



Government of Western Australia
East Metropolitan Health Service



Royal Perth
Hospital



Royal Perth Hospital Patient information Guide





Contents

› Welcome to Royal Perth Hospital	5
› Patient rights	7
› During your stay	9
› What to expect from our staff on the ward	9
› Eight simple steps to keep yourself safe during your hospital stay	10
› Patient identification: <i>right person, right place, right procedure</i>	
› Finding your way around our hospital	12
› Aboriginal Health Liaison Service	12
› Interpreter services	13
› Choosing wisely – Understand your treatment options	13
› Patient enquiries	13
› Visiting times	14
› Smoking	14
› Alcohol and drugs	14
› Amenities	15
› Vending machines	15
› Patient entertainment	15
› Telephones	16
› Mobile devices	16
› Cameras	17
› Meal times	17



› Pastoral Care Services (Chaplaincy)	18
› Students	18
› Feedback, compliments and complaints	19
› Care opinion	20
› Transport information for your visitors	20
› Public transport	20
› Paid parking for your visitors	21
› Returning home	22
› CarersWA	23
› Volunteering	24
› Consumer Advisory	24
› Friends of Royal Perth Hospital	23
› Voluntary Transport Association	24
› Forget Me Not	25
› Royal Perth Hospital site map	26





Welcome to Royal Perth Hospital

During your stay we would like you to understand every aspect of your care and be as comfortable as possible.

This booklet provides important information and will help you feel supported during your stay. It lets you know what to expect, important questions to ask your treating team, and how to be involved in your care. It also outlines the services and amenities that are available to you, your carers and your visitors.

Our staff are here to help and are committed to providing you the very best safe, high-quality health care. I encourage you to speak to your treating team if you have any special requirements or need any further information about your stay. Royal Perth Hospital (RPH) is a part of the Royal Perth Bentley Group, and is renowned for contributing to innovation and excellence in medical research and patient care. As a partner of Choosing Wisely Australia, we are committed to reducing unnecessary tests that may take place, and educating you on how to have an open conversation with your doctor about your treatment plan.



As a part of our ambition to become Australia's Safest Healthcare Group, we aim to:

- › **Deliver what matters most** to our community with skill and compassion.
- › Provide **consistent high quality care** that patients would recommend to their family and friends.
- › Distinguish ourselves as the **employer of choice** who fosters a **culture of continuous improvement** among staff.
- › Be a leader in clinical excellence that translates to **no patient harm**.

We want to hear about your hospital experience, so please reach out to us with your feedback.

I wish you well in your recovery.

Dr Lesley Bennett
Executive Director
Royal Perth Bentley Group

Patient rights

All patients and other people using Western Australian public hospitals, including consumers, families and carers have a right to receive the highest possible standard of physical and mental health care regardless of age, gender or cultural background. To help our patients and visitors understand these rights, RPH has adopted the Australian Charter of Health Care Rights.



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

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

During your stay

RPH is committed to providing the highest standard of service and care to all of our patients. We expect our staff be considerate, courteous and respectful to our patients and their carers, as well as to each other.

This booklet will provide you with important information to help you feel comfortable and supported during your time at RPH.

Please ask a member of staff if you require any further information.

What to expect from our staff on the ward

Please advise your Admission's nurse if you have any special needs, such as hearing or vision impairments, dietary requirements, or any other disability.

It is important that you discuss with us if you, your family member, or someone you care for has a disability, as there are services available that we can offer, to provide you with the highest quality health care available.

You can also contact the **Social Work Department** on **9224 2711** for more information.

If you have a carer, it is important you tell us so that we can include them in your care and discharge planning.

For your safety we ask that you inform the nursing staff before leaving the ward at any time. We request that you do not leave the hospital premises without the permission of your doctor.



Eight simple steps to keep yourself safe during your hospital stay

1 About you

- Tell us if any of your personal information is wrong (ID band, residential address, GP or next of kin).
- Tell us if you have any allergies and we will give you a red identification band.



2 Your medicines

- Tell us if you do not understand what your medicine is for or if you have had a bad reaction to a medicine.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.
- Ask about any possible side effects.
- If your medication changes, e.g. its shape, colour, talk to your healthcare team about the reasons for the change.



