

Patient information booklet

Preparing for your hospital stay



Proudly part of



Welcome to Buderim Private Hospital

Thank you for choosing Buderim Private Hospital. We hope that the care and service you receive during your stay meets your physical, emotional and spiritual needs. This booklet provides helpful information to assist you during your stay with us.

At Buderim Private Hospital, we have a deep and real connection to the Sunshine Coast. In our peaceful, leafy natural environment, we offer a unique blend of care, commitment and expertise. With experience that's more than 40 years in the making, our team of over 800 staff and specialist doctors are driven by a desire to consistently exceed the needs and expectations of our patients, their families and the community.

As one of the Sunshine Coast's largest hospitals, we show consideration of the whole person and not just their physical health, placing our patients and their loved ones at the heart of everything we do.

Acknowledgment of Country

We acknowledge the traditional custodians of the land on which we work and serve. We acknowledge that these custodians have walked upon and cared for these lands for thousands of years. We acknowledge the continued deep spiritual attachment and relationship of Aboriginal and Torres Strait Islander peoples to this country and commit ourselves to the ongoing journey of reconciliation.

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Details of your admission

Doctor's receptionist to complete

The date you are coming into hospital

The time you need to arrive at the hospital

Time from which you should begin fasting

Item number +/- intended procedure

Make sure you follow your doctor's instructions regarding fasting times for food and fluids (including water) and confirm whether you should take your usual medications. You may also require pre-admission skin preparation however this will be directed by your doctor.

Our mission statement

As part of the Uniting Church, the mission of UnitingCare is to improve the health and wellbeing of individuals, families and communities as we:

- + Reach out to people in need
- + Speak out for fairness and justice
- + Care with compassion, innovation & wisdom

Our mission practices

We demonstrate the worth and dignity of every person

We walk together with First Peoples

We participate in God's healing power to the whole person

We cultivate practices centred on people and relationships

We value reflective action

We are faithful stewards of the resources entrusted to us

We stand up for what is fair and just.

Register your admission

Booking your admission is an important part of your hospital care. It allows us to confirm your admission, inform you of your financial costs and responsibilities and provides clinical staff with detailed information about your medical history.

To book your admission online go to
www.bookmyadmission.com.au

Alternatively, please call 07 5430 3348 between 8am-4pm, Monday to Friday.

Information you need to register your admission:

- + Personal details; Next of kin; Emergency contact details
- + Private health insurance membership number, and table or level of cover
- + Medicare card number
- + Pension card / Health benefits number
- + Pharmacy benefits card / Safety net card number
- + Credit or debit card details
- + Clinical history / medications list

Where applicable

- + WorkCover / Third-party insurer details
- + DVA member number (for Veterans)
- + Self funding information (if not claiming private cover) - item numbers and length of stay (these will/should be provided by your treating doctor)

How to book online

The first time you use the booking system you will need to create your personal account using a secure password with a minimum of eight characters, two of which must be numerical.

You will receive an email notification to validate your account in order to enter your secure site.

Once you log-in to your webpage, click **“New Booking”**.

Once you enter your personal account you will have access to a detailed document explaining all the features of our hospital booking system.

Complete your booking at your leisure. You can partially complete a form and return at a later date to finalise and submit to the hospital. Your partially completed booking will be saved and available for editing in the **“Incomplete tab”**.

You will receive email notifications from the hospital advising you to log into your secure account for information updates relating to your admission. Documents will be sent to you that require your electronic signature.

Once signed you will be directed to a secure portal where you will be able to store your credit card / debit card details and / or make any out-of-pocket payments prior to admission.

If you have used the online system previously, your details will be stored and will only require editing for your next admission.



Financial information

Fees and charges

Private health insurance

If you have private health insurance please speak to your health fund prior to admission to ensure you understand your level of cover. Important questions to ask your health fund are:

- + Does my policy cover me for this admission? *(If you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of your admission).*
- + Do I have an excess or co-payment on my insurance policy? *(If your policy has an excess or co-payment you will be requested to pay the amount prior to your admission).*
- + Does my policy exclude or restrict payment for some treatments, for example cardiac, orthopaedic, intensive care or rehabilitation?
- + Are prosthetic or disposable items used in my intended surgery covered by my insurance?

