Please advise on admission any special requirements you have.

Laundry

Patients laundry is the responsibility of relatives and friends.

Pastoral Care

Pastoral Practitioners are an important part of the hospital team that care for you during your admission. Pastoral Practitioners provide professional, confidential, emotional and spiritual support for patients and their families in times of personal need or anxiety and are sensitive to individual values, practices and religious beliefs.

Sacramental ministry is also provided for those who desire it and upon request individual denominational clergy can be contacted on your behalf.

Our team is available at all times during your stay and can be contacted through any of your caregivers or alternatively by ringing reception (telephone – dial 9).

The hospital Chapel is located on level 1 near Cafe Costa and provides a place for quiet reflection or prayer. Mass is celebrated in the Chapel, please contact reception for details.

Enquiries

To ensure minimal interruption to your care, we suggest you nominate one member of your family/friends to act as the main source of communication between the hospital and other family/friends. Please ensure the nominated person is clearly identified on your admission form. All beds have their own direct dial numbers, please enquire after admission for your room and phone number.

Pathology in Hospital

Your doctor may request that you have pathology tests during your operation and hospital stay. These are vital in assisting your doctor to make decisions about your diagnosis and treatment. Samples may be taken in the wards or during a procedure. Sometimes a Pathologist or Medical Scientist may also attend if specific samples are required.

Pathologists are highly trained specialist doctors who analyse your samples using their professional skill, training and state of the art technology in a pathology laboratory. You may incur out-of-pocket expenses for pathology depending on the complexity of tests and your health fund.

Your safety in hospital

Preparing for an admission to hospital can be daunting but it is important that you are aware of some of the biggest areas of risk and consider the things that you can do to help avoid them.

Allergies

It is vital that you inform your doctor and the admitting nurse if you have any allergies or previous reactions to medications, food or latex etc. Information regarding the type and severity of the reaction is also very useful.

A risk assessment for Venous Thromboembolism, Falls and Skin Injuries is completed for all patients.

Venous Thromboembolism (VTE)

Deep vein thrombosis (DVT) and pulmonary embolism (PE) are blood clots that can form in the leg or lung. Long operations or long periods of bed rest can lead to these clots occurring.

DVT and PE can lead to permanent injury or in rare cases death.

To reduce this risk we ask that you inform your doctor and the hospital caregivers if you have a past history of these.

For more information a "Stop the Clot" brochure is available on request or visit the website www.nhmrc.gov.au/nics. Please discuss preventative measures with your doctor.

Preventing Falls

Falls can prolong a patient's hospital stay or recovery period and lead to unnecessary injury.

There are ways that you can help prevent falls in hospital such as:

- Using the call bell to ask for assistance if you feel unwell or unsteady on your feet particularly after having an anaesthetic or taking pain medication.
- Taking your time when getting up from sitting or lying down.
- Use your walking aid, if you have one rather than relying on furniture or the walls for balance.
- Wear comfortable well fitting shoes or slippers on your feet when walking around your room or ward.
- Let us know about any previous falls so we can put supports in place to reduce the risk of you falling.

Preventing skin injuries

A pressure injury (also known as pressure ulcer/sore or bed sore) is an area of skin that has been damaged due to unrelieved pressure. Anyone confined to bed or a chair is at risk of getting a pressure injury.

The best thing you can do is relieve the pressure by keeping active, and changing your position frequently.

If you are unable to move yourself the caregivers will help you to change position regularly.

Tell the caregivers if you have tenderness or soreness over a bony area or if you notice any reddened, blistered or broken skin.

Medications

Prior to coming into hospital obtain an up to date list of the medications you are currently taking from your Pharmacist or GP.

Check with your surgeon regarding any special instructions such as ceasing certain medications.

Herbal or natural supplements should be ceased a week prior to admission unless you receive advice to the contrary from your doctor.

Take all your regular medications on the morning of admission unless you have received specific instructions not to.

Please bring the list of your current medications and all your medications in their original labelled pharmacy packaging as we are unable to dispense medications from webster packs, dosettes or the like during your stay in hospital. Ensure that you bring enough to cover your stay in hospital.

There are some things you can do whilst you are in hospital to help reduce the potential for problems with medications:

- Ask your doctor, nurse or pharmacist about any new medications you are prescribed. What are they? What do they do? When should I take them? Are there any side effects?
- Become familiar with the name of any new medications and the doses you are prescribed.
- Please ask your doctor, nurse or pharmacist if you have any questions or concerns regarding any of your medications.

Pain Management

Our caregivers care about your pain and depending on the nature of your surgery, your anaesthetist may give you options for pain relief. These may include tablets, intravenous infusions, epidurals and regional anaesthetic blocks.

You will be asked to rate your pain on a scale of 1-10 by your nurse who will then discuss and administer the most appropriate form of pain relief.

The most important thing you can do is to ask for pain relief before you are too uncomfortable. Frequent low dose analgesia often provides adequate pain relief reducing the need for stronger analgesics which often have increased side effects.

Always tell your nurse or doctor about the pain that does not get better even after taking pain relief. By controlling pain as best we can you are likely to recover faster.

