



## PATIENT INFORMATION DIRECTORY

This directory is the  
property of the Hospital.  
Please do not remove.

 **St Vincent's**  
LISMORE  
*More than just a hospital.*

## Contact us

Main Entrance	20 Dalley Street, Lismore
Patient Admission Entrance	61 Avondale Avenue, Lismore
Postal Address	PO Box 572, Lismore NSW 2480
Web Address	<a href="http://www.svh.org.au">www.svh.org.au</a>
Telephone No	(02) 6627 9600
Facsimile No	(02) 6627 9246

### Patient Admission Entrance via Avondale Avenue

## Hospital Services

### Surgical Services

Anaesthetics  
 Breast and Endocrine  
 Dental  
 Ear, Nose and Throat  
 Endoscopy/Gastroenterology  
 General Surgery  
 Gynaecology  
 Ophthalmology  
 Oral and Maxillofacial  
 Orthopaedic  
 Pain Interventions  
 Plastic and Reconstructive  
 Respiratory  
 Urology  
 Vascular

### Medical Services

Endocrinology  
 General Medicine  
 Geriatric Medicine  
 Haematology  
 Hydrotherapy  
 Infusion Service  
 Nephrology  
 Oncology  
 Pain Medicine  
 Palliative Care  
 Physicians  
 Rehabilitation  
 Renal Dialysis  
 Respiratory  
 Sleep Studies



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## Welcome

Welcome to St Vincent's Lismore. We trust that you, your family and friends will feel at ease in the knowledge that your care and comfort are our primary concerns. During your stay we aim to provide you with the best possible standard of health care.

Our staff are here to meet your needs and those of your family, so if you have any questions or concerns, please do not hesitate to discuss these with our staff who are willing to assist you. We value your feedback and make every effort to improve the care we provide.

St Vincent's Lismore is accredited with the Australian Council on Healthcare Standards (ACHS) and strives for continual improvement in providing a safe, quality healthcare service for patients, families and carers.

We have compiled this directory to assist in informing you of the services available to you as an inpatient within St Vincent's Lismore. Please feel free to ask any questions you may have regarding information contained within this directory.

Thank you for choosing St Vincent's Lismore.

## Our Mission

St Vincent's Lismore is a community working together in faith, hope and charity, providing quality health care marked by compassion and respect for the human person in the spirit of Jesus Christ.

## Our Values

We believe in and cherish compassion as the core value within our services. We are committed to respect and teamwork. These values empower our actions in the spirit of St Vincent and enable healing.

## Our Vision

Conscious that human life is a precious gift from God, St Vincent's Lismore, seeks to provide whole of life health services of the highest quality, to support and to enrich individual and community life, in accordance with the teachings of the Catholic Church.

## Caring for People

All staff are dedicated to the philosophy of 'Caring for People' in a friendly and professional manner.





# Meals on Wheels Lismore

For more than 50 years, Lismore Meals on Wheels has been delivering meals to the aged, frail and disabled members of the community to assist them to continue living independently at home.

If planning, shopping or preparing meals has become a burden for you or your family, we will arrange for our caring volunteers to deliver a variety of nutritious meals to you on a regular basis.

If you live in Lismore, Alstonville, Wollongbar, Nimbin and surrounding areas and you would like to know more, please contact us.

Telephone Paula and Staff on 6624 8215  
or drop in and see us at  
2-27 Oliver Avenue, Goonellabah 2480  
E. [lismore@mealsonwheels.net.au](mailto:lismore@mealsonwheels.net.au)

*More than just a meal*

Lismore Meals on Wheels is a not-for-profit service funded by the Australian Government's Home and Community Care Program

**NORTH COAST  
Radiology**

**PH: 1300 66 XRAY (1300 66 9729)**

**BALLINA**.....93 Tamar St.

**BYRON BAY** .....Byron West Shopping Centre, Bayshore Dr.

**CASINO**.....133 - 145 Centre St.

**GOONELLABAH**.....799 Ballina Rd.

**LISMORE** .....Lvl2, St Vincent's Private Hospital, 20 Dalley St.  
incl. **General Radiology, Nuclear Medicine, Women's Imaging**

[www.northcoastradiology.com.au](http://www.northcoastradiology.com.au)

**X-RAY, OPC, BONE DENSITOMETRY, ULTRASOUND, CT, MRI,  
NUCLEAR MEDICINE, GUIDED INTERVENTIONS &  
WOMEN'S IMAGING (INCLUDING DIGITAL MAMMOGRAPHY  
AND TOMOSYNTHESIS)**

## Lismore Home Modification Service

Builders Lic # 3415C ABN 70 712 994 485  
43 Habib Drive, South Lismore, 2480  
[homemods@bigpond.net.au](mailto:homemods@bigpond.net.au)

**Phone: 6622 2323**

We are a community based, not-for-profit, home building and maintenance organisation operating for over 20 years in Lismore. We provide modification and some maintenance work for frail aged, people with disabilities and their carers, so they may remain in their homes longer.

Some examples of the modification work we provide:-

- Grabrails, Handrails, Ramps and Step mods
- Hand Held Showers, Lever Taps, Anti Slip Treatments
- Minor carpentry, electrical, plumbing and gardening work
- Major Modifications - Bathrooms and Access
- Your Occupational Therapist will recommend modifications that suit your needs
- You may be eligible for a subsidy



Supported by the  
Australian Government  
Department of Health

# Become a blood donor



at your nearest  
**Red Cross Blood Bank**



## Our History

St Vincent's Lismore is a not-for-profit Private Hospital, owned and operated by the Catholic Diocese of Lismore. The Hospital was established in 1921 when the Sisters of Charity were responsible for the administration of the Hospital until 1980.

The weatherboard building on Dalley Street, known as Tarmons, was the original hospital consisting of three wards with ten beds and an operating theatre.

In 1932, the 30-bed two storey brick hospital, currently named the Ryan Wing, was opened. The 25 bed K.G. Lawrance Rehabilitation Unit, named after Dr Ken Lawrance, was established in 1966. The Roberts Wing was added to the main hospital in 1970. The St Vincent's Lismore Specialist Medical Centre was opened in 1997. These buildings recognise the significant contribution made by medical specialists in the development of St Vincent's Lismore.

St Josephs Nursing Home, an eighty bed aged care facility, opened as a Hospice in 1937, relocating to its current site in 1982.

In 1990, St Vincent's Lismore was privatised to accommodate ninety-one medical and surgical patients. A new era of hospital excellence emerged with the opening, in 1991, of a 60 bed private wing and a third operating theatre. Refurbishment in 1998 incorporated a dedicated Day Surgery, Endoscopy and Ophthalmology Unit. The Private Rehabilitation Unit, Sleep Clinic and Day Oncology Services were established in 2007. The Renal Dialysis Service was established in 2009.

In 2011, the Hospital received a Commonwealth Government Grant for the construction and development of an Education Centre. The Centre is used for the education and training of doctors, nurses and allied health professionals working in public and private healthcare in Lismore and surrounding districts.

During 2013, the Day Surgery Unit underwent refurbishment with the relocation of the Endoscopy Unit adjacent to the Gastroenterologist Specialist Suites. This allowed for the development of a Short Stay Unit and further expansion of the existing theatres from three to five. The theatre redevelopment was completed in 2014 with a new hybrid interventional theatre enabling more sophisticated surgery to be performed in Lismore.

