Sunshine Hospital
Patient Information Directory
2016 Edition

This book is produced by The Hospital Patient Guide as a service to the patients of Western Health.
WELCOME TO SUNSHINE HOSPITAL

Sunshine Hospital
176 Furlong Road, St Albans, 3021
Telephone: 8345 1333
Website: http://www.westernhealth.org.au

Western Health (WH) manages three acute public hospitals: Footscray Hospital at Footscray; Sunshine Hospital at St Albans; and the Williamstown Hospital. It also operates the Sunbury Day Hospital, and a Transition Care Program at Hazeldean in Williamstown. A wide range of community based services are also managed by Western Health, along with a large Drug and Alcohol Service.

Services are provided to the western region of Melbourne which has a population of approximately 800,000 people.

Western Health provides a comprehensive, integrated range of services from its various sites; ranging from acute tertiary services in areas of emergency medicine, intensive care, medical and surgical services, through to subacute care and specialist ambulatory clinics. Western Health provides a combination of hospital and community-based services to aged, adult and paediatric patients and newborn babies.

Employing nearly 6500 staff Western Health has a strong philosophy of working with its local community to deliver excellence in patient care.

Our Values

Compassion - consistently acting with empathy and integrity.

Accountability - taking responsibility for our decisions and actions.

Respect - for the rights, beliefs and choice of every individual.

Excellence - inspiring and motivating innovation and achievement.

Safety - prioritising safety as an essential part of everyday practice.

Western Health respectfully acknowledge the Wurundjeri and Boonwurrung Elders and people of the Kulin nation as Traditional Owners of the lands on which Western Health sites are located.
Do you need an interpreter?

مترجم؟ هل تحتاج إلى ترجمة؟

Треба ли вам тумач?

Wic yin raan ye koc wäär thook?

Χρειάζεστε διερμηνέα;

Ha bisogno di un interprete?

Дали ви треба преведувач?

你需要翻译吗？

Да ли Вам je потребан преводилац?

¿Necesita usted un intérprete?

Quý vĩ có cần thông ngôn viên hay không?

8345 7148 or ask our staff
Western Health Aboriginal Health Unit

The Western Health Aboriginal Health Unit provides: confidential specialist liaison and consultation, general hospital, emergency and maternity liaison, referral and support that is culturally responsive to patients, their families and visitors attending Sunshine, Footscray and Williamstown Hospitals.

Our hours Monday–Friday 8.00am – 5.00pm excludes Public Holidays

Ask for: Aboriginal Hospital Liaison Officer; and/or Koori Maternity Services Aboriginal Hospital Liaison Officer; and/or the Manager.

Located: Sunshine Hospital, 176 Furlong Road, St Albans
on ground floor near Pharmacy before X-Ray
Ph: 8345-0952 or 8345-0949, or 8345-0951, or 8345-0176
Email: Aboriginalhealthunit@wh.org.au

Accreditation

Western Health has been accredited by the Australian Council of Health Care Standards.

Access your medical records-

Freedom of Information

The Victorian Freedom of Information (FOI) Act 1982 allows you to request access to your health information held by Western Health. You can obtain copies of this information or to view original documents. You can find out more information by going to our website and downloading an application form or call the Freedom of Information Department on 8345 6352. Fees apply.

You can also write to:

Freedom of Information Officer
Health Information Department
Western Hospital
Private Bag
FOOTSCRAY Vic 3011
Ph: 8345 6352
A fee is charged for this service.

ATM Facilities

ATM machines are located at all sites. Please ask at the Information desk for exact location.

Auxiliary Shop

The Sunshine Hospital Auxiliary Shop is located next to the Community Shop. This shop is also managed by a group of talented volunteers who make handmade items, offer specialised items for your stay in hospital such as knitted bed socks, baby shawls and crocheted rugs as well as toiletries and gifts for the newborn babies and Mums. All funds raised are allocated to projects specifically at the Sunshine Hospital. The normal hours for the Auxiliary Shop are Monday - Friday 9.30 - 3.30 and then 10am - 2pm on a Saturday.

Allergies

You should inform medical and nursing staff of any allergies you may have to antibiotics, medications or types of food as soon as possible.

If you have an allergy, you will be issued with a special identification band and alerts will be placed in your medical record.
Assistance to patients from relatives and friends

Patients are encouraged to participate in their own care. Where necessary, relatives may also be involved. This may include helping the patient to eat. Such self-care by patients themselves or by their relatives is believed to assist in recovery and return to normal life. Where patients or relatives do require assistance or training by nursing staff, in feeding or other aspects of self-care, such care and education will be provided.

Alcohol

Patients and visitors may not drink alcohol on hospital premises.

Be involved in your loved one’s care

Western Health actively encourages family members to become involved in the patient’s management whilst in hospital. Assisting in small ways such as feeding, toileting and general hygiene can be beneficial. Please ask staff how you can participate.

Children and Neonatal Services provided at Sunshine Hospital include

- Paediatric Emergency
- Paediatric Surgery
- Allied Health Services
- Children’s Specialist Clinics
- Adolescent Health Clinic
- Children’s Growth and Nutrition Clinic
- Young Adults Diabetes Service
- Paediatric Cardiology
- Children’s Ward
- Special Care Nursery
- Comfort Care for Families Program
- Hospital In The Home

Community Engagement at Western Health

Western Health is committed to engaging with our community by connecting with the local schools and community groups. Through the community engagement program you will see school students assisting with projects both on the wards and in the garden spaces around all of the sites. School students are encouraged to gain a greater understanding of what happens in a hospital and to also get some insight into what a career in health might look like. We encourage all patients and families to chat with the students and make them feel welcome.
Community Shop

The Sunshine Hospital Community Shop is located near the Emergency Department side entrance on the external area of the Sunshine Hospital. Donations are taken from our community and these are sold to raise funds specifically for projects at Sunshine Hospital. A team of volunteers manage this shop and donations can be made of good quality second hand items (including clothes, crockery, books and bric a brac) at any time when the shop is open. The normal hours for the Community Shop is 9.30 –3.30 Monday – Friday and 11am -3pm on weekends.

Café Zouki- Sunshine and Williamstown

Café Zouki is situated on the ground floor of Sunshine Hospital and provides a sumptuous menu covering everything from finger food to full breakfasts, lunches and dinners to an amazing array of cakes and desserts. Café Zouki also takes great pride in its coffee, which is a unique blend brewed to perfection by experienced baristas. We also cater for all your function needs inside the Hospital - or we deliver to any area.

Café Zouki is open Monday to Friday 6:00am - 8:00pm and Saturday to Sunday 8:00am - 7:00pm

For more information please visit: www.zouki.com.au

Consumer participation

Would you like to volunteer your time to help us improve our services? Western Health has opportunities that allow you to participate as a consumer representative on committees, working groups and focus groups. To register your interest, contact the Manager for Consumer Partnerships on 8345 1302.

Consent to Treatment

An individual has the right to determine what is done to his or her body. Medical and other practitioners require patient (or guardian) consent before attending to a patient. Consent needs to be freely given by a mentally competent, informed individual. Granting of consent by the patient may be implied, but for medical and surgical procedures, operations and some treatments, consent needs to be documented on a Consent Form. The information that patients should expect to be given about any procedure or treatment when consent is sought includes:

• A description of the procedure or treatment to be undertaken

• Its likely effect on the patient's functional status post-operatively and length of stay

• Risks and possible side effects

• The rationale for treatment and possible alternatives

• Whether the doctor obtaining consent will be the treating doctor

• The level of training of the doctor involved in the treatment

Patients should ask questions to ensure that they are satisfied they have received all the information they require to freely give their
consent. If you require an interpreter to assist in your understanding, you should ask for one to be provided. In most cases, parents are able to give consent for procedures of treatment involving their children.