You are responsible for any charges not covered by your health fund.

Department of Veterans' Affairs (DVA) patients

- + Gold card-holders are covered for all care
- + White card-holders are covered subject to approval by DVA.

Work Cover/Third Party Compensable

Total payment of your estimated costs are payable prior to admission unless approval for admission has been confirmed by your insurance company prior to admission.

Self-insured patients

Please contact our Finance Team on 07 5430 3335 or 07 5430 3306 prior to your admission for an estimate of fees and charges.

It is important that you understand this is an estimate only, as in the event of unforeseen complications or variations from the proposed treatment, the fees payable may increase. Total payment (other than any ancillary charges) must be made on or prior to your admission.

International patients

If you are insured with an overseas company, you will be asked to pay the estimated cost on or prior to your admission and follow up with your insurer will be your responsibility.

Please contact the Clerical Preadmission team on 07 5430 3348 prior to your admission for an estimate of fees and charges.

Additional costs

Doctors' fees

These are billed separately by your doctor(s). Please discuss these with your doctor before your admission. Depending on the reason for admission, you may receive accounts from one or more of the following:

- + Surgeon
- + Anaesthetist
- + Surgical assistant
- + Physicians
- + Other doctors who become involved in your care

Pharmacy: Any medicines not related to your admission and medications prescribed for discharge.

Pathology services: For example, blood tests/tissue examination.

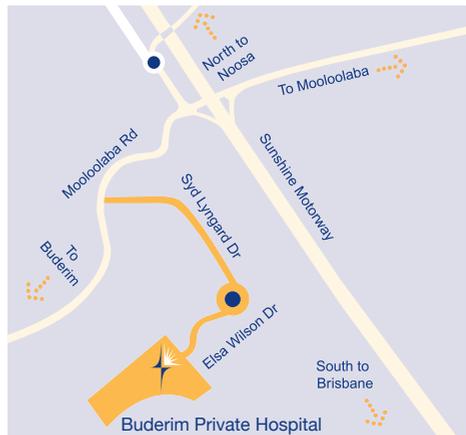
Diagnostic imaging: For example, X-rays / CT scans.

Emergency Centre: If you receive treatment in the Buderim Private Hospital Emergency Centre prior to your admission or following your admission, a separate account will be rendered for these services.

Other: For example, extra meals, boarding.

Location

Detailed information can be found by visiting buderimprivatehospital.com.au/visiting



Transport

Onsite Parking

All parking at Buderim Private Hospital is free although is subject to three-hour limits. Just through the main entrance is our two-level main car park, topped by the Nucleus Medical Suites. Additional spaces are available in other parking areas further along the entrance road. Parking permits may be issued for patients who require extended parking hours.

Disabled parking spaces are available at the point closest to the main hospital building.

There is a Patient Drop-Off/Pick-Up Zone just outside the main reception area for your convenience.

Courtesy bus

Additional free parking is available at the nearby Maroochydore Cricket Ground car park, which is located approximately 600m from the hospital, off Syd Lingard Drive. Visitors can park here and catch our free courtesy bus to the hospital and back to the car park. This service operates every 5-10 minutes, Monday to Friday from 5.45am - 6.30pm. Please note that the courtesy bus hours change on public holidays and over the Christmas period.

The safety of our patients and visitors is paramount. For this reason, we are unable to transport children up to 7 years of age on our courtesy bus. Should any patients, visitors or family members have infants or children up to 7 years of age travelling with them, it is recommended they utilise the free parking available onsite at the hospital.

Public transport

If you require public transport, Sunbus runs a bus service once per hour (Route 602) each way, between Maroochydore and Kawana which has a drop-off point at the hospital's main entrance. For more information, contact 131 230. For a timetable, visit the Sunbus website.

