

**PATIENT
INFORMATION**



Compassionate, Competent Care

Cabrini Hospital Malvern | Cabrini Brighton | Cabrini Prahran

Our Mission



Cabrini is a Catholic health care facility. As such we are an integral part of the Church's healing mission. With the spirit and vision of our founder Saint Frances Xavier Cabrini, our service reflects God's compassionate love for all and the dignity of human life.

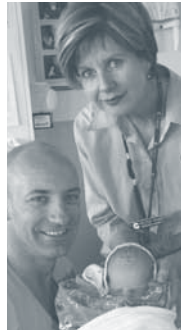
At Cabrini we are dedicated to serving the needs of the community to the best of our ability, always striving for excellence. We respect life in all stages and, in a spirit of partnership, we are committed to compassionate, competent care for all those we serve.

Our Values

- Compassionate, competent care
- Respect for life in all stages
- Partnership and cooperation with our fellow workers
- Responsible management of resources

Welcome to Cabrini Health

Cabrini Health is owned and operated by the Missionary Sisters of the Sacred Heart of Jesus who came to Australia in 1948 to take over the management of a 45 bed community hospital named St Benedict's. Cabrini now has in excess of 600 beds with a full range of health services. There are acute facilities at Malvern, Prahran and Brighton, a residential aged care facility at Ashwood and a rehabilitation hospital at Elsternwick. Our business office, linen and biomedical services are located in Hawthorn. The Cabrini Clinical Education and Research Institute facilitates education and research in order to continually improve the quality of care.



Cabrini Health is a not for profit institution and all surpluses are used to further develop our services and facilities to provide optimum care for patients and families. Cabrini also supports and operates programs for the disadvantaged and needy in the community.

Patient care is the primary focus of our work. We will endeavour to do everything we can to ensure that your stay meets your physical, emotional and spiritual needs.

Michael Walsh
Chief Executive

Patient Information Before You Arrive



Telephone Contacts

Malvern & Prahran

Patient Services	9508 1789
Nursing Pre Admission Service	9508 1439
Day Procedure Centre	9508 1777

Brighton

Patient Services	9508 5888
Nursing Pre Admission Service	9508 5900

Maps and Contact Details

Refer to back page for maps and contact details.

Visiting Hours

Visiting hours are generally

Malvern

Medical Surgical	2.30pm to 4.30pm 6.30pm to 8.00pm
------------------	--------------------------------------

Maternity	3.00pm to 4.00pm
<i>Husbands/Partners only</i>	6.30pm to 7.00pm 7.00pm to 8.00pm

Paediatrics	11.00am to 7.00pm
-------------	-------------------

Brighton

All areas	2.00pm to 7.45 pm
-----------	-------------------

Prahran

All areas	unrestricted
-----------	--------------

If your visitors are not able to visit during these times, please speak with the nurse in charge who will be able to arrange alternate times for you.

Before You Arrive

To confirm your admission and minimise delays, please complete the attached forms - Admission Advice/Acknowledgement of Consent, Registration and Patient Health Questionnaire and return promptly to the hospital in the reply paid envelope provided.

A separate Health Questionnaire is available for children under 16 years.

Before Coming to Hospital

Obtain an up-to-date list of your current medications from your General Practitioner or Local Pharmacist. Please bring this medication list with you to the hospital on the day of admission.

Complementary or alternative medicines should not be taken in the two weeks prior to surgery. Please check with your treating doctor.

Follow your Doctor's instructions regarding admission time, special preparation, fasting and taking medications prior to surgery.

Check your insurance details:

- If you have private health cover, we suggest you contact your health fund to confirm that your admission is covered, and if there are any co-payments/ excess which apply to this admission.

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

- If you are uninsured or self-insured, please contact Patient Services for an estimated cost for hospitalisation which is payable on admission.

Ask your doctor to explain the medical fees which may be incurred.

Interpreters can be arranged through nursing staff. Please notify Cabrini Hospital prior to admission should an interpreter be needed.

Patients for elective surgery may be contacted by the Nursing Pre-Admission Service to discuss the patient health questionnaire and complete a nursing pre-admission.

If you have any queries regarding this questionnaire, please contact your Doctor, General Practitioner or the Nursing Pre-Admission Service.

Maternity Services

You will be contacted by a Cabrini midwife who will provide information pertinent to our maternity services including childbirth education, breastfeeding clinic and domiciliary midwifery services.