Call Bell
Each bedside console has a call button that registers your need for assistance from the nursing staff. You will be shown how to use it when you are admitted to hospital. Please do not hesitate to call for assistance as required.

Children’s Ward
The Children’s Ward cares for children from newborn to 18 years.

Specialties include orthopaedics; plastic surgery; ear, nose & throat and general paediatric surgery.

In the Children’s Ward we often care for children with asthma, other respiratory (breathing) illnesses such as bronchiolitis and gastroenteritis.

Children’s Ward also includes the Paediatric Day Stay Unit for children admitted for day surgery, and the Paediatric Observational Unit for children needing observation (but not a longer stay) before being able to go home.

There are daily (or more frequent if required) reviews by medical staff, and onsite paediatric medical staff at all times. Children on the ward can also access allied health services such as dietetics, physiotherapy, speech pathology, and social work as needed.

Contact Number:  (03) 8345 1833
Visiting Hours:  9:00am - 8:00pm

Parents are encouraged to be with their child at all times while their child is in the Children’s Ward.

Due to limited space we can accommodate only one parent to stay overnight.

The number of visitors at any one time should be limited to three people.

An adult must supervise children visiting at all times.

The ward playroom is for the use of patients only.

Day Chemotherapy Unit
The Day Chemotherapy Unit is located in Ward 1E, and provides high quality care for patients with cancer, including chemotherapy, oncology day procedures (such as bone marrow biopsies), Oncology Hospital in the Home, and an award winning Symptom Urgent Review Clinic (SURC). The service is delivered in a supportive environment, with medical, pharmacy, and nursing staff dedicated to excellence in clinical practice. For enquiries, phone 03 8395 9177.

Discharge Area
The discharge centre at Sunshine Hospital is located on 1E. Transfer to the discharge Area helps to facilitate the discharge process and improve patient flow throughout the hospital.

On your day of discharge, you may be transferred to the discharge area, where your ongoing needs for a safe transfer home can be organized and coordinated.
we’re here to help

Simply Helping has been providing an extensive range of services to individuals and organisations for over 16 years. We began in rural and regional Victoria and are now providing services throughout Melbourne. We pride ourselves on delivering flexible care and support, either as an individual service or within a Simply Helping package to families living with a disability, to our senior members, and those choosing our services as a lifestyle choice.

Our Packages
In consultation with you and your family, we can design a package or packages to suit your particular needs or wishes, which can include any of the services we provide. Packages are popular as they give clients a greater degree of flexibility in the mix of services to be provided, in continuity of support and economies in price.

Our Services
Babysitting & Nannies
Companion Care
Counselling & Psychology
Gardening & Home Maintenance
Home Care/Cleaning
Personal Care
Pet-Sitting & Dog Walking
Respite

For a booking or general enquiry please contact an office near you -
Inner & South Eastern 9792 3093
Bayside Peninsula 9502 3718
North East 0418 134 403
All other areas of Melbourne & regional Victoria 1800 998 866
simplyhelping.com.au
The discharge area is staffed by two dedicated registered nurses. It is open Monday to Friday, 7.30 – 5.30pm. It is not open on public holidays.

There are a variety of reasons you may transfer to the discharge area on your day of discharge, the nurses on your ward will be able to advise you of these.

Contact Number: 83959141

**Dentures**

Dentures are easily lost if wrapped in a tissue and left on top of your bedside table or in your pocket. Please ask for a denture container, which will be clearly labelled for you.

**Discharge- Leaving hospital**

We will let you know when you are ready for discharge. Whenever possible, your discharge date will be discussed with you at the commencement of your stay to prepare yourself and organise for your return home. If possible you should arrange for someone to accompany you home.

If you do not have anyone available to drive you home, please notify staff so we can make alternative arrangements.

It is important that you do not leave the ward without obtaining the following:

- Follow up care instructions
- Prescriptions
- Details about community and other services that can help you at home
- Clinic or follow up appointments
- Medications
- Details of arrangements made for continuing treatment
- A Work Certificate if required

**Discharge at Own Risk**

With few exceptions, patients have the right to leave the hospital when they choose. This may be a serious step when taken against the advice of your doctor and could pose a serious threat to your well-being.

If you choose to leave under these circumstances you will be asked to sign a “disclaimer” form and the responsibility for this action will rest with you.

If you proceed with discharge against medical advice and your condition does not improve or causes you concern, you should seek immediate medical attention or return to the hospital’s Emergency Department.

**Donations Fundraising and Bequests**

The Western Health Foundation is dedicated to raising funds to assist Western Health and the people of Melbourne’s west.

The activities of the Foundation are directed towards the following objectives:

- To raise funds for the purchase of equipment and certain facilities at Western Health
- To fund medical research undertaken by Western Health
- To provide scholarships for the staff at Western Health

If you would like to donate or find out more go to our website www.wh.org.au/foundation or call 1300 079 599 or foundation@wh.org.au
Your health at heart
Brimbank Leisure Services can help

Get fit and active by visiting or joining Brimbank City Council’s Sunshine Leisure Centre or St Albans Leisure Centre.

Need gentle exercise?
Try one of our aqua aerobics classes
There’s a class for everyone - those recuperating from injuries; people with chronic conditions or disabilities and those who want a workout.

Existing health conditions?
Try the B Smart Get Active scheme
A program developed to improve your health in relation to blood pressure/cholesterol issues; increasing flexibility to reduce falls, reducing weight or other objectives.

Want to improve fitness?
Try the group fitness options
There are several types of exercise programs available such as classes for people over 55-years-old and fitness classes.

You’re always welcome to visit!
Each leisure centre has a pool and in the summer months kids can play at the splash park at Sunshine Leisure Centre.

Membership options for all fitness levels.

Sunshine Leisure Centre
5 Kennedy Street
Sunshine
9249 4615

St Albans Leisure Centre
90 Taylors Road
Keilor Downs
9249 4635

Emergency Departments
Sunshine Hospital
The Emergency entrance is on Furlong Road, St Albans, near the Western Ring Road off ramp for Furlong Rd. It is 1km from Ginifer train station. We are open 24 hours a day, 7 days a week.

Emergencies
Our staff are fully trained in emergency procedures such as during a fire. It is most important that patients stay calm and follow the instructions of staff if a fire or other emergency occurs. In the event of any emergency, you should stay by your bed until instructed otherwise by a member of hospital staff. During a fire, do not use the lifts.

In the event that a fellow patient needs help because of some mishap, you are asked to refrain from offering physical assistance. Instead you should immediately call for a member of staff using the nurses’ call button.

Enquiries - Information about your condition
It is always an anxious time when relatives are in hospital and family and friends are eager to hear about their progress. We suggest that you discuss with your family who will be the main contact for progress on your recovery. This will assist staff in maintaining their focus on your recovery and subsequently reduce disappointment if staff are unable to advise of your condition due to privacy legislation. If you and your family would like to discuss your progress in depth with a treating team, staff are happy to arrange an appointment time to facilitate this.

Flowers
We welcome families and visitors bringing in flowers for patients. However please do not bring in pot plants as potting mix and soils can contain organisms which can cause infections. Flowers are not permitted in the intensive care unit or on respiratory ward 3F.

