



Information for Patients, Families and Visitors



Contents

2 Welcome

3 Contact Numbers

4 Map

5 About Ramsay Health Care

6 History of Mt Wilga

6 Our Heritage

6 Mt Wilga becomes a Rehabilitation Centre

6 Our role in the Australian Paralympic Movement

6 Becoming a premier private hospital

6 Naming our wards and buildings

8 Information A - Z

8 Account

8 Address

8 Air conditioning

8 Allied Health Services

8 Assessments

8 Chaplaincy Services

8 Café

8 Case Conferences

8 Catering

8 Call button

9 Compliments, complaints & feedback

9 Day Rehabilitation Program

9 Discharge

10 Discharge Planning

10 Driving Assessment & Training

10 Electrical items

10 Emergency procedures

10 Environmental awareness

10 Equipment and aids

10 Escalation of Care - The Ramsay Rule
for Patient Safety

11 Falls Prevention

11 Facilities

12 Foxtel

12 Hairdresser

12 Housekeeping

12 Infection Control and Prevention

12 Internet/WiFi Access

13 Laundry

13 Leave

13 Lost property

13 Mail

13 Massage

13 Medical Certificate

13 Medical Staff

13 Medication and Pharmacy

14 Mobile Phones

14 National Disability Insurance Scheme (NDIS)

14 Newspapers, Magazines, Books and Puzzles

14 Outpatient Services

14 Pain Management

14 Parking

14 Patient Medical Record

15 Podiatrist

15 Pressure Injury Prevention

16 Privacy

16 Self Contained Accommodation

16 Smoking

16 Staff Identification

16 Telephones

16 Television

16 Therapy Timetable

17 Transport

17 Valuables

17 Violence & Aggression

17 Visiting hours

17 Volunteers

17 Ward Management

18 Australian Charter of Healthcare Rights

19 National Safety and Quality Health Service Standards

Welcome

Thank you for choosing Mt Wilga Private Rehabilitation Hospital for your rehabilitation. We look forward to working with you to enhance your recovery and achieve your goals for maximum independence after surgery, illness, accident or managing a health condition.

We are proud to be owned and operated by Ramsay Health Care, Australia's largest and most reputable private hospital provider. Mt Wilga support the philosophies, vision, mission and guiding principles of Ramsay Health Care as described in the Ramsay Way.

- We are caring, progressive, enjoy our work and use a positive spirit to get things done.
- We take pride in our work and actively seek new ways of doing things better.
- We value integrity, credibility and respect for the individual.
- We build constructive relationships to achieve positive outcomes for all.
- We believe that success comes through recognising the value of people and encouraging that value through professional and personal development.
- We aim to grow our business while maintaining sustainable levels of profitability, providing a basis for shareholder loyalty.

Our philosophy is that rehabilitation is a process involving active participation of patients, their families and staff to achieve mutually agreed and meaningful goals. Patients and their families are encouraged to be involved in their rehabilitation and decisions regarding their treatment.

We aim to:

- Provide a warm and caring environment that is conducive to recovery
- Provide a rehabilitation service with the objective of helping patients achieve their full potential
- Provide assistance in planning patient's ongoing care and long-term follow up where appropriate

Our commitment and dedication to excellence in patient quality care and service is recognised in our accreditation to the Australian Commission on Safety and Quality in Healthcare, National Safety and Quality Health Service Standards.

If you have any questions, please speak with a member of your rehabilitation team or your Nurse Unit Manager.

Yours sincerely



Lorrie Mohsen
CHIEF EXECUTIVE OFFICER

Contact Numbers

Hospital Reception	9847 5000
Accounts	9847 5349
Admissions Office	9847 5084
Day Program Office	9847 5086
Lymphoedema Clinic Office	9847 5345
Outpatients & NDIS	9847 5015
Pharmacy	9847 5211
BNW Nurses Station (Beds 1 – 40)	9847 5242/5041
JGW Nurses Station (Beds 41 - 71)	9847 5201/5082
KBW Nurses Station (Beds 101 – 140)	9847 5338/5337
After Hours Co-ordinator	9847 5196

mtwilgaprivate.com.au



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our stories [www.facebook.com/
mtwilgaprivatehospital](http://www.facebook.com/mtwilgaprivatehospital)**



ROSAMOND ST

STAFF
CARPARK
ONLY

MARCUS CLARK
LYMPHOEDEMA
MEDICAL SUITES
(First Floor)

COTTAGE

DOCTOR
PARKING
ONLY

DAY THERAPY CENTRE
LARGE POOL
ORTHOPAEDIC THERAPY ROOM
OUTPATIENT RECEPTION
EP GYM
SMALL POOL

DAY PATIENT
RECEPTION

P
MAIN CARPARK

ADMISSIONS OFFICE
MAIN ENTRANCE
MAIN RECEPTION
CAFÉ

OUTDOOR
EATING
AREA

P
STAFF &
DAY PROGRAM
CARPARK
ONLY

MANOR RD

WARDS

BRAD NORINGTON WARD
NORTH THERAPY ROOM
INDOOR PATIENT DINING

JOHN GRANT WARD
WEST THERAPY ROOM
OT GYM

KEVIN BETTS WARD

LEGEND

- Toilets
- Showers
- Café
- Waiting Room
- Carpark
- Nurses Station
- North Therapy Room
- West Therapy Room
- Orthopaedic Therapy Room

About Ramsay Health Care

Ramsay Health Care was established by Paul Ramsay, in Sydney, Australia, in 1964 and has grown to become a global hospital group operating over 220 hospitals and day surgery facilities across Australia, France, the United Kingdom, Indonesia and Malaysia. It is one of the top five private hospital operators in the world.

Ramsay Health Care facilities cater for a broad range of health care needs from day surgery procedures to highly complex surgery, as well as psychiatric care and rehabilitation. With circa 25,000 beds, the Company employs over 60,000 staff across five countries and treats almost 3 million patients each year.

Ramsay Health Care is one of Australia's leading healthcare stocks. Since listing on the Australian Stock Exchange in 1997, the Company has continued to maintain sustainable levels of profitability through strong financial management over many years, while being a leading and respected provider of health care services. Focusing on relationships with staff and doctors - and delivering high quality outcomes for patients - has been at the forefront of its success.

