Welcome to Ballina Hospital

At Ballina Hospital we are committed to providing you with quality health services based on individual care.
We will do all we can to promote your health and recovery within a caring environment.
This Patient Information Guide will give you and your family and carers some useful information about our services and your care while you are in hospital.
We will be happy to provide any further information that you may require. Please ask the Nurse who is caring for you or the Nurse Unit Manager or Nurse in charge of the Hospital.
The Management Staff of Ballina Hospital.
Chief Executive – Chris Crawford
Executive Officer / Director of Nursing – Peter Jeffree
Nurse Manager – Jonathan Magill
Nursing Unit Manager, General Ward – Alice Street
Nursing Unit Manager, Emergency Department – Wayne Smith
Nursing Unit Manager, Renal Unit – Malcolm Dougherty
Nursing Unit Manager Rehabilitation / Transitional Care – Denise McCall
Nursing Unit Manager, Operating Theatre – Jan Ensby
Business Manager – Jan Forsythe
Hotel Services Manager – Kevin Hourigan
Maintenance Manager – Nick Stevens
Radiology Manager – Janene Hellwege
Pharmacy Manager – John Whiteford

Contents

BALLINA HOSPITAL SERVICES 4
PRIVACY AND CONFIDENTIALITY 6
YOUR RESPONSIBILITY AS A PATIENT 6
PATIENT INFORMATION 8
YOUR STAY IN HOSPITAL 9
GENERAL INFORMATION FOR PATIENTS AND VISITORS 10
HOSPITAL FEES & HEALTH INSURANCE 16
BALLINA HOSPITAL SERVICES

Ballina Hospital has 30 beds in the general ward which includes 4 monitored beds. The unit has the capacity to open an additional 6 beds during high demand periods. Ballina Hospital has a 37 bed Rehabilitation and Transition Care Unit (TCU).

Ballina Hospital also has a 9 bed Emergency Department, an operating theatre suite and day surgery unit, and a Renal Unit catering for 7 haemodialysis patients for 2 shifts 6 days per week and home haemodialysis training which has the capability to train up to 2 patients at a time, as well as assisting those patients on home haemodialysis.

Ballina Hospital provides the following services:

- **Surgical services - Theatre and Recovery.**
- **Day surgery and short stay surgery** (usually 1 - 3 days). Most of the Surgery is Day Surgery and includes General, Urology and Vascular.
- **Rehabilitation Unit**
  
  Provides rehabilitation program to 31 clients. The 24 hour services are provided by an interdisciplinary team the team comprises Registered Nurses, Endorsed Enrolled Nurses, Assistants in Nursing. Rehabilitation programs will be prescribed by Allied Health Professionals such as Physiotherapists, Occupational Therapists, Speech Pathologists, Social Work, Dieticians, Diversional Therapists, Neuropsychologists and Allied Health Assistants. The medical needs of the clients on the unit are managed Rehabilitation Specialist, and 2 CMO’s for day to day care.

  TCU provides time limited support to 6 clients for a low intensity rehabilitation program for older people who have been assessed by ACAT as being eligible for the program to optimise their functional capacity to determine appropriate long term care.

- **The Medical Services** include acute general medical, four cardiac monitored beds and Day Stay medical.

- **Emergency Department** consisting of 9 acute beds, including a multipurpose room. The Emergency Unit is staffed 24 hours a day by nurses and medical staff, and has Specialist Emergency Medical Coverage 5 days per week.

- **Renal In Centre Unit for Haemodialysis** consists of 7 chairs and runs 2 shifts per day Monday - Saturday.

- **The Haemodialysis home training unit for the district** is located at Ballina Hospital. This unit has the ability to train up to 2 patients as well as provide a 24 hour telephone support service to patients dialysing in their homes.

- **Radiology Unit** with the ability to perform x-ray, provide additional support to theatre, and provides a 24 hour after hours on call service. Additional imaging such as ultrasound, CT’s and MRI is provided off site by Lismore Base Hospital or private organisations.

