

# Maternity General Hospital Information

The Sunshine Coast  
Private Hospital  
*at Buderim*



## The Sunshine Coast Private Hospital

Your doctor has arranged for you to be cared for at The Sunshine Coast Private Hospital. This booklet will provide you with important information about preparing for your admission, your hospital stay and discharge preparations.

A tour of the maternity ward is available by appointment. Please contact us on 5430 3320.

### Maternity Preadmission

It is very important that at 32 weeks into your pregnancy, you contact the hospital for an appointment for the Antenatal Preadmission Clinic. The clinic is an opportunity for you to get to know us, to prepare all of your paperwork ensuring a smooth admission to the hospital and for the midwife to undertake an antenatal assessment and completion of your birth plan.

An appointment can be made by phoning 07 5430 3093 between the hours of 10:00am to 2.00 pm. Your preadmission appointment will also include an educational component and we welcome your partner at the clinic as well.

### What to bring to hospital for the Birth

- this booklet (with information completed)
- doctors letters/ X-rays/scans (if applicable)
- certified copy - Power of Attorney or Advance Health Directive (if applicable)
- personal effects and clothing for infant, (We supply singlets, bunnyrugs & disposable nappies only.)
- Medicare/DVA Pharmacy OR Saftey Net cards
- credit card (or other payment means)
- Private Health Insurance cards.

**Do not bring** – jewellery, large sums of money, electrical appliances (e.g. computers, hair dryers), mobile phones, iPods, or other valuables.

**The hospital takes no responsibility, nor is liable for loss of money, valuables or other possessions.**

### On the day of Admission Caesarean Birth

Prior to admission please:

- bathe/shower and wash your hair at home. Use plain unperfumed soap unless provided with special soap
- do not use any powder, deodorants or creams
- do not wear make-up, jewellery or nail polish
- do not smoke or drink alcohol for 24 hours before your surgery
- bring a small secure bag for your belongings
- wear two piece loose fitting clothes.
- On the day of admission present to the main Reception.

### Parking

Parking is provided in the main hospital car park at the entrance to the hospital.

### Your Participation in Care

You are able to participate in your care more fully if you ask:

- the staff about any rationale for care being provided to you and baby
- the staff and doctor if they have washed their hands
- for more information about your progress or anything of concern
- for a meeting with your doctor and family while you are in hospital
- for a meeting with the hospital management if you have concerns about your care or service.

## Health Care Students

The Sunshine Coast Private Hospital supports the learning environment and as such, you may meet a health care student (nursing/midwifery or medical) gaining practical experience during your stay. All health care students are fully supervised by qualified staff however, if you do not wish for a health care student to be involved in your care, please inform the nursing staff at preadmission or on admission.

## Meals whilst in Hospital

The hospital provides a selection of meals catering for special dietary requirements. A modified diet to assist your caesarean birth recovery (if relevant) may be prescribed by your doctor or a dietician.

Your partner can order a meal at a reasonable price from the hospital catering service. All meals can be provided except lunch Monday to Friday. Lunch is available from the hospital Coffee Shop.

Your visitors can access the Coffee Shop near main reception where opening hours are 8am to 3pm.

## Your Accounts

The hospital will claim directly from your private health insurer and recommends that you contact your fund prior to admission to verify your level of cover and financial status. The remainder of the account is payable upon discharge by you (or your delegate). Any additional accounts not ready at the time of discharge will be mailed to your mailing address.

Additional payments may include:

- prosthetic devices not covered by your health fund and as discussed with you by your doctor
- pharmacy, X-ray, pathology and doctors' accounts (not related to the hospital). Queries should be directed to your service provider.
- Meals provided to you partner.
- C.T.G. billing (Cardiotocography).

Self funded patients are to contact the hospital prior to admission for an estimation of costs. If you have any questions contact the Patient Accounts department on 07 5430 3400.

## Your Satisfaction

The Sunshine Coast Private Hospital actively seeks your valuable feedback on the care and service provided. A formal compliment and complaints management process is in place to address any issues. It would be appreciated if you would complete

a Patient Survey Form should you receive one. If you have any complaints/concerns during your stay, please ask to speak to your Clinical Nurse Manager or Hospital Coordinator (after hours) or write to the hospital Director of Nursing, Director of Medical Services or the General Manager.

Complaints can also be lodged with:

Health, Quality and Complaints Commission  
Phone: 1800 077 308 or [www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au)  
Health Insurance Complaints

Phone: 1800 640 695 or email [info@phio.org.au](mailto:info@phio.org.au)

## Australian Charter of Healthcare Rights

The Charter allows patients, consumers, families, carers and services providing health care to understand the rights of people receiving health care. What can I expect from the Australian Health System?

### ACCESS

I have a right to health care (this means you can access services to address your healthcare needs).

### SAFETY

I have a right to receive safe and high quality care (this means you should receive safe and high quality health services, provided with professional care, skill and competence).

### RESPECT

I have a right to be shown respect, dignity and consideration (this means the care provided shows respect to you and your culture, beliefs, values and personal characteristics).

### COMMUNICATION

I have a right to be informed about services, treatment, options and costs in a clear and open way (this means you receive open, timely and appropriate communication about your health care in a way you can understand).

### PARTICIPATION

I have a right to be included in decisions and choices about my care (this means you may join in making decisions and choices about your care and about health service planning).

### PRIVACY

I have a right to privacy and confidentiality of my personal information (this means your personal privacy is maintained and proper handling of your personal health and other information is assured).