Patient Information When You Arrive

What To Bring With You

Clinical Information

- Any doctor's letters, reports, notes, consent forms
- All relevant x-rays and scans
- All medication repeats and authority scripts
- An up to date list of your current medications authorised by your general practitioner or pharmacist
- All medication currently being taken, in the original labelled pharmacy container (including inhalers, patches, drops, injections and herbal/complementary medicines)

Insurance Information

- Health Care card, Pharmaceutical Safety Net card
- Health Fund card, DVA card for veterans
- Medicare card and Pensioner concession card
- Letter of authorisation for treatment form Workcover or TAC

Personal Belongings

- Nightwear, dressing gown, slippers
- Toiletries
- Physical aids
- For children – a favorite toy or book
- For babies – disposable nappies and infant formula (2 bottles)

Please do not bring valuables, large sums of money or jewellery. Whilst on the hospital premises your property shall be your own responsibility and Cabrini Health will not be liable for any loss or damage to property.

When You Arrive

- Please present to reception where you will be directed to the appropriate admission area.
- **Bed allocations are made on the day of admission. The allocation of a single room is subject to availability and priority is based on clinical needs. Every effort is made to ensure that your desired accommodation request is met, however no guarantee can be given.**
- On admission, please inform the nursing staff if you have any special needs or questions.

During your stay, nursing staff will advise you of the services available and the care and treatment you may require after discharge.

Day Procedure Centre Patients

Please telephone the Day Procedure Centre the day before your procedure (between 10 am –5pm), to confirm your admission time – this is important to minimise your waiting time.

Please follow your doctor's instructions regarding special preparation prior to your procedure and do not drink alcohol the day before.

As certain types of anaesthetics may cause drowsiness and impair your mental awareness, please arrange for someone to collect you after your procedure, and remain with you overnight. On admission ask the nurse for an estimated time of stay.

Do not wear make-up, jewellery or nail varnish and wear loose comfortable clothing on the day of your procedure.

You will be provided with a personal discharge plan, and staff are available to assist with arranging services you may require following your procedure.

Children's Centre

Rooming-in facilities are available for one parent. Parents are welcome to visit at any time and be involved in their child's care.

Patient Information During Your Stay

During your Stay

Food & Nutrition Services

If you require specially prepared meals please inform the nutrition or nursing staff. If you suffer from severe food allergies please contact the Nutrition Department on 9508 1387 prior to admission. Kosher meals are provided.

Pastoral Services

We recognise that times of stress such as the struggle with decisions that need to be made about future care, or losses associated with ageing, ill health and/or hospitalisation, can evoke deep questions, strong reactions and emotions.

Every person, regardless of his/her spiritual identity, religious status or belief, has a unique and individual way of finding meaning and purpose. This "inner world" or "personal spirituality" can influence and guide how one responds to life events.

The Pastoral Services team offers a listening presence to enable patients/residents, relatives and staff to explore and give expression to their inner world. Please advise nursing staff if you wish to speak to a member of the Pastoral Services team.

The following questions might be of assistance in helping you to determine if a pastoral visit could be of benefit?

Do you sometimes feel overwhelmed by your current situation?

Do you have any concerns you would like to discuss with a Pastoral Practitioner?

Do you sometimes feel alone or anxious in facing this situation?

Can we help you name and draw on your inner strengths to help you deal with what is happening to you?

Pastoral Services may be contacted on 9508 1222

Infection Control

Cabrini is committed to infection control and complies with the pertinent guidelines and standards. Comprehensive infection control policies and procedures protect our patients, their families and friends and staff. If you have specific concerns, please discuss them with your doctor or nurse. A specialist infection control nurse is available for information and advice.

Mail

Mail is delivered each day. Letters arriving after your discharge will be re-addressed to your destination.

Mobile Telephones

In the interest of patient safety, patients and visitors are asked not to use their mobile phones within a 2 metre radius of electrical equipment. Phones must be turned off when entering highly instrumented areas such as critical care units, diagnostic imaging rooms etc in the Hospital.

Parking

Parking is available at the Malvern campus and is accessed via Coonil Crescent, and at the Brighton Campus, accessed from New Street. An hourly rate applies.

Pharmacy

A retail pharmacy is located on the ground floor, north block at Malvern.

Physiotherapy and Allied Services

A range of allied health services are available. For further information please speak to your doctor or nurse.

Telephone Calls

Each bed is provided with a telephone (except high dependency areas). Local calls are free of charge. Any calls to mobile phones, STD or ISD calls will be charged to your account and must be paid on discharge.

Smoking Policy

Cabrini is a smoke free environment and smoking is not permitted within the boundaries of Cabrini Health Hospitals.

Television

All beds have televisions at no cost. Cable TV is not currently provided.

Veteran's Services

Cabrini Health has a Tier 1 rating with the Department of Veteran's Affairs. A Veteran's Liaison Co-ordinator can assist Veterans and their families and may be contacted on 9508 1591.