- **Inpatient Medical Services** are provided by two Hospital Based Doctors, local General Practitioner Visiting Medical Officers, providing a 24 hour “On-call” Service. The hospital also has a Visiting Specialist Physician 2 days per week and a Gerontologist 1 day per week and access to a Visiting Specialist Palliative Care Consultant for referrals. In addition, the
ward is serviced by nursing and allied health staff including Registered Nurses, Endorsed Enrolled Nurses, Discharge Planner, Physiotherapy, Occupational Therapy (OT), Social Work, Dietician, Diabetic Educator, Speech Pathology, Diversional Therapy, and the Aged Care Assessment Team (ACAT).

- Medical Services in the Emergency Department are provided by Career Medical Officers (CMO), Locums, GPVMO’s, and Emergency specialists.
- Theatre is covered by Visiting Specialist Surgeons and Anaesthetists.
- The Local Ambulance Service works collaboratively with the Hospital and is co-located with Ballina Hospital.
- Community Health Services work in co-operation with the Hospital and are also co-located.

You can expect

Access to Health Services.
Treatment at a public hospital in an emergency.
Timely admission to a public hospital based on clinical priority.
Transfer if necessary to wherever the care and treatment you need is best provided.
Access to a range of public hospital and community services.
Choice of being treated as a private patient in a public hospital.
(Public patients are treated free of charge, while private status enables you to be treated by the doctor of your choice except in emergencies).
Full Information & Consultation.
Discussion of treatment options and associated risks, so that you can make an informed decision.
Your consent will be obtained, before treatment except in emergencies or where legally restricted.
Information about services, your current health condition and the names and responsibilities of health professionals involved in your care.
Access to people proficient in languages commonly used in the Australian community.
Discussion of your continuing health care before you are discharged from hospital or health service.
Recognition of You as an Individual.
Qualified competent staff who will look after you with care and skill.
Responsiveness to your needs and wants, and those of your family, friends, and carers.
Respect for your culture, religious beliefs and convictions.
Fair treatment regardless of your race, nationality, language, age, sex, sexual preference, or disability.
Privacy and confidentiality of information held about you.

While you are in hospital different members of staff and visiting doctors will provide your care according to your needs. You have the right to know the identity and professional status of all individuals providing this care. You also have the right to seek a second opinion, if you so wish.

Your care and comfort are our primary concern and staff of the hospital will do all they can to ensure that your stay is as comfortable as possible.
If you do have any concerns, do not hesitate to ask questions of the staff.
PRIVACY AND CONFIDENTIALITY

You will be accorded every possible privacy for your interview and examination.

Discussion and consultation will be discreet and will only be with staff involved with your direct care.

Health care providers who are treating you, including those under contract such as Visiting Medical Officers, will have access to your health record, regardless of where the treatment takes place.

A discharge summary can be sent to the GP that you nominate when you leave hospital. If you do not wish this to happen, please inform the Nurse Unit Manager.

Particular care is taken to ensure strict control of access to certain sensitive records such as sexual assault, drug and alcohol, HIV/AIDS, domestic violence, sexual health, mental health, IVF and artificial insemination programs and records of children considered at risk.

On occasions information from health records may be used for purposes such as teaching or research. Where possible your consent to such use will be obtained. Any person who has access to personal health information is bound by a duty of confidentiality.

Should the NSW Ministry of Health extract information about you, in the majority of cases names are removed from the record prior to the reporting. Other authorities are legally entitled to certain information about matters such as Medicare eligibility, the registering of births and deaths, circumstances of death, drink-driving and cancer cases.

You are entitled to see information about yourself held in your health record. Should you require any information from your medical record please ask your Doctor or the Nurse Unit Manager on your ward, or the Medical Records Department.

If you would like to read in detail the requirements for safeguarding the privacy of your health information, please ask to see a copy of the ‘Information Privacy, Code of Practice’ manual.

YOUR RESPONSIBILITY AS A PATIENT

1. To provide to the best of your knowledge accurate and complete information about present complaints, past illnesses, hospitalisations, medications and other matters relating to your health.

Report unexpected changes in your condition to the responsible practitioner.

