
Your stay AT CABRINI



WELCOME TO CABRINI

At Cabrini, we strive to provide you with exceptional care and service throughout your stay.
Compassionate, connected care underpins everything we do.

CABRINI – GETTING EVEN BETTER

Providing the best possible care for patients is our primary responsibility. We strive to offer the best clinical facilities and are continually updating our infrastructure to meet tomorrow's needs. While the particular location of your stay will be determined by your clinical need, please be assured that wherever you are admitted at any of our hospital sites, you will receive the best possible care.

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Gandel Wing

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ACKNOWLEDGMENT OF COUNTRY

We acknowledge the Boon Wurrung and Wurundjeri Peoples of the Kulin Nation who are the Traditional Custodians of the land and waters, where Cabrini Health is situated and pay our respects to Elders past and present and emerging.

BEFORE YOU ARRIVE

INTERPRETER/CULTURAL/SPECIAL NEEDS

Please inform the nursing pre-admission service if you require an interpreter or have any cultural or special needs so that we can take the best care of you. Call (03) 9508 1439 at Malvern or (03) 9508 5900 at Brighton.

ADMISSION

Your admission to Cabrini will be arranged by your doctor. In order to confirm the booking you need to complete the **online registration form** as soon as possible.

ONLINE ADMISSION

Look for the **"My Patient Portal"** button in the middle of the black bar towards the top of www.cabrini.com.au

The button will take you to the patient portal where you will find the online registration form.

Once completed and submitted, your admission information will be instantly sent to us so that we can start preparing for your stay at Cabrini. And of course, you can access the portal from your computer, tablet or phone – easy!

On the day of admission, please bring with you the following completed forms:

- **Relevant consent form(s)**
- **Pre-operative medical orders** (please list all medicines currently used on the back of this form)

Should you require any assistance to complete the forms or have any queries, please call:

(03) 9508 1679 between 8 am and 8 pm



PRE-ADMISSION PHONE CALLS

If you are having elective surgery, you may be contacted by the nursing pre-admission service to discuss your health status and complete a nursing pre-admission assessment. This information will assist us to plan for your care and discharge needs.

Patient Services may also contact you regarding your level of private health insurance cover and any fees of out-of-pocket costs relating to your hospital stay. Any payments can be taken over the phone.

CONFIRM YOUR HEALTH FUND COVER

- If you have private health cover, we suggest you contact your health fund to confirm that your admission to Cabrini is covered and check if any co-payments or excesses relating to your specific policy may apply
- If you have recently joined your health fund, upgraded your level of cover or transferred from another fund, you should check with your health fund as you may be subject to a waiting period before full benefits apply
- If you have a compensation claim such as WorkSafe or TAC, please confirm your entitlement for this admission with your insurer
- If you are self-insured please contact Patient Services on (03) 9508 1606 (Malvern) or (03) 9508 5888 (Brighton) for an all-inclusive package cost
- Payment of any fees (such as excesses or co-payments) are payable prior to, or on admission, while any other fees that have been discussed with you or fees associated with discharge medications are payable prior to leaving the hospital

SURCHARGE ON CARD PAYMENTS

Please note a surcharge applies on card payments, including credit and debit card payments. See below for the rates applied:

- EFTPOS – insert card: FREE
- VISA / MasterCard Debit (incl. wave or tap): 0.72%
- VISA / MasterCard Credit: 0.72%
- AMEX: 1.43%
- Other: 2.2%

Further information about your hospital costs and frequently asked questions about health insurance can be found on page 14.

PRE-ADMISSION CHECKLIST

We know that admission to hospital can be stressful. Please use the checklist below to ensure your admission is as smooth as possible and you have everything you need.

Suggested items to bring to hospital

What to pack for a **day procedure**.

Small bag or backpack to put all belongings in.