Cabrini - A Teaching Hospital

Cabrini Health is a teaching hospital. It has academic departments in partnership with Monash University in Surgery, Medicine, Medical Oncology and Clinical Epidemiology and with Deakin University in Nursing and Dietetics. It also has affiliations with other universities. Cabrini participates in the training of nurses, doctors and other health professionals. If you do not wish involvement with students, please speak with your doctor or the nurse in charge of your ward. We also have doctors in advanced training (registrars and fellows), who work with our physicians and surgeons.

Patient Information

Cabrini Institute

Cabrini is committed to clinical research. The Cabrini Institute is responsible for the supervision of all research conducted at Cabrini Heath. During your stay you may be invited to participate in a research project, however, you are free to choose whether you would like to participate or not.

Discharge Planning

Prior to coming into hospital, make plans for returning home – talk to your family, doctor or case manager. Areas to consider include shopping, domestic help, personal care, meals, home safety aids and equipment.

When you arrive in hospital talk to your admission nurse about any discharge needs.

Temporary care/convalence may need to be considered – check your entitlements with your health insurer.

Rehabilitation may be required. This is determined by need - check your entitlements with your health insurer.

Staff will assist you and your family to plan and arrange care needs after discharge. When needed community based health and support services will be arranged. A Care Coordination Service is available to facilitate complex discharge planning and can be accessed through the Nurse Manager of your ward.

Leaving the Hospital

Discharge time is between 8.00am and 10.00am. We ask you to respect this time frame, so that we may accommodate other patients. A discharge lounge is available if required. Before you leave you will be provided with information, appointments and discharge instructions as appropriate.

Acknowledgement of Consent

If you are having a procedure, certain treatments or investigations including a blood transfusion, you are required to complete an 'Acknowledgement of Consent'. Your doctor is responsible for ensuring you are adequately informed of the proposed treatment or procedure before completing the form.

A brochure outlining the significant risks, benefits and alternatives to blood transfusion is available from the Nursing Pre Admission Service or your ward nurse after admission.

If a staff member is exposed to your blood or other body fluids through a sharp / needle stick injury or by other means, your permission will be sought to test your blood for infective agents which could be transmitted.

Medical Treatment Act

If you have appointed an Enduring Power of Attorney (Medical Treatment Act) and/or completed a 'Refusal of Treatment Certificate' and wish them to be applied to your hospital admission, please bring the forms with you and inform the nurse on admission.

Complaints or Concerns About your Care and Suggestions for Improvement

During your stay you will be given a brochure 'Compliments, Suggestions and Complaints' which details the avenues by which you can make a complaint or suggest improvements in care and services. During your stay you may be visited by a member of our Quality Department and asked to comment on your care.

Concerns should be directed, in the first instance, to the Nurse Manager of your ward. Cabrini has a Clinical Risk Manager who acts as a facilitator to resolve complaints whilst ensuring that rights and interests of both the patient and Cabrini are protected. The Clinical Risk Manager may be contacted on 9508 1689.

Lessons learned from complaint resolution are used to improve Cabrini's services.

Health Services Commissioner

The office of the Health Services Commissioner is independent and facilitates the resolution of consumer complaints about health services. The office of the Health Services Commissioner may be contacted on 8601 5200.

Privacy and Medical Information (Medical Records)

Cabrini is committed to the protection of the personal privacy of its patients and has policies and procedures to govern the collection, use and disclosure of personal and health information, as well as access to and correction of information, and to the security and retention of medical records.

A brochure, 'Privacy What Happens to Information About You?' is available and explains our processes in more detail.

If you would like further information

- speak to the Nurse Manager of your ward, or
- contact the Manager, Health Information Services on 9508 1222.



Patient Information Patient Rights & Responsibilities



Rights of Patients

Patients have the right to

- Know that they should receive quality health care and service in keeping with recognised standards and practices.
- Be treated with dignity, privacy and respect cognisant with religious and cultural practices.
- Prompt and courteous treatment.
- An explanation from their doctor of their illness or condition, of what treatment is proposed, the risk involved, and have the results and meaning of tests or examinations.
- Have involvement in decisions relating to their care and treatment.
- The names and professional status of any person providing care to them.
- Information about the drugs they are receiving, their uses and anticipated side affects.
- Refuse any investigations, treatment or surgery. In most cases patients have the right to leave the hospital against medical advice. The patient will be asked to sign a disclaimer. The responsibility of their actions would rest entirely with themselves.
- Know estimated 'out of pocket' expenses.
- Know the likely length of treatment, including time in hospital.
- Be consulted and provided with information for their ongoing care.
- Ask for an interpreter if they have difficulty speaking English.
- Refuse to be questioned or examined by students.
- Seek a second medical opinion.
- Have a friend, relative, advocate or other helper with them at a doctors consultation.
- Confidentiality of personal and medical information.