You need to acknowledge whether you clearly understand a planned course of action and what is expected of you, the patient.

2. You are responsible for following the treatment plan recommended by the practitioner responsible for your care. This includes instructions from nurses and allied health workers, involved in your care.

3. You may refuse treatment, only to the extent permitted by the law.
With a choice of accommodation and care services, including nursing care in your home, Independent Living apartments and villas, Residential Care and Mobile Meal Service, Crowley Care Services can enable you to remain independent and comfortable in your own home after your stay in hospital. Crowley’s services give you added peace of mind, knowing that help is never far away. Call Crowley today to find the right care solution for you. Crowley is an accredited DVA service provider.
You are responsible for your actions, if you refuse or do not follow the practitioner’s instructions.

4. This hospital has adopted zero tolerance and will not tolerate violence, physical aggression or verbal abuse towards its staff. If this occurs, legal action will be taken.

5. All weapons (even licenced ones), illegal drugs, or alcohol are not permitted on the site of Ballina Hospital. Non-compliance may result in police involvement.

As part of hospital safety we ask that you do not bring into hospital any dangerous items that may cause harm to yourself or anybody else; this includes illegal drugs and alcohol.

5. Please assist in control of noise to help others with recovery.

6. Be respectful of the property of others and of the health care facility.

7. Ballina Hospital and all NSW health facilities are all non smoking.

PATIENT INFORMATION

Admission and Booked Admissions
These are arranged on a convenient date for doctor and patient, with priority being given to patients with more urgent conditions.

Patients booked for operations receive a pre-admission form from their doctor with a questionnaire about their health. This information helps the nursing staff/anaesthetist to assess whether tests are required or a visit in person by the anaesthetist before the operation.

Patients need to have a check up at the hospital prior to the admission date. Relevant information and handouts will be given at this time about what to bring and preparation for surgery.

Appointments are made by telephoning the Admission Officer on 6686-2111.

Emergency Admissions
The admission process takes place in the Emergency Department. A delay in admission may occur whilst a bed is made available. Your care will continue in the Emergency Department and then in the Ward.

What you need to Bring for General Admission
Pyjamas or Nighties
Day clothes as required
Dressing Gown
Appropriate well fitting footwear
Toiletries including Dentures and Hearing Aids
Private Medical Fund card or Book (if applicable)
Small amount of money (for phone, newspapers etc).
Your current medications in their original container (these will be returned to you)
All X-Rays, CT Scans, Ultrasounds and other test results
Suitable reading material, or other activities such as knitting etc.

Please Don’t Bring

Valuables, jewellery, credit cards or large sums of money
Radios without head phones
Television sets

Electrical appliances (apart from razor, hair dryer).

*Mobile Phones are not permitted in the wards or Emergency Department as they may interfere with medical equipment.

YOUR STAY IN HOSPITAL

Meals
The Catering Department operates between the hours of 0600 - 2030 hours 7 days a week.

We offer a large range of meals to accommodate all tastes, desires and recommendations from health professionals, (ie Speech Pathology, Dietician, Medical Officer) from the traditional roast to a hearty casserole, the softness of pasta as well as vegetarian dishes.

All meal times are ‘protected’ ensuring adequate staff are on hand to assist if necessary.

Meal times are as follows:
- Breakfast: 7.30 am
- Morning Tea: 9.30 am
- Lunch: 12.00 noon
- Afternoon Tea: 3.00 pm
- Dinner: 5.00 pm
- Supper: 6.30 pm

Meal times can be altered due to patients diet and needs at any time. Patients who require assistance will be identified and receive this appropriate assistance.

The Catering Department will do all that is possible to make the patients stay enjoyable.

Please pass on any information you are concerned about to one of the Catering Staff throughout the day or ask to speak with the Hotel Service Manager.

Each day you will be asked to complete a menu. The menu is designed to give a balanced diet.

If a special diet is ordered or if you have any special dietary needs, a dietician is available for advice. Menus are distributed at breakfast and should be filled in to be collected from 8.00am.

Refreshment facilities and a lounge and garden area are available. A public telephone is available for your convenience.