Feedback
Your feedback is important
There are many ways that you can give feedback to Western Health.
• Complete the Victorian Health Experience Survey. This will be mailed to you after you leave hospital
• Talk to a staff member
• Complete a feedback form and drop it into the feedback boxes located at the main reception
• Go on line www.wh.org.au/feedback
• Email feedback@wh.org.au
• Ask to speak to the patient representative
• Leave a voice message 1800 31 96 31

Fire
Our facilities are designed with smoke detectors, sprinkler systems and other fire safety features. If there is a fire, do not use the lifts. Our staff are trained to deal with emergency situations. It is most important that patients stay calm, DO NOT PANIC and follow the instructions of staff if a fire or other emergency occurs.
Hand hygiene and infection prevention

To reduce the risk and spread of infection staff and visitors are requested to wash their hands or use hand cleaning gel:

1. Before touching a patient
2. Before a procedure
3. After a procedure
4. After touching a patient
5. After and before touching a patient’s surroundings

Hospital in the Home (HiTH)

Hospital in the Home (HiTH) provides care in the home that would otherwise need to be given during a stay in hospital. HiTH often provides an alternative to admission to the hospital, or an opportunity for earlier transfer home, than would otherwise be possible.

Each patient is assessed to consider if HiTH can meet their medical needs. If HiTH is suitable, a personalised plan of care is made in consultation with the treating team. Care is provided to you in your home by a group of specialised HiTH nurses and medical team. The HiTH team provides the care you need, while monitoring your progress with regular reviews both in the home, and in the HiTH clinic.

Contact number 8345 6906

The HiTH staff can be contacted 7 days per week, 24hrs per day.

Interpreting Services

Western Health offers a full range of interpreting services including Auslan (sign language). If you need an interpreter during your hospital stay ask one of the staff and they will be happy to organise this for you.

Identification Bands

On admission, you will be issued with an identification band, which you are required to wear throughout your stay in hospital.

Check with your admitting nurse that the details on the band are accurate.

Intensive Care Unit (ICU) Liaison Service

The ICU Liaison service is staffed by critical care nurses whom act as a resource for ward medical and nursing staff with the management of patients with complex care needs. The ICU liaison nurses can be notified by nursing/medical staff via a nurse led rapid response service to assist with deteriorating patients within the hospital setting as well as reviewing patients discharged from ICU that may require follow up. On discharge from ICU the Liaison nurse will assist ward staff with any ongoing issues and ensure a smooth transition from ICU to the ward.

Contact Number: 8345 0039 (Sunshine)
Maternity Services

Maternity care is provided in teams: Green, Blue, Yellow and Purple Teams and Maternal Fetal Medicine (MFM).

Allocation to one of the four teams is based on a woman’s home suburb. Women with complex pregnancies are referred to the MFM service regardless of which geographical region they live in.

The Teams and MFM provide a collaborative approach to all aspects of maternity care including pregnancy visits, labour and birth, postnatal care and domiciliary support. Midwifery Group Practice (Caseload) and the publically funded Homebirth program also operate within the Team structure. For continuity of care and support for women we make every effort to avoid changing Teams during pregnancy.

Pregnancy care clinics are located in a number of areas within Sunshine Hospital; some are located within local communities to allow easier access for pregnant women.

The expected stay in hospital for maternity patients is 48 hours following a vaginal birth or 72 hours following a Caesarean Section, but the actual length of stay will depend on the health needs of the mother and baby.

The Victorian Infant Hearing Screening Program is run by The Royal Children’s Hospital and works in hospitals across the state to screen the hearing of all newborn babies in their first few weeks of life. The program aims to find out as early as possible whether a baby has a hearing loss. The screen is performed by trained hearing screeners using valid and reliable technology and is usually carried out at the baby’s bedside in hospital while they are asleep.

Locations:

**Pregnancy Care**

- Women’s Clinic
  - Level 2 via lifts 3&4
- POD 1 or POD 2
  - Ground Floor – Specialist Clinics
- Pregnancy Day Stay Unit (PDSU)
  - Level 2 via lifts 5&6
- Pregnancy Care Centre (PCC)
  - Level 2 via lifts 3&4
- Maternal Fetal Medicine (MFM)
  - Level 2 via lifts 5&6 within PDSU

**Inpatient Care**

- Birthing Ward 1C
  - Level 1 near lifts 3&4
- Maternity Ward 1B
  - Level 1 near lifts 5&6
- Maternity Ward 2C
  - Level 2 near lifts 5&6

**Contact Numbers**

- Pregnancy Day Stay Unit (PDSU)
  - (03) 8345 1029
  - (8:30am – 6:00pm)
- Pregnancy Care Centre (PCC)
  - (03) 8345 0136
  - (24 Hours)
- Pregnancy care appointments
  - (03) 8345 1727
- Patient Enquiries
  - (03) 8345 1333
Care & support when and where you need it.

Premium Residential Aged Care
Melbourne Coppin Suites

Residential Aged Care
Burwood Elizabeth Gardens
Flemington Gregory Lodge
Melbourne Coppin Centre
Mulgrave Monash Gardens
Noble Park Darvall Lodge
Sydenham Springtime Sydenham
Wantirna South Centennial Lodge

Home Care
Northern | Eastern | Southern

Retirement Living Apartments
North Carlton Redmond Park
Heidelberg Streeton Park

Independent Living Units
Ballarat Lalor Court
Brunswick Marjorie Nunan Court
Brunswick Marjorie Nunan Terrace
Coburg Jacaranda Court
Geelong Acacia Court
Irymple Banksia Court
Mooroopna Goulburn Court
Mulgrave Monash Gardens Village
Murrumbeena Boyd Court
Swan Hill Murray Gardens Court

royalfreemasons.org.au

Contact us now: 1300 176 925
**Visiting Hours**

**Birthing**
No restriction on visiting times in Birthing.
Number of visitors permitted at any one time will vary according to the woman’s needs.

**Maternity**
8.00am – 8.00pm
Visiting children must be supervised at all times.
Partner and/or support person may visit at any time.

**Medication**
Medication will be dispensed on your discharge. For more information please refer to Pharmacy.

**Medical Imaging**
Western Health Medical Imaging (WHMI) provides comprehensive, specialist imaging service.

We provide excellence in medical imaging with a core focus on patient care, whilst supporting and encouraging research, learning and staff development.

The Medical Imaging department forms part of a dynamic team providing diagnostic and interventional services within the hospital setting.

We provide imaging using the latest state of the art technology equipment which includes:

- Computed Tomography (CT)
- Ultrasound
- Fluoroscopy
- X-Ray
- Nuclear Medicine
- OPG
- Magnetic Resonance Imaging (MRI)
- Interventional Radiology
- Breast Care (Mammograms, ultrasound)
- Breast Screening- Breast Screen Victoria

**General Outpatient operating hours are:**
Monday – Friday 8.00am to 4.30pm

**MRI Outpatient operating hours are:**
Monday – Friday 7.00am to 9.00pm
Saturday & Sunday
8.00am to 3.30pm

For any enquiries please contact us on: (03) 8345 6234

**Meals**
The hospital provides a choice of meals and will supply special diets where this is part of your medical care or to meet your cultural needs.