✓	Personal items to bring
	Glasses and/or hearing aid(s) and appropriate cases
	Physical and mobility aids such as walking stick or walking frame
	Consent forms, x-rays, scans, relevant pathology test results
	An up-to-date list of your current medicines
	All current medicines in their original containers
	Private health insurance details: • Health fund • Level of cover • Membership number
	Pacemaker card/cardiac passport (if applicable)
	Medicare card & DVA card (if applicable)
	For children; favourite book or toy
	For babies; nappies, wipes, breast milk or formula with two bottles

What to pack for an **overnight stay**.

Pack personal items in a 'carry on' size bag or a medium size backpack – avoid bringing large suitcases.

In addition to the day procedure packing list, you may also like to bring:

✓	Personal items to bring
	Toiletries
	Nightwear
	Appropriately supportive, non-slip, well-fitting shoes
	Comfortable day clothes and underwear
	Mobile phone and charger (if necessary)

✗ Items to avoid bringing to hospital

Jewellery
Electronic devices i.e. laptops and tablets
Loose fitting footwear i.e. slippers, thongs
Large amounts of cash
Sentimental items

Please be aware there may be out of pocket or unforeseen expenses that are required to be paid on admission or prior to discharge.

A note about personal belongings and valuables

Cabrini strongly discourages bringing valuables and unnecessary personal belongings into hospital during your stay. You are responsible for the safekeeping of your valuables and personal belongings (including any personal aids) at all times and keep them in hospital at your own risk. Cabrini will not accept responsibility for the theft, loss or damage to any valuables or personal belongings (including personal aids).

Other things to note		Checked
Other doctors	Notify other medical specialists caring for you of your planned admission.	
Fasting and other preparation arrangements	Follow your doctor's instructions regarding admission time, special preparation, fasting and medicines prior to surgery. If you are unclear, contact your doctor.	
What to wear on the day of admission	Plan to wear loose, comfortable clothing. Do not wear make-up, nail polish or jewellery.	
When to arrive	Check the instructions from your doctor to ensure you arrive at the right time. Allow time for parking, if required.	

WHERE TO COME FOR YOUR ADMISSION

Malvern – your admission documentation will provide details of your admission point.

Brighton – go to the main reception desk, located at the New Street main entrance.

ON YOUR ARRIVAL

As a patient, you can be dropped off at the main entrance of each building. At Malvern there is a concierge service to assist you to access the hospital.

PARKING

Malvern – there is onsite paid parking (enter via Coonil Crescent) as well as street parking (please be careful to check parking restrictions).

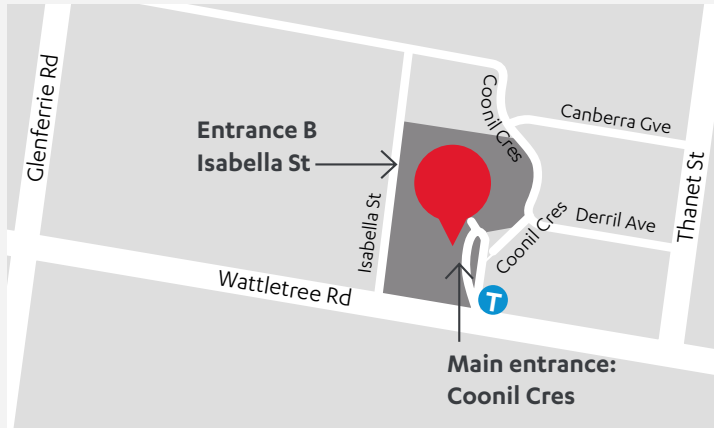
Brighton – there is onsite paid parking (enter via New Street or Normanby Street) as well as street parking (please be careful to check parking restrictions).

SUPPORT PERSON

You are welcome to have a family member or friend with you during the admission process. There are various waiting areas and a café for them to visit at Brighton and Malvern while you are getting settled in your room.