Visiting
Visitors are welcome.

A rest period for patients admitted to the High Dependancy Unit is 12 midday till 2.00pm and we request no visitors at this time.

SAFETY OF PATIENT VALUABLES

- Wherever possible please do not bring valuables to Hospital. The Hospital is unable to accept responsibility for your personal property, apart from valuables that are placed in the Hospital safe.

- Please take care of your personal items - false teeth, spectacles, hearing aids, walking aids, clothes, toiletries, etc.

- Valuables include - Cash, Cheque books, bank and finance cards including debit and credit cards.
“Valuable” cards eg licence, pension card, DVA card, jewellery, keys, any personal property that is “valuable” to you.

- If you do bring valuables with you to Hospital you are requested to please send them home with a family member.
- If it is necessary for you to keep your valuables at the Hospital, safe keeping of the valuables is available in the Hospital safe. Your valuables will be checked by two staff members with you and you will be given a receipt for the items being placed in the Hospital safe.

When you are ready for discharge, you may collect your valuables from the Hospital Administration Office in business hours. You will need to have your Hospital Identification Band and your receipt to claim your valuables.

- If you choose to keep your valuables with you in Hospital and not put them in the Hospital safe - the Hospital is unable to guarantee the safety of your valuables. The staff will check the valuables with you and you are encouraged to use the locked drawer in the bedside locker - and keep the locker key on yourself.
- Hospital staff are not permitted to undertake financial transactions or shopping on behalf of patients. Please ask your family to assist with these needs. If it is absolutely essential that staff are required to assist you, there are checking and signing procedures the staff are required to follow.

**GENERAL INFORMATION FOR PATIENTS AND VISITORS**

**Alcohol**
Hospital Policy prohibits alcohol in the Hospital or on the grounds for patients or visitors.

Patients may be allowed alcohol only if ordered by a Doctor.

**Accommodation for Relatives**
Nearby motels provide accommodation.

Relatives of critically ill patients are able to remain in hospital beyond visiting hours, please negotiate this with the Nurse in Charge.

**Children**
We do not provide paediatric inpatient care as part of our general ward.

We do provide treatment and stabilisation in the Emergency Department of children prior to transfer to Lismore Base Hospital if their condition requires it.

Children will not be discharged into the custody of anyone other than their parents or guardian, unless other definite, written arrangements have been made by their parents or guardian with the Registered Nurse responsible for the ward.

**Clergy**
Clergy of different denominations visit regularly and can be called at any time if you desire it.
Let us help improve your wellbeing:
Manual Wheelchairs, Bedroom & Seating,
Mobility, Bath & Shower, Toilet, Pressure Care,
Daily Living, Compression Stockings

📞 02 6686 4321
Shop 19 Ballina Boulevard, 70 River St Ballina

ALL UNDER ONE ROOF

Compression Stockings Plus
BALLINA

Susan Taylor (RN)
Fitted for your health & comfort
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 19 Ballina Boulevard,
70 River St Ballina (next to Woolies)
**Clothing**

Lockers and storage cupboards are provided for patient's personal clothing but no responsibility is accepted for money, jewellery, valuables or personal aids, unless they are placed in the hospital's safe and a receipt issued.

**Consent**

Ballina Hospital is obliged by law to obtain the written consent of anyone who is to have an operation in the hospital. No operation can be performed on a patient without the valid informed consent of the patient or some other person competent to give consent on their behalf. Consent is obtained by medical staff who must ensure that legal requirements are met.

If you do not fully understand the nature of your operation, ask to speak to your doctor to receive information in plain English regarding your illness, its likely course, the expected treatment, including the risks.

Consent based on adequate information is obtained also for anaesthesia, electro-convulsive therapy, unusual medications, hazardous assessment procedures, photographic and audiovisual recording and other procedures where consent is required by law.

**Confidentiality**

The content of your medical record remains confidential. All staff are legally required to maintain that confidentiality. Should you require any information from your medical record, please ask your Doctor or Nurse Unit Manager on your Ward.