Taxi Services

You can book a taxi to or from the hospital by calling Suncoast Cabs on 131 008.

Visiting hours and patient rest periods

General enquiries: 07 5430 3303

General visiting hours: 11am – 8pm

Please note restrictions may be in place for visitors in line with Queensland Government health directives. Please check the hospital's website for the most-up-to-date visitor guidelines.

Visiting hour exceptions include:

Critical Care Unit: 11am – 1pm and 3pm – 8pm

Maternity: 3pm – 8pm

Cooinda Mental Health Service: 3pm – 8pm (Monday-Friday) and
2pm – 8pm (Saturday-Sunday)



Accommodation services

The following is a list of accommodation options within close proximity to the hospital. As discount rates may be offered, please mention that the purpose of your stay is to visit a patient at Buderim Private Hospital.

Ocean Boulevard

4 kms from the hospital

136-138 Alexandra Parade

Alexandra Headland QLD 4572

T: (07) 5443 3229

Headland Gardens Holiday Apartments

3 kms from the hospital

7 Juan Street

Alexandra Headland QLD 4572

T: (07) 5444 4655

Please call the above telephone numbers for information regarding booking and costs.

If you have had your travel approved under the **Queensland Government's Patient Travel Subsidy Scheme**, you may be eligible for assistance towards the cost of any outpatient accommodation. For more information contact 13HEALTH or dial 13 43 25 84.

What to bring to hospital

Make sure you follow your doctor's instructions regarding fasting times for food and fluids (including water) and confirm whether you should take your usual medications. Other items to bring to hospital include:

- + Doctor's letters, reports, notes and consent forms.
- + A copy of your online hospital admission booking document (printed from www.bookmyadmission.com.au)
- + All relevant X-rays and scans.
- + Certified copy – Power of Attorney or Advance Health Directive (if applicable).
- + Credit card for payment of excesses, co-payments or incidentals.
- + Loose change should you wish to purchase small items. Please refrain from bringing large sums of cash, jewellery or other valuables.

Medications

- + Bring sufficient supplies of your medications in their original, labelled packaging for the entire duration of your stay
- + An up-to-date list of ALL the current medications you are taking.
- + If your medications are packed in a dose administration aid (e.g. Webster Pack), please be aware that these cannot be used during your hospital stay as our staff cannot verify the content, age or prescribed dose. If the pharmacy is required to resupply prescriptions or medications this will be at an additional cost to you.
- + Inhalers, creams, ointments, patches, eye or ear drops, injections and herbal or complementary medicines
- + Sleep apnoea device if required
- + Medication repeats and any authority scripts.

Personal belongings

- + Nightwear, dressing gown, slippers or comfortable flat shoes and a light jacket
- + Toiletries
- + Physical aids (e.g. spectacles, hearing aids, walking stick)
- + Reading materials
- + Comfortable clothing to wear during the day is also required for patients in our rehabilitation ward and Coinda Mental Health Service.

Please note Buderim Private Hospital does not take responsibility, nor is liable, for the loss or damage of money, personal property or valuables brought into the hospital.

On the day of admission

The main entrance of the hospital is located on 12 Elsa Wilson Drive, Buderim. Patients can be dropped off and collected from this entrance.

On the day of your admission

- + Bathe / shower at the direction of your Doctor but do not apply any powders or creams.
- + Do not wear make-up, nail polish, false nails or jewellery (remove all piercings).
- + Do not smoke or drink alcohol for 24 hours before your surgery.
- + Wear comfortable clothes.

On arrival

Please present to the Main Reception desk of the hospital at the time specified by your doctor.

Clerical Admission Process

Patients are admitted according to their procedure time, not their admission time to the hospital.

On admission we will ask you to confirm the information previously provided and sign the following documentation:

- + Health Fund Claim form
- + Informed Financial Consent
- + Rights and Responsibilities form, including Property and Valuables form

At this time any applicable excess or co-payment not yet paid will be collected. Payments can be made by Credit Card, EFTPOS (limits apply) or cash at the Admission Desk. It is a requirement of your admission that we collect and store your credit / debit card details.

