



# Williamstown Hospital Patient Information Directory

*2016 Edition*



Western Health

*Together, caring for the West*

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

## Welcome to Williamstown and Hazeldean

Railway Crescent, Williamstown,  
Victoria 3016.

Phone: (03) 9393 0100

Postal address: PO Box 125, Williamstown,  
Victoria 3016

Email: [williamstown@wh.org.au](mailto:williamstown@wh.org.au)

Website: [www.westernhealth.org.au](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.

# BEST CARE AT WESTERN HEALTH

A FRAMEWORK FOR QUALITY, SAFETY AND THE PATIENT EXPERIENCE.



Western Health



## PATIENTS TO RECEIVE BEST CARE...

**It is important to my family and I that:**

1. I am seen and treated as a person
2. I receive help, treatment and information when I need it & in a co-ordinated way
3. I receive care that makes me feel better
4. I feel safe



## FRONT LINE STAFF TO PROVIDE BEST CARE ...

1. I communicate with patients and their families and am sensitive to their needs & preferences
2. I am an active team player and look for ways to do things better
3. I am competent in what I do and motivated to provide the best care and services possible
4. I keep patients from harm



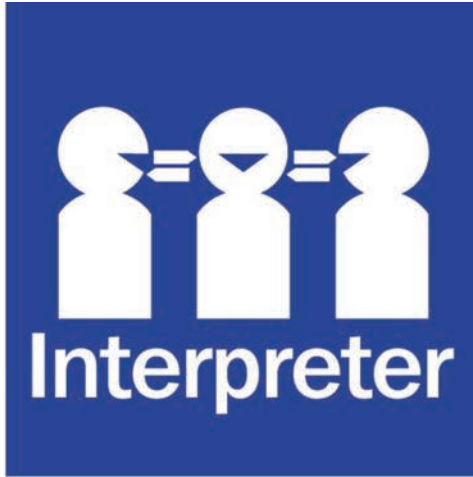
## MANAGERS & SENIOR CLINICIANS TO LEAD BEST CARE...

1. I engage with and put patients first when making decisions
2. I look for ways to support staff to work efficiently and as part of a team
3. I guide, engage and support staff to provide best clinical care
4. I promote a culture of safety



## EXECUTIVE & BOARD TO GOVERN BEST CARE...

I oversee the development, implementation and ongoing improvement of organisation-wide systems supporting Best Care



Do you need an interpreter?

مترجم؟ الی ت ح تاج هی

Treba li vam tumač?

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 је потребан преводилац?

¿Necesita usted un intérprete?

Quý vị có cần thông ngôn viên hay không?



8345 7148 or ask our staff

## A

### 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](mailto: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.

### 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.

### Alcohol

Patients and visitors may not drink alcohol on hospital premises.

**B****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 if required, assisting in toileting and general hygiene can be beneficial. Please ask staff how you can participate.

**C****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.

**Café Zouki- Sunshine and Williamstown**

Café Zouki is situated on the ground floor of Williamstown 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.

Hours vary at Williamstown

For more information please visit:  
[www.zouki.com.au](http://www.zouki.com.au)

**Consumer participation**

Would you like to volunteer your time 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.

## D

### 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

### 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](http://www.wh.org.au/foundation) or call 1300 079 599 or [foundation@wh.org.au](mailto:foundation@wh.org.au)

## E

### Emergency Departments

Williamstown Hospital

The Emergency entrance is off Railway Crescent, Williamstown. We are open every day from 8.00am to 11.00pm. For emergencies outside these hours, please go directly to Footscray Hospital or Sunshine Hospital.

### 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. 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.

## F

### 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.

### 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





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

Helping  
you and  
your family  
at home



In-home Care & Support Service

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](http://simplyhelping.com.au)

- Go on line [www.wh.org.au/feedback](http://www.wh.org.au/feedback)
- Email [feedback@wh.org.au](mailto: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 and follow the instructions of staff if a fire or other emergency occurs.

## H

### 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 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.

## I

### 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.

## M

### 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.

WHMI provides imaging using the latest state of the art technology equipment which includes:

Computed Tomography (CT)

Ultrasound

Flouroscopy

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

## O

### Opportunity Shop

The Williamstown Hospital Opportunity Shop is located in Ferguson Street, Williamstown. It is off site to the hospital but still very much part of what happens at the Williamstown Hospital. Donations are taken from our community and these are sold to raise funds specifically for projects at the Williamstown 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 Shop are 9:30am -3:30pm Monday – Friday and 11am -3pm on weekends.

## Oral Health

Oral surgery undertakes operations related to Osteotomies and removal of impacted teeth. Williamstown Hospital has an agreement to assist with Special needs patients from the dental hospital that may require overnight stays after their surgery.

## P

### Private Health Insurance

If you would like information about using your private health insurance please talk to our Private Patient Liaison Officers at Footscray on 8345 7151 or Sunshine 8345 0184.

### 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:

- 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.

### 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 at Williamstown

Free car parking is available directly opposite the main entrance of the hospital in Railway Crescent, with limited spaces also available on Stewart Street.