**Donations**

Donations may be made to the Hospital for specific items or equipment or to general funds.

They may also be left in the form of a bequest.

All donations of two dollars or more are tax deductible.

No matter how small they are, they are always welcome and appreciated.

**Equipment Loan**

The hospital does have a small pool of equipment which is available to patients for short term loan after discharge from hospital. A deposit may be requested for equipment.

If the particular item you require is not available, the local chemists may be of help.

**Gifts of Food, Drinks, Sweets etc**

Visitors are asked to consult the Registered Nurse in the Ward before giving patients any articles of food or drink.

**Hairdresser**

Enquiries regarding the hairdressing service should be directed to the Nurse or Ward Clerk.

**Hospital Auxiliary**

The Hospital Auxiliary provide an essential service to the Ballina community. The auxiliary have a small on site canteen at the General Ward entrance which carries snacks, drinks, books, stationery, toilet requirements as well as some craft and clothing items made by auxiliary members.

The Auxiliary have a trolley service to the wards. The trolley carries sweets, drinks, books, stationery, toilet requirements etc. All funds are used to improve the hospital facilities.
Donations are welcome and can be made directly to the auxiliary.

**Justice of the Peace**
A Justice of the Peace is available to witness documents.

Please ask the Nurse Unit Manager if you require this service.

**Mail**
Mail is delivered daily to the Ward and outgoing mail can be given to the nurse or ward clerk for posting.

**Medications**
The Hospital is responsible for providing all your medications during your hospitalisation. Should you have any drugs or medicines prescribed by your own doctor or bought “over the counter” from a chemist or a health food store, please hand them to the Registered Nurse. This includes herbal and homeopathic preparations as well. We will aim to send all your ‘own’ medications home with relatives once admitted.

While in hospital it is important that you only take those medicines that are prescribed and given to you by a member of the hospital health care team.

**Newspapers**
Newspapers are available from the shop across the street. Payment for newspapers is a private matter between you and the supplier. A daily newspaper is provided for chargeable patients (private patients).

**Parking**
There is limited parking available within Hospital grounds.

Patients and visitors are advised that parking is available in Cherry and Fox and Moon Streets.

**Personal Washing**
This should be arranged with your relatives or friends.

For patients who are unable to make these arrangements, please inform the staff and alternative arrangements may be made.

**Smoking**
Smoking is prohibited in hospital buildings or on hospital grounds. All Health Service Facilities are Smoke-Free Environments.

**Staff Identification**
All staff wear an identification badge indicating their name and position and with a personal photograph.

Certain categories of staff can also be identified by their particular uniforms. Posters advising of what certain staff should be wearing are located throughout the hospital.

**Security**
At certain times, doors are checked and internal checks are attended during the night.

The hospital employs Hospital and Security Assistants who have received security training.

**Telephones**
There are bedside telephones available for incoming calls. **Calls enquiring about patients, or to speak to patients should be after 10.00am to enable staff to attend to morning patient care and Doctors rounds.**

Public telephones are available for use by patients. These are located at the entrance of the General Ward and Emergency. If mobility is a problem, staff will assist in placing a call.
PATIENT INFORMATION

Television Rental
The hospital provides TV rental, each bedside locker has an information sheet advising of the television rental details. If your locker does not contain an information sheet please ask the staff for details.

If you wish to bring your own radio, ear phones must be worn.

Any electrical equipment you bring in to the Hospital must be checked and authorised and certified by an Electrician.

Toilets
For health reasons, visitors are requested not to use the patient toilets (including en-suites).

Visitors toilets are located in the Emergency Department waiting room.

Visiting Hours
General Ward
Visiting hours in the General Ward are between 10.00am and 8.00pm, however if patients are critically ill or relatives and carers wish to assist with patient care needs such as assistance with meals, times should be arranged with nursing staff.

Monitored bed area
Visitors are allowed between 10.00am to 12.00 noon and 2.00pm to 8.00pm.

Visiting is restricted between 12.00 and 2.00pm for a rest period.

Two visitors only per patient at one time in Monitored bed area.