Responsibilities of Patients

Patients have the responsibility to

- Provide the necessary information (physical and physiological conditions, other treatment they are undergoing or medications) to their doctor and hospital staff to enable them to provide the care or treatment necessary.
- Let their doctor know if they are unsure or unhappy about any aspect of treatment or that they choose not to follow advice given.
- Tell their doctor if they wish to seek a second opinion.
- Inform their doctor in advance of any difficulties facing them in arranging care for dependants whilst they are in hospital.
- Make appropriate arrangements for post discharge care in conjunction with hospital staff if necessary.
- Not stay longer than clinically necessary.
- Co-operate in the process of the provision of care and to report any changes in their condition to the nursing staff or their doctor.
- Show consideration for other patients and staff by adhering to the hospital visiting hours and advising their family and friends likewise; by observing the "No Smoking" and "Mobile Phone" rules of the Hospital; by keeping the volume of televisions and radios to a minimum or by using earphones which are available from the Nurse's station.
- Pay their accounts promptly.

Patient Information Your Account

About Your Account

We recommend patients with private health cover contact their fund prior to admission to confirm their level of cover.

The following information is provided in response to frequently asked questions.

I have private health insurance.

How do I claim for my hospital account?

As part of your admission process you will be asked to complete a health fund claim form. This form allows the hospital to send your account direct to your health fund following your discharge. You will not receive an account from the hospital unless there are costs not covered by your fund.

What is included in my hospital account?

Your hospital account includes the costs associated with your hospital stay including accommodation, theatre fees and any prostheses used.

Does my hospital account cover all my costs?

No, you will receive separate accounts from your doctor, physician, surgeon and anaesthetist. If applicable you may also receive accounts for allied health services and ambulance fees.

Diagnostic services such as Medical Imaging (X-ray) and Pathology will be billed separately to your hospital account and are claimable from Medicare and your private Health Insurance. There may be 'out of pocket expenses' payable. This may be 'capped' by your health fund.

Costs of medications you are taking prior to your admission and dispensed by Cabrini pharmacy while an inpatient, and medications supplied to you on discharge, are not covered by your health fund and are payable on discharge. Medications required during your stay are included in your hospital account. Some 'high cost' medications will be charge for, however this will be discussed with you prior to treatment.

In some situations, there may be a gap payable on certain prosthetic items. This will be discussed with you prior to surgery.

STD, ISD and Mobile telephone calls, guest meals, late discharge fee and rooming in fees are not covered in your hospital account and are payable on discharge. No charges are made for local calls.

I'm not sure what my health fund does and does not cover. What should I do?

Not all private health funds offer the same benefits. It is recommended that you contact your health fund prior to admission.

I have agreed to pay an excess, gap or co-payment.

When do I pay it?

You may have chosen a level of cover that has an excess, gap or co-payment. You may also have certain excluded items, benefit limitations or procedures that are not covered and are therefore your responsibility. These costs are payable on admission.

I have recently joined/changed my health insurance.

Will this affect my cover?

If you have recently joined your health fund, upgraded your level of cover or transferred from another fund, you may have a waiting period before full benefits apply. Waiting periods may also apply if you are being admitted to hospital for treatment of a pre-existing ailment.

What is a Pre-Existing Ailment and how will it affect my claim?

A pre-existing ailment is a disease or problem that you may have before joining or changing your health fund status (even if you are unaware of this ailment at the time of joining your fund or upgrading your level of cover.) In these cases, your health fund may impose a waiting period before it will pay benefits, or may pay benefits at your previous level of cover.

I am not sure if I am up to date with my health insurance payments. Does this matter?

You will be required to bring your health insurance payments up to date in order to receive full benefits. If this does not occur, your account will be treated as uninsured and you will be required to pay the estimated costs of your account prior to or on admission.

Patient Information Your Account

I don't have private health insurance, but I intend to pay for my hospitalisation myself. How do I find out how much I will pay?

If you are not privately insured, you will be required to pay the estimated costs of your hospitalisation prior to or on admission. Staff from the Patient Services Department will provide you with an estimate of these costs based on information provided by your doctor. In some instances, your account may vary from the estimated costs (e.g. if you stay in longer, or the doctor performs extra procedures or prosthesis items). This additional payment is required on discharge.