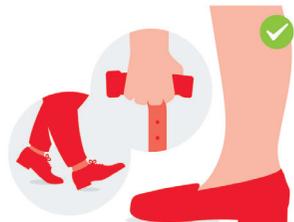
3 Preventing infection

- Wash your hands before and after visiting the toilet, and before all meals.
- Don't hesitate to ask your healthcare staff if they have washed their hands before having contact with you.
- Tell us if you have diarrhoea or vomiting.



4 Preventing falls

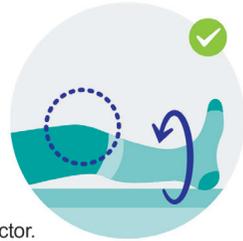
- Wear laced-up or snug-fitting shoes, or slippers with rubber soles.
- Use your walking aid/s as advised.
- If you need assistance, ask one of our friendly staff.



5 Preventing blood clots



- Wear your hospital stockings if advised.
- Try to move as often as you can.
- Try to do simple leg and ankle exercises.
- Drink fluids as recommended.
- Take blood-thinning tablets or injections as advised by your doctor.



6 Pressure sores



- If you can, try to keep mobile – even in bed. Call us if you feel uncomfortable.
- We are happy to help you change position and can provide a special mattress or cushion for support.



7 Any concerns?



- We are here to help you – talk to us if you have any worries or concerns about your treatment.
- You can provide feedback during and after your hospital stay, in person, on paper or online.



8 Leaving hospital



Before you leave, make sure you:

- have your discharge letter
- have your medicine/prescription and it has been explained to you
- know who to contact if you have any questions or concerns
- know when your next appointment is.



Patient identification: right person, right place, right procedure

The plastic ID band you receive during your admission must be worn at all times during your hospital stay.

You can expect our staff to check your details regularly; this includes your ID band, full name, date of birth and other identifying information. Though this may seem frustrating and repetitive, it will ensure we are providing the correct treatment and care on every occasion.

Finding your way around our hospital

Please visit the concierge located at the Victoria Street entrance for directions on how to find specific areas.

Interactive way-finding kiosks that provide public access to an electronic map system, can be found near entrances. Our friendly volunteers will also be available to help you find your way.

A map of RPH is also available at the end of this booklet.

Aboriginal Health Liaison Officers

Aboriginal Health Liaison Officers can assist you with any concerns that you may have during your stay at RPH. They support your cultural needs and offer guidance to ensure that you are as comfortable as possible at the hospital.

Aboriginal Health Liaison Officers

Telephone: 9224 2711



Interpreter services

Interpreter services are available if English is not your first language. Professional interpreters are available to assist on site or over the telephone.

Ask your nurse for more information on how to access interpreter services. This service is free of charge.

Choosing Wisely – understand your treatment options

Choosing Wisely Australia is committed to reducing unnecessary tests and procedures taking place in hospitals. As a champion organisation of this initiative, we encourage you to ask your treating team the following questions, to help you make an informed decision about your treatment options.

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler, safer options?
4. What happens if I don't do anything?
5. How long will it take me to recover?

Patient enquiries

Details about your condition will be provided by hospital staff to your nominated next of kin only. You will be asked to update your next of kin details on each admission.

Friends or relatives should contact your next of kin directly for information specific to your condition.



Visiting times

Family and friends are welcome to visit. Generally, visiting hours at RPH are from **10am to 7pm daily**. For the comfort of all patients we request that you limit the number of visitors to a maximum of two at any one time.

Visiting hours may be adjusted at the discretion of nursing staff for the patient's wellbeing. If you would like to check whether your loved one is up for visitors, please contact the ward prior to coming to the hospital.

Smoking

Smoking is not permitted at RPH. Patients, staff and visitors are not allowed to smoke within five metres of all doorways and air vents.

Upon admission you can be assessed for nicotine dependence and may be offered nicotine replacement therapy to manage cravings and other physical effects of nicotine withdrawal.

Please advise our staff if you are a smoker so they can discuss your options with you.

Alcohol and drugs

Alcohol and drugs are not permitted in Royal Perth Bentley Group, RPH or on any other health service campus.