Meals are served during the following times:

- **Breakfast** 7:30am - 8:15am
- **Lunch** 11:45am - 12:45pm
- **Dinner** 5:00pm - 6:00pm

**Medical Ambulatory Day Unit (MADU)**
The Medical Ambulatory Day Unit is located on 1E at Sunshine, and comprises of 6 treatment chairs, and 2 treatment beds.
Patients with a variety of conditions receive treatment as a day patient in MADU, under a range of specialist Medical Units or as a direct referral from General Practitioners. Treatments such as blood transfusions, Iron infusions, various intravenous medications and short medical procedures are all carried out in MADU. The area is staffed by 2 specialised registered nurses, who work closely alongside the treating medical units. MADU operates from 8.00-5.30pm Monday to Friday.

Contact Number: 83959120 or 83959162

O

Oncology Research Unit

Oncology Research coordinates and recruits for trials investigating new treatments in oncology and haematology. Western Health patients with cancer may be eligible to participate in relevant trials. Our patients are treated in the Day Oncology Unit and are closely followed by a dedicated Trial Coordinator and the Research Fellow (Doctor). For enquiries, please phone 03 8395 9130.

P

Patient Confidentiality

Most people consider their health information to be highly personal and want their privacy respected whenever they use a health service. Please be assured that privacy and confidentiality are very important to us. Western Health staff and policies fully comply with all privacy legislation such as the Information Privacy Act 2000 (Vic), Health Records Act 2001 (Vic) and the Privacy Amendment (private sector) Act 2000 (Commonwealth). This means that all information about you is kept confidential by staff and is protected from being misplaced and inappropriately reviewed or altered.

Power of Attorney

You may wish to consider authorising someone else to make decisions for you in the event of illness preventing you from making decisions for yourself. This is achieved by going through the process of:

N

Neurophysiology Service (EEG & EMG)

Located on the Ground Floor, at the rear of Pod 4 Specialist Clinics, the Neurophysiology Service provides inpatient and outpatient testing for a variety of neurological conditions. Testing includes routine and sleep deprived electroencephalograms (EEG), evoked potentials, electromyography (EMG), and nerve conduction testing. We also perform Long Term Video EEG Monitoring, requiring an inpatient admission of 2 - 3 days. The Neurophysiology service operates Monday to Friday. For bookings/enquiries, phone 03 8345 7135.
• Power of Attorney/Administrator (financial and other personal decisions) or
• Enduring Power of Attorney/Guardian (medical treatment)

Power of Attorney can be arranged through your solicitor.

Public Transport to Sunshine Hospital

If you or your visitors are travelling to hospital by train, the nearest station is Ginifer on the Sunbury line and is just 10 minute walk from Sunshine Hospital. Buses also regularly travel to the hospital. For more information, contact VicTrip on 131 638.

Pressure Injuries

A pressure injury is sometimes called a bedsore, pressure sore or pressure ulcer and it is a break or blister of the skin which can look like a red sore but develop quickly into something more serious. They can occur on any part of the body but most commonly on the tailbone, hips, heels, elbows and ears and usually occur when you are in bed or sitting in the chair for a long time. When you are admitted to Western Health the staff will assess your risk of developing a pressure injury and discuss with you and your family/carers how we can work together to reduce your risk. If you or your family notices any red sores anywhere on your body please let staff know as soon as possible.

Parking

Parking at Sunshine Hospital is available in the main care park via Furlong Road. The cost varies from $7- $17 per day and is cheaper on weekends.

You must pay for your ticket before you go to your car. Payment machines are located inside the hospital.

If you have a concession card please go to reception and have your card validated to receive a discounted rate.

There are private providers also located next door and across the road from the hospital. Payment is by machine which takes coins only and you must display your ticket. These car park providers are not associated with the hospital.

Patient Representative

If you have an immediate concern you should talk to the nurse in charge or the manager of the service. In most cases they can resolve your concern. If you are still concerned or would like further help you can contact the Patient Representatives on the following numbers

• Footscray, Williamstown and Hazeldean – 03 8345 6811
• Sunshine and Sunbury - 03 8345 1502

Patient Health Information Centre:

The Patient Health Information Centre is located on the ground floor near reception at both Sunshine and Footscray Hospital. The Patient Health Information Centre is a place where you can come and learn more about your health and wellbeing. Trained volunteers can help you with written information or you can use our internet kiosks to search health sites. Both Centres are open Monday to Friday.

Sunshine 9:00-4:00 pm
Footscray 9:30- 3:30pm
Are you privately insured and would like to be transferred to Western Private Hospital?

Our highly regarded specialists treat a range of surgical, medical and cardiac patients. Our facility includes 68 beds with Coronary Care Unit, Intensive Care Unit, Cardiac Catheter Laboratory, Operating Theatres and Day Procedure Unit. Our doctors, nurses and allied health work together as a team to ensure the best health outcomes for all our patients.

Ask your doctor NOW about being transferred to Western Private Hospital

1-9 Marion Street, Footscray VIC 3011
www.westernprivatehospital.com.au
(03) 9318 3177
**Palliative Care Consultative Service**

The Palliative Care Consultative Service operates between 8.00am and 4.30pm Monday to Friday, with on call Consultant support outside of these hours, public holidays and weekends. Palliative Care involvement is applicable throughout various stages of a patient’s journey with a life limiting illness from diagnosis through to end of life care either at home, on the ward or in our inpatient Palliative Care Unit at Sunshine Hospital or in units closer to home. The team provide symptom control, pain management, linkage to community palliative care services, end of life care and run dedicated outpatient clinics aiming to improve quality of life and controlling symptoms. For enquiries, phone 03 8395 59163.

**Pastoral Care**

Pastoral Care is concerned with and promotes the well-being of the human spirit. Pastoral Care team members are available to offer companionship and spiritual support that is respectful of your needs. Pastoral Care is concerned with and promotes the well-being of the human spirit. The team includes chaplains who can offer pastoral support as well as respond to specific religious needs. Arrangements can also be made for local faith representatives to attend as needed. Pastoral support is available to all patients, relatives, friends, volunteers and staff. If you would like a member of Pastoral Care to visit you, please ask your nurse or a Western Health staff member.

**Prayer Room**

Sunshine Hospital has a dedicated Prayer Room that is always open to offer a quiet space to pray, read, reflect or rest.

**Private Health Insurance**

If you would like information about using your private health insurance please talk to our Private Patient Liaison Officers at Sunshine 8345 0184.

**Psychology Services**

The Psychology department offers services to patients at all campuses for assessment and treatment of brain related problems such as difficulties with thinking and memory as well as problems related to emotions such as low mood, anxiety, adjusting to illness and recovery from trauma. Please speak to a nurse or doctor on the ward if you have concerns and would like a Psychologist to see you, or if you have concerns about a patient who is your family member or partner.

**Prostate Cancer Specialist Nurse**

A Prostate Cancer Specialist Nurse is available to help support and educate men with prostate cancer in relation to their diagnosis, treatment options, palliative care through to survivorship. The Prostate Cancer Specialist Nurse is situated at both Footscray and Sunshine Hospital providing patients with information and resources for ongoing self-management. A Nurse Led Clinic operates every Thursday at Sunshine Hospital for men and their families to access for consultations and monitoring of prostate specific antigen and symptoms. Referrals can be made by GPs, Hospital clinics, external services or by
self-referral to the Prostate Cancer Specialist Nurse Western Health Footscray. To contact the Prostate Cancer Specialist Nurse call 0411853290 or ask a staff member.