### 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

# Modern Medical Hobsons Bay

## Family Friendly Medical Clinic

Level 1, 196 –200 Hall Street, Spotswood  
(Opposite Spotswood train station)

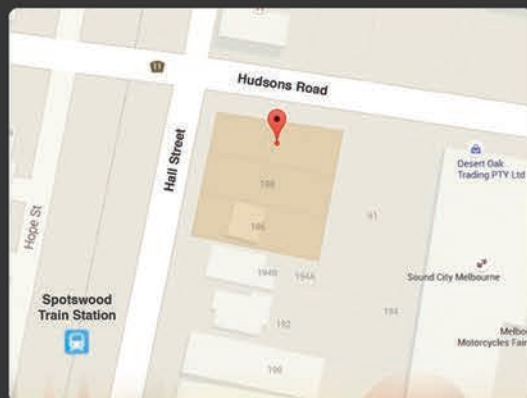
## Hours & facilities

Monday - Friday: 8:00am – 6:30pm

Saturday: 9:00am – 5:00pm

Sunday coming soon

- Brand new modern clinic
- Lift access & ample car parking
- Pathology on site
- Allied & specialists health services
- Pharmacy coming soon
- After Hours (grd floor) 9344 6815  
open until midnight



## New patients welcome

Tel: 03 9391 2855 | Online appointments: [modernmedical.com.au](http://modernmedical.com.au)



modern  
medical

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

## 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.

## 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.

## 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.

## S

### 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.

### **Safety**

Patients are encouraged to bring any safety hazards they notice to the attention of the Unit Manager.

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
- 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.

## T

### 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.

## V

### 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 Williamstown Hospital. Volunteers offer their time to provide support in the way of friendly visiting on the wards, and supporting meal times. The volunteers will also offer options for patients to take books and magazines or to provide feedback about our health service. The volunteers in their blue vests can help you find your way around the hospital or offer advice on where you may find departments within the hospital and if you are undertaking community based rehabilitation a volunteer driver may also assist you in your transport to and from your appointments.

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](mailto:volunteer@wh.org.au)

The volunteer team at Williamstown Hospital is very passionate about ensuring that our patients feel welcomed and have the best experience possible for them and their families.

Volunteers support our patients, visitors and staff in many different roles at Hazeldean. Volunteers offer their time to provide support in the way of friendly visiting one on one with patients and their families. The volunteers help to support meal times with weekly BBQ and are always keen to have a game of cards or Bingo. The volunteers are seen as part of the staff team at Hazeldean and patients and families are encouraged to seek out the volunteers to have a cuppa with if that is how they might be feeling.

## W

### 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

### Upper West Ward (UWW)

UWW provides Geriatric Evaluation and Management (GEM). Patients are transferred to the UWW from other acute wards within Western Health as well as the community and sometimes through direct admission from the Emergency Department. Patients are predominately over the age of 65 and admitted for evaluation and discharge planning by the multidisciplinary team.

Visiting Hours: 2 – 8pm 9393 0133

### Williamstown Ground Floor Subacute Unit

Williamstown Ground Floor Subacute Unit provides Geriatric Evaluation and Management (GEM) as well as a slow stream Rehabilitation. The ward has access to a patient gymnasium as well a therapy kitchen area. Our ward vision is “Aim to Maintain”, ensuring that all of our patients are given the best opportunity to recover and then discharged to the most safe and suitable destination.

Visiting Hours: 2 – 8pm (earlier visits shall be negotiated with senior nursing staff)  
9393 0242

### Hazeldean

Hazeldean provides Bed-based Transition Care to patients who require additional time to declare whether they can return home or require Residential Aged Care placement. Our services include Case Management, Physiotherapy, Occupational Therapy, Nursing and Medical support and an active activity program.

Visiting Hours: 11am to 8pm 9397 3167



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**Mulgrave** Monash Gardens Village

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Fax 9397 7224

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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  
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DEMENCIA HELPLINE**  
1800 100 500



**OR CALL  
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**FIGHTDEMENCIA.ORG.AU**

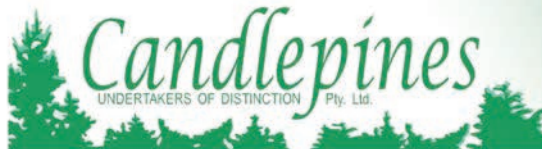


Check out Alzheimer's Australia's  
brain health program for tips on how  
to maximise your brain health at  
[yourbrainmatters.org.au](http://yourbrainmatters.org.au)

**YOUR  
BRAIN  
MATTERS**  
YOURBRAINMATTERS.ORG.AU

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?

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Candlepines operates a dedicated Asian division and is proud to offer a full  
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中式葬礼部门    Tiếng Việt Dịch Vụ Mai Táng

Direct Line: (03) 9948 4066 Genghis PANG 潘敬棠

**Call Phillip or Bronwyn for a chat today. We can help you plan ahead or just offer some  
professional advice. There's absolutely no obligation.**

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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!*

**D**

**Dangers?**

**R**

**Responsive?**

**S**

**Send for help**

**A**

**Open Airway**

**B**

**Normal Breathing?**

**C**

**Start CPR**

**30 compressions : 2 breaths**

*if unwilling / unable to perform rescue breaths continue chest compressions*

**D**

**Attach Defibrillator (AED)**

as soon as available and follow its prompts

**Continue CPR until responsiveness or normal breathing return**



## Nelson Bros. We're there when you need us.

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

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