Rehabilitation and Transitional Care
Should you be wishing to visit clients on the Unit our visiting times are from 09.30 am to 9.30 pm. Clients of the Rehabilitation & TCU are scheduled for therapy sessions at any time of the day and it would be advisable to check with client/staff member for scheduled rehabilitation sessions.

Questions, Feedback, Comments, Suggestions and Complaints
- All of our staff are interested in your suggestions and feedback. We need you to tell us what you think so that we can ensure your needs are met and continue to improve our services. There are a number of ways in which you can give your views, make suggestions or express concerns including:
  - Speaking directly to the staff attending you
  - By completing a patient satisfaction survey if requested
  - Writing a letter Make comments and place in the ‘Suggestion Box’ in the General Ward.

- If you have concerns or complaints about your treatment, care or hospital stay, please speak with one of the following:
  - The Nurse Unit Manager
  - The Nurse Manager
  - The Executive Officer/Director of Nursing

- Complaints can also be forwarded to the Complaints Manager, Northern NSW Local Health District. However, the staff at Ballina are keen to ensure your needs are met and you are satisfied with our care. We appreciate if you let us know of any concern at the time, so we can assist you as soon as possible.
Let us come to you!
Veteran Home Care Program also available
Our Co-ordinators can help you make the necessary arrangements for care services in your home
Ph: 07 5524 8303

Our caring staff can assist with:
- Personal Care
- Domestic assistance
- Respite Care
- Transportation to Appointments
- Social Bus Outing Activity programs

Award Winning Care Services for the Ballina and the Northern Rivers Region
Also servicing the Tweed Heads, Murwillumbah and Tweed Coast Areas

UPA – Offering quality aged care services throughout NSW for over 70 years
Regional Office: Sunnylands House, 101-103 Main Street, Alstonville NSW 2477
Discharge
The discharge planning process commences on your admission and your doctor and ward staff will discuss arrangements with you. The hospital has patient care coordinators in both the General Ward and Rehabilitation who can assist in concerns related to your discharge, please ask the Nurse in Charge for details.

Transport
Where possible, you should arrange your own transport home. If this is not possible, inform the nursing staff who will assist with alternative arrangements. Ambulance transport is arranged only where a strict criteria is met. If you are transferring to another Hospital or Health Facility, arrangements will be made by the ward staff and your family informed.

If you are having Day Surgery, you will need someone to drive you home after your operation.

(This is a requirement by law after anaesthetics)

Care after discharge
If you can foresee any problems and/or require assistance about returning home, ask the nursing staff to arrange a visit by the Community Nurse or Social Worker. There are programs available to you on discharge which will assist and support your transition back to the community and reduce the risk of you returning to hospital.

Surgical patients are asked to make their own follow up appointments, as per the discharge instruction sheet.

You may be given a prescription, it is your responsibility to ensure these are filled.

If you have a wound that requires dressings, follow up visits by Community Health Workers and/or appointments with the Wound Clinic will be arranged and explained to you.

HOSPITAL FEES & HEALTH INSURANCE
Charges for hospitalisation will be determined on whether you have decided to be a CHARGEABLE patient (privately insured) or a NON-CHARGEABLE patient (Medicare only). You will be asked to sign a ‘Patient Election Form’ for this purpose.

If you hold private health insurance you will be deemed to be a chargeable patient (privately insured) and have the right to select the doctor of your own choice, unless you elect to be admitted as a non-chargeable patient (Medicare only) and be cared for by doctors nominated by the hospital. If you are privately insured, you are responsible for ensuring that your health fund will provide the cover that you require. Other fees enquiries can be made by telephoning or attending the Admission Office of the hospital in normal working hours.

Chargeable patients
Patients with Private Health Insurance who elect to be a private patient:

- Are cared for by their own Doctor if that Doctor is a Visiting Medical Officer
- Can request accommodation in a single room. Single rooms are allocated first to patients with specific medical needs and may not always be available for private patients
- Will be asked to sign an “Accommodation Claim Form” so that an account can be submitted to the Health Fund on your behalf
Cystic Fibrosis (CF) is the most common life shortening, recessive genetic condition affecting young Australians. 1 person in 25 is an unaware carrier of the CF gene.