Explicit in our founding tradition was a vision of 'care for the dying'. Today a dedicated Palliative Care Unit enables us to continue this specialised care for patients and families.

Pastoral Care support to patients and their relatives continue the philosophy of care commenced in 1921.

The Friends Volunteer Services have expanded since 1921 to include a 'service of care' as well as providing financial support. These volunteers are valued members of our hospital community.



St. Vincent's Hospital  
Opening Day  
circa 1921

## Hospital Services and Facilities

### Accommodation

St Vincent's provides single and shared room accommodation. All rooms have ensuite facilities and each bedside console has a locked drawer for the storage of medications.

Whilst we endeavour to satisfy every request for a single room, at times this is dependent on the medical condition of patients already in the hospital and the occupancy level. If you are uncomfortable with your initial allocated accommodation, please discuss this with the Nurse Unit Manager.

### Accommodation for Relatives

Carinya Cottage is located within the hospital grounds. Relatives are welcome to use this facility. Please contact the main reception desk on "9" for information regarding bookings, availability and charges. Meals are available at the staff cafeteria for a small fee.

### Chapel

The Chapel is located next to the main entrance reception on the ground floor and is open every day for prayer and reflection.

### Friends Coffee Lounge and Tea Room

The newly refurbished Coffee Lounge is located adjacent to the main entrance on Dalley Street, serving a range of light meals, gourmet sandwiches, rolls, cakes, coffee and teas.



Other items available are newspapers and magazines, cards and gifts, flowers, confectionery and some toiletry items.

Opening hours are 8.00am – 5.00pm weekdays and 10.00am – 2.00pm Saturday, closed Sunday and public holidays.

The Tea Room is located inside the Avondale Avenue entrance and is open 8:30am – 3:00pm weekdays.

### Hairdresser/Hairdryers

The Ward Business Coordinator on your Ward can arrange for a hairdresser to visit the hospital if you require this service. The hairdresser will charge a standard fee.

Hairdryers are available for your use on request.

### Interpreter Services

If you require an interpreter, please ask a member of staff for assistance. Every effort will be made to accommodate your requirements.

### Justice of the Peace

The services of a Justice of the Peace (JP) can be arranged by asking the Ward Business Coordinator on your Ward.

### Mail and Deliveries

All incoming mail, flowers or deliveries addressed to you will be delivered to your room daily. We can arrange for your outgoing mail to be posted. Stamps are available from the hospital main entrance reception. Any mail arriving after your discharge will be promptly forwarded to your home address.

### Newspapers

The local daily paper is complimentary and is delivered to the ward each day. Other papers are available for purchase at the Friends Coffee Lounge.

## Nurse Call System

The Nurse Call System operates from the control next to your bed. The nurse will demonstrate the functions of the control when you arrive in your room. If you require any assistance at all, please do not hesitate to utilise the Nurse Call Bell.

## Security

In the interests of the safety and security of our patients, visitors and staff, access to St Vincent's Lismore after 6:00pm is only through the Dalley Street entrance.

Patients and visitors accessing the hospital after 6:00pm are advised to park in the Dalley Street Hospital car park, as this provides improved security and access. Visitors can use the intercom system located at the Dalley Street Hospital entrance to request access.

St Vincent's Lismore cannot be held responsible for the damage or theft of your car or any personal items. Please ensure your vehicle is locked and there are no valuables left inside.

## Telephone Calls

Telephones are provided for your use whilst in hospital. All local calls are free of charge. To make a local call press '0', listen for the dial tone then press the number required. Any STD calls can be made through the switchboard by calling '9'. All incoming calls to the hospital go through the main switchboard. The number for relatives to phone St Vincent's Lismore is (02) 6627 9600. If for any reason you do not wish to receive calls, please notify the nursing staff so they can arrange for messages to be taken for you.

## Mobile Phones

The use of mobile phones is generally permitted in patient rooms and lounge areas; however, mobile phones can interfere with the operation of sensitive electrical equipment and can also

cause disturbances. At times, a staff member may request that you do not use your mobile phone.

## Television

A television is provided for each bed free of charge. The set has a handset for channel selection and sound control.

## WiFi

WiFi is currently available in the Renal & Oncology Units, Palliative Care and Ward 3. All other Wards and public areas within the Hospital complex will be WiFi enabled in the near future.

## Your Care Team

During your stay you will be cared for by qualified doctors, nurses and allied health professionals who are dedicated to providing you with the best possible care. You will also encounter a variety of other support staff such as clerical, hospitality services staff and volunteers whom you will be able to identify by their hospital identification tags.

## Nursing Team

Patients in hospital receive 24 hour nursing care from Registered Nurses, Endorsed Enrolled Nurses and Assistants in Nursing. The rosters differ according to the department and the type of care provided.





It is essential that each nurse involved in your care has up to date information about your status and treatment. This communication occurs at the end of each shift and if you are transferred to another department or ward through a process called Clinical Handover.

## Planning for Discharge – Continuity of Care

St Vincent's Lismore provides a Discharge Planner to patients and their families to ensure your transition from hospital to home, or another care facility, is as smooth as possible.

All patients/carers shall receive appropriate education and information necessary for discharge. This includes:

- Arranging community nursing services
- Domestic assistance
- Transitional care services
- Medication profiles and/or Webster packs
- Home care for Veterans (approved through DVA)
- DVA assistance
- Community transport
- Aged Care Assessment Team (ACAT) for referrals to Aged Care facilities, including respite, and placement.

## Veterans (DVA) Liaison Officer

### DVA Gold or White Card holders

As a Department of Veterans' Affairs (DVA) Tier 1 Hospital, all DVA Veterans and War Widows with White or Gold Card entitlements have access to our Veterans' Liaison Officer (VLO) who can be contacted for support via the respective ward managers or on mobile phone 0400 306 494.

St Vincent's VLO can offer assistance to veterans and war widows, together with their families and carers with any concerns that may arise before, during and after hospital admission.

## Dietitian

A Dietitian is available for consultation/dietary education as required during your stay in hospital. The nursing staff on your ward can arrange this service for you. There is no fee attached to this service.

## Occupational Therapy

An Occupational Therapist assesses patients to improve their balance and independence after specific events such as surgery. They can assess your need for equipment and home modifications and make recommendations to enhance your safety and independence.

Occupational Therapists provide services to patients at this Hospital Monday – Friday.

## Pathology

Sullivan Nicolaides Pathology (SNP) offer a specialist medical service which include bedside pathology collection for inpatients. Onsite collection rooms, laboratory and Pathologist's suites are located on Level One of St Vincent's Medical Centre. SNP accounts are separate to the hospital account.

## Pharmacy

Epic Pharmacy works with St Vincent's Lismore to provide you with medicines prescribed by your doctor during your hospital stay.

As well as prescription and over the counter medications, Epic Pharmacy also stock a range of general pharmacy items. The pharmacy is open to everyone, including your family and friends and can continue to deliver an ongoing pharmacy service for you once you return home. This includes dose administration aids that help patients who are struggling to manage medication at home in a simple and cost-effective way. For more information on our services, please don't hesitate to pop into the pharmacy in the KG Lawrance Centre or call them on (02) 6624 0600.