**Pharmacy**

Hospital pharmacists work in a variety of roles. Whilst you are staying as a patient in hospital, you may see the pharmacist working together with nurses and doctors on the ward.

Not all areas have pharmacists visiting every day, so if you need to speak to a pharmacist you may ask ward staff to check when they will attend and organise for them to visit you.

Pharmacists are usually available to you on the wards between Monday to Friday 9am-4pm.

Your pharmacist will

- discuss any medications or supplements you were taking prior to hospital admission
- ensure your medications are safe, effective & appropriate for you
- discuss what medication you should or should not take after you leave the hospital
- help you understand any changes to your medicines
- provide you with information leaflets to help you understand your medicine better
- investigate any possible adverse drug reactions you may experience & prevent recurrence
- advise you on possible side effects of medicines & what to do about them
- set up services to help you manage your medicines at home

To make sure you’re given the right medication for your needs, please tell your pharmacist if you are taking any of the following:

- oral tablets, capsules, powders or liquids
- eye drops/ear drops
- inhalers and sprays (into the ear, nose, mouth or under the tongue)
- patches
- medicated creams/ointments/lotions
- pessaries.suppositories
- over the counter medicines (example laxatives, hay fever medicines, pain relief)
- injections (from the doctor)
- other complementary, herbal or homeopathic medicines

It is important to remember to bring or have someone bring in all your medications or an up to date medicines list when you are admitted into hospital. These will be reviewed and be put aside for you until you are discharged.

Whilst you are in hospital, do not take any other medicines without telling your doctor, nurse or pharmacist.

The hospital pharmacy will supply your medicines for the nurses to give to you during your stay.

Please tell your ward staff (doctor, nurse or pharmacist) immediately if you have a reaction to any medications.

Before you are discharged we will arrange any medications you will need to take home.
and explain these to you. Just like at the local pharmacy, these discharge medications incur a cost. Please let us know if you have Veterans, Concession or Safety net cards to ensure you are charged the correct price. If you have any questions about your medicines, feel free to ask your pharmacist during your stay.

R

Respect and Dignity

All patients’ visitors and staff have the right to feel emotionally and physically safe and to be treated with respect and dignity.

Your Rights

The Australian Charter of Healthcare Rights are your rights as a consumer using the Australian Healthcare system.

You have the right to

- Health care you need
- Safe high quality care
- Be treated with respect, dignity and consideration
- Clear understandable information
- Ask questions about your treatment
- Say what happens to your personal information
- Give positive or negative feedback or make a complaint
- Ask for an interpreter if you need one

If you would like a copy of the Charter please ask a staff member.

Rooms

Our hospitals have single and shared rooms. Beds are allocated on medical need. Very sick or infectious patients will be given a single room first. We sometimes need to move patients around. When this happens we will explain why and we will aim to put you in a room with a person of the same gender.

Radiotherapy Centre

Sunshine Hospital Radiation Therapy Centre (SHRTC) is a partnership between Western Health and Peter MacCallum Cancer Centre. We provide radiation therapy services to the Western suburbs of Melbourne. Our opening hours are 8.00am- 6.00pm Mon- Fri. Phone 03 8395 9999.

Respiratory Function Laboratories

Located on the Ground Floor of Sunshine Hospital at the rear of Pod 4 Specialist Clinics, our Respiratory Function Laboratories provide a variety of tests which measure breathing performance in new and chronic lung diseases. The laboratories are accredited by the Thoracic Society of Australia and New Zealand (TSANZ), and operate Monday to Friday for outpatient and inpatient testing. Written referrals from GPs and Physicians are accepted. For bookings/enquiries, phone 03 8345 6169.
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Subacute and Aged Care Services:

Subacute and Aged Care Services have teams of specialised staff who work across a number of wards and hospitals at Western Health. Our focus is to provide care for you while you are in hospital so that you can improve your ability to do everyday activities. Together, we help with:

- Setting goals with you and your family or carers to improve your quality of life
- Improving your health, function and well being before leaving hospital
- Helping identify and organise community supports and long-term accommodation needs

Rehabilitation:

Rehabilitation is specialist inpatient care provided by a Rehabilitation Consultant and the multidisciplinary team (including Nurses and Allied Health staff), with a focus on providing a service for people who have experienced a loss of function and need intensive therapy within a specified timeframe to reach their goals. We aim to maximise independence and quality of life for our patients and support their return to the community.

Geriatric Evaluation and Management (GEM):

Geriatric Evaluation and Management (GEM) is specialist inpatient care provided by a Geriatrician and the multidisciplinary team (including Nurses and Allied Health staff) for people with chronic or complex conditions associated with ageing, cognitive problems, chronic illness and/or disability. The aim of GEM services is to assess, treat and manage identified issues, establishing an appropriate therapy program and determining the most appropriate living arrangements following discharge from hospital.

Dementia Assessment and Management Unit:

The Dementia Assessment and Management Unit is located on the Ground Floor Subacute Unit at Sunshine Hospital. It provides behavioural assessment and management for patients with moderate to severe dementia and supports patients/family/carers in identifying and organising an appropriate discharge destination.

Palliative Care:

Palliative Care optimises the quality of life for people with an active and advanced life-limiting or life-threatening illness, where a cure may no longer be possible. The focus of care is to provide pain relief, control symptoms and liaise closely with community agencies to ensure smooth transition of care into the home or residential care.

Acute Aged Care (AAC):

Acute Aged Care (AAC) manages the immediate health needs of older people who are frail and at-risk, targeting those with delirium, dementia, falls, mobility problems, constipation, continence issues and malnutrition.
Orthogeriatrics:
Orthogeriatrics provides post-operative care for people who have had surgery to repair fractures sustained due to conditions of ageing.

Transition Care Program (TCP):
The Transition Care Program (TCP) offers short-term case management, low intensity therapy and personal support to assist older people at the end of their hospital stay to further recover while they decide on the best place to live long-term.

Well-care Program:
The Well-care Program provides a safe and welcoming environment for patients living in the community with a life-limiting illness, with a focus on managing pain and symptoms and providing support and respite for carers.

SNAP (Subacute and Nonacute Assessment and Pathways) Service:
The SNAP Service is a pivotal service at Western Health ensuring that patients have access to subacute pathways which facilitate the provision of the right care at the right time and in the right place. This includes screening and comprehensive assessment of patients to facilitate pathways out of acute care where clinically indicated.

The SNAP service bridges the gap between acute and subacute care by facilitating the flow of information, providing clinical consultation and capacity building to enhance care provision in these settings and support organisational for access and flow.

Special Care Nursery
Sunshine Hospital has Victoria’s largest Level II Special Care Nursery (SCN).

Infants greater than 32 weeks gestation are admitted to the nursery from Birthing, Maternity, Theatre and the Emergency Department. Neonates are also transferred in from other hospitals in Victoria.

Special Care Nursery is staffed with an experienced team of medical and nursing staff, and also incorporates the services of allied health staff.

The ‘Comfort Care for Families Program’ runs for babies undergoing treatment for drug withdrawal and others who may require additional, non-nursing attention. We value the support of our volunteers who are trained to support the mothers, babies and families through this Program.

Women’s & Children’s Hospital in The Home (HITH) provides inpatient care and support at home for children and newborns who are patients of Western Health.