Note: The admission staff are aware of the theatre schedule and timing of other procedures you may need to undergo prior to surgery. We will make every effort to keep your wait to a minimum.

Clinical Pre-Admission Process

You may be referred by your Doctor or called by nursing staff prior to admission for an interview to discuss your medical history and prepare you for admission.

If you are being admitted for an operation or procedure, it is most likely that you will go directly from the main reception to the Day of Surgery Unit.

For your convenience we have monitors in the waiting area at reception so that your relative or friend can track your journey throughout Buderim Private Hospital.

Going to theatre

You will be directed to the Day of Surgery Unit if you are having surgery or a procedure. One support person or carer may accompany you (please note the presence of this support person is subject to Queensland Health visitor directives that may be in place).

You will once again be asked to take a seat until you are called by the nursing staff who will prepare you for your procedure. You will then be escorted through to the procedural area and the nurse will ask you to confirm your medical history, take your weight and height and assist you to change into theatre attire. Your Surgeon and Anaesthetist may visit you during this time.

Children undergoing surgery

Please dress your child in comfortable clothing (two pieces preferred) and bring a soft toy. For bottle fed infants, you will need to bring prepared formula.

For children under 14 years old we ask that one parent accompany their child and be available during the recovery stage.

If another child will be present on the day, please ensure they are accompanied by another adult at all times.

Going to the ward

If you are being admitted to a ward, arrangements will be made to escort you to the ward when your accommodation is available.

Going home the same day

If you are having a Day Procedure, it is important that you comply with the following requirements:

- + Arrange for a responsible person to collect and stay with you for the first 24 hours following your Day Procedure. If on admission, arrangements have not been put in place; your procedure may have to be cancelled.
- + Do not drive your car or use heavy equipment for the 24 hours following your procedure, as anaesthetic drugs cause drowsiness.
- + Do not sign any legal documents or make important decisions for 24 hours following your procedure.
- + The nursing staff will record the name and number of the person who is collecting you after your surgery / procedure. They will contact the nominated person and tell them the approximate time you will be ready to be collected. There is short term parking available at the front entrance for patient pick-up.
- + Follow the post-procedural instructions given to you and contact your doctor or present to Buderim Emergency Centre should you have any post-procedural complications.
- + If you are an Endoscopy patient following your procedure the results of your investigation will be sent to your General Practitioner (GP) or referring Doctor.

Going home from the ward

Following an overnight admission, discharge time is usually between 9am-10am. We ask that you respect this time so that we are able to accommodate other patients awaiting surgery or treatment. Before you leave, you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.

You should plan ahead for your discharge as much as possible. On admission notify a member of the healthcare team if you believe you will require assistance once you go home, do not hesitate to alert our nursing staff who will arrange for the Discharge Planner to assist you.



Hospital in the Home

Hospital in the Home provides you with the professional and personalised healthcare that Buderim Private Hospital is renowned for, in the comfort and privacy of your own home, allowing you to get back to doing what matters to you most. Our Hospital in the Home service is delivered in partnership with Blue Care, a trusted community and home care provider which is also part of the UnitingCare family. For more information please visit buderimprivatehospital.com.au/HITH.

Your rights and responsibilities

The Australian Charter of Healthcare Rights allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

Your rights as a patient are:

Access to care

UnitingCare is a private not-for-profit organisation owned and operated by the Uniting Church. Any surplus funds are re-invested back into the development of services for the benefit of the community. All patients have the right to access treatment and/or care available and medically indicated regardless of race, creed, gender or national origins.

Access to personal information

All patients will be provided with access to their health records/personal information on request. All information is disclosed in keeping with the Privacy Act 1988 (as amended), subject to certain restrictions. Access can be arranged by making a request to the Privacy Officer. The hospital will take reasonable steps to correct information if it is shown to be inaccurate, incomplete or out of date.