HELPFUL MAPS



Cabrini Malvern

183 Wattletree Road

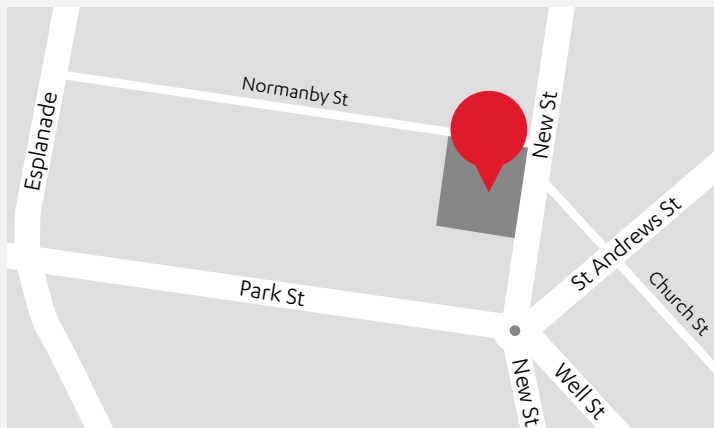
Malvern Vic 3144

p: (03) 9508 1222

f: (03) 9508 1098

e: admin@cabrini.com.au

Tram 5 Stop 47



Cabrini Brighton

243 New Street

Brighton Vic 3186

p: (03) 9508 5888

f: (03) 9508 5558

e: brighton@cabrini.com.au



DURING YOUR STAY

YOUR NURSING TEAM

The nursing team provides care 24 hours a day so if you have any questions or concerns, please do not hesitate to ask. We would rather you call for us to assist you and so ensure your safety – simply press your call bell to request nursing assistance.

BE ACTIVELY INVOLVED

We want you to be an active participant in your care. Don't hesitate to speak up if you have any questions about your treatment. As the nursing shifts change, staff will discuss your treatment and recovery, and we encourage you to be involved with these discussions. Many rooms have a whiteboard and we invite you (or your family members) to jot down questions so that staff can address them.

CONCERNS ABOUT YOUR RECOVERY

Call and Respond Early is a safety system that can be used by patients, families and carers if there are concerns about your wellbeing as a patient. Your family and carers know you well and may become aware of changes before they are obvious to medical and nursing staff. So if you, your family or carers are concerned about changes, suspect something is not quite right, or think that you're not improving as expected, please let the healthcare team know early to assist them in providing a timely response.

Further information on the **Call and Respond Early** system is available in every hospital room.

CONFIRMING YOUR IDENTITY

Throughout your stay, you will be repeatedly asked your name and other basic information. While this may seem repetitive, we do this as part of our duty of care to ensure you receive the right treatment.

As a patient, you have the right to know the identity of anyone who enters your room. Don't hesitate to ask who the person is if they do not offer their name.

BED ALLOCATION

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 need. Every effort will be made to ensure that your desired accommodation request is met; however, no guarantee can be given. In some circumstances it may be necessary for your room to change, should your circumstances change or to meet the clinical needs of another patient.

VISITING HOURS*

Your family and friends are welcome to visit you at the following times:

Malvern: 10 am to 2.30 pm and 4.30 pm to 8 pm
(rest period from 2.30 pm to 4.30 pm)

Brighton: 10 am to 2.30 pm and 4.30 pm to 8 pm
(rest period from 2.30 pm to 4.30 pm)

Please note, some speciality areas, including maternity, paediatrics, rehabilitation and the intensive care unit, may have different visiting hours to support the unique care needs of these patients. Visits outside the above listed times may be accommodated based on individual needs. Please let us know if you would prefer not to have visitors at any stage of your recovery.

THE HEALTH OF YOUR VISITORS*

If any of your visitors are unwell with cold/flu like symptoms or gastroenteritis, please ask them to delay their visit until they are better, to protect your health at this vulnerable time.