Today, Ramsay Health Care is a global hospital group owning and operating a comprehensive range of healthcare facilities across Australia, France, Indonesia, Malaysia and the United Kingdom. Despite the diversity of these marketplaces, the Company has demonstrated that it has the capability, management expertise, flexibility and cultural awareness to operate successfully within a wide range of international healthcare systems. Ramsay Health is a market leader in private hospital operations in both Australia and France.

The Company is well-respected throughout the health care industry for operating quality private hospitals and for its excellent record in hospital management and patient care. Ramsay Health Care focuses on maintaining the highest standards of quality and safety; being an employer of choice and operating its business according to **The Ramsay Way** philosophy: “**People Caring for People**”.

Australia: – Ramsay Health Care is now the largest operator of private hospitals in Australia. With 70 hospitals and day surgery units, Ramsay Health Care Australia admits almost 1,000,000 patients and conducts over half a million procedures each year. The Company is well-respected as a leader in the private health care industry in Australia and is a well-recognised brand in the industry.

Ramsay leads the way in developing the role of private health care in Australia's balanced health care system. It is also recognised as a leader in teaching and research with an emphasis on both undergraduate and postgraduate training of the future medical and nursing workforce.

In addition to its comprehensive range of private hospitals, Ramsay Health Care also operates five public facilities in Australia, most notably the Joondalup Health Campus, a 600+ bed comprehensive teaching hospital located in Perth, Western Australia; Mildura Base Hospital; Noosa Hospital; Peel Health Campus and a contract to treat public patients at its Sunshine Coast University Private Hospital.

United Kingdom: – In 2007, Ramsay Health Care acquired Catio UK and its portfolio of hospitals in England. Ramsay Health Care UK is now one of the leading providers of independent hospital services in England, with a network of 35 acute hospitals and day procedure centres providing a comprehensive range of clinical specialties to private and self-insured patients as well as to patients referred by the NHS.

Ramsay Health Care Health UK also operates a diagnostic imaging service and provides neurological services through its three neuro-rehabilitation facilities. In the UK Ramsay Health Care employs over 3500 staff.

France: – Ramsay Health Care first acquired hospitals in France in 2010 and together with its partner Crédit Agricole Assurances, grew to a total of 40 hospitals across France, before acquiring a controlling interest in the market leader – Générale de Santé and its 75 facilities in 2014.

Ramsay Générale de Santé is the largest private hospital group in France with 124 facilities (110 hospitals) making it the market leader in that country.

Ramsay Générale de Santé employs over 23,000 staff; cares for over 1.5 million patients; delivers close to 30,000 babies and sees over 400,000 emergency department presentations each year. It is a leader in mental health care with over 30 dedicated facilities across the country.

Asia: – In July 2013, Ramsay Health Care entered a Joint Venture arrangement with Malaysian multinational conglomerate Sime Darby Berhad. The new joint venture combines Sime Darby's portfolio of healthcare assets in Malaysia (three hospitals and a nursing and health sciences college) with Ramsay's three Indonesian hospitals, under a new jointly owned company, Ramsay Sime Darby Health Care Sdn Bhd. The deal marks Ramsay's first step into Asia since acquiring three Indonesian hospitals in 2005. The joint venture provides a platform for further acquisition in the Asian health care sector.

History of Mt Wilga

Everyone associated with Mt Wilga Private Hospital is very proud of our very significant history and heritage. You can be rest assured in the knowledge we have provided outstanding rehabilitation services with excellent outcomes for over 60 years.

Our Heritage

In 1907, Sir Henry Marcus Clark, a renowned businessman purchased 212 acres of land on the Hornsby Plateau, reputed to be the highest point in the Sydney metropolitan area. Over a few years he designed and commenced building the manor house, on the land that is adjacent to where Mt Wilga Private Hospital is currently located. The land and house have heritage significance to the Hornsby Shire and both are listed as a National Trust Property. Marcus Clark named the property 'Mount Wilga' after the Wilga tree which was evergreen and could survive long periods of drought. He died in 1913, and didn't live to see the finished house, which was completed by his wife, Georgina in 1914.

Mt Wilga becomes a Rehabilitation Centre

In 1953, the Commonwealth Government transferred its rehabilitation services from Jervis Bay on the south coast of NSW to the Mt Wilga site. This centre originally catered for the rehabilitation and residential needs of disabled servicemen.

The rehabilitation team was medically led by the eminent Dr Brad Norington CBE.

In 1987, Dr John Grant became Chairman of the Mt Wilga Private Advisory Committee and retired in 2011. During this time, Mt Wilga established its enviable reputation as the most modern and best equipped facility in Australia and began to cater for the rehabilitation needs of everyone, but predominantly people with spinal injuries.

Our role in the Australian Paralympic Movement

Proudly, Mt Wilga played an important role in the founding of the Australian Paralympic Games movement, notably driven by Dr John Grant AO OBE, who was still closely linked to the Hospital and its activities, by being a member of the Medical Advisory Committee. He was joined by two former staff members, senior physiotherapist Miss Eileen Perrottet and remedial gymnast Mr. Kevin Betts AO.

Eileen Perrottet returned from London in 1952, after furthering her experiences, to help start the first Paraplegic Centre in WA. From there she helped organise a team of seven to the Stoke Mandeville Games (the forefather to the Paralympic Games) in London, 1957.

She then moved to Mt Wilga where, in 1959, she organised the first Paraplegic Games in NSW, held at the Mt Wilga Centre. Eileen initiated Kevin Betts' interest in working with paraplegic patients that, at the time, were being assisted by our rehabilitation programs.

Dr John Grant went to London in 1957, and on his return, inspired by what he had seen, introduced sport as a leading part of rehabilitation. This began the hospital's annual Games.

In 1960, Australia sent a team to the inaugural Paralympic Games held in Rome. Of the twelve competitors eight had been patients of Mt Wilga and trained by Kevin Betts and Eileen Perrottet. The 1960 team came home with ten medals.

Becoming a premier private hospital

In 1984, in line with the Government's policy on 'integrating the disabled into the community', the centre was closed. However in 1987, Mt Wilga was purchased by Alpha Healthcare.