**Opening hours:**

Monday – Friday 9:00am to 4:45pm

Saturday 9:00am to 12:00pm

**During your stay:**

- Your doctor may request that a pharmacist come and review your medications while you are in hospital to make sure you're taking the right medicines for your needs. You are also welcome to request this directly. If you would like this service, please speak with your nurse or doctor.
- Most health funds pay for medicines which are specific to your procedure or the reason you are in hospital. A separate account will be issued for medications or pharmacy items that do not relate to the reason for your admission, i.e. a repeat script for general medications. Further to this, medication given to you on discharge does not fall within your private cover and will be invoiced. Instructions on how to pay your pharmacy charges are included on your account, which you will receive at the time you are discharged. Please note, the Department of Veterans' Affairs pays for all medicines required by Gold Card holders.

If you have any questions concerning your medications or account, please do not hesitate to contact the friendly team at Epic Pharmacy on (02) 6624 0600 during opening hours.

We know coming to hospital can be stressful and we're here to make sure you not only receive the right medicines, but to support your ongoing health and wellbeing.

Here are a few things to help familiarise yourself with the process for your hospital stay:

- Please ensure you review the *Your medicines while you're in hospital* brochure you are given on admission. This brochure outlines the medicines and entitlement cards you should bring along with you, the process

for paying for any medicines given to you during your stay and how to prepare for taking any new medicines once you return home

- Once you're admitted, your doctor may ask our pharmacists to review your current medicines. This will ensure you're taking the right medicines for your needs
- When you're getting ready to leave hospital, one of our pharmacists may visit to make sure you understand how to take your medicines when you arrive home
- You may receive an overview of the medicines you've been given during your hospital stay. If you do receive a medication profile, please make sure you discuss this with your GP so they can monitor your recovery.

When you return home, should you need assistance with managing your medicines, we can help organise Dose Administration Aid sachets. If you take regular medicines, these are a simple and convenient way of managing your daily routine, with all your medicines packed into sachets according to the day and time you need to take them. Easy to use and small enough to pop in your pocket, the medicine sachet means you can go anywhere, anytime, without missing a single dose.

We look forward to helping you towards a speedy recovery during your stay at St Vincents Lismore.



**Let us help improve your wellbeing:**

Manual Wheelchairs, Bedroom & Seating,  
Mobility, Bath & Shower, Toilet, Pressure Care,  
Daily Living, Compression Stockings

 **02 6686 4321**

Shop 12 Ballina Boulevard, 70 River St Ballina



**ALL UNDER ONE ROOF**

**Compression  
Stockings *Plus*  
BALLINA**



**Fitted for your  
health & comfort by  
Registered Nurse on Duty**

- ✓ Medical Legwear
- ✓ Air travel young & old
- ✓ Abdominal binders

**PLEASE RING FOR AN APPOINTMENT**

 **02 6686 4321**

fax: 02 6686 0480

Shop 12 Ballina Boulevard,  
70 River St Ballina (next to Woolies)



## Physiotherapy

A physiotherapy service operates within the hospital Monday to Saturday. Your treating doctor may refer you to the Physiotherapy service during your admission.

You could receive physiotherapy treatment for any of the following reasons:

- Chest care (before and after your procedure)
- Exercises after orthopaedic surgery
- Exercises and education following gynaecological surgery
- Exercises following certain procedures (e.g. mastectomy)
- Medical conditions (e.g. pneumonia)
- Musculoskeletal conditions (e.g. back pain)
- Impaired mobility and falls
- Rehabilitation

A brochure is available from the Physiotherapists explaining details of fees and billing arrangements. The Practice also provides outpatient physiotherapy, hydrotherapy and day rehabilitation programs. Hydrotherapy programs are available as part of the inpatient, outpatient and day rehabilitation programs. Please phone the Physiotherapy Department for further details on (02) 6622 7799.

## Radiology

North Coast Radiology is a private service located on Level 2 at St Vincent's Lismore. Accounts from this service are separate to the hospital account. Please contact North Coast Radiology for enquiries relating to their billing and fees.



## Hospitality Services

Our catering staff take great pride in the meal services provided for you. Your food is prepared and cooked fresh daily at St Vincent's Lismore.

A menu is provided to you daily. From this you may make your meal selections for the following day.

Please ask your nurse if you require assistance to:

- Get ready for your meal (sit upright or sit out of bed)
- Open food and/or fluid packages or set up your meal tray.

A Dietitian is available to arrange special diets where this is in the interest of your medical care. Diabetic and special diets are catered for.

### Meal times commence as follows:

Breakfast	7:30am
Lunch	12:00 midday
Dinner	From 5:30pm
Light supper	between 7:30pm and 8:00pm

Morning and afternoon teas are also served.



Cleaning of patient rooms and hospital facilities is undertaken in accordance with the NSW Department of Human Services Hospital Cleaning Standards, HICMR Infection Control guidelines, and applicable Australian Standards.





byron aged care

Getting older and needing supported accommodation, look no further than Byron Aged Care, Byron Bay's Premier Coastal Aged Living.

Set only 3 minutes walking distance to the Byron Town Centre and 5 minutes to the beach, Byron Aged Care is the perfect home for older Australians looking to continue enjoying a natural and tranquil life while receiving the support and care they need.



1 Butler St, Byron Bay, NSW 2481  
Phone: 02 6685 6728

Email: [admin@byronagedcare.com.au](mailto:admin@byronagedcare.com.au)  
Web: [www.byronagedcare.com.au](http://www.byronagedcare.com.au)



Staff will not enter a patient's room to undertake cleaning if a "Do not disturb" sign is displayed on the door. If you are asleep or in the ensuite when staff enter the room, they will not disturb you and will return at a more convenient time.

The Infection Control Co-Coordinator is available to provide information and assistance regarding infection prevention and management.

### Friends Volunteers

St Vincent's Lismore has a large volunteer network and are valued members of our Hospital community. They assist and help patients in many and various ways to make your hospital stay more comfortable.

Our volunteers work on a roster system tending to flowers daily.

Volunteers visit all wards every Wednesday with the trolley service. Items available for purchase include newspapers, magazines, confectionery and a small selection of toiletries.

You may also be visited by a Patient Advocate. This volunteer visits patients in hospital seeking feedback about your stay. Please don't hesitate to share your thoughts.

### Pastoral Care Team

Human beings often find it difficult to make sense of suffering and illness. From a Christian perspective the experience of illness and pain can be a source of personal growth, and a time for being drawn even more deeply into union with God.

Suffering, including illness, ageing or the prospect of dying, can trigger questions about the meaning and purpose of life, as well as a sense of hope may be brought to the surface.

Times of illness and suffering can be the cause of emotional turmoil including a sense of abandonment, anger, despair, hopelessness, grief, even shame and isolation. It is during

these periods we are put in touch with our own frailty, and are challenged to draw on inner strength or from those resources around us.

At St Vincent's Lismore, Chaplains and members of the Pastoral Care team, together with visiting clergy, ex-service and veteran visitors are ready to offer their assistance when and where ever they can.

While you are a patient in St Vincent's Lismore, every aspect of your recovery and wellbeing is our absolute and principal concern. We are aware that people often need someone to sustain them, to support them, someone who will listen to them with sensitivity and warmth especially when they are faced with decisions regarding life and death.