**Please note, at particular times, such as during the COVID-19 pandemic, there may be restrictions on visitors and visiting hours. Prior to visiting, please check www.cabrini.com.au for any updates.*

MEDICINES

During your stay, only take medicines given to you by your nurse or doctor. Do not take medicines yourself or from visitors.

TELEPHONE CALLS

Family and friends can contact you on your bedside phone by calling the hospital on (03) 9508 1222 and asking for you by name.

Local calls are free of charge and can be made by dialing '0' before the phone number.

Minimal fees apply to STD, international and mobile calls – please call the switchboard on '99' for a connection.

TELEVISION

Each bed has a TV. There is a helpful welcome video about your stay at Cabrini, available to view. Please ask your nurse if you have any problems with TV operation.

FREE WIRELESS INTERNET (WIFI)

Logon: Select 'CABGUEST'

User name: Your patient UR number
(found on your wristband)

Password: Your family name (in CAPITALS)

HOSPITAL ITEMS

When you are in hospital, you might use therapeutic equipment such as pressure cushions and mobility aids. If you find these beneficial and would like to use these at home, ask your nurse for advice on where to purchase or hire these.

FOOD SERVICE

Fresh and nutritious meals will be provided during your stay. All special dietary needs are catered for, including Kosher and Halal meals. Food service staff will visit you daily and take your meal order for breakfast, lunch and dinner. Snacks are also available. If you have any dietary requirements or allergies, please let us know.

Visitor meals can be ordered and the cost of these will be added to your account.

PASTORAL AND SPIRITUAL SUPPORT

At Cabrini, we provide spiritual and emotional care for people of all faiths and cultures. Our desire is to help you to maintain whatever is sacred and significant in your life.

Family and patients can request a pastoral visit by asking a nurse, or any health professional to arrange this.

At Malvern, there is a chapel located on the ground floor which is open 24 hours a day, seven days a week. An interfaith prayer room is located beside the chapel. Shabbat candles and prayer mats are available.



TEACHING AND LEARNING

Cabrini is a teaching hospital and assists students to become our health professionals of the future. Students are always under the guidance of a senior health professional. If you have any concerns, please discuss these with the nurse manager.

PET THERAPY

During your stay, you may be visited by a friendly dog and its owner. They are part of the volunteer team from the Delta society, a group dedicated to providing the joy of canine companionship to hospital patients. We will seek your permission before a visit from our canine friend. However, if you would prefer not to participate, we will respect your wishes.

HAND HYGIENE

Hand hygiene is the single most important factor in preventing the spread of germs. We encourage you to ensure your hands are clean by washing them with soap and water or using the hand sanitiser located in your room. Please ask your visitors to do the same. Staff are required to clean their hands regularly. Don't hesitate to remind them if you have any concerns.



NO SMOKING POLICY

Cabrini is committed to a smoke-free environment. In the interests of health and safety, smoking is not permitted within the boundaries of the hospital. Please also be considerate of neighbouring residents by respecting their property.

FEEDBACK

We welcome any suggestions you may have to improve our services to you. If possible, it is best to raise any concerns at the time with your nurse manager so that any matters can be promptly attended to. However, you can also submit feedback via phone, email or online - please visit www.cabrini.com.au/feedback.

VOLUNTEERS

Volunteers support many activities across Cabrini and during your stay, you may be visited by one of them. Their primary purpose is to provide companionship and sit and talk with you if you would like company. Please don't hesitate to advise staff if you would prefer not be visited by a volunteer.



YOUR MEDICAL INSTRUCTIONS

YOUR CONSENT

If you are having a procedure, or certain treatments or investigations including a blood transfusion, you are required to complete relevant consent form(s). Your doctor is responsible for ensuring you are adequately informed of the proposed treatment or procedure before completing the form.

ADVANCE CARE DIRECTIVE (PLAN) AND OTHER LEGAL DOCUMENTS

If you have legal documents relating to your healthcare decisions, please ensure you bring these documents with you.

Give them to your admitting staff member and tell your nurse about them.