The property was subdivided, leaving the heritage listed Marcus Clark house on our now adjoining property. After an extensive refurbishment and upgrading, Mt Wilga reopened as a private medical and rehabilitation hospital in September 1988.

In June 2000, Alpha Healthcare was purchased by Ramsay Health Care, now the largest global operator of private hospitals. In 2005 the Hospital underwent major redevelopment, vastly improving the quality of the therapy areas and accommodation. Thus Mt Wilga became Ramsay Health Care's premier specialist Rehabilitation Hospital.

In mid 2012, having repurchased Mt Wilga House and further subdividing the land, Ramsay Health Care resold the house to a local family. Mt Wilga Private Hospital kept part of the land built a \$13 million development and the new development opened in May 2012, and transformed the Hospital into a new and improved hospital campus with an additional 39 private rooms with en-suites, new therapy gyms and increased car parking.

Naming our wards and buildings

Our wards and buildings are proudly named after key influences in the history of Mt Wilga Private Hospital.

The Marcus Clark Building, houses our national and internationally recognised Specialist Lymphoedema service, the only one of two comprehensive Lymphoedema services in Australia; along with our occupational therapy, dietetic, speech therapy services and medical consulting duties.

John Grant Ward was named after Neurosurgeon, Dr John Grant who devoted a professional lifetime to the rehabilitation of the physically disabled.

In 1950, Dr Grant was appointed, as a junior neurosurgeon, to Royal North Shore Hospital (RNSH). He was inspired by the work of Sir Ludwig Guttmann, a German refugee, who established spinal injury services for World War II casualties in England. Dr Grant was responsible for the establishment of the Neurosurgery and Spinal Injuries Units at RNSH. He had subsequently held Consultant appointments at no less than 11 health organisations throughout Sydney.

In 1961, Dr Grant co-founded the Paraplegic and Quadriplegic Association of NSW. This is a charity that now assists over 7,000 clients.

Culminating in over 50 years of involvement in building up wheelchair sports, Dr Grant was President of the Sydney Paralympic Organising Committee in 2000. Dr Grant was also a past president on the International Stoke Mandeville Wheelchair Sports Federation and the International Paralympic Committee.

In 1987, Dr Grant became Chairman of the Mt Wilga Private Hospital Medical Advisory Committee, a position that he retired from in 2011, although he remained on the Committee until he passed away in 2013. Dr Grant was instrumental in the co-ordination of the development of rehabilitation services at Mt Wilga Private Hospital.

In 1973, Dr Grant was awarded Officer of the Order of the British Empire; in 1990, a Member of the Order of Australia and in 2002 both an Officer of the Order of Australia and a Gold Order of the International Paralympic Committee.

Brad Norington Ward is named after Dr Brad Norington, who was a pioneer in the field of rehabilitation medicine. He helped give hundreds of patients a bright future in the face of disabilities that would have once cut short their lives. Dr Norington was also a personal inspiration to his patients. Confined to a wheelchair since his last year of medical school, when he suffered a severe case of polio, Dr Norington confronted them with the proof that they could overcome their problems and lead successful and fulfilling lives.

For 30 years, he was a specialist consultant at Mt Wilga when it was run by the Commonwealth Rehabilitation Service. When Mt Wilga became a private hospital in 1987, Dr Norington was invited to stay as a consultant during its early transition.

Besides Mt Wilga, Dr Norington worked as a senior specialist in physical medicine and rehabilitation at Prince of Wales Hospital from 1962 to 1984 and was a visiting specialist at the Repatriation General Hospital, Concord, from 1958 to 1984. Dr Norington was a founder of the Australian College of Rehabilitation Medicine and the organisation's inaugural president.

For most of his working life, Dr Norington was a board member of the NSW Paraplegic and Quadriplegic Association and, with his wife, Jacqueline, played an

active role establishing Ferguson Lodge, a residential centre at Lidcombe Hospital for the disabled.

In 1979 Dr Norington was awarded a CBE by Queen Elizabeth for his services to rehabilitation medicine and the handicapped. He was named Father of the Year for NSW in 1981. While Dr Norington survived much longer than predicted, he died relatively young, aged 62, in 1991.

Kevin Betts Ward is named after Kevin Betts OAM, who was a remedial gymnast employed at Mt Wilga in the late 1950's and 60's. During his life he made a significant contribution to the Paralympic Movement in Australia, along with being known as the "Father of Wheelchair Sport in New South Wales". A highly respected professional, Kevin Betts was always full of enthusiasm and regarded by many as a man who could empower others – providing insight, leadership and motivation to all those around him. He has been described as having had an expansive knowledge and was always willing to share this.

Together with his wife, Marie Keating, who was also the Director of Nursing at Mt Wilga from 1960 until her retirement in 1987, Kevin Betts was committed to the role sport played in benefitting the lives of people with disabilities. Kevin coached the Australian Paralympic team and supported them at the inaugural games in Rome in 1960; of the twelve competitors eight had been patients of Mt Wilga and trained by Kevin Betts and other Mt Wilga colleagues. The 1960 team came home with ten medals.

Kevin Betts held a number of positions on International and National committees involved with technical and constitutional issues including the International Paralympic Coordinating Committee, International Stoke Mandeville Games, FESPIC, Australian Wheelchair Sports Foundation, Australian Council for the Disabled, and New South Wales Sports Council for the Disabled.

Kevin Betts was recognised for his contribution and involvement with a number of awards :

1977 Queens Jubilee Medal for 25 years service to people with disabilities

1981 Inaugural Sir Ludwig Guttmann (the father of modern rehabilitation) Award. Established by the then, Australian Wheelchair Sports Federation, recognising individuals who have made a significant contribution to Wheelchair Sports in Australia.

1989 Medal of the Order of Australia in the Queen's Birthday Honours List

1992 The Kevin Betts Sports Stadium at Mt Druitt was renamed in his honour

Kevin Betts was a remarkable individual who passed away on 4 May 1990, having left a truly significant mark on the history of Mt Wilga and sport for people with disabilities.