Further information regarding the use of, access and amendment to personal information held by the hospital can be provided by contacting the hospital's Privacy Officer, through the hospital's main switchboard.

Account information

All patients have the right to request and obtain from the hospital complete and current information concerning accounting requirements, procedures and practices.

Comments and complaints

All patients have the right to provide feedback or initiate complaints and receive a response in regard to any aspect of their treatment and care. Feedback is welcome through completion of the 'Patient Satisfaction Survey' directly to the department manager, or via the 'Leave feedback' form located at buderimprivatehospital.com.au. The 'Let us know' program is also available to you while you are an inpatient. More information about this program is available on page 21 of this booklet.

Communication

All patients have the right to choose the level and type of communications with any member of their family and the general community.

Consent

All patients have the right to informed consent that is sought and obtained by their Doctor before any treatment is commenced. All patients have the right to withdraw their consent for treatment at any time. It may be a requirement to confirm and/or withdraw this consent in writing.

Where refusal of the recommended treatment is likely to have serious consequences for the health or wellbeing of a patient, consideration will be given to assess the patient's capacity to refuse the treatment. Efforts should be made to ascertain the reasons for the refusal and whether these can be addressed by providing alternative treatment or by other means. Sensitive cultural and religious issues will be accommodated where possible, for example, non-blood products for Jehovah's Witnesses.

Financial consent

All patients have the right to be informed of any out-of-pocket expenses prior to their admission.

Identification of personnel

All patients have the right to know the identity and professional status of individuals providing services and care, as well as the choice of the doctor primarily responsible for directing their care.

Medical information

All patients have the right to obtain complete and current information concerning diagnosis, treatment and any known prognosis from Doctor coordinating their care, and the information should be communicated in terms that can be reasonably understood.

Personal safety

All patients have the right to expect reasonable levels of personal safety, as is practicable in the environment and in accordance with hospital policy.

Privacy and confidentiality

All patients have the right to privacy as required by legislation. This includes the right to:

- + Be interviewed and examined in surroundings designed to assure reasonable visual and auditory privacy.

- + Expect that any discussion or consultation involving their care and treatment will be conducted discreetly and that individuals not directly involved in their care will not be present without their permission.
- + Have their medical record read only by individuals directly involved in their treatment or in the monitoring of treatment quality.
- + Expect all communications and other records pertaining to their care be treated as confidential.

Your responsibilities as a patient are:

Partnership in care

Buderim Private Hospital seeks to partner with you in your own care, to the extent that you choose. This partnership is integral to the delivery of safe and high-quality person-centred health care. The hospital will ensure that effective processes are in place to support staff to partner with you or your substitute decision-maker in the planning, communication, goal-setting and decision-making relating to your current and future care.

Financial liability

All patients have a responsibility to be, or to become, fully aware of the costs they incur during their admission and treatment and the subsequent payment of outstanding expenses on or prior to discharge (unless other arrangements have been made with the hospital). Such expenses could include personal items from the pharmacy, STD and mobile telephone calls, co-payments or excesses related to the level of health insurance.

Provision of information

All patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about their presenting problem/s, past illnesses, previous hospitalisations, medications and other matters relating to their health and treatment.

Patients should report any unexpected changes in their condition to their doctor or nursing and allied health staff. All patients are able to seek information from their doctor and the clinical team sufficient for them, and their family and/or carer where appropriate, to have a clear understanding of their proposed treatment, care and actions.

Respect and consideration

All patients have the responsibility for being considerate and respectful of the rights of other patients, all hospital personnel and visitors. All patients have the responsibility of treating all hospital property with respect and care.

Safety

All patients have the responsibility of ensuring, as far as possible, their own and others' safety both inside and outside of the hospital.

Absences from hospital/ward

All patients have a responsibility to notify a nurse before leaving and upon return to the ward. Mental health patients should refer to their Doctor's instructions regarding periods away from the ward as this is person-dependent and forms part of individual treatment plans. Mental health patients should refer to the service's orientation booklet or Doctor's instructions for additional responsibilities in relation to short and extended leave.