Amenities

There are a number of services available to you and your visitors at our hospital. These can be found in the Level 3, A Block and include cafés, dining areas, newsagent, ATM, and a flower and gift shop.

Opening hours

Victoria's Café: 6:30am – 7:30pm

Large range of hot and cold food and beverages, available all day.

Little Victoria's coffee shop: 6:30am – 2:30pm (Monday to Friday)

Hot and cold beverages and a small range of cold snacks.

The Friends Shop

8.30am - 7.30pm (Monday to Friday)

11.30am - 4.30pm (Saturday, Sunday and public holidays)

Flowers, gifts, toiletries, snacks, drinks and more.

Vending machines

Drinks and snacks can be accessed 24 hours a day from vending machines located on the Wellington Street overpass and at other locations around the hospital.

Patient entertainment

A bedside radio is provided free of charge.

Most patient rooms have televisions and the service is available on a daily or weekly rental basis through an external company. Hire can be arranged through the hospital television rental representative who visits the wards. Rental vending machines are available on most wards and accept cash or credit cards.



Telephones

Bedside telephones are available, and you can receive incoming calls at no cost. For outgoing calls, phone credit can be purchased via the hand piece using your credit card, or with pre-paid patient phone cards. These can be purchased from the hospital television rentals representative who visits the wards daily.

Mobile devices

You and your visitors can use mobile phones and devices (such as iPad and tablets) within the hospital, however you must refrain from doing so in areas where signs indicate no phones or mobile devices can be used, or when advised by staff. This is to ensure the comfort, privacy and safety of patients and their families.

Wi-Fi is not available at our hospital. Please be aware you will be required to supply your own mobile internet device.

For the comfort of other patients, please keep the sound on radio, television and mobile devices, low or on silent.

Cameras

The use of cameras or recording devices is strictly prohibited in some areas. You and your visitors must comply with the signs displayed, or with the instructions of staff.

In areas where the use of cameras and recording devices is permitted, permission must be sought from staff, fellow patients and their visitors, before photographing or video recording them.

When using cameras in the hospital please be respectful of others.

Meal times

Our meals are prepared on site to cater for a large number of dietary or cultural requirements.

If you have any special dietary needs please let your nurse know.

Meals are served during the following times:

Breakfast: 7am – 7:30am

Lunch: 11:45am – 12:15pm

Dinner: 4:45pm – 5:15pm.

A choice of hot and cold drinks are available at morning and afternoon tea, and supper.



Pastoral Care Services (Chaplaincy)

The Pastoral Care Service is available to you, your visitors or carers. The service caters to all spiritual and religious beliefs and is located on Level 3, B Block (near Physiotherapy).

A chapel is located next to the Pastoral Care Service on Level 3, B Block, and a Muslim prayer room is located on the 3rd floor of Ainslie House on 48 Murray Street.

Chaplains visit the wards on a regular basis and pastoral care is offered to patients, their families and staff.

Pastoral Care Service

Telephone: 9224 2482

Students

RPH is a teaching hospital. The medical, nursing and allied health staff treating you, may have students working with them. It is possible that you will be asked to discuss details of your condition and undergo an examination by students.

You have the right to refuse examination by students at any time.

Feedback, compliments, complaints

Our staff are available to listen, help and assist you in providing feedback. They can provide support and information about patient rights and responsibilities.

We welcome all patient and visitor feedback to help with the continuous improvement of our services. If you have an issue or concern, in the first instance you are encouraged to talk with the staff member involved or to a senior member of staff in your ward/area.

RPH patients may receive a survey to complete, via a text message, if you have provided us with your mobile number. We encourage you to complete the survey to help shape the care we provide and influence how we improve the patient experience in our hospital.

All feedback, compliments and complaints are taken seriously. If your complaint cannot be resolved at ward level you can contact the **RPH Consumer Engagement Unit**. Your feedback can be given in writing, via email, over the phone, in person, or through the Care Opinion platform.

Royal Perth Bentley Group Consumer Engagement Unit

Open Monday to Friday, 8am – 4pm

Phone: 9224 1637

Email: RPBG.Feedback@health.wa.gov.au

Location: Level 3, A Block (next to Victoria's Café)



Care Opinion

Share your experience with us and help us make our health service better!