Information A - Z

Account

Please ensure you have signed all the relevant forms at the Admissions & Discharge office before you leave. The hospital will forward your account to the relevant health fund for payment. For additional out of pocket expenses (such as equipment and medications not directly related to your admission) or for uninsured patients, you are requested to finalise your account at the Admissions & Discharge office before you leave.

For any queries regarding your account, you can call the Admissions & Discharge office on extension 5084 or if calling from outside the hospital 9847 5084.

Address

The Hospital's street and postal address is:

66 Rosamond Street
HORNSBY NSW 2077

Air conditioning

Your room is fitted with air conditioning for your comfort. The temperature is centrally controlled and cannot be changed in each room. If you are feeling too cold, please inform the nursing staff who can provide you with additional blankets.

Allied Health Services

You will be visited by a number of Allied Health professionals as part of your rehabilitation program. These may include Physiotherapists, Occupational Therapists, Exercise Physiologists, Speech Pathologists, Dietitians, Psychologists, Social Workers and Discharge Planners.

Assessments

Upon admission to the hospital, your Career Medical Officer will conduct a medical assessment and Nursing will assess your nursing requirements. The allied health teams will conduct initial reviews to ensure your safe mobility, self care and any other specific requirements. The following day will consist of comprehensive allied health assessments and will form the basis of your therapy program.

Chaplaincy Services

If you would like a religious visit, please advise the nursing staff on your ward.

Café

Hudsons Café is located off main reception and is open 7 days a week. The hours open are 7.30am to 5.00pm Monday to Friday, between 9.00am and 5.00pm on the weekends and is open some public holidays.

Case Conferences

Case conferences are meetings between your Rehabilitation Physician, nursing and your allied health team. The team discuss your rehabilitation progress, identify any outstanding goals, barriers for your discharge and any supports you require to discharge safely and as independently as possible. As an inpatient, case conferences are held weekly and in the day program they are held fortnightly.

Catering

Our catering services team prepare a variety of high quality and fresh meals. Menus are provided each morning from which you may select meals according to your taste and dietary requirements for the following day. Culturally appropriate menus are available upon request.

Our Diet Aide will visit you daily and take your meal order for the following day. Our meals have been created to meet the specific needs of patients in a healthcare environment, but should you require any specific dietary changes please raise your concerns with the Diet Aide upon completion of your menu. We try to cater for everyone as best we can.

We offer menu options which are suitable for patients on a vegetarian diet, diabetic or low fat diet. Please use the legend on your menu to assist in appropriate meal selections.

Sometimes your Dietitian, Speech Pathologist or Doctor may change your menu options to meet your health requirements. Should you require further information regarding the type of diet you are on please discuss with the nurse caring for you or one of our experienced Diet Aides on, Ext 5390.

Meals are served at the following time:

Breakfast	7.30am
Morning Tea	10.00am
Lunch	12.30pm
Afternoon Tea	3.00pm
Dinner	5.30pm
Supper	7.00pm

Call button

Should you require assistance at anytime, alert the nursing staff using the nurse call button located on the bedside handset. There is also a call button on the bedroom wall and in the bathroom. The handset allows you to buzz for assistance. The light will glow green when your call registers at the nurses' station. After attending to your needs the nurses will cancel the call.

Compliments, complaints & feedback

We welcome your compliments and feedback relating to your experience with us. We encourage you to complete our feedback card which is available in your room or at your ward desk.

Please be advised that your feedback can be anonymous, however, if you wish to write a specific and/or signed letter, your letter will be acknowledged and any issues dealt with appropriately. Ramsay Health Care also conducts patient experience surveys and these are conducted independently of the hospital. We appreciate your assistance in participating, however, please note this is voluntary.

Day Rehabilitation Program

Day to day program is designed to further enhance your rehabilitation and recovery once you go home.

We offer day programs in:

- Cardiac rehabilitation after heart surgery or managing a heart condition
- Community Living and Lifestyle which is for people who have experienced an acute illness or undergone a surgical procedure and require reconditioning to get them back on their feet again.
- Lymphoedema management
- Orthopaedic rehabilitation after joint surgery, back surgery and other orthopaedic conditions
- Osteoarthritis management
- Neurological rehabilitation for stroke, brain injury or tumour, spinal injury or tumour and other neurological conditions including Parkinson's Disease
- Pain management which is designed to address the complex needs of people with chronic pain

Your Rehabilitation Physician may refer you to the day program or you may wish to speak to them about your suitability. Your program days and times will be dependent upon your need and the types of therapy you will have will be dependent upon your clinical requirements.

Day program allied health therapies may include:

- Physiotherapy
- Exercise Physiology
- Occupational Therapy
- Hydrotherapy
- Social Work
- Speech Pathology
- Dietetics
- Psychology
- Neuropsychology

The day program administration team will liaise with you to provide you with a schedule of appointments and it is essential you attend these appointments, to ensure maximum benefit from your rehabilitation.

We will check with your health fund to ensure you are covered and will advise of any excess or co payments that you may be required to pay. It is good to be aware that some health funds charge a fee if you have more than 7 days break between your hospital discharge and commencement of your day program.

DVA Gold Card holders are fully covered for day program and this also includes DVA transport.

Mt Wilga has a safe, reliable and convenient transport service which is available to our day program patients for a daily fee.

If you would like to speak with the day program administration team please call 9847 5086.

Discharge

Once you have completed your program and achieved your rehabilitation goals, it is time for discharge and perhaps referral to our day program. The staff caring for you will keep you updated regarding your planned discharge date. If you foresee any problems returning to your usual residence please discuss the issues with the staff caring for you or ask to see a Discharge Planner as soon as possible, so that plans can be put in place for your return home (refer to Discharge Planning).

Before your discharge, the ward nurse will order any medications you are to take home and make any other arrangements necessary for your after care.

On the day of your discharge it is expected that you will vacate your room before 9am. If you are organising to be picked up, please make arrangements to fit this timeframe. If your transport is delayed you may be asked to wait in the patient dining area on the ward until you are picked up.

Before you leave, please ensure you have all your personal items, medications, x-rays and any follow up instructions.

You will be required to visit the Admissions Office on discharge to sign relevant paperwork and pay for any outstanding costs not covered by your health fund/DVA (such as additional pharmacy, equipment, x-ray services or orthotics).