Blood Product Transfusion

You may require blood products during your stay. Prior to the transfusion you will be asked to sign a consent. The doctor will explain the risks and benefits of the transfusion. In the case of an emergency the doctor may not be able to ask your consent. Further information is available at www.mytransfusion.com.au

R.E.A.C.H

A programme that supports you and your family if there is a worrying change in your condition or urgent help is required. More information will be available at your hospital bedside.

Assisting Patients to move

Our safe handling policy means that caregivers are required to avoid manually lifting patients. We encourage patients to assist in their own transfers where possible. Caregivers will use handling aids which may mean there is a delay whilst the proper equipment is being obtained. Every effort is made to reduce this delay, but it is safer for both patients and caregivers that everyone waits for the arrival of the required equipment.

Hand Hygiene

Hand hygiene is the single most effective way to prevent the spread of infection in hospitals. Hand hygiene refers to the use of soap and water or a waterless hand rub to cleanse your hands. It is important to perform hand hygiene as you enter the hospital, before touching or eating food, after blowing your nose, coughing or sneezing and using the bathroom. You have the right to ask any caregiver if they have performed hand hygiene prior to attending to you.

Clinical Handover

Clinical Handover is conducted at the bedside at the change of each shift. It aims to include each patient with the purpose of collecting information and improving communication.

Patient Identification

While in hospital caregivers will ask you to state your full name and date of birth many times even if they already know your name. This is to ensure that your care is specific to you.
Times when caregivers will ask you to say your full name and date of birth are:

- When your identification bracelet is placed on your wrist (or your baby at birth)
- Any time you are given medication
- Prior to any procedure
- Prior to a blood transfusion
- When a newborn is separated from a mother
- Daily newborn ID check (note your baby may be unwrapped, even if they are sleeping)

Caregivers do get busy from time to time, remember you have the right to ask: “Please check my ID and confirm I’m me”.

You can view our video-titled ‘Partnering with you in your care’ –which provides more detailed information on your safety and how we can work together to enhance your treatment and recovery. The video is available for viewing on our website at www.sjog.org.au/patientsafety

Visiting Hours

Visitors are welcome. Some patients require or request restricted hours and numbers of people. Visitors should check with the nursing staff before entering a ward.

A patient's state of health and that of other patients sharing a room should be considered, brief visits with fewer people is less stressful for patients.

It would be appreciated if children who are visiting are closely supervised and not permitted to wander freely around the hospital.

General Wards

10.00am – 1.00pm

3.00pm – 8.00pm

Critical Care Unit

9.00am – 1.00pm

3.00pm – 8.00pm

Maternity

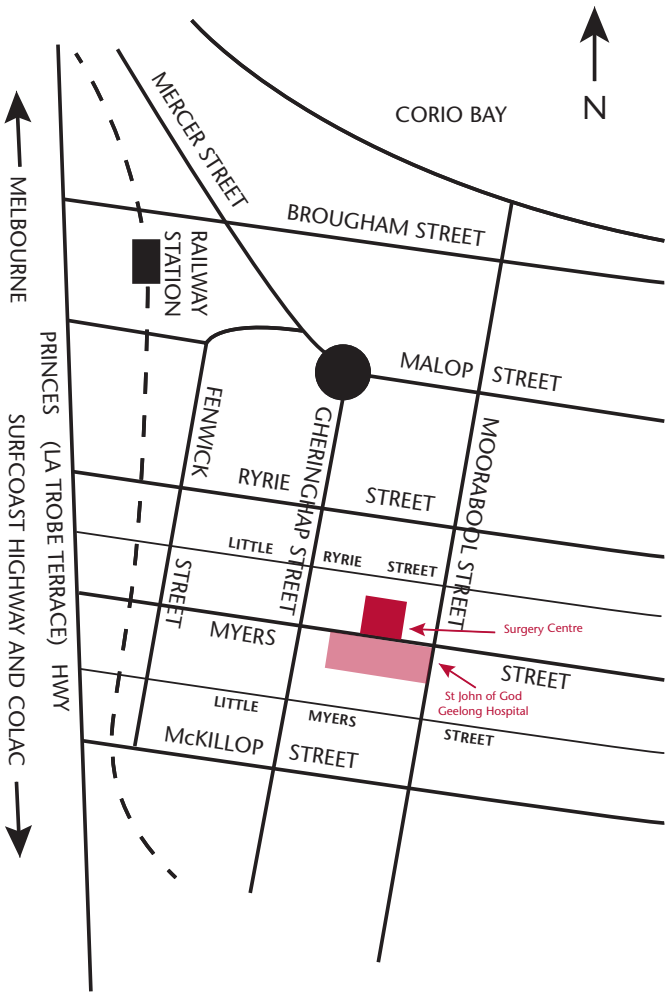
Visiting hours are limited to:

3.00pm – 5.00pm

6.30pm – 8.00pm

Partners are welcome at all times.

We have a strict rest period between 1.00pm - 3.00pm. Please do not encourage visitors at this time as rest and recovery are your main priority.



About St John of God Geelong Hospital

St John of God Geelong Hospital is a division of St John of God Health Care, a Catholic not-for-profit health care provider. As well as hospitals, home nursing and pathology services, we provide Social Outreach services which reach out to people in need to improve health and wellbeing.

We strive to serve the common good by providing holistic, ethical and person centred care and support.
We aim to go beyond quality care to provide an experience for people that honours their dignity, is compassionate and affirming and leaves them with a reason to hope.

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