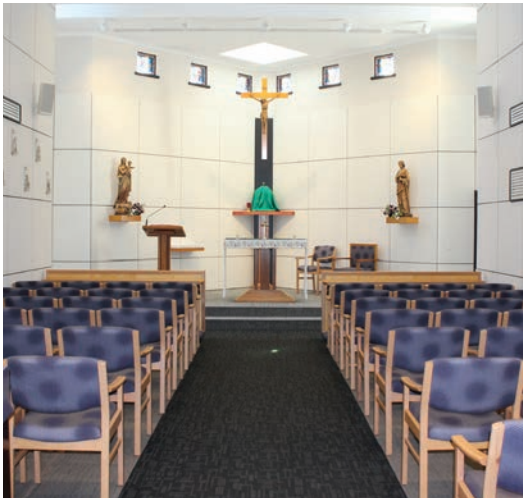
This is an aspect of the care for which St Vincent's is known and valued. The Hospital Chaplaincy and Pastoral Care Team are available when needed and are an integral part of the holistic care provided. Such care and personal attention express the love of God and affirms that each person is created in the image of God, is unique, and is of infinite worth.

Visits from a Chaplain or Pastoral Care Team member can aid recovery by establishing a climate of peace in which the body can do its own healing and mend more effectively.

St Vincent's Lismore acknowledges and supports spiritual and cultural diversity, offering appropriate spiritual care for people from all faith traditions and supporting those who profess no faith.

The combined medical and allied health teams at the Hospital, acknowledge and recognise that people have a variety of needs at various stages within their life journey. To ensure our ministry is tailored to these needs we offer bed side visits, empathic listening, pastoral conversation, prayers, reading of the Scriptures and liturgical services.

Representatives from other church denominations visit the hospital regularly. If you have any particular sacramental requests, please advise the Ward Business Coordinator or nursing staff who will contact the Pastoral Care Office so the relevant church representative can be contacted on your behalf.



## General Information

### Visiting Hours

#### General

10:00am to 8:00pm

Relatives may stay with critically ill patients for extended periods. Parents may also stay with their children as required.

#### Rehabilitation Unit

2:30pm to 8:00pm Monday – Friday

10:00am to 8:00pm Weekends

#### Palliative Care Unit

Visits are unrestricted, unless patients are receiving medical or nursing care.

### Parking

St Vincent's Private Hospital has car parking areas for patients, visitors and staff.

To assist visitors, car parks of the Hospital have been numbered to assist in identification and navigation.

Patient and visitor parking is available 24 hours a day in car park areas P2 (two hour), P3, P4 and P7, and are accessible from the Dalley Street, Avondale Avenue and Stocks Street entrances to the campus.

Pay & Display parking is in place during the hours of 8.00am to 4.00pm, Monday to Friday.

A ticket must be purchased on arrival and clearly displayed on the dashboard for the duration of the visit.

Car parking tickets can be purchased through one of five ticketing machines situated within the car parks and signs explain the parking zones and payment options.

Designated 10 minute drop-off and pick-up areas are provided free of charge and parking for visitors with a valid disability notice clearly displayed will be provided free of charge. Please note these areas will be monitored.

### Feedback

Your feedback about our services and care is important to us. We use this information to assist us in reviewing and improving our services. A feedback form will be provided to you on or prior to discharge.

We appreciate and welcome your compliments, comments and suggestions for improvement.

Please also feel free to talk about any concerns you may have with your healthcare team members or one of the Patient Advocates .

### Complaints

While we aim to deliver the highest possible standard of care, we do realise that there may be times when you are unhappy with a particular aspect of your care or the service we have provided. Should you have a complaint, we would like to hear about it.

Initially, discuss the problem with your treating doctor or nurse in charge on your ward at the time. Should this be unsatisfactory, you should request to see the Director of Clinical Services or the Chief Executive Officer who will

investigate your complaint and advise you of the outcome, or advise you of your options for further action should you be dissatisfied.

## Discharge – When you leave hospital

Before you leave hospital, please make sure you have the following:

- All personal belongings
- All x-rays
- All current medicines (including any refrigerated medicines and discharge medicines)
- Discharge documentation
- Follow-up appointments

On your way out, please see staff at either the Dalley Street or Avondale Ave Reception to complete any discharge documentation.

If you have any excessive pain or are generally concerned about your condition after you leave hospital, please phone your treating doctor, your GP or St Vincent's Lismore (02) 6627 9600.

## Payment Information

It is important that you approach your admission to hospital well informed of the financial implications. Please read the following information and contact St Vincent's Lismore if you have any queries or concerns.

**Privately Insured Patients** – Please confirm the following details with your health fund prior to admission:

- Does my policy cover me for this procedure?
- Do I have an "excess" payment on my insurance policy?
- Are there any co-payments required for each night I will be in hospital?
- Does my policy exclude some treatments, for example orthopaedic or rehabilitation?

- Are there any prosthetic or disposable items used in the surgery that are not covered by my insurance?

*Please note that if you have been a member of your health fund for less than 12 months, your fund may not accept liability for costs associated with this admission (e.g. if your condition, or any symptoms of your condition, existed prior to you joining your health fund). Any excess will be required to be paid on admission.*

**Repatriation (DVA) Patients** – Gold Card holders are covered for all care. White card holders are covered subject to approval by DVA.

**WorkCover Patients** – Total payment must be made on admission unless approval for admission has been confirmed by your insurance company. Please bring full details of your claim with you, including the letter from your insurance company.

**Third Party Patients** – Total payment must be made on admission unless approval for admission has been confirmed by your insurance company. Please bring full details of your claim with you, including the letter from your insurance company.

**Uninsured/Overseas Patients** – Please contact St Vincent's Lismore prior to admission for an estimate of fees and charges. As it is an estimate only, in the event of unforeseen complications or variations from the proposed treatment the cost may vary. Total payment must be made on admission.

## Additional Information

What costs could I incur that will not be covered by my health fund?

- Pharmacy (non-admission related medicines required during your admission and discharge medicines)
- Pathology (e.g. blood tests)
- Imaging or x-rays

- Medical and allied health practitioner's fees may be billed separately by the practitioner. Please discuss these with your treating doctor before your admission. You may receive separate accounts from:
  - Your treating doctor
  - Your Anaesthetist
  - Your Assisting Surgeon
  - Other Consultants
- STD telephone calls

### How do I pay?

For your convenience, payment may be made by cash, EFTPOS, bank cheques, MasterCard, Visa or Amex. If you have any further questions, please call St Vincent's Lismore (02) 6627 9223.

### Donations & Bequests

As a not-for-profit organisation, St Vincent's appreciates and values the generosity of individuals and organisations in the community for their support. Donations enable us to fund capital works, purchase new equipment, and update patient services and facilities to enhance patient care.

Donations may be left to the hospital in the form of a bequest or gift in kind. If you would like to make a donation or bequest, or would like more information, please phone the Executive Office (02) 6627 9239. All donations \$2 and over are tax deductible.

### Patient Rights and Responsibilities

St Vincent's Lismore is committed to providing you with the highest possible standards of health care. We support the Australian Charter of Healthcare Rights and the Private Patients Hospital Charter and we ask that you respect our Catholic heritage, culture and tradition.