CF primarily affects the lungs and digestive system. Living with CF is relentless, day-in, day-out – 365 days a year!

For support or information on CF and carrier screening contact a CF association in your state or territory:

**CF QLD**
P: (07) 3359 8000  
E: admin@cfqld.org.au

**CF VIC**
P: (03) 9686 1811 / 1800 633 685  
E: assistantmanager@cfv.org.au

**CF WA**
P: (08) 9346 7333 / 1800 678 766  
E: info@cysticfibrosiswa.org

**CF ACT**
P: (02) 6259 7922 / 0402 378 053  
E: info@cfact.org.au

**CF SA**
P: (08) 8221 5595 / 1800 232 823  
E: cfsa@cfsa.org.au

**CF NSW**
P: (02) 9878 2075 / 1800 650 614  
E: general@cysticfibrosinsw.org.au

**CF TAS**
P: (03) 6227 1765 / 1800 232 823  
E: general@cftas.org.au

Or visit www.cysticfibrosis.org.au
PATIENT INFORMATION

- will be given a free local newspaper
- are entitled to free access of the hospital television system.

Accounts for medical and diagnostic services will be forwarded to your home address after discharge. These accounts can be claimed through Medicare (75%) and your health fund (25%) for the schedule fee. Any gaps not covered by this are then payable by the patient.

If you suffer from a pre-existing or chronic illness, you are strongly advised to check with your Health Fund claims department to ascertain your eligibility. This should be done prior to electing to be a “Chargeable” patient. We are able to contact your private health insurance fund for details of any excess payments you may be liable to make, eg. share and save schemes, etc.

Self paying patients - Hospital accounts for patients who are not privately insured but elect to be charged so that they can have the doctor of their choice will be forwarded to the home address after discharge. This account is not redeemable through Medicare.

Non-chargeable patients (Medicare) - There will be no charges for any service.

Long Stay Patients
When you are a patient in this or any other Hospital (public or private) for longer than 35 days (without a break of more than 7 days), then a determination must be made by your Doctor as to whether you still require acute treatment. If your Doctor decides by not issuing an Acute Care Certificate that you do not require acute care then you may be classified as a Nursing Home Type Patient. An accommodation charge will apply if you are changed to a ‘nursing home’ type patient.

These charges are referred to as “patient contribution” and are not claimable on any Health Insurance or Veterans Affairs. For more information please ask to speak to the Admissions Clerk.

Primary/Community Health Care Services
If you would like to know more about these talk to the nursing staff and a referral will be made if required. Some of the services are:
Aboriginal Health Services
Alcohol & Other Drugs Services
Child & Family Health
Community Health Nursing
Dental Services
Health Promotion & Education
Mental Health Services
Physiotherapy Services
Podiatry Services
Sexual Assault Services
Sexual Health & AIDS Services
Social Work Services
Women’s Health Services

Leaflets on selected health topics are available throughout the hospital.
The most advanced adjustable bed available to customers. The Avante Hi-Lo allows ultimate height adjustment from 42cm up to 85cm representing the best value on the market today in Hi-Lo adjustable beds.

**Hi-Lo Benefits**
- 3 adjustment levels - Height, Head and Foot
- Helps airflow in the lungs
- Move in and out of bed with ease
- Relief from back pain
- Plus many more benefits

Restores the patient’s ability to get out of bed completely independently or with minimal support. The patient is able to take a more active part in life and move more regularly again.

**Hi-Lo Rotation Benefits**
- The bed rotates to become a chair
- Can stand up again independently
- Reduces the need for a patient lift swing
- 4 adjustment levels – Height, Rotate, Head and Foot
- Home Care or Rehabilitation institutions

For your nearest exclusive stockist please contact Avante Bedding
Phone: 07 3883 1116 • email: dnelson@avantebedding.com.au
Visit us at our website: www.hiloflex.com.au

Australian Government
TGA approval certification number 201246

[Logo: Australian Spinal Research Foundation] 10 Year Guarantee