Discharge Planning

If during your admission, you are having some concerns about your discharge from Mt Wilga, your Rehabilitation Physician or Nurse Unit Manager can refer you to one of our Discharge Planners. Discharge Planners provide counselling and support through the discharge planning process and assist in looking at and arranging options for increased support at home. They can provide you with information and advice on community services, home care and future planning. When required, they can also assist with the transition to supported accommodation, such as a hostel or a residential aged care facility.

Driving Assessment and Training

Mt Wilga's day program and outpatient service provides Driver Assessment and Training to support people to either commence or return to driving.

Our team consists of qualified and experienced occupational therapists who have completed RMS NSW recognised postgraduate studies. You do not need a referral but supporting medical information may be helpful. Please call 9847 5015 for more information.

Electrical items

Whilst we wish to support your stay in hospital and make it as pleasant as possible, we have an obligation to maintain a safe environment. As we cannot ensure the safety of your own personal electrical items, we request that you keep these to a minimum. The Hospital reserves the right to examine and inspect any devices brought from home and to prohibit the use of any device that the staff have concerns about.

Patient-supplied medical devices are only permissible if they have been tested by our Maintenance Department and meet the required standards.

Electrical heating pads are not permissible due to the inherent fire hazards associated with them. Non-electrical heat packs are available on the ward for your comfort.

Emergency procedures

The Hospital has well organised safety and emergency procedures in which each staff member has a key role. In the unlikely event of an emergency, remain in/by your bed until a staff member arrives to assist you.

The emergency assembly points are located at the car park at the rear of the hospital and the main car park at the front.

Environmental awareness

At Mt Wilga Private Hospital, we are committed to waste minimisation and minimal impact on the environment. Our waste is segregated into a number of different categories and we would appreciate your assistance by handing paper, aluminium cans, plastics or glass to our Housekeeping staff for recycling. Where possible, please re-hang your towel(s) to be re-used.

Equipment and aids

Your therapist may prescribe various items of equipment that will aid or assist you to independence. These items are generally not covered by your health fund. Should you wish to purchase any items, we would be happy to supply them to you. You will be invoiced on discharge.

Escalation of Care - The Ramsay Rule for Patient Safety

The Ramsay Rule is about keeping our patients safe by partnering with you and your family in care. Our commitment is to provide excellent care to our patients by focusing on your safety. The Ramsay Rule helps us to do this.

When to Activate the Ramsay Rule

Patients: When you are concerned about a change in your condition, feel that you may be getting worse or feel that your concerns have not been followed up.

Families & Carers: You are concerned that your loved one is looking unwell, getting worse or their behaviour is unusual for them.

You know yourself or your loved one best. So if you are worried, follow these three simple steps to alert us of your concerns.

How to Activate the Ramsay Rule

Follow these steps to raise your concerns:

1. Talk to your nurse or doctor regarding your concerns and if you are not satisfied that your concerns are being addressed,
2. Ask to talk to the Nurse in Charge of the shift; and if you are still concerned then you or a family member or carer can,
3. Activate the "Ramsay Rule" by ringing this phone number 9847 5216. A Ramsay Rule nurse or doctor will talk to you and arrange a review of the patient.

Falls Prevention

We want you to be as safe as possible in hospital. During your stay, staff will talk to you about:

- your risk of falling
- how much assistance you need when you are moving around
- ways to prevent falls in hospital.

There are many reasons you may be at risk of falling in hospital:

- Being unwell and in an unfamiliar place
- Poor mobility and balance (unsafe when walking)
- Badly fitting footwear and clothing
- Poor eyesight
- Urgent need to go to the toilet
- Medications that cause drowsiness or dizziness.

Most falls in hospital happen when people are moving around, including:

- Getting out of bed
- Walking, especially to the toilet
- In bathrooms and toilets
- Bending over or reaching for personal items.

Please tell a staff member if:

- You are worried about falling
- You have had a recent fall or have had a fall in hospital before
- You feel dizzy or unwell
- You need help walking or with things like showering and dressing
- You have problems with your balance
- You need to go to the toilet urgently
- You don't feel safe or comfortable moving around

Tips for getting around safely:

- Check with a staff member if it is safe to move around on your own
- Use your call bell and keep it in easy reach
- Use a walking stick or frame if this has been recommended for you
- Wear supportive, non-slip shoes or slippers
- Get up slowly from sitting or lying down
- Be alert for any spills or obstacles.

Bathroom safety tips:

- A staff member may need to stay with you for your safety.
- Sit down to shower and use the rails to get up off the chair or toilet.
- Remain seated in the bathroom and use the call bell if you need help moving around

Carers, family and visitors

We know many carers and family members provide support to patients in their home environment.

However, there may be risks associated with this in the hospital environment and the patient being unwell. Please speak with a member of the health care team, such as nurse, physiotherapist or occupational therapist if you would like to keep helping while the person you care for is in hospital.

Carers, family and visitors can help by:

- Telling staff if you notice any changes in the patient's condition
- Making sure the patient can reach their call bell and personal items
- Reminding the patient to ask the nurse for help before getting up
- Telling the nurse before leaving if the patient is experiencing any confusion so that additional safety measures can be taken.

Reference: Clinical Excellence Commission. Released February 2017, ©Clinical Excellence Commission 2017. SHPN (CEC) 170039

Facilities

Hospital

- West Therapy Room (WTR) located on Kevin Betts Ward
- Neurological Occupational Therapy Room located on John Grant Ward
- North Therapy Room (NTR) located on Brad Norington Ward
- Group Education Room located on Brad Norington Ward
- Neurological physiotherapy with kitchen and bathroom facilities for daily living assessments (adjacent to Outdoor Walkway)

Day Therapy Centre

- Day program administration and Outpatient reception
- Two hydrotherapy pools (Large and Small Pool) with change room and shower facilities
- Fully equipped Exercise Physiology (EP) gymnasium and studio
- Orthopaedic Physiotherapy Room (OTR) and 2 day program physiotherapy rooms
- Occupational Therapy treatment room
- Psychology private treatment room
- Patient Education Library

Marcus Clark Building

- Private treatment rooms for lymphoedema management, dietetics and speech therapy on ground level
- Education Room for Spine Care Class (SCC) on ground level
- Medical Suites on level 1
- Massage Therapy Room on level 1

Foxtel

A range of Foxtels channels are available on the in-house TV system. For patients in Kevin Betts Ward, you will need to select "TV Input" button on the remote control, and then select ATV to access the Foxtel Channels.