These legal documents can include:

- An Advance Care Directive, Advance Care Plan or Refusal of Treatment Certificate
- Appointment of a Medical Treatment Decision Maker, a Medical Enduring Power of Attorney or a Support Person

If you would like more information, please ask for an Advance Care Planning brochure.

IMPORTANT INFORMATION IF YOU ARE HAVING A GENERAL ANAESTHETIC OR INTRAVENOUS SEDATION

Cabrini takes your safety seriously. As anaesthetic drugs take time to wear off completely, it is important that you are cared for and limit your activities if you are going home on the same day. You may feel fine, but there is a risk that your judgement will be impaired.

- Following your anaesthetic, you must be escorted home by a responsible adult
- A responsible adult should remain with you overnight and, if possible, for 24 hours after your procedure
- Your support person must be over the age of 18, able to understand written instructions regarding your post-discharge care, and able to obtain medical assistance if required
- Resume your usual medications unless advised otherwise
- Do not drink alcohol for 24 hours following your procedure
- Do not drive a car (or any other motorised vehicle) or bicycle for 24 hours following your procedure
- Do not walk home, take public transport or a taxi without an escort (this also includes ride share services such as Uber)
- Do not engage in sports, heavy lifting or strenuous activities (follow your surgeon's instructions)
- Do not operate machinery or hazardous appliances
- Avoid tasks which involve concentration or decision-making

If you are concerned that you lack support and will not be able to meet these requirements, please discuss this when our preadmission team calls you.

If you receive only a local anaesthetic, or no anaesthetic, you may return home unescorted.



INFORMATION FOR FAMILY AND FRIENDS

SAME DAY SURGERY ADMISSIONS – FAMILY SUPPORT PERSON

The operating theatre complex is a place where patients are preparing for, undergoing and recovering from surgery. It is important for this to be a calm and quiet environment so we therefore limit family support to one person per patient. Please understand that the theatre suite is not an appropriate place to bring children or food and drink as patients are fasting before their operation and need to rest quietly.

INFORMATION ABOUT YOUR LOVED ONE'S OPERATION

Staff can give you an estimate of how long their surgery will take. However, as there are many variables that may cause delays, this will only be an estimate. Some surgeons may wish to contact you on completion of the operation or procedure, while others may contact you at the end of their operating list. Please ask the surgeon when you may expect a call.

POST-SURGERY RECOVERY UNIT

Patients recover in the Post-Anaesthetic Care Unit (PACU) for approximately one hour, depending on the type of operation and the individual's response to anaesthesia.

Visits are not usually permitted to this unit because staff need to focus on monitoring patients' conditions during this critical phase and ensure the privacy of other patients. Fathers, however, are permitted to visit this unit after caesarean deliveries. Parents of patients under 16 may also enter this unit once the patient is awake and they have been assessed by a nurse. Parents are welcome to sit in the waiting area and will be escorted to the unit at the appropriate time. Please ensure staff know you are waiting.

WAITING AREA FOR FAMILY AND FRIENDS

While there is some seating outside the operating theatre complex and in the cafés on the ground floor of Brighton and Malvern, you may be more comfortable waiting at home as surgery and recovery can take some time.

SPECIAL NOTE FOR PARENTS

CHILDREN HAVING SURGERY

Please refer to the notes in the recovery unit section left, for details about seeing your child following surgery.

DRINKING AFTER SURGERY

Parents of young children and babies are encouraged to bring a bottle or flask for the child to drink after surgery, when directed by the nurse in charge. Breastfeeding is encouraged for small babies after surgery.