Alcohol and prohibited substances

All patients have a responsibility not to possess or consume non-prescribed medications, alcohol or illicit drugs whilst a patient in the hospital.

Care of valuables

Patients are responsible for the care of their own personal items and valuables. Where possible valuables should be left or sent home and should not be unsecured in patient's rooms. Any valuables that patients need to keep with them in hospital should be kept in a secure place in the patient's room or deposited at Reception for securing in the hospital safe and entered in the valuables book. The hospital reserves the right to decline to accept valuables for safekeeping. Any valuables deposited are retained at the risk of patients.

Vehicles

The hospital cannot assure on-site parking for patients' vehicles. If driving to the hospital, patients do so at their own risk and agree that cars are parked at their own risk without any responsibility on the part of the hospital for loss or damage to vehicles or persons. We also ask that you please refrain from driving a vehicle while a patient of the hospital.

Medication

Patients have the responsibility of delivering all medication to their nurse where it will then be stored securely in their room.

Privacy policy and collection of personal information

As part of your admission, the hospital collects personal information from you, which is used during your admission and to communicate with your health fund.

Buderim Private Hospital complies fully with the Privacy Act 1988 (Cth) OR Privacy Act 2009 (Qld) and all other relevant Commonwealth and State Legislation regarding the collection and use of personal information. 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. From the form, you will see that you have a choice about how some of your information may be used, so when completing your documentation read the document closely.

In relation to your personal information, you have the right to:

- + Withdraw any consent to use the information (Note: 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).

To access your personal information held by the hospital (including your medical record) please write to:

The Privacy Officer
Buderim Private Hospital
12 Elsa Wilson Drive
Buderim Qld 4556
Ph 07 5430 3097

Your safety

Your safety is our priority. The hospital provides comprehensive care to maintain your safety during your stay. Our care is aligned with your expressed goals of care and healthcare needs. The hospital has patient care assessment processes to identify individual needs and strategies to prevent harm and maintain your safety.

Some of our strategies include:

- + Preventing falls
- + Reducing the risk of developing a blood clot
- + Preventing pressure injury
- + Reducing the risk of infection
- + Confirming correct patient identity prior to any care delivery
- + Medication safety management

Written information is provided regarding all of these programs. If you would like further information, please ask your nurse.

Should you have any concerns during your stay, please ask to speak to the Clinical Nurse Manager or your Doctor.



Let us know

If you're worried, we're worried

Your health and safety is important to us. If patients, families or carers have concerns or worries about care and safety, you have the right to escalate those concerns.



STEP 1 – TALK to your nurse or doctor who will listen to your concerns

- + If you aren't satisfied with the response, move to step 2



STEP 2 – TALK to the nurse in charge

- + If you aren't satisfied with the response, move to step 3



STEP 3 – CALL 0419 779 458

- + Activate Let us know by calling **0419 779 458**
- + Tell them you are activating Let Us Know and give your name, ward, bed number and doctors name.
- + A senior clinician will be with you within 15 minutes

Let us know is an escalation process to immediately address the concerns of families and carers about a patient's condition.

You may be the first to detect these changes, before it is obvious to your healthcare team.

For more information visit – budeirmpivatehospital.com.au

How to provide feedback

We welcome all feedback from our patients, their families and carers. If you would like to provide positive feedback, make a suggestion about how we can improve our service or make a complaint about care or other aspects of your hospital experience, we would like to hear from you.

Buderim Private Hospital seeks patient feedback via the Buderim Hospital website and electronic patient experience surveys which are delivered by InSync. If you have an extended stay you may be asked to comment on different aspects of your hospital experience while you are still in hospital.

If you have issues about the care while you are in hospital, ask to speak to the Ward Clinical Nurse Manager; Team Leader or After Hours Coordinators (after hours) who will assist you directly or contact the appropriate person.