Contact Number: (03) 8395 9100
Visiting Hours: 8:00am – 12:00pm & 2:00pm - 8:00pm
Quiet Time: 12:00pm – 2:00pm
Parents may visit at any time
Maximum of two visitors at a time
Visitors must be with one of the parents unless they are on the baby’s unaccompanied visitors list
No children under 12 may visit unless they are the baby’s sibling(s).
Specialist Outpatient Clinics

Specialist Outpatient Clinics at Sunshine provide outpatient services in a variety of specialist medical and surgical clinics to non-emergency patients.

We provide Adult, Women’s and Children’s specialist services. These include general surgery, plastics, orthopaedic, obstetric, obstetric medicine and endocrine, gynaecology, uro-gynaecology, adolescent and paediatric services. Referrals can be received from family GPs, via the ward following discharge from hospital or after a consultation in Emergency.

Safety

Security is provided 24 hours a day, 7 days a week on all Western Health sites.

Social Work

Admission to hospital can cause additional stress and worry, and going home may mean extra help or assistance is needed. Social Workers are trained to help patients and their families make these changes more easily. Their professional advice is available on a confidential basis in all parts of the hospital.

To see a Social Worker, ask a member of staff or your family to contact the Social Work Department. The Social Work Department is attended during business hours.

Staff

During your stay in hospital or your visit as an outpatient you will be cared for by a team of health care professionals and other support staff. All staff members are required to wear photographic identification badges that include their name and title. They will also be wearing name badges. During your stay our staff will

• Introduce themselves
• Tell you what their role is
• Explain what they are going to do
• Answer your questions
• Ask if there is anything else they can do

Staying Healthy in Hospital

It is important to stay as active as possible while in hospital. This will lessen the difficulty you may experience when you go home and help you to get home sooner.

What you can do

• Change your position at least every hour
• Go for a short walk. If you need help ask a staff member
• Ask for help to go to the toilet if you need it
• Try and eat all your meals
• Sit out of bed if possible
• Let us know if you have lost weight since being in hospital
• Let us know if you have missed a meal
• Maintain your fluids while you are in hospital

Safer health care

Be actively involved in your own health care

1. Speak up if you have any questions or concerns
2. Learn more about your condition or treatments
3. Keep a list of all the medicines you are taking
4. Make sure you understand the medicines you are taking
5. Get the results of any test or procedure
6. Talk about your options if you need to go into hospital
7. Make sure you understand what will happen if you need surgery or a procedure
8. Make sure you, your doctor and your surgeon all agree on exactly what will be done
9. Before you leave hospital, ask your health care professional to explain the treatment plan you will use at home

Smoking
Western Health is a smoke free environment. Smoking is not permitted by staff, visitors or patients within the hospital. However it is accepted that some patients may find it difficult to refrain from smoking during their stay. For this reason a small number of external smoking areas have been provided. Please check with a staff member about their location.

Stomal Therapy
The Western Health Stomal Therapy department is a specialty nursing service. The Stomal Therapy Nurse assists people before and after surgery which results in a temporary or permanent stoma. A stoma is a new opening within the body surface that allows body waste that would normally be stored and removed by the bowel or bladder to empty into a special hidden bag.

Teaching and Research
As a teaching hospital, Sunshine Hospital works closely with a variety of tertiary institutions involved in the training of health professionals. As a result, you may be asked to participate in one of the hospital’s teaching or research programs.

Your participation in these programs is completely voluntary and in the event that you do not wish to participate, you should discuss this with a member of the research team. Should you choose not to participate your care will not be jeopardised in any way.

With regard to research, only those programs which have been subjected to strict scrutiny under nationally accepted ethical guidelines, are permitted.

Telephones
Public telephones are located in accessible areas. Please ask at our information desk for exact location.

Telephones and Televisions are available for hire. Please contact your ward staff for more details. All electrical equipment must be checked with hospital electrician prior to their use.

Valuables
Please do not bring valuables such as jewellery, credit cards or large amounts of money to hospital. We cannot accept responsibility for such items.
Visitors

Visitors are always welcome as they play an important part in the recovery and comfort of patients. Visiting hours are designed to allow for rest and adequate treatment, which are essential for good patient care; therefore we suggest that no more than two visitors visit a patient at any one time. Please be reminded that most rooms are shared and therefore discretion and sensitivity are encouraged. We encourage you to be sensitive to the needs of other patients in your ward.

We also ask that children are always in the care of a responsible adult.

Visiting hours are 2:00pm to 8:00pm. These may be different on some wards and areas so please check with staff.

Volunteer Program

Volunteers support our patients, visitors and staff in many different roles across the Sunshine Hospital. Volunteers can support patients with wayfinding (in the blue vests), checking in for your outpatient appointments or assisting you with paying for your car parking. Volunteers offer their time to provide support in the way of friendly visiting on the wards, offering tea & coffee in the outpatient clinic areas and supporting meal times on the wards. The volunteers also assist in the maintenance of various gardens and play a big role in the Emergency Department to keep the environment calm.

If you are interested in being part of the volunteer program and supporting your local health service please contact the Volunteer Management Team or email volunteer@wh.org.au The volunteer team at Sunshine Hospital is very passionate about ensuring that our patients feel welcomed and have the best experience possible for them and their families.

Women’s Services provided at Sunshine Hospital include

- Allied Health
- Domiciliary Services
- Gynaecology Services
- Maternity Services
- Antenatal Clinics
- Maternal Fetal Medicine Services
- Genetics Services
- Fetal cardiology
- Public Homebirth Program
- Lactation Services
- Women’s Specialist Outpatient Clinics

Well-care Program - Outpatient Palliative Care

The Wellcare Program is a holistic, interdisciplinary ambulatory service providing additional care options for people in the West with palliative conditions. Located in The Sunshine Hospital’s Palliative Care Unit the Program provides a safe and welcoming environment for people with a life limiting illness with a focus on managing pain and symptoms and providing support and respite for. Our group sessions run from 10am – 3pm and focus on wellness and peer support through the use of therapeutic activities such as craft, cooking, gardening, relaxation, massage, arm-chair travel, music therapy and most of all great conversation and companionship.
Glengala Hotel
214 Glengala Road Sunshine 3020
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glengalahotel.com.au

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Accommodation featuring 11 guest rooms 10 minutes from Western Health Sunshine Hospital.

- Free WiFi
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- Dine in bistro & counter meals
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Your wellbeing is our priority

Conveniently located in Sunshine, St Bernadette’s aged care residence offers outstanding specialist care and support. Whether you need permanent accommodation or short term respite, the focus is on you, your health and your wellbeing.

If you need a little extra support to ease the transition from hospital to home, we can also tailor a home care package to help you remain living independently for as long as possible.

If the time has come when living on your own is not as easy as it once was, VMCH is here to help.

Call us today:
St Bernadette’s (admissions & respite) - 1300 845 526
In-Home support (Allied Health, Nursing, Home Care Packages, Carer Support) - 1300 919 850

For your wellbeing and specialised care
Open: Tuesdays and Thursdays 8am-4.30pm  
Tel. 03 8345 1226  Fax. 03 8345 0148

**What bring to hospital?**

- Comfortable clothing such as track pants, t-shirts and underwear.
- Suitable footwear: flat lace up shoes or sports shoes are best.
- Pyjamas or nightie and closed backed slippers with a non-slip sole.
- Toiletries including toothbrush, toothpaste, comb, shampoo, dentures, shaving equipment, continence aids.
- Medications (used before hospital), including creams, inhalers, eye drops.
- Medicare and pension/ DVA card.
- Your usual walking aid (if asked to).
- Glasses and hearing aids if you use them.
- Activities you enjoy (ie. books, craft, crosswords).