SLEEP-OVER FACILITIES

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



YOUR HEALTHCARE RIGHTS

As a patient of Cabrini you have a right to:

ACCESS

- Healthcare services and treatment that meet your needs

SAFETY

- Receive safe and high quality healthcare that meets national standards
- Be cared for in an environment that is safe and makes you feel safe

RESPECT

- Be treated as an individual and with dignity and respect
- Have your culture, identity, beliefs and choices recognised and respected

PARTNERSHIP

- Ask questions and be involved in open and honest communication
- Make decisions with your healthcare provider, to the extent that you chose and are able to
- Include the people that you want in planning and decision-making

INFORMATION

- Receive clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give your informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when you need it, to help you to understand and use health information
- Access your health information
- Be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe where appropriate

PRIVACY

- Have your personal privacy respected
- Have information about you and your health kept secure and confidential

GIVE FEEDBACK

- Provide feedback or make a complaint without it affecting the way that you are treated
- Have your concerns addressed in a transparent and timely way
- Share your experience and participate to improve the quality of care and health services



GOING HOME

DISCHARGE PLANNING

It's important to start this early. Before coming to hospital, be sure to think about your needs and make plans for when you return home. You can talk to your family, your GP or admitting doctor, or your pre-admission nurse about the possible help you might need once you return home. Things you might like to consider are:

- Your transport home from hospital
- Shopping
- Domestic help
- Personal care
- Meals
- Aids and equipment to assist your mobility

When you arrive at hospital, talk to your admission nurse about any needs you may have on leaving hospital. They will be happy to help you with information on home care and rehabilitation services. See also the additional help section (right).

DISCHARGE TIME

The discharge time is 9.30 am at all sites.

DISCHARGE LOUNGE – MALVERN PATIENTS

When it is time to go home, you may be escorted to the discharge lounge, located on the ground floor of our Malvern hospital, if you are unable to be collected by the 9.30 am discharge time.



DISCHARGE MEDICINES/INSTRUCTIONS

Before you leave the hospital, you will be given any required discharge medicines and after-care instructions for things such as pain relief and wound care (if relevant). Talk to your nurse if you have any questions regarding the discharge instructions and ask to speak to the pharmacist if you have any questions about the prescribed discharge medicines.

FINALISE ANY PAYMENTS

Prior to leaving hospital, please finalise any payments. This avoids invoices being sent to your home, reduces our carbon footprint and saves everyone time. For Malvern patients, please visit the discharge desk on the ground floor. Brighton patients should visit the main reception on the ground floor.

Alternatively, Patient Services can visit you in your room to discuss any outstanding amounts prior to discharge - please call them on ext 1606 (Malvern) or ext 5888 (Brighton) to arrange this.

ASK FOR A CERTIFICATE

If you require a certificate for time off work, don't forget to ask your treating doctor prior to leaving the hospital.

ONCE YOU ARE HOME

If you have any concerns about your health once you are home, please don't hesitate to call us (contact numbers are on the back of this booklet). A nurse may phone you to check on your recovery and answer any questions you may have.

ADDITIONAL HELP

We offer a range of allied health and community services, such as physiotherapy, dietetics and occupational therapy, with home visits available. Please call (03) 9508 1700 for more information.

We also offer a comprehensive range of inpatient and outpatient rehabilitation and chronic disease programs covering pain, neurology, cancer, cardiac, orthopaedics and more. Please call (03) 9508 1584 (inpatient) and (03) 9508 5251 (outpatient programs) for more information.

HELPFUL INFORMATION

HOSPITAL COSTS AND HEALTH INSURANCE – FREQUENTLY ASKED QUESTIONS

I have private health insurance. How do I claim my hospital account?

As part of your admission process, you will be asked to complete a health fund claim form. This form allows Cabrini to send your account directly to your health fund following your discharge. You will not receive an account from Cabrini unless there are costs not covered by your fund. Please refer to section 'Finalise any payments' on page 13 for more information.

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 (implanted medical devices).

Does my hospital account cover all my costs?

No, you may receive separate accounts from your doctor, physician, surgeon, surgeon's assistant (if required) and anaesthetist. You may also receive accounts for any ambulance fees.