I am claiming through one of the following: Workers Compensation/ TAC/ Other Legal Claim. What must I do?

You will be required to provide evidence of acceptance of your claim (including claim number, contact person and other relevant details). Where approval has been given, your account will be forwarded to your employer / insurer for payment.

If your claim has not been accepted (or is not yet determined) your account will be treated as uninsured and you will be responsible for payment of the estimated costs.

Please note:

Once approved, you are fully covered for theatre costs and accommodation in a ward or share room. However, where you are allocated a single room at your own request you will be required to pay a fee per night.

It does not automatically follow that you will receive approval for a period of hospitalisation even though you may have been covered under the same claim for previous visits. Each hospitalisation must be approved by the employer/insurer.

I have health insurance with my overseas insurer. How does this work?

Cabrini Health does not accept any form of Overseas Health insurance. Prior to your hospitalisation you should obtain an estimate of expenses from the Patient Services Department; this account must be paid on admission. On discharge, a detailed account will be supplied for you to claim from your overseas insurance. Any diagnostic services must be paid on discharge.

I am a Gold/White Card holder with Veterans' Affairs. Am I covered?

As a gold/white cardholder you are fully covered for your hospitalisation (shared room only) costs and any diagnostic accounts. However, where you are allocated a single room at your own request you will be required to pay a fee each night. White cardholders are required to have prior approval to ensure their admission will be covered.

Should you choose to come into hospital as a private patient under your Private Health Insurance and hold a Veterans' Affairs' gold card, you will be billed for your diagnostic accounts and are required to claim them from Medicare and your private health fund.

How are Pharmaceuticals billed?

During your stay in hospital, Cabrini will pay for new medicines prescribed by your doctor for use in hospital. Some 'high cost' medications will be charged for, however this will have been discussed with you prior to admission where possible. Medicines prescribed for you prior to your admission to hospital are not the responsibility of the hospital. You are asked to bring these with you, in their original container. Prescriptions dispensed for these drugs will be charged to you. Medicines prescribed for use following discharge will be charged to you.

Who can I contact if I have a question about my account or potential costs associated with my hospital stay?

The Patient Services Department is open between 8.00am-5.00pm Monday-Friday

Patient Accounts staff can be contacted directly as follows

Malvern & Prahran

Overnight patients	
Estimates for uninsured patients and health cover queries	9508 1789
All other queries	9508 1466
Day Procedure Centre Patients	
All queries	9508 1777

Brighton

All queries	9508 5888
-------------	-----------

Would you like to help Cabrini Health?

Cabrini Health welcomes the kind generosity of donors and sponsors. By investing in clinical research and education through the Cabrini Institute, and by contributing to the purchase of vital life-saving equipment, donor support ensures Cabrini Health remains at the forefront of patient care.

You can make a difference

Gifts can be made to Cabrini Foundation, the fundraising arm of Cabrini Health.

Unrestricted donations – those that are not limited to a specific area or program – are especially important as they remain at the discretion of Cabrini Health and enable us to fund areas of the highest priority. However, we always respect the wishes of our donors should a particular interest be nominated.

To discuss how you can help, please contact the Foundation Director on
Tel: (03) 9508 1222 Email: foundation@cabrini.com.au

For further information, please visit our website www.cabrini.com.au



Cabrini Health Contact Details and Maps

Cabrini Hospital Malvern
 183 Wattletree Road
 Malvern Vic 3144
 Tel: (03) 9508 1222
 Fax: (03) 9508 1098
 E-mail: admin@cabrini.com.au
 www.cabrini.com.au



Tram 5 Stop 47 Melway 59, D9

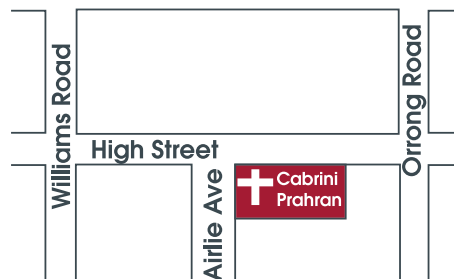
- Entrance A Hospital Reception Car Park
- Entrance B Day Procedure Centre Day Oncology

Cabrini Brighton
 243 New Street
 Brighton Vic 3186
 Tel: (03) 9508 8777
 Fax: (03) 9508 5559
 E-mail: brighton@cabrini.com.au
 www.cabrini.com.au



Melway 67, D11

Cabrini Prahran
 646 High Street
 Prahran Vic 3181
 Tel: (03) 9508 1000
 Fax: (03) 9516 8050
 E-mail: palliativecare@cabrini.com.au
 www.cabrini.com.au



Tram 6 Stop 37 Melway 58, H7