Hairdresser

A hairdressing service is available for patients every Saturday. Please call Reception on 1 to make an appointment. The hairdresser will charge you directly.

Housekeeping

Your room will be cleaned daily. Please notify a member of the staff if you have concerns about any aspect of the housekeeping service.

Infection Control and Prevention

Hand hygiene is the single most important factor in reducing hospital acquired infections.

Bottles of hand rub are located in all patient care and high traffic areas at Mt Wilga.

We can unknowingly transmit germs on our hands to others and our environment.

When should you clean your hands?

Hand hygiene is a general term referring to use of soap and water or waterless hand rub to cleanse your hands.

It is important to perform hand hygiene as you enter and leave the hospital and:

- After going to the toilet
- After blowing your nose
- After smoking
- After handling/patting animals
- Before, during & after preparing food
- When your hands are visibly dirty

Using Alcohol Hand Rubs

When hands are visibly clean

- Remove excess jewellery
- Squirt enough hand rub product to cover both your hands
- Roll to distribute over palms, back of hands & between fingers
- Rub hands together until dry

Using soap and water

- When hands are visibly dirty
- Remove excess jewellery
- Wet hands with water
- Apply soap
- Rub all over
- Rinse off with water
- Pat hands dry with paper towel
- Dispose of paper towel in bin

Handwashing basins are located throughout Mt Wilga.

Why do Hand Hygiene?

When we are fit and healthy we can usually defend ourselves against many germs. Having healthy intact skin is one of the main ways we can do this.

Often our natural defences are weakened when we are not well or after an operation.

It's very important that each time you visit someone in hospital you clean your hands, even if your hands look clean.

Healthcare associated infections can result in:

- Illness
- A longer stay in hospital
- Slower recovery
- Additional stress for all concerned

Working together

Your healthcare worker should always perform hand hygiene in front of you. If you did not see them and are worried please feel free to remind them.

We can all play a major role in stopping the spread of infections to our family and friends.

For further information please call the Infection Control Co-ordinator.

Reference: Hand Hygiene Australia – www.hha.org.au

Internet/WiFi Access

An Internet kiosk is available in the Patient Dining Area, located between the Brad Norington and John Grant Wards.

If you would like access to wifi via your personal communication device, please ask reception – on Ext 1 for a wifi card which is free of charge.

Laundry

A laundry is available on Brad Norington Ward and Kevin Betts Ward for long-stay patients wishing to wash their own clothes. Another laundry is located in the Marcus Clark Building and may be used by Lymphoedema patients who are wishing to wash their bandages.

Leave

As an inpatient under a rehabilitation program, patients are not permitted to take overnight leave from the hospital.

Patients may have short periods of day leave if they are medically fit and if it is part of their rehabilitation program. Any day leave must not interfere with scheduled therapy sessions. Any leave must be approved by the Rehabilitation Physician or Director Clinical Services.

Lost property

Property remains the responsibility of patients. While every attempt is taken to safeguard property it is recommended that patients do not keep valuables with them in hospital.

Personal belongings inadvertently left after discharge will be kept on the ward or forwarded to Hospital Reception. Staff will endeavour to label any item with your name and you will be contacted to collect the items.

Mail

Mail is delivered to your ward daily. Outgoing mail may be given to the Hospital Reception at the front of the hospital for posting. Stamps may be purchased at the Hospital Reception.

Massage

Mt Wilga provides remedial and relaxation massage through our outpatient service. As an inpatient, if you would like a massage please talk to your doctor or Rehabilitation Physician to ensure there are no medical reasons why you should not have a massage.

For enquiries please call 9847 5015.

Medical Certificate

If you require a medical certificate during or after your hospital admission, please speak to your doctor.

Medical staff

Your medical staff consists of a Career Medical Officer (CMO) and a Visiting Medical Officer (VMO). The CMO who admits you is responsible for your medical care while you are a patient in the hospital. Your Rehabilitation Physician (VMO) is in charge of your overall care and will consult with you at a minimum twice a week or as required. Please ask to speak to your CMO if you have any questions regarding your medical care.

It would be helpful if you could nominate one person to be the main contact when communicating with the medical staff regarding your condition. You or your nominated contact person may find it helpful to make some notes regarding any questions you wish to raise with the medical staff.

Medication & Pharmacy

Medicines are an important part of your treatment and recovery. When you are admitted to hospital inform nursing staff of medications you are currently taking and have brought with you. Knowing about your medicines will assist us in forming the right decisions about your health management.

Ramsay Pharmacy Services provides a dispensary at Mt Wilga with an onsite Pharmacist available Monday to Friday, 8.30am to 4.30pm. The dispensary is located off the hospital's main reception.

During your admission the Hospital Pharmacist will review your medicine chart on a regular basis and work closely with your doctor to ensure medicines prescribed are appropriate and safe to use.

For your safety, medicines including over-the-counter medicines, vitamins and natural therapies that you are currently taking and/or you have brought with you to hospital will be securely in your personal medication drawer located in your room.

Some of your medications may change during your hospital stay and only 7 days' supply of medication will be provided on discharge (with some exceptions). Please notify nursing staff if you use a dosage administration aid such as a Webster-pak or require assistance with your medication management prior to discharge from hospital.

If you wish to discuss any matters relating to your medications please contact the Pharmacy on 9847 5211.

Mobile Phones and other communication devices

In respect of patient and staff privacy and confidentiality, please do not take photographs of other patients, their families or staff without seeking their informed permission.

It may be appropriate for our rehabilitation staff to take images, either a photograph or video for clinical purposes or to aid in diagnosis. These images will be kept private and confidential, stored in your medical file and used only for the purpose in which it was originally intended. We will ask you to sign a consent form and please ask any questions you may have prior to the image being taken. You may also be asked to consent for the image to be used in clinical education.

National Disability Insurance Scheme (NDIS)

Ramsay Health Plus, located at Mt Wilga is a Registered Provider of the National Disability Insurance Scheme.