### COMMENT

I have a right to comment on my care and to have my concerns addressed (this means you can comment on or complain about your care and have your concerns dealt with properly and promptly). Relevant website:

[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

## Your Responsibilities

- Provide the hospital and your doctor(s) accurate / complete information about your medical history (physical or psychological) and special need for discharge from hospital.
- Clarify / discuss any aspect of your care you don't understand with your health care team.
- Follow your health care plan and comply with any instructions for your care and safety.
- Act in a manner that does not compromise your safety
- Consider the rights of other patients, particularly in relation to noise (radios, mobile phones, TV's and visitors) and property within the care area.
- Respect staff and ensure that your family and visitors act accordingly. The hospital has a zero tolerance policy in respect to harassment, verbal abuse, bullying and aggression and breaches will result in security intervention.
- Accept financial responsibility for all services rendered (refer Accounts section).

## Personal Information and Privacy

Each person has the right to the privacy of their personal information including collection, secure storage and use of their information in the provision of quality health care. On admission, you will be requested to acknowledge and sign that you have read, understood and consented to the collection and use of your personal information such as:

- name; address; telephone and email (yours and other contacts)
- marital status; occupation (optional)
- date; country of birth and Indigenous status (Government requirement)
- religious beliefs or affiliations (optional)
- health insurer, funding or payment details
- health information and any additional information provided by you (e.g. patient surveys).

### Your personal information may be disclosed to:

- those providing medical treatment, e.g. medical, nursing and other health care workers at the hospital and for ongoing care after discharge
- those involved in training and education of medical, nursing and other health care students
- inform your family/carer of your treatment
- your health fund, DVA, Medicare or as required by law, e.g. Queensland Health.

### This information may be used to:

- assist in health care planning; quality and safety reviews and research with external research organisations e.g. Wesley Research Institute, St Andrew's Medical Institute Foundation Ltd.
- develop and maintain electronic databases
- advise fundraising activities (hospital; auxiliaries and research organisation)
- advise visiting support services (if applicable) e.g. Religious, RSL; Veterans' Affairs etc.

### For your personal information you have the right to:

- withdraw consent, at any time, to use the information (NB. this may impact on your medical care)
- request to restrict or limit access to specific persons (hospital to be notified)
- obtain access to and correct any error in the information
- complain if your information has not been kept confidential or private
- request to access your medical record (a fee may apply).

Any complaints relating to the collection and use of your personal information should be directed to:

The Privacy Officer  
The Sunshine Coast Private Hospital  
PO Box 5050  
Maroochydore BC QLD 4558

## Your Safety in Hospital

### Infection Control

You can actively participate in infection control and prevention activities by following instructions from staff relating to routine hygiene measures.

### Consent for Procedure

You will sign a Consent Form with your doctor prior to the performance of any procedure (or blood transfusion) before, on or during your admission. Additional questions that you may wish to ask your doctor prior to signing:

- name of the procedure and body part affected
- alternatives to; side effect from and risk of this surgery
- recovery time and potential limitation after the surgery.

### Identification

You will wear an identification band (usually on your wrist) to assist staff in correct identification. Staff will check these details with you many times to ensure you receive the correct medication or treatment.

### Stop the Clot

Some patients are at an increased risk of developing a blood clot in their legs or lungs. As this presents a serious complication your level of risk will be assessed by your doctor or staff on admission. Preventative treatment will be instigated as suitable to your medical circumstance (by your nurse or doctor) to reduce the risk of developing a clot and these may include:

- gently exercising your feet or legs in bed
- getting out of bed and walking as soon as possible
- wearing compression stockings or using a compression pump on your lower legs
- preventative medication (tablets or injections).

### Correct Surgery – Caesarean Birth

Prior to your caesarean birth the operating room staff will correctly identify you and your surgery by asking your name, date of birth and the type of operation you are having. This will occur a number of times to confirm your identification.

### Medications

Medication errors can cause serious complications, admission to hospital and even death. This can occur when people take too many, too few or the wrong medication or do not relay medications accurately to health care providers. The easiest way to prevent

medication errors is to obtain (and maintain) a current list from your doctor or pharmacist. Refer also to “What to bring to Hospital” section.

### Falls Prevention – everyone has a role

People of all ages are at increased risk of falling while in hospital due to the unfamiliar surroundings, unsteady balance, poor eyesight, wearing of unsafe footwear, medical/surgical conditions and some medications and can result in a serious injury and / or loss of confidence thereby prolonging the time in hospital. Many patients are fitted with anti-embolism stockings while in hospital. These stockings increase the risk of slipping or falling when walking. It is therefore important to wear slippers or other footwear if you are using these stockings.

### “No Lift” Policy

The hospital has a “NO LIFT” policy to prevent injuries, from unsafe lifting practices, to patients and staff. Special equipment and techniques to move or transfer you safely from one position to another will be used. It is important that you comply with the staff’s directions when they are required to lift or move you.

### No Smoking Policy (Smoke Free Environment)

It is recommended that you cease smoking at a minimum one week prior to surgery to prevent surgery and anaesthetic complications. Your doctor can provide information to assist you to stop smoking or you can contact the Quitline on 131848.

## Further Information

If you have any questions or concerns please discuss these with the hospital staff.

## References

Australian Charter of Healthcare Rights 2009  
‘Understanding Your Surgery.’ Safety + Quality Council. 2008.  
‘Pre Admission Booklet.’ Sydney Adventist Hospital 2007.

# Maternity Admission Information

## Where to find us

### The Sunshine Coast Private Hospital

**Address:**

12 Elsa Wilson Drive  
(via Syd Lyngard Drive)  
Buderim Qld 4556

**Phone:** 07 5430 3303

**Fax:** 07 5444 7001

**Website:** [www.tscph.com.au](http://www.tscph.com.au)