### Smoking/Alcohol

St Vincent's Lismore has a 'No Smoking' policy as smoking is a health hazard and a serious fire risk within the hospital setting.

Alcohol may be served on request with your evening meal at the discretion of your treating doctor.

## Safer Healthcare

Your safety and well-being are important to us. St Vincent's Lismore is committed to providing quality hospital services which are safe, effective and focused on patient centred care. We have a quality and risk management system in place which continues to focus on improvements ensuring that our services are effective, appropriate, safe and meet the needs of our community.

The following important information is provided to help keep you safe and well during your stay at St Vincent's Lismore.

For further information regarding any of the information contained in this section, please refer to our Consumer Fact Sheets which are available on the Consumer Information Boards in each Ward and throughout the Hospital.

### Ten Tips for Safer Health Care

1. Be actively involved in your own health care
2. Speak up if you have any questions or concerns
3. Learn more about your condition or treatments by asking your doctor or nurse and by using other reliable sources of information
4. Keep a list of all the medicines you are taking
5. Make sure you understand the medicines you are taking
6. Make sure you get the results of any test or procedure
7. Talk to your doctor or other health care professional about your options if you need to go into hospital

8. Make sure you understand what will happen if you need surgery or a procedure
9. Make sure you, your doctor and your surgeon all agree on exactly what will be done during the operation
10. Before you leave hospital, ask your doctor or other health care professionals to explain the treatment plan you will use at home.

### Open Disclosure

Open disclosure is a process for ensuring that open, honest, empathetic and timely discussions occur between patients and/or their support person(s) and staff following a patient safety incident.

Open disclosure is:

- A patient's and consumer's right
- A core professional requirement of ethical practice and an institutional obligation
- A normal part of an episode of care should the unexpected occur, and a critical element of clinical communications
- An attribute of high-quality health services and an important part of health care Quality Improvement.

Open disclosure discussions between patient and staff are required whenever a patient has been harmed, whether that harm is a result of an unplanned or unintended event or circumstance, or is an outcome of an illness or its treatment that has not met the patient's or clinician's expectation for improvement or cure.

### Person Centred Care

We are respectful of and responsive to the preferences, needs and values of all our patients. We encourage patients, family members and/or carers, in partnership with healthcare professionals at St Vincent's Lismore, to be involved in making decisions about their own health care.

We aim to:

- Treat patients and/or carers with dignity and respect
- Communicate and share information between patients and/or carers
- Encourage and support participation in decision making by patients, and/or carers and families as equal partners
- Ensure that patients and/or carers have an opportunity for providing feedback about the services they have received
- Foster collaboration with patients, carers, families, the community and other health professionals in program and policy development, and in health service design, delivery and evaluation.

We achieve this by involving you and your family/carer in your care by:

- Communicating information on management plans to prevent identified risks
- Including you and your family/carer in the decision making process with regard to your care
- Providing you with information and treatment options
- Promoting your rights
- Involving you, your family and/or carer in clinical handover
- Involving you, your family and/or carer in assisting us with the detection of and response to a worrying change in your condition
- Co-ordinating family conferences as necessary
- Ensuring Open Disclosure should the unexpected occur
- Actively seeking your feedback about our service delivery
- Providing interpreter services when required.





## Advanced Care Planning

An Advance Care Plan can be written by you, for you or with you. The plan documents your values and preferences for health care and preferred health outcomes. It is prepared from your perspective and used as a guide for future health care decision making, if you are unable to speak for yourself.

## Infection Prevention & Control

At St Vincent's Lismore, we provide education and information to both yourself and your visitors on many health care infection prevention topics and actively promote the prevention of health care associated infections through the promotion of Hand Hygiene. You will find, when you come to hospital that Alcohol Based Hand Rub (ABHR) is available in all patient rooms and outside each room for visitors and staff to use.

### What will happen to you when you come to hospital?

If you have recently been an inpatient in another healthcare facility, you will be routinely screened for multi-resistant organisms. This is standard policy and is best practice to ensure that if you are identified as having a multi-resistant organism, staff can ensure both you and your visitors are given the appropriate information.

The hospital has many patient information pamphlets available for you regarding the prevention of healthcare associated infections, so please ask staff for more information or visit our website.

### What is St Vincent's Lismore doing to prevent infections?

Infection Control staff collect data on hospital acquired infections and analyse the data to identify patterns and trends. Infection rates are shared and discussed with clinicians in an effort to identify and implement the best practices to reduce the risks for infection.

### How can you help?

At St Vincent's Lismore, you and your visitors are considered part of the health care team. Hand washing is the most important way that you and your visitors can prevent the spread of infection in hospital. ABHR is just as effective as washing with soap and water. Hospital staff will appreciate a reminder from you or your relatives if they forget to wash their hands.

There are a number of things you can do to reduce the risk of infection:

- Wash your hands carefully with soap and water or use hand sanitiser upon entering the hospital
- Cover your mouth and nose with a tissue when you cough or sneeze (or into your elbow if you don't have one). Clean your hands afterwards – every time!
- Report any infection you have had, especially if you are still on antibiotics
- Make sure you take the full course of antibiotics you have been given, even if you are feeling better
- If you have a dressing or a wound, keep the skin around the dressing clean and dry. Let the healthcare worker looking after you know promptly if it becomes loose or wet
- Tell the healthcare worker looking after you if the area around the drips, lines, tubes or drains inserted into your body becomes red, swollen or painful

- Let the healthcare worker looking after you know if your room or equipment hasn't been cleaned properly
- Stop smoking before any surgery, as smoking increases the risk of infection.

### Visitors

- Reconsider having visitors if they have an illness such as cough, cold or gastroenteritis
- We recommend visitors wash their hands carefully with soap and water or use the Alcohol Based Hand Rub (ABHR) when entering and leaving a patient's room.

### Hand Hygiene

Hand hygiene is a general term referring to the use of soap and water or an Alcohol Based Hand Rub to cleanse your hands. Hand hygiene is the single most important factor in reducing hospital acquired infections. Our hands may look clean but many germs are invisible to our eyes. We can unknowingly transmit germs on our hands to others and our environment. It is very important that you protect yourself by washing your hands often and well after using the bathroom, touching something that is soiled and before eating. Wash with soap and water for at least 15 seconds or use the Alcohol Based Hand Rub located on the wall inside your room or at the end of your bed. Please do not hesitate to remind doctors, nurses and other staff to wash their hands prior to attending to you.

### Recognising and Responding to a worrying change

#### Patient and Family Activated Escalation

**R** - Recognise

**E** - Engage

**A** - Act

**C** - Call

**H** - Help is on its way

Your family knows you better than anyone and may recognise a worrying change in your condition or you may recognise a worrying change in yourself.

If you do recognise a worrying change, press the nurse call bell and engage with the nurse who is looking after you. Tell the nurse your concerns. If your concern is not responded to, or you are getting worse, act.

Ask to speak to the nurse in charge and request a 'clinical review'. This should occur within 30 minutes.

If you are still concerned, please call for help by pushing the **RED** emergency button located on the wall behind your bed to ensure help is on its way. This will alert all staff members on your ward that you require immediate assistance.