**Please write your name on any personal items**

**Wards**

Our ward staff provide an excellent service to the inpatient population of Western Health. The units are proud to have a dedicated group of people working cohesively to provide a service that not only recognises the cultural diversity of the community but can also address their needs as an individual.

The ward staff will explain the details of the ward layout, routine and services when you arrive.

**1A**

Ward 1A is a 30 bed surgical ward. All patients admitted to ward 1A are through Emergency or via elective surgery from theatre. The surgical units are: General Surgical, Plastics/ENT and occasional overflow from other specialties. This comprises of both elective and emergency admissions and adult case mix.

Visiting hours on Ward 1A are between 12 to 8pm, if visitors are wanting to visit outside of these hours they are advised to speak with the nurse in charge.

Contact Number: 83450449

**1E**

1E is a five port dialysis centre which not only provides treatment for inpatients who require dialysis but also to outpatients who may be waiting for a permanent placement at a dialysis satellite unit. This Unit is aligned to the Sunshine satellite Dialysis Unit. The staff in 1E also provide dialysis at the patient’s bedside should this be required as well as an on call service.

**Sunshine Dialysis Unit (SDU)**

SDU is a 15 chair satellite Dialysis Unit that provides dialysis on an outpatient basis to those patients who are unable to dialyse at home.

The Home Therapies Dialysis Service (HTS) is also based within the SDU. HTS provides training and support to patients who dialyse at home. The staff within the Unit also offer a phone on call service to support to the home dialysis patients.
PATIENT INFORMATION

Ward 3F – Respiratory, Infectious Diseases, and General Medicine

Ward 3F is a 32 bed unit specialising in the care of patients admitted under Respiratory, Infectious Diseases and General Internal Medicine. Our patients are admitted from Emergency Department, outpatient clinics, direct admit, and via inter department transfers. Our daily visiting hours are 12 midday until 8pm. For enquiries, please phone 03 8395 9339/ 03 8395 9340. Please note: Flowers are not allowed on this ward due to the care of Respiratory patients.

Ward 3E – Stroke, Neurology, and General Medicine

Ward 3E consists of 32 beds, incorporating a 4 bed Acute Stroke Unit. The predominant clinical load is caring for Neurology and Stroke patients, with approximately 10-12 beds of General Medicine. We place a strong emphasis on teamwork across all disciplines of the health care team (medical, nursing, allied health, patient educators and community care based facilitators), to achieve the best possible outcome for our patients through the health care continuum. For enquiries, phone 03 8395 9310.

Rehabilitation Ward

The Rehabilitation ward provides care for patients aged 18 years and older requiring an improvement in their functional activities before discharge. Patients are admitted with a variety of diagnoses but the majority fit into 3 categories:

- **Neurological –** Stroke, Multiple Sclerosis, Motor Neuron Diseases, Guillain-Barre Syndrome, Post-neurosurgical conditions
- **Orthopaedic –** Post Hip and Knee Joint replacements, Fractures, Spinal Injury
- **General Deconditioning following an extended hospital stay due to medical and surgical**

Visiting Hours: 2pm to 8pm
Phone 8345 1250

Ground Floor Subacute Unit Sunshine (GFSA)

The GFSA Unit at Sunshine Hospital provides care for patients requiring Palliative Care, Geriatric Evaluation and Management (GEM) or specialist Dementia Care in the Dementia Assessment and Management unit. The unit operates an interprofessional practice model in partnership with Palliative and Geriatric Medicine, Nursing, Allied Health, Ancillary Services and our Volunteer Team.

Visiting Hours: 11am - 8pm (visiting hours for palliative care patients are flexible and can be discussed with the nurse in charge)

GEM: 8345 1606
Palliative Care: 8345 1792
Dementia Assessment and Management Unit: 8345 0357
2A

2A provides specialised medical care of patients aged over 65 years requiring either Acute Aged Care (AAC) or Geriatric Evaluation and Management (GEM) services. The treating team includes Geriatricians, Nurses, Allied Health, Pharmacists and Case Managers.

This unit has a multidisciplinary approach to support acutely unwell older patients by involving the patients, family, carer and significant other to address individual needs.

Visiting Hours: 12 – 8pm  Phone 8345 1202
Copperfield College students enjoy the significant resources and facilities of a large school, but within a distinctive three campus structure that provides the personal care and support of a smaller school.

There are two Junior (Years 7-10) campuses, one located in Kings Park and the other at Sydenham. Both learning environments give students a solid foundation for their entry into the Senior Campus at Delahey.

Year 11 and 12 students attend the senior campus, a purpose built learning environment for young adults. At Delahey, senior pathways options lead to success for every student. Academic VCE and VET as well as an engaging and award winning VCAL program are recognised as being successful in the broader community and beyond.

Expectations for our students are high at Copperfield College because we firmly believe that every young person can experience success and go on to graduate as a responsible and resilient young adult, well prepared to take charge of their future and to become a productive member of the community.

Copperfield College enjoys a unique and vibrant partnership with Western Health, in particular Sunshine Hospital. Year 12 VCAL students volunteer their time and skills for most of their senior year, working closely with Hospital Mentors to develop and construct products that will enhance the experience for patients. Community Engagement programs like this are hallmarks of the College’s commitment to prepare Copperfield students for their future contributions to their immediate community and wider society.
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GOONAWARRA
Goonawarra is an inviting and secure home, offering flexible accommodation costs. Residents enjoy a selection of single and companion room accommodation, offering spouses or friends the opportunity to live together with the benefit of 24 hour registered nursing care.

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Yarra West residential aged care offers 60 places in well appointed accommodation in the leafy suburb of Yarraville. Our care services are managed by qualified, registered nurses and well-trained staff. We focus on person-centred care, ensuring privacy, dignity and optimum quality of life for each of our residents.

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Cystic Fibrosis

Cystic Fibrosis (CF) is the most common, genetically acquired, life-shortening chronic illness affecting young Australians today. It primarily affects the lungs and the digestive system.

For support or information on Cystic Fibrosis, contact a CF organisation in your State or Territory:

Cystic Fibrosis ACT
Ph: 02 6130 6700
E: info@cfact.org.au

Cystic Fibrosis NSW
Ph: 02 9703 6700
E: general@cfsw.org.au

Cystic Fibrosis QLD
Ph: 07 3359 4000
E: admin@cfqld.org.au

Cystic Fibrosis SA
Ph: 08 8223 8595
E: info@cfsa.org.au

Cystic Fibrosis VIC
Ph: 03 9886 1811
E: general@cfvic.org.au

Cystic Fibrosis WA
Ph: 08 9346 7303
E: info@cysticfibrosiswa.org

Australian Cystic Fibrosis Research Trust
Ph: 02 8003 4377
E: general@cfra.org.au

Our vision is lives unaffected by Cystic Fibrosis. If you would like to help us achieve this vision, please visit cysticfibrosis.org.au to donate.
Edenvale Manor Aged Care offers Residential Care in a 58 bed facility which promotes an environment that fosters a warm, relaxed, homelike Lifestyle.

Features of our facility include:

- Rooms with their own en-suite
- Palliative care
- 24/7 Registered Nurse care onsite
- Onsite Hairdresser
- Visiting Ministers/Priests
- Long Term staff who enjoy ongoing education
- Above all we provide quality care to Residents accommodating their individual/changing needs
Australian Home Care’s (AHC) personal care and home help services are designed to support you to live independently in your home and your community.