Care Opinion is an online platform that allows you to provide feedback about your experience with our hospital or health service.

By sharing your story, our leaders and staff can learn from your experience. If we got it right and you received amazing care, please let us know!

www.careopinion.org.au

Transport information for your visitors

Public transport

The closest train station to our hospital is Mclver Station, which has direct access to RPH via the multi-storey car park on Moore Street.

Buses and Central Area Transit (CAT) bus stops are located directly outside the Wellington Street entrance and on Murray Street near the Victoria Square entrance. The Yellow and Red CAT services run every 5 to 15 minutes.

During large scale events at the Optus Stadium closures will occur at Mclver and Claisebrook Stations and may affect access to the hospital. During this time replacement buses will operate between East Perth Station and Perth Bus port.

Visit the Transperth website www.transperth.wa.gov.au or call 13 62 13 for individual public transport options.

Paid parking for your visitors

Royal Perth Hospital does not manage car parking.

Paid parking is available to visitors and patients at the Wilson's Multi-story car park located at Mclver Train station on Moore street.

Visitors are encouraged to use the meter parking or ticket parking available at Victoria Square, Goderich Street, Lord Street and Wellington Street. Please read the posted signs carefully as time limits apply and some areas are clearways during certain periods of the day.

For more information visit the City of Perth parking website: www.cityofperthparking.com.au.

ACROD Parking bays can be found on the ground level and Level 3 of the multi-storey car park. There is also limited ACROD parking in Victoria Square.



Returning home

Discharge time

The official time of discharge from the wards is 10am. Your friends and family can assist by organising your transport ahead of time. Once you are ready for discharge you may be transferred to the transit lounge (Level 3, A Block) to wait for your family, carer or friend to collect you.

Before your expected departure date, you should begin to consider the following questions to ensure your return home is comfortable and stress free:

- › Do I have someone to pick me up?
- › Do I need a medical certificate for my employer?
- › Do I have my discharge letter, medications, specialist equipment and x-rays I previously brought in?
- › Do I need follow-up appointments?
- › Do I require additional health support or rehabilitation services when I return home?
- › Have I received information about my post-hospital care?

CarersWA

Carers WA is a not-for-profit organisation and the peak body representing carers or those with a disability, chronic illness, mental illness, or who are elderly or frail.

Services include: respite for carers via the carers gateway, counselling, education and training, advice and representation, social and peer support, the Young Carer Program, and the Prepare to Care hospital program.

If you are admitted to hospital and you provide care for another person and have concerns about their ongoing care and support, please advise your nurse or contact the **Social Work Department** on **9224 2711** as soon as possible on admission.

If you are caring for a family member or friend who has been admitted to the hospital, please ask ward staff for a Prepare to Care resource pack. If you are currently caring for someone who is not a patient at the hospital you can still call Carers WA to register for a free Carer Support Kit.

For more information call **1300 CARERS** (1300 227 377) or go to www.carerswa.asn.au



Volunteering

We are committed to involving consumers and community groups in our service planning and delivery to ensure we build services that are suitable for all members of our diverse community.

Consumer Advisory

A Consumer Advisory Committee and Aboriginal Consumer Advisory groups, help us better understand the consumer experience. They provide support and guidance on relevant issues to improve the hospital experience for patients, consumers, their families and their carers.

For further information contact the **RPBG Consumer Engagement Unit on 9224 1637** or via email on **RPBG.Feedback@health.wa.gov.au**

Friends of Royal Perth Hospital

The volunteer group Friends of Royal Perth Hospital was set up in 1959 and remains an integral part of RPH. The Friends operate the Friends Shop, located on Level 3, near the Victoria Square entrance, as well as the trolley service, and many other services for patients, visitors and staff.

For further information about the Friends contact **9224 2036**.

Voluntary Transport Association

The Voluntary Transport team is a lifeline for patients who have no other way of getting to our hospital. The team pick up and drop off patients at Wellington Street Outpatient Clinic and help transfer patients from their vehicle to their hospital appointment.