### Deep Vein Thrombosis (DVT) Prevention

If you are in hospital, particularly for a major operation or a serious injury or illness, your risk of having a blood clot in your leg or your lung is much higher than usual.

There are two main reasons why you may be at risk of developing a blood clot whilst in hospital. These are:

#### 1. Not moving increases your risk of developing a blood clot

Normally blood flows quickly through veins without clotting. In the legs, muscle movements help to push the blood by squeezing the veins. But if you are not walking around for some time, (for example, in bed in hospital), blood flow can become sluggish and allow a clot to form. This is also why on a long air flight it is suggested you do some leg and foot exercises.

#### 2. The body protects itself from bleeding

When you have surgery or an injury, the body stimulates the blood to clot more easily, to prevent blood loss. But this also increases the risk of unwanted clotting, that is a Deep Vein Thrombosis (DVT) or Pulmonary Embolism (PE).

The risk is higher for you if you have had:

- Major joint surgery (e.g. hip or knee replacement)
- Major surgery to the abdomen, hips, chest or legs
- Major surgery for cancer
- Severe physical injury
- Serious acute illness, in part because you must remain in bed for a time.

On admission to hospital, you will be assessed for your risk of developing a blood clot in your legs or lungs. If you are at risk, your health care team will discuss prevention/treatment options with you.

## Medication Safety

Your healthcare professionals are available to provide you and/or your carer with specific medicine information including options, benefits and associated risks.

Please ask your doctor, nurse or pharmacist if you are not familiar with or have any concerns about the medication you are taking.

Consumer medicines information is available through the pharmacy or can be accessed by the nurse. If you require further information regarding your medications, please don't hesitate to ask.

## Managing your Pain

### Tell us about your pain

By controlling your pain as best we can, you are likely to recover faster. You need to tell us how you feel and particularly how strong your pain is. You will be asked on a regular basis to rate your pain - this is how we know how you are feeling and what is working best for you.

**Pain is scored on a scale of 0 to 10, with 0 being 'no pain' and 10 being 'worst pain ever'**

### Tell us where your pain is and what it's like

Pain from different parts of the body comes from different causes. Knowing where your pain is coming from and how it feels (aching, burning, stabbing) helps us to give you the best treatment.

### What else can you do?

Ask for pain relief before you get too uncomfortable. It is more difficult to ease pain once it has taken hold.

Remember to tell your nurse or doctor about any pain that doesn't get better, even after the pain medicine.

### Pain Treatment Options

Your pain may be treated in a number of ways - what works best for you will be decided by you, your doctors and nurses and based on the location and type of pain that you have.

Some options include:

- Tablets that you swallow
- Occasional injections
- Continuous drip containing pain medicine
- Patient Controlled Analgesia (PCA)
- Local Anaesthetics given near your wound that block the feeling of pain
- Epidural Pain Medicine given into your back that blocks pain over your wound
- Special techniques used when moving and coughing that minimise discomfort.

### What if I already take painkillers?

If you are taking painkillers on a regular basis, you must let your doctor know. This will ensure that you get the treatment that is best suited to you.

### Who will be checking on me?

Your nurses will be checking on you most often, with your treating doctors usually seeing you daily.

**How often will you be checking on me?**

You will be checked on every few minutes to every few hours depending on your condition. You can also press the nurse call button to call for assistance whenever you need it. Nursing staff will always be nearby.

**Will this ensure that all my pain will be gone?**

Although we would like to take away all the pain and discomfort you might experience, in reality it often cannot be removed completely.

However, our aim is to make you as comfortable as possible, especially when moving around and performing activities.

**Are painkillers bad for you or addictive?**

No, having painkillers to ease short-term pain is not addictive. However, all medications may produce side effects, so you must tell your nurse if you feel sick or very sleepy.

**More questions concerning your pain?**

Write down any questions you have as a reminder to ask your nurse or doctor.

**Matching Patients and their Care**

From pre-admission through to discharge we use a number of processes to ensure that any intended procedure, treatment or investigation is matched to each individual patient. All patients are required to wear identification bands which display their name, date of birth and medical record number. Staff will use these bands to confirm your identity throughout your stay.

**Clinical Handover**

It is essential that each nurse involved in your care has up to date information about your status and treatment. This process is called Clinical Handover and occurs at the end of each shift and upon transfer to another department or ward.

Bedside Clinical Handover is the sharing of clinical information about you among your treating nurse, the person who will be taking over your care and yourself. Performing the handover at your bedside allows the nurse to visualise what is discussed and to ensure continuity in your care.

It also provides an opportunity for you to be involved. If you have questions about any part of your care or treatment, please do not be afraid to join in and ask. Medical and allied health staff conduct separate handovers.

Handover is usually conducted during non-visiting hours. When this is not possible your visitors and those visiting others in your room will be asked to leave while personal information about you is discussed. Family members and/or carers may stay during your handover if you choose.

During handover:

- You will be introduced to your nurse for the next shift
- Information shared may include:
  - Your medical history and your current clinical condition
  - Tests and procedures that you have had or that are scheduled
  - Your need for assistance with everyday tasks such as at mealtimes, with showering and toileting
  - Plans for your discharge, even if it is a few days away.
- The nurses will review your medical charts together and check any drips or drains that you may have
- You may be asked to comment on the information discussed
- Nurses will use discretion when discussing sensitive information.

If you have any questions, your nurse will be happy to discuss any non urgent needs that you may have once the handover is complete. You can talk about bedside clinical handover with your nurse, or the manager of your ward. An interpreter can be arranged if required.

### Pressure Injury Prevention – Skin Care Program

A pressure related injury (also known as a pressure ulcer, pressure sore or bed sore) occurs where an area of skin has been damaged due to unrelieved pressure. It appears discoloured, reddened or damaged and remains this way despite removing the pressure. Pressure injuries may look minor, such as redness on the skin, but they can hide more damage which has occurred beneath the skin surface. Pressure injuries usually occur over bony areas, especially heels and buttocks.

Your risk of developing a pressure injury is assessed on admission. Strategies are then put in place to ensure your risk of developing a pressure injury or any other skin impairment is minimised.

Whether you are lying in bed or sitting in a chair, the best thing you can do to prevent a pressure injury is to relieve the pressure by keeping active and changing your position frequently. If you are unable to move yourself, the staff will help to change your position regularly. Special equipment such as air mattresses, cushions and booties may be used to reduce the pressure in particular areas.

There are a number of key steps for prevention which include:

**Taking care of your skin** – Inspect your skin at least once a day (or have someone inspect difficult to see areas for you). Tell staff if you have any tenderness, soreness, numbness or loss of sensation over a bony area, or if you notice any reddened, blistered or broken skin. Your skin should be cleansed as soon as it is soiled with a soft cloth or sponge. When showering, warm (not hot) water and mild soap

should be used. Use barrier creams or oils to prevent and protect dry skin, and avoid cold or dry air. Avoid massaging your skin over bony parts of the body.

**Keep your skin and bedding dry** – Let staff know if your clothes or bedding are damp. Use a mild soap and moisturise dry skin. Use/wear pads or briefs that have a quick drying surface, or creams and ointments to protect the skin from moisture exposure.

**Increasing your Activity** – You may be seen by a physiotherapist or occupational therapist to enhance your activity levels and assist your mobility.