If you wish to make a more formal complaint you can write to:

General Manager
Buderim Private Hospital
12 Elsa Wilson Drive
Buderim Qld 4556

If you made a complaint about your care and considered it not to have been adequately resolved you make contact: The Office of the Health Ombudsman, telephone 13 36 46 or visit www.oho.qld.gov.au. A complaint specifically about health insurance can be lodged with: The Private Health Insurance Ombudsman, telephone: 1800 640 695 or email info@phio.org.au.

About the hospital and your stay

Your accommodation

Bed allocations are made on the day of admission. The allocation of private room accommodation is subject to clinical need and availability.

Your meals

As part of our commitment to excellence your satisfaction is our goal. The menu is created with the expertise of our Food Services Department and dietitians. The menu is created with the expertise of our Food Services and Nutrition Departments. The food at our hospital is freshly prepared. The menu choices have also been designed to meet your nutritional requirements.

Tea and coffee facilities

Tea and coffee facilities are available on each ward for the comfort of you and your family members. If you are not sure where these are located, please ask one of our friendly staff.

Call bells

Each bedside has a handset that operates both as a call bell for nursing assistance and a switch for your over bed light. Call bells are also located in the bathroom next to the shower and next to the toilet. Your nurse will advise you on how to use the call bell.

Telephones

All general ward beds have a telephone which you can use to make local calls only.

Patient enquiries

All telephone enquiries should be directed to the hospital switchboard on 07 5430 3303. If you are an inpatient we recommend that your family and friends do not telephone until mid morning to allow routine patient care activities to be undertaken. We also suggest that you designate a family member to be the central point of call to keep your family and friends informed of your progress.

Television

Each bed is equipped with a television for patient use.

Internet access

WiFi is available throughout the hospital. To use the hospital WiFi, log in as UCH_Guest on your electronic device.

ATM

There is no ATM service available at the hospital.



Pastoral Care

Chaplaincy and pastoral care

At Buderim Private Hospital, we are mindful not only of your medical needs but also of your emotional, spiritual and other needs.

Our Pastoral Care Department consists of Chaplains and Pastoral Carers who are part of our healthcare team and are here to listen, support, and bring encouragement and comfort to patients, family and friends. This service does not have to be of a religious nature either and the team treat all sharing of information as confidential and also respect the views of those they visit.

Resources and service provision

As part of our commitment to holistic care and spiritual wellbeing, Chaplains also provide a ministry of prayer, blessing, readings and sacraments to anyone who wishes to receive them. In order to provide for individual needs, we have visiting contributors from a variety of denominations and faith traditions. A collection of prayers in a brochure, bibles and holding crosses are also available to you, which can be supplied on request.

Chapel and ecumenical services

You are also welcome to visit the Chapel on Level 1 (near Main Reception) anytime you wish. It is a quiet and sacred place of rest, refuge and reflection.

In addition, the Pastoral Care Department holds ecumenical services in the chapel in line with the annual church calendar (for example, Lent, Easter and Christmas). Information on these services and other services is distributed through patient tray cards advising of the time and day which they are to be conducted.

To speak with a Chaplain, or to request a visit, call extension 3140 on the telephone based in your room. You can also ask nursing staff to contact a Chaplain on your behalf.

Clinical services provided by other parties

Pathology

Pathology services are supplied by a number of third-party service providers who attend the hospital campus (e.g. QML or Sullivan & Nicolaides). Your doctor determines which provider is used. Charges for pathology services will be billed separately by the individual provider.

Radiology

iMed provides inpatient radiology services to hospital patients. Charges for radiology (or imaging) services performed during your hospital admission will be billed separately.

Pharmacy

Medications for inpatients of Buderim Private Hospital are supplied by Slade Pharmacy located on level 1 of the hospital. The Pharmacy will dispense new medications prescribed during your admission and ensure that you are supplied with the required medications on discharge. Charges for medications dispensed during your admission and on discharge that are not covered by your health fund can be paid at the completion of your stay at the Pharmacy.

The pharmacy includes retail items for the convenience of patients, visitors and staff and has a range of personal care items, non-prescription medicines and gifts available for purchase.