We are approved to provide therapy supports provided by our qualified and experienced allied health practitioners. Our therapists work closely with participants to identify their needs and assist them to achieve their goals.

We are registered under the NDIS categories of:

- Therapeutic Supports
- Specialised assessment of skills, abilities and needs
- Behaviour support
- Assistive technology specialist assessment, set up and training
- Physical wellbeing activities

Individual assessment, therapy and training (either to participants or carers) can be delivered in the home, community or at Mt Wilga. Our NDIS Therapy team include Physiotherapy, Occupational Therapy, Speech Pathology, Dietetics, Psychology, Exercise Physiology and Social Work.

For more information on our NDIS Provider services please call 9847 5015.

Newspapers, Magazines, Books and Puzzles

Newspapers are available daily for patients. Please contact your ward clerk for a copy. Hudson's Café have a number of magazines for purchase. There are books and puzzles available for loan in the Patient Dining Room.

Outpatient Services

Ramsay Health Plus at Mt Wilga provides allied health services to the community. These services may be claimable under your extras cover in your private health insurance. For appointments please call 9847 5015.

These services include

- Dietetics
- Exercise Physiology
- Hydrotherapy
- Late Effects of Polio (LEoP) Assessment Clinic
- Massage Therapy
- Neuropsychology
- PD (Parkinson's Disease) Gym
- Physiotherapy
- Pilates/Yoga Class
- Psychology
- Speech Pathology

Pain Management

Do not put up with pain! Let us know if you are feeling pain or discomfort.

Pain and discomfort associated with surgery or illness often affects how you feel – physically as well as emotionally.

In turn, how you feel can influence your recovery from surgery or illness. So controlling your pain effectively is important for your comfort and recovery.

We encourage you NOT to “put up with pain”, but to let us know if you are feeling any pain or discomfort and ask lots of questions. There are a wide range of options for pain management and often involve a combination of different strategies. As everyone is different, we will use management options that are suited specifically to your needs.

Parking

Mt Wilga has free parking available to patients and visitors. The entry to the main car park is off Rosamond Street and the second car park which is located off Manor Road is at the rear of the hospital.

Patient Medical Record

A patient medical record will be kept detailing your diagnosis and treatment. This is confidential and access is limited only to the healthcare professionals directly involved in your treatment. Your patient record will remain the property of the hospital. The contents of your patient record will be divulged only with your written consent or where required by the law.

Podiatrist

Podiatry appointments are available fortnightly on a Saturday. This service provides general treatments including toenail cutting, removal of corns, calluses and ingrown nails and moisturising. This is an outpatient service and you will be billed separately by Mt Wilga on behalf of the Podiatry service. You may be able to claim your service in your private health insurance extras cover.

Please talk to your nurse or call reception by dialling 1 or 9847 5000 if calling from outside the hospital to make an appointment.

Pressure Injury Prevention

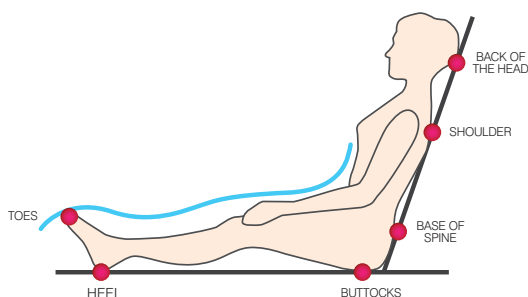
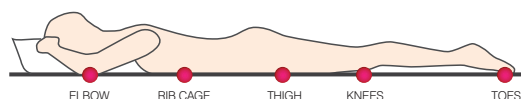
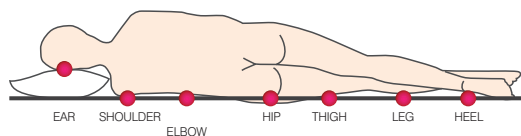
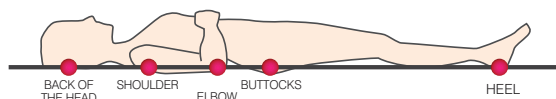
Pressure injury

A pressure injury, also referred to as a pressure ulcer or bed sore, is an injury to the skin caused by unrelieved pressure and may occur when you are unable to move due to illness, injury or surgery.

Pressure injuries can happen quickly, from lying or sitting in the same position for too long. They can be painful, take a long time to heal and may lead to other complications.

Pressure injuries may develop under plasters, splints or braces and around medical equipment such as tubes, masks or drains.

The diagrams below show the areas of the body at risk of pressure injury when lying and sitting.



People at increased risk

You have an increased risk of developing a pressure injury if you are:

- Elderly or very young
- Immobile or having an operation
- Underweight, eating poorly or have experienced recent weight loss
- Overweight
- Incontinent

Signs of a pressure injury

Check your skin and look for the warning signs:

- Redness/skin discoloration
- Tenderness, pain, or itching in affected areas
- Blistering
- Broken Skin

Reducing the risk of pressure injury

Patients, family, care givers and staff can all help to reduce the risk of a pressure injury.

- Staff will assess your level of risk of developing a pressure injury.
- If you are able to move yourself, involve your carers by asking them to remind you to change your position regularly. If you are unable to move yourself, staff will help you change your position frequently.
- Let staff know if your clothes or bedding are damp. Ask for help if you have a weak bladder or bowel.
- Let staff know if you are experiencing any warning signs.
- Drink fluids regularly, unless you are on a fluid restriction. You may be offered nutritional supplements if you are underweight, have recently lost weight or have been eating poorly.
- Keep your skin clean and dry, use a 'skin-friendly' cleanser and moisturiser if appropriate.
- Be aware of the risk of a pressure injury under plasters, splints or braces and around tubes, masks or drains.
- Specialised pressure-relieving equipment such as cushions and mattresses are available in hospital.

Managing a pressure injury

If you get a pressure injury:

- Staff will discuss how best to manage your pressure injury with you and your care giver. This may be called a 'care plan'.
- Use the prescribed equipment recommended at all times.
- Move frequently (where possible) to relieve pressure.

Heading home

When you go home from hospital with a pressure injury:

- Continue the care plan at home.
- Staff will organise ongoing care, which may include your GP or community nurse.
- Staff will advise you on how to obtain specialised equipment.