### Preventing Falls & Harm from Falls

Your risk of having a fall whilst in hospital is assessed on admission using a falls screening assessment tool. If you are at risk of falling, your nurse will provide you and/or your carer with strategies to assist you whilst you are in hospital which also may be used for when you go home.

It is important to tell the nurse if you have had previous falls at home and please seek assistance when you are moving about whilst in hospital.

There are a number of factors that increase your risk of falling whilst in hospital. These include:

**Medication** - Pain-relieving drugs or other medication can make you feel drowsy, dizzy or confused, as can any changes to your medication. Always take special care when walking or getting to your feet.

**Unfamiliar surroundings** - Make sure you know the layout of your room and where the furniture is. Take particular care if moving around at night and ensure you have the lights on.

**Flooring** - Lino or other hard surfaces can be slippery, particularly if wet. Check the floors in your area and avoid using talcum powder, or wearing socks whenever possible.



**Footwear** - Please check with your nurse to see whether your slippers or other footwear is safe to wear in hospital. Your footwear should fit securely. If your doctor has asked you to

wear pressure stockings, it is a good idea to also wear non slip footwear over the top so you don't slip.

**Clothing** - Loose or full-length clothing like pajamas or dressing gowns can cause you to trip and fall. Make sure these are the right length for you. We encourage you to wear clothing that is comfortable.

**Vision** - If you normally wear glasses, it is important that you use them when you are moving about whilst in hospital. Make sure you have your glasses close by at all times and ask staff for assistance when needed.

**Your Condition** - Ask your doctor or nurse to fully explain your condition so that you understand why you may need assistance with moving about. Your Physiotherapist or Occupational Therapist can also give you advice with balance, mobility or exercise. Refer to information regarding the Red Dot Mobility System.

**Visiting the Bathroom** - You may need to use the toilet unexpectedly or more often than usual while in hospital. If you need help, or think you may need to visit the toilet more frequently, please ask the nurses for assistance.

### Top Tips to Prevent a Fall in Hospital

- Use your call bell. Keep it in easy reach and ring early if you require assistance. Please wait for staff, especially if you have been told you require assistance.
- Sit down to shower and use the rails to get off the chair or the toilet. If you feel unsafe in the bathroom, remain seated, use the call bell and wait for assistance.
- Familiarise yourself with your room and bathroom. Be aware of any hazards (e.g. spills and clutter) and advise staff when you see them.

- Take your time when getting up from sitting or lying down. Let staff know if you feel unwell or unsteady on your feet. Use stable objects for support.
- Use your walking aid and keep it within reach at all times.
- Wear safe footwear. Wear supportive shoes, slippers or non-slip socks that fit you well – no scuffs or thongs. Do not walk in socks or surgical stockings without non-slip soles.
- Wear your glasses and keep them clean and within easy reach.
- Turn the light on in the bathroom at night and use the light button on the call bell to turn on the light before getting out of bed.
- If you do have a fall, do not get up on your own – wait for help.

### Red Dot Mobility System

As part of your Falls Prevention Assessment, nursing staff will have indicated what level of assistance you will require for mobilisation during your admission. This may change during your stay. You will notice the Red Dot Mobility System above your bed. Ask nursing staff to explain this system to you.

### Blood and Blood Product Safety

Treatment with blood and blood products can be lifesaving, however, they are not without risk.

We want to ensure you are informed about the risks and benefits of using blood and blood products, and the available alternatives when a plan for treatment is developed with you, your family or carer.

St Vincent's Lismore aims to ensure that safe, effective and efficient blood management processes are in place if you require a blood transfusion.

Answering these questions before you consent to a blood transfusion will help you and your family/carer make sure you have received enough information.

**1. Do you understand why you need the blood product transfusion/s?**

Blood transfusion is used in a variety of settings; ask your doctor about the need for transfusion in your specific situation.

**2. Have the possible risks been explained to you in your particular situation?**

Transfusion is not without risk. It is important that any risk in your situation be discussed and addressed.

**3. Have any alternatives been explained to you?**

In some cases alternatives to blood component transfusion may be appropriate. Ask your doctor if this may be so in your case.

**4. Have all your questions been answered?**

Please ask a member of the clinical team for further information if you have any doubts about the appropriate treatment for you.

**Quality Improvement System - Be involved in our quality improvements**

There are a number of ways you can be involved in the planning, design, delivery and evaluation of the services we provide at St Vincent's Lismore.

You can become involved by:

- Providing feedback about whether the service we provide at the hospital is meeting your needs
- Telling us your stories and experiences to contribute to our understanding about the care you received
- Being part of a Consumer Advisory Group which is tasked with:

- The evaluation of patient and/or carer experience feedback to help identify opportunities for safety and quality improvement; and
- The development and review of patient information publications and training resources concerning patient centred care to ensure we are providing information that is appropriate and meaningful.
- Participating in a hospital committee which is tasked with reviewing clinical care, risk management and quality improvement
- Participating in quality improvement projects including the design and redesign of hospital services.

For more information about being involved, please visit our website on [www.svh.org.au](http://www.svh.org.au) or ask your Nurse Unit Manager.

**Sources of further information**

**Australian Commission on Safety and Quality in Health Care**

[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

**NSW Health**

Phone: (02) 9391 9000

TTY (02) 9391 9900

[www.health.nsw.gov.au](http://www.health.nsw.gov.au)



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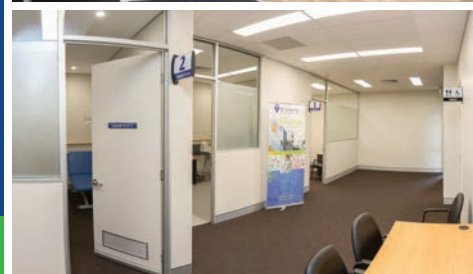
## SURGICAL SERVICES

Anaesthetics  
Breast and endocrine surgery  
Dental procedures  
Ear, nose and throat surgery  
Gastroenterology  
General surgery  
Gynaecology  
Ophthalmology  
Oral and maxillofacial surgery  
Orthopaedic surgery  
Pain interventions  
Plastic & reconstructive surgery  
Respiratory  
Urology  
Vascular

## CLINICAL SERVICES

Endocrinology  
General medicine  
Geriatric medicine  
Haematology  
Hydrotherapy  
Infusion service  
Nephrology  
Oncology  
Pain Medicine  
Palliative Care  
Physicians  
Rehabilitation  
Renal dialysis  
Respiratory  
Sleep studies

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# AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS

The Australian Charter of Healthcare Rights describes the rights of patients and other people using the Australian health system. These rights are essential to make sure that, wherever and whenever care is provided, it is of high quality and is safe.

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

## Guiding Principles

These three principles describe how this Charter applies in the Australian health system.

**1** Everyone has the right to be able to access health care and this right is essential for the Charter to be meaningful.

**2** The Australian Government commits to international agreements about human rights which recognise everyone's right to have the highest possible standard of physical and mental health.

**3** Australia is a society made up of people with different cultures and ways of life, and the Charter acknowledges and respects these differences.



For further information please visit  
[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)

**AUSTRALIAN COMMISSION ON  
SAFETY AND QUALITY IN HEALTHCARE**

## What can I expect from the Australian health system?

### MY RIGHTS

### WHAT THIS MEANS

#### Access

I have a right to health care.