- Diagnostic services: while you are admitted, 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, depending on your health fund or if you require a test that is not covered by Medicare.
- Medicines: medicines related to the primary reason for admission are included as part of your hospital stay. If you have not brought your routine medicines with you and Cabrini needs to supply these, there may be a charge.
- Medicines supplied to you on discharge, are not covered by your health fund and are payable on discharge (except DVA).
- High cost non-PBS medications are payable at the discretion of your health fund and you may be required to meet these charges in some circumstances. This will be discussed with you prior to treatment if required.
- Prostheses (medical devices): generally the cost of prosthetic items are fully covered by your health fund; however, in some circumstances, there may be a gap payable. This will be discussed with you prior to surgery.
- Other: local phone calls are included in your stay. Interstate and international phone calls, guest

meals and other incidentals which are generally not covered by health funds are payable on discharge at the cashier's office. You have the option of providing your credit card on admission to cover these costs, which may be more convenient. This will allow us to automatically finalise payment for these incidental items (up to the value of \$200) within 14 days of your discharge and send you a receipt.

Will a pre-existing ailment affect my claim?

A pre-existing ailment is the presence of symptoms relating to a disease or condition that you may have before joining or changing your health fund status (even if you are unaware of the 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.

Do you accept overseas health insurance?

Cabrini only accepts certain types of overseas health insurance (typically those aligned with Australian health funds). For other overseas health insurance covers such as travel insurance, you will be required to pay for any treatment up front. Prior to your hospitalisation, you should obtain an estimate of expenses from Patient Services on (03) 9508 1606 (Malvern) or (03) 9508 5888 (Brighton). This account must be paid on admission. On discharge from hospital, a detailed account will be supplied to you to claim from your overseas insurance. Any diagnostic services and medication costs must be paid on discharge.

What hospital cover is provided for veterans?

Cabrini is a Department of Veterans' Affairs (DVA) contracted private hospital.

As a Gold Card holder, you are entitled to access health care and associated services for all health conditions. You are fully covered for your hospitalisation costs and any diagnostic accounts e.g. blood tests, pharmacy, and x-rays.

As a White Card holder, you are entitled to be funded for specific service-related conditions recognised by the DVA. You are required to have prior approval to ensure your admission is fully funded.

Please note: a previous admission to Cabrini does not confirm funding by the DVA for future admissions. For both Gold and White Card holders, whether requiring a single room or not, you will be not be required to pay any charge.

ACCOUNT QUERIES

Should you have any questions about the costs relating to your hospital stay, please contact:

Patient Services for pre-admission enquiries
on (03) 9508 1466 (Malvern and Brighton).

Patient Accounts for any questions following discharge from hospital on 1300 909 929 or email patientaccounts@cabrini.com.au.



OTHER HELPFUL INFORMATION

The privacy of your health information

We are committed to protecting our patients' privacy and have policies and procedures to govern the collection, access, use, disclosure and correction of health information, as well as the security and retention of medical records. Cabrini's privacy policy is available on our website at www.cabrini.com.au/privacy.

Applying for access to your health information

Application forms and further information about applying for access to your health information are available on our website at www.cabrini.com.au/privacy. Information regarding your treatment may be sent to your GP or other healthcare provider. Please contact our Privacy Officer if you would like us to send a summary of your health information to another healthcare provider.

If you are aware that Cabrini holds information about you that is incorrect or inaccurate, you have the right to request that we correct our records – please contact:

Privacy Officer

Phone: (03) 9508 1776

Email: privacy@cabrini.com.au.

Veteran Liaison Officer

Veteran patients, family members and carers can access our Veteran Liaison Officer (VLO) in regards to a hospital stay or any immediate issues or concerns following discharge. The VLO provides a single point of contact to advocate for you and your family. Any time you wish to see the VLO please ask the hospital staff or call the VLO directly on 0418 558 881.



CABRINI MALVERN

183 Wattletree Road
Malvern Vic 3144
p: (03) 9508 1222
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CABRINI BRIGHTON

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