For further information about the Voluntary Transport Association contact **9224 2054**.

Forget Me Not

The Forget Me Not volunteers are a dedicated group of trained volunteers, who offer comfort and support to patients with cognitive impairment, specifically dementia and delirium.

Volunteers provide patients with a friendly face, emotional support and practical assistance at a time when they need it most. This person-centred care can reduce patients' anxiety and distress levels in an unfamiliar environment, which can assist with recovery.

For further information about the program please email ForgetMeNotVolunteerProgram@health.wa.gov.au.



Royal Perth Hospital site map

Contact Us

General enquiries: 9224 2244

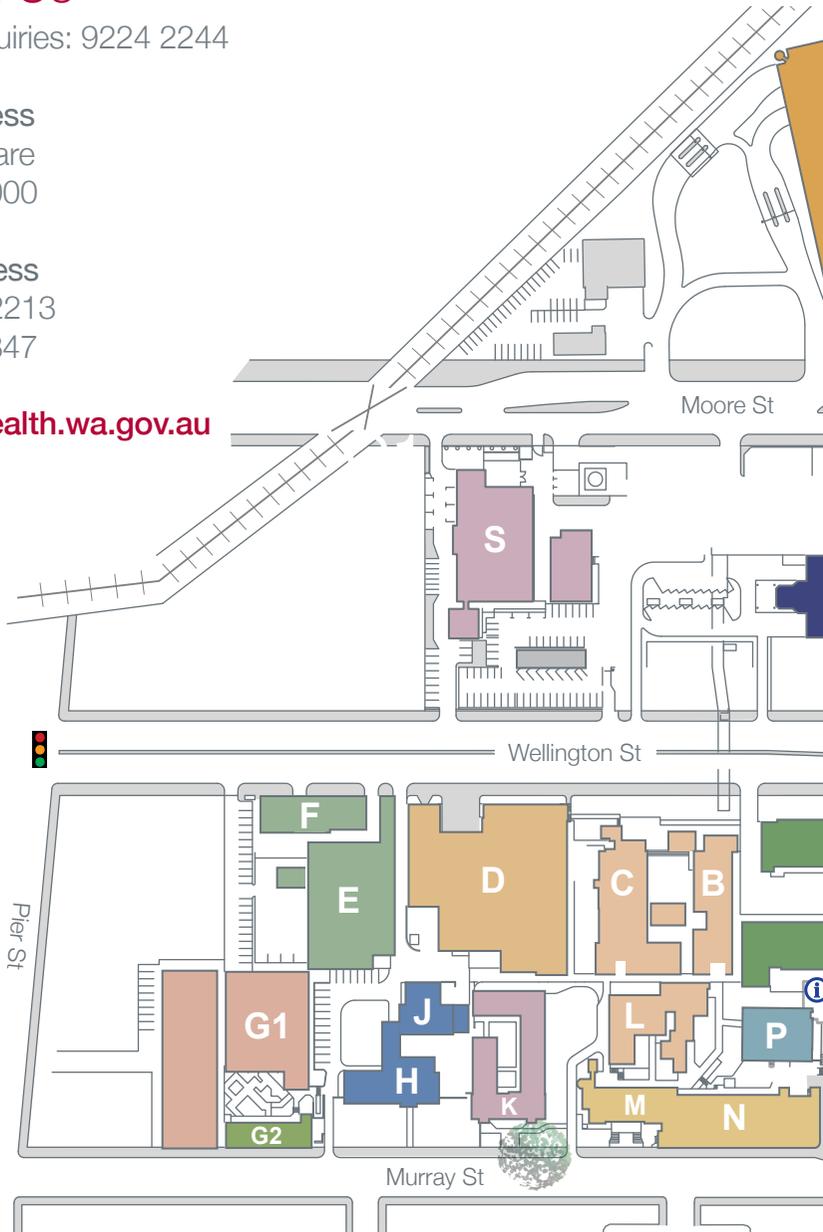
Street address

Victoria Square
Perth WA 6000

Postal address

GPO Box X2213
Perth WA 6847

www.rph.health.wa.gov.au







This document can be made available in alternative formats on request.

© Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the Copyright Act 1968, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.