Reference: Clinical Excellence Commission. Release March 2014, © Clinical Excellence Commission 2014. SHPN (CEC) 130169

Privacy

Mt Wilga is committed to ensuring the privacy and confidentiality of your personal information.

All Ramsay Health Care facilities, including Mt Wilga comply with the Australian Privacy Principles (APPs) under the Privacy Act 1988 (Cth) and other privacy laws that govern how private sector health service providers handle your personal information (including your health information).

The Ramsay Health Care Privacy Policy may be obtained via our website www.mtwilgaprivate.com.au, you may request a copy from a staff member or contact the hospital's Privacy Officer on 9847 5256.

Self Contained Accommodation

We do have onsite and offsite accommodation available for people attending our day program or for family members who wish to be close to you during your rehabilitation.

For more information regarding availability or costs please call Hotel Services on 9847 5231.

Smoking

Smoking is prohibited inside the hospital. It is recommended that you do not smoke during your stay as an inpatient.

If you do choose to smoke, you voluntarily assume all risks associated with getting to and from the area and risks associated with active and passive smoking. Smoking is permitted in a designated smoking area only which is located as you exit main reception to the left at the rear of the car park. Staff are not able to accompany patients to the smoking area.

Staff Identification

All staff wear name badges as a means of identification and internal security. The badge shows the staff member's name and position. If you cannot see a staff member's identification badge you may ask them to show you.

Telephones

You can make and receive free local calls from the telephone by your bed by dialling '0' and then the number you wish to phone.

John Grant Ward/Brad Norington Ward: People may phone you directly by dialling 9847-51 followed by the room number (for private rooms or Bed A in shared rooms) or 9847-53 followed by the room number (for Bed B in shared rooms).

Kevin Betts Ward: Please find your room telephone number on the glass communication board in your room.

Alternatively, they may phone (02) 9847 5000 (Hospital Switchboard). Phone calls will be put through to your bedside telephone between 7.30am and 8.00pm. If you do not want calls to be transferred through to you please give only those friends and family you would like to speak to your direct line. Please advise a staff member to notify Switchboard not to transfer calls to you.

Television

The Hospital provides a television set with in your room. Free-to-air channels and a selection of radio and Foxtel channels are available.

For patients in Kevin Betts Ward, you will need to select "TV Input" button on the remote control, and then select ATV to access the Foxtel Channels.

For patients in Brad Norington Ward and John Grant Ward, the handset by your bed allows you to easily choose a radio or television program. When either of the channel selector buttons is pushed, the current channel is displayed on the television screen. The sound for the TV will come through the handset. If you experience any problems with the TV or handset, please notify one of the nursing staff on your ward.

For patients in Kevin Betts Ward, there is a separate remote control for the TV. The sound for the TV comes from the TV set on the wall, and NOT through the handset by your bed. We ask that you consider the comfort of other patients when setting the volume on your TV. Please ensure the TV remote control is returned to the bedside table at the end of your admission.

Therapy Timetable

Your therapy appointments for the following day will be written on the board in your room at the end of each day. Please use this information to inform family and friends so they can plan their visits when you will be back in your room.

Transport

Asquith train station is a 15 minute walk and Hornsby train station is a 25 minute walk approximately. If you wish to catch the bus (number 598) to either train station, the bus stop is located at the corner of Carrington Road and Rosamond Street. For a copy of the timetable please speak to front reception by dialling 1.

Valuables

The Hospital will not accept liability for loss of valuables or personal belongings.

In all bedrooms, safes are provided for each patient to store personal belongings. There is a hanging wardrobe and cupboards to store toiletries and clothing.

We advise all patients not to bring valuable items into the hospital during their stay, as we cannot guarantee the security of such items. Small amounts of money may be kept in the safe for purchasing items at the café, but we advise not to bring large amounts of money into the hospital.

Violence & Aggression

The Hospital's staff and patients need to work and be cared for in a safe environment, and one that is free from violence and aggression. Physical and non-physical violence towards staff and/or others in the facility will not be tolerated.

Any such acts may lead to discharge and may result in the police being notified and legal action being taken.

Visiting hours

General visiting hours are: 10.00 am - 8.00 pm.

We understand that visiting your family or loved one is important to you. However, it is also essential for patients to attend their scheduled therapy or education sessions while they are here for rehabilitation. Patients are informed of their therapy schedule each evening and so we suggest you try to arrange visits around the scheduled therapy times.

We understand that you and your family might have particular needs or circumstances that require flexibility. Please feel free to discuss this with the Nurse Unit Manager.

Volunteers

Volunteers play an integral role in the care and wellness of patients through our Volunteer Program. Our volunteers provide a highly valued extension to the clinical and medical care of our patients and the support of their families. Our volunteers strive to provide a positive experience for our patients and recognise diversity by treating all people with dignity and respect.

Ward Management

The ward areas are under the supervision of the Nurse Unit Manager during weekdays and the After Hours Co-ordinator on evening, night and weekend shifts.

The wards are managed during the weekdays by the Nurse Unit Manager (NUM) and the After Hours Co-ordinator (AHC) in the evening, during the night and on the weekends.

If you have any problems during your stay please contact these staff members whose phone numbers are located on page 1.

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

**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.

- 
Standard 1 – **Governance for Safety and Quality in Health Service Organisations**
- 
Standard 2 – **Partnering with Consumers**
- 
Standard 3 – **Preventing and Controlling Healthcare Associated Infections**
- 
Standard 4 – **Medication Safety**
- 
Standard 5 – **Patient Identification and Procedure Matching**
- 
Standard 6 – **Clinical Handover**
- 
Standard 7 – **Blood and Blood Products**
- 
Standard 8 – **Preventing and Managing Pressure Injuries**
- 
Standard 9 – **Recognising and Responding to Clinical Deterioration in Acute Health Care**
- 
Standard 10 – **Preventing Falls and Harm from Falls**

Reference: Australian Commission on Safety and Quality in Health Care, National Safety and Quality Health Service Standards (September 2012). Sydney. ACSQHC, 2012.


**Mt Wilga
Private Hospital**
 Part of Ramsay Health Care

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