I can access services to address my healthcare needs.

#### Safety

I have a right to receive safe and high quality care.

I receive safe and high quality health services, provided with professional care, skill and competence.

#### Respect

I have a right to be shown respect, dignity and consideration.

The care provided shows respect to me and my culture, beliefs, values and personal characteristics.

#### Communication

I have a right to be informed about services, treatment, options and costs in a clear and open way.

I receive open, timely and appropriate communication about my health care in a way I can understand.

#### Participation

I have a right to be included in decisions and choices about my care.

I may join in making decisions and choices about my care and about health service planning.

#### Privacy

I have a right to privacy and confidentiality of my personal information.

My personal privacy is maintained and proper handling of my personal health and other information is assured.

#### Comment

I have a right to comment on my care and to have my concerns addressed.

I can comment on or complain about my care and have my concerns dealt with properly and promptly.

St Vincent's Lismore is committed to ensuring that your personal information is managed in accordance with the Privacy Principles outlined in the Privacy Act 1988 and relevant State Privacy Legislation. In order to provide you with health care services we need to collect, use and disclose your personal information. This policy outlines how we manage your personal information.

### **Collection**

We collect your personal information for the primary purpose of providing health care and directly related services. We only collect information that is relevant and necessary to provide you with these services and to assist with the activities of the Hospital.

Information collected may include your name, address, date of birth, emergency contacts, health fund details, GP contact details, the nature of the problem for which you seek treatment, investigations, medical history, other information relevant to your care and other mandatory data items we are required to collect by law.

Generally this information will be collected directly from you, however, information may also need to be collected from other sources. These sources may include other health professionals, health service providers, health funds, insurance agencies and in certain situations other family members, carers or friends.

### **Use or Disclosure**

We will use or disclose your personal information for purposes directly related to your treatment, and in ways that you would reasonably expect for your ongoing care. This includes sharing your personal information amongst members of your multidisciplinary health care team, including doctors, nurses, allied health professionals and pastoral care providers. We may also provide relevant information to health professionals involved in your ongoing care after you leave hospital, such as your local GP or referring doctor, whom you have specified on your patient registration form.

If you need support services when you go home, we will disclose relevant information to enable these services to provide you with their support and continue your care.

Other hospitals or healthcare providers may contact us to obtain information about you for your ongoing care. We may disclose personal information in these instances to assist with your care after confirmation of their identity and the purpose of the request.

General information about your condition may also be provided to your 'person responsible', a near relative and/or significant other(s), unless you request otherwise. If your life is at risk, we may have to collect, use or disclose your personal information in an emergency without your consent.

St Vincent's Lismore discloses your personal information where we outsource any of our services or employ contractors to perform services within our Hospital (e.g. Pathology, Radiology, Pharmacy, etc).

Various legislative and regulatory obligations require us to provide a range of data sets about our patients to State and Commonwealth Government Agencies and Health Funds. Your personal information may also be subpoenaed if it is required as evidence in a court of law.

We may use or disclose patient information for our internal administrative requirements, quality improvement activities, risk management and other purposes required for the operation of the Hospital.

We may also use or disclose your information for the following permitted health situations:

- for research, or the compilation or analysis of statistics, relevant to public health or public safety;
- when necessary to prevent a serious threat to life, health or safety of a genetic relative; or
- to a person responsible for the individual.

We may share your contact details with the Friends of St Vincent's Hospital. The Friends of St Vincent's Hospital provides patients with information, newsletters and details about fundraising appeals. The Friends of St Vincent's may use the information to contact you.

Should we wish to use your personal information for purposes other than ways which you would reasonably expect or those listed above we will obtain your consent.

### **Government Related Identifiers**

In certain circumstances we are required to collect government related identifiers such as Medicare, Pension or Veteran's Affairs numbers. We do not use these identifiers to identify you or your personal information in any way and will only use or disclose this information in accordance with the law or for administrative services involved with your treatment, such as accounting procedures, both internal and by our service contractors (e.g. radiology, pharmacy, pathology, etc.).



***Cross-Border Disclosure***

If you are an overseas resident or hold insurance with an overseas organisation we may need to disclose information overseas as part of your ongoing care or for our internal administrative requirements.

***Anonymity / Pseudonymity***

Where it is lawful and practicable to do so, individuals may deal with us anonymously or using a pseudonym, for example, when making a general enquiry about the services we provide. In general, it is impracticable for St Vincent's Lismore to provide healthcare to individuals anonymously or using a pseudonym.

***Security***

Your personal information is stored in both electronic and paper form. The security of your personal information is important to us and we take all reasonable steps to protect it from misuse, loss, unauthorised access, modification or disclosure. These steps include password protection for accessing our electronic information technology systems, securing paper files in locked areas/cabinets and physical access restrictions. All staff sign a confidentiality agreement on commencement of employment and are required to sign off annually as part of our mandatory training program. All information held is only accessible by authorised persons for the purpose of carrying out their employment duties. We will destroy or de-identify personal information after our legal obligations to retain the information have expired.

***Access***

You may request access to the information St Vincent's Lismore holds about you by writing to the Health Information Department at St Vincent's Lismore. A response will be provided to you within 30 days. We will endeavour to provide you with access in the manner that you have requested if it is reasonable and practical to do so. There may be times when we cannot provide access, and we will provide you with a reason if this is the case. A charge may be associated with your request. An Access Form is available on request.

***Quality and Correction***

We take all reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. Please inform us if you believe that the personal information we hold about you is incomplete or inaccurate so that we may amend the information. If we do not agree that there are grounds for amendment, you may write to us outlining the information to be amended and we will insert this as an addendum (noting your view) into your record. An Amendment Form is available on request.

***Newsletters and other Information***

In the future St Vincent's Private Hospital and/or Friends of St Vincent's may send you information about our programs, services and activities by postal or electronic mail. These may include information newsletters and details about fundraising appeals. If you do not wish to receive this information, you may notify the Privacy Officer (see contact details listed below). Mail outs to you will cease as soon as possible after notification.

***Complaints***

St Vincent's Lismore promotes a customer-focused complaints management process as part of our continuous quality improvement system. All complaints received, are recorded using an electronic monitoring system to enable review of de-identified individual cases and to identify trends and risks. If you have a complaint regarding the handling of your personal information please contact the Nurse Unit Manager or Director of Clinical Services either in person, by telephone 02 (6627 9600) or in writing to PO Box 572, Lismore NSW 2480.

All complaints shall be acknowledged, with a verbal or written response within 24 hours. The investigation of all complaints shall be completed within 14 days of receipt of the complaint. If this is not achievable the complainant shall be advised accordingly. If we do not satisfactorily answer your concerns you may make a complaint to the Federal Privacy Commissioner. Further details can be found at the Office of the Australian Information Commissioner website ([www.oaic.gov.au](http://www.oaic.gov.au)).

***Contact Us***

If you have any further questions concerning the privacy of your personal information, please contact:

Privacy Officer  
Health Information Department  
St Vincent's Lismore  
PO Box 572  
Lismore NSW 2480  
Phone: 02 6627 9600  
Fax: 02 6622 3874  
Email: [privacy@svh.org.au](mailto:privacy@svh.org.au)