Food outlets

A café is available where family and friends can enjoy a meal or drink while waiting. There are also vending machines containing drinks and snacks located adjacent to Good Bean Buderim Private on Level 1.

Good Bean Buderim Private

Located on Level 1, near the Main Entrance.

Open: Monday - Friday from 7am – 4pm and 7am – 11am on weekends and public holidays.

Additional information

Volunteers and Auxiliary Group members

During your time in hospital you may meet some of our valued volunteers and Auxiliary Group members who perform a variety of roles to assist our patients, visitors and staff. Our patient escort and surgical admission lounge volunteers may assist you following admission. Other volunteers may visit you in your ward to offer time for a friendly chat or care for your flowers.

Students

Buderim Private Hospital is committed to supporting the development of our future healthcare workforce. Undergraduate students from health-related studies complete their clinical placements throughout our hospital across the year. These students are always buddied with our staff who supervise their growth and development within their chosen field. Therefore, they may be a part of the health care team involved in patient care. Please be aware that patients have a right to choose if students are involved in their care and you are welcome to discuss any concerns you may have with your nurse.

Health fund support

There is a community liaison support person available on site to assist with coordination of your discharge, this includes liaising with Department of Veterans' Affairs and aged care facilities. To access this service, please contact the nurse in charge of your ward.

Smoking

Smoking is prohibited at all Queensland public and private hospitals and health facilities, and for five metres beyond their boundaries. These no-smoking laws apply at all times and include the use of all smoking products, including regular cigarettes, vapes and devices commonly known as electronic cigarettes (e-cigarettes).

Due to the smoking laws, nurses will not accompany or assist patients to exit the building to smoke, and patients leaving the hospital grounds to smoke do so at their own risk and/ or cost. Patients with concerns about not being able to smoke while in hospital should discuss these concerns with their doctor.

For information regarding tobacco laws call 13 74 68 or to quit call Quitline on 13 78 48.

Advance Health Directive

An Advance Health Directive (AHD) - sometimes called a living Will - is a formal way to give instructions about your future healthcare. It comes into effect only if your cognitive health deteriorates and you become unable to make your own decisions. (i.e. lose capacity to make decisions).

Please ensure that if you have an AHD you forward this document to us when you book your admission online at www.bookmyadmission.com.au or that you bring a copy on the day of your admission.

EPOA information

Enduring Power of Attorney (EPOA) is a legal document that outlines who you would like to manage your affairs.

Please ensure that if you have an EPOA you forward this document to us when you book your admission online at www.bookmyadmission.com.au or that you bring a copy on the day of your admission.



Supporting Buderim Private Hospital

Together, we have the power to touch the lives of thousands of families and to alleviate suffering in our communities and throughout Queensland. With generosity from donors, we are able to develop new projects that support the exemplary services and activities of our hospitals, and to improve the quality of patient care. The added value that comes from donor support is considerable, and we thank you very much for your support now, and we hope into the future.

Buderim Private Hospital is a not-for-profit private hospital and is reliant on fees paid by health funds, and public donations.

Leaving a legacy

Gifts in Wills to Buderim Private Hospital have helped create our facilities, purchase medical equipment, implement the latest surgical and technological expertise, and provide access to research that is translated rapidly into improved care.

If you are considering leaving a gift in your Will to Buderim Private Hospital, or you would like further information, please contact our Gifts in Wills Manager for a confidential discussion on 1800 961 331 or email plannedgiving@ucareqld.com.au.

Donate

If you would like to help Buderim Private Hospital continue its vital work, there are a number of ways you can donate:

1. Contact our Fundraising team on 1800 961 441 or by email fundraising@ucareqld.com.au
2. Send your cheque in to:
UnitingCare
Donor Care Team
GPO Box 2240
Brisbane Qld 4001
3. Go to our website: buderimprivatehospital.com.au and click on donate.

All donations over \$2 are tax deductible. Thank you!

Buderim Private Hospital

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Version 1.1 January 2024

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