AHC is a not for profit organisation wholly owned by Multiple Sclerosis Limited. We support research to find a cure for multiple sclerosis and advocate for people with the disease.

We have 29 years’ experience delivering support and assist over 6400 people annually. Our services provide a complete package to support you to live the life you want. We provide personalised, flexible and responsive services and will work with you to understand your particular needs. Our person-centred planning is based on an ongoing conversation, and we are committed to supporting what is meaningful to you.

Our services are available from as little as one hour per month, to 24 hours a day seven days a week. You can call us anytime.

We provide a diverse range of services including:

- Assistance with daily living activities (Personal Care);
- Essential housekeeping (Home Help/Domestic Assistance);
- Independent living skills and community access programs;
- Support for primary carers (Respite Care);
- Live-in care;
- Shared, supported accommodation services for people with a disability; and
- Nursing and allied health services

As well as providing services, we can help you navigate what can appear to be a complex service system - we want to make it easy for you.

Ask us about finding the supports you need in your local community.

Let us help you make a safe and comfortable transition from hospital back to your home.

Giving you the support you need to live the life you want!

1300 303 770  ●  Website: www.ahcs.org.au  ●  Email: care@ahcs.org.au
Comfortable and convenient
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With great value accommodation in a convenient location, Ashley Gardens BIG4 Holiday Village is sure to have an accommodation solution for you.

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- Fully self-contained options with parking
- Less than 15 minutes from Sunshine Hospital
- Long stay rates available
- Friendly and helpful staff

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E: ashleygardens@aspenparks.com.au

aspenparks.com.au

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Home Instead

To you, it’s about making the right choice.
To us, it’s personal.

We are specialist, national providers of high quality in-home care for older Australians, assisting people to live independently at home.

Our professionally trained CAREGivers are an invaluable resource in helping families eliminate worry, reduce stress and re-establish personal freedom.

Our services include:
- Companionship
- Incidental transport
- Light housekeeping
- Errands
- From 1 hour up to 24 hour care, 7 days a week.
- Medication reminders
- Personal Care
- Meal preparation
- Dementia Care

Call now for a free care consultation.
It’s a positive step towards peace of mind.

Each Home Instead Senior Care franchise is independently owned & operated.
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HOME INSTEAD SENIOR CARE
MELBOURNE MAIDSTONE & WESTERN SUBURBS
CALL 9317 5204
maidstone@homeinstead.com.au
HOMEINSTEAD.COM.AU
1. Check your Blood Pressure
   High blood pressure often gives no warning signs and it is necessary to have it checked regularly by your doctor. High blood pressure sharply increases the risk of heart attack, stroke and other conditions if it goes undetected and untreated. With proper medical treatment this disease can be brought under control in most cases.

2. Don't Smoke
   Smoking greatly increases your risk of heart attack. It is never too late to stop, as evidence shows that damage can be very quickly reversed. Do not smoke cigarettes and discourage your family and friends from smoking.

3. Reduce Blood Fats
   A high level of blood fats (cholesterol and/or triglycerides) increases the risk of heart attack. With moderated changes in your diet, your blood fats can be reduced to a safer level. This means reducing total fat intake, particularly saturated fats, and cholesterol in rich foods. A balanced diet is necessary for good health. Ask your doctor for advice or contact the National Heart Foundation in your State for information on nutritional guidelines for you and your family.

4. Maintain Normal Weight
   If you or your children are too fat the chances of developing health problems are increased. Ask your doctor for a sensible weight reducing diet or get the Heart Foundation’s publication “Guide to Losing Weight.” Bad food habits formed in childhood are hard to break in later life, so it is important your children follow a healthy eating pattern.

5. Improve Physical Activity
   Exercise should be fun not a chore. Choose a physical activity you enjoy, make it a family affair, walk the dog, cycle around the park, swim, play tennis, take the family for a sail. Exercise regularly, your doctor can tell you what kind of activities will suit your age and physical condition.

6. Have Regular Check-ups
   Regular check-ups enable your doctor to detect and treat conditions that can lead to heart attack and other forms of heart and circulatory disease.
When you lose someone you love you really don’t need someone else telling you how it is. You need genuine empathy and support. You need clear arrangement details. You need things done the way you want. Most of all you need to feel included in the arrangements – Just like the family member you are.

How do we know?

Because we are a family and that’s what we do...

Candlepines

Remembering with Love

Candlepines operates a dedicated Asian division and is proud to offer a full range of Asian funeral options. Our staff are fluent in five languages.

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Dr. Thu Dieu Thi Ngo
M.B.B.S., F.R.A.C.G.P.

Dr. Sarah Hien Nguyen

Dr. John He
M.B.B.S., F.R.A.C.G.P.

Dr. Phuc Nhan Pham
M.B.B.S., F.R.A.C.G.P.

Dr. Phuong Huu Pham
M.B.B.S., F.R.A.C.G.P.

Dr. Quoc Hung Dinh
M.B.B.S., F.R.A.C.G.P.

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St. Albans Vic 3021
Tel: 9367 7927 / 9367 7923
Fax: 9367 7901

Surgery Hours
Mon-Sat 9.00am to 5.30pm
Sunday 9.00am to 3.00pm

Tel: 9367 7927

Do you have asthma?

Do you know how to manage it, so that you can lead a full and active life?

Do you want more information?

Call The Asthma Foundation. We provide asthma advice, education, training counselling and we are here to help you.

We have:

- a telephone HelpLine
- a wide range of brochures on different aspects of asthma management
- a website with up-to-date and useful information
- a program of community education and training sessions

CALL US SO WE CAN HELP YOU

1800 645 130

Become a BLOOD DONOR at your nearest Red Cross Blood Bank
Alzheimer’s Australia is here to help people of all ages with all forms of dementia

WE HELP:

- People with memory, thinking or behavioural concerns
- People with a diagnosis of dementia
- Family members, friends and carers
- Professionals and staff working with people with dementia

Need information or wish to talk about your concerns with experienced advisors?

NATIONAL DEMENTIA HELPLINE
1800 100 500

OR CALL
131 450
FOR LANGUAGE ASSISTANCE

FIGHTDEMENTIA.ORG.AU

Check out Alzheimer’s Australia’s brain health program for tips on how to maximise your brain health at yourbrainmatters.org.au
Basic Life Support

Dangers?

Responsive?

Send for help

Open Airway

Normal Breathing?

Start CPR
30 compressions : 2 breaths
if unwilling / unable to perform rescue breaths continue chest compressions

Attach Defibrillator (AED)
as soon as available and follow its prompts

Continue CPR until responsiveness or normal breathing return

December 2010
Nelson Bros. We’re there when you need us.

In 1858, Robert Simeon Nelson established a general store cabinet works making his own coffins, horse drawn hearses and coaches. By the 1930s, Nelson Bros had funeral homes operating around Melbourne and prepaid funerals were introduced.

Today, five generations on, Nelson Bros and the Nelson family continue the tradition of quality funeral service, providing sound advice, bereavement support and professional care throughout Melbourne. We know that a funeral is one of those things you absolutely have to get right the first time.

Please contact us at any time to assist. We are experts in helping families plan ahead.

51 Devonshire Road, Sunshine  Telephone: 8398 4333  nelsonbros.com.au
Our baby gift registry is a great way to help friends and family choose the perfect gift for your baby shower or any special event. Visit babybunting.com.au for more information.

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