



# Royal Perth Hospital Patient and Carer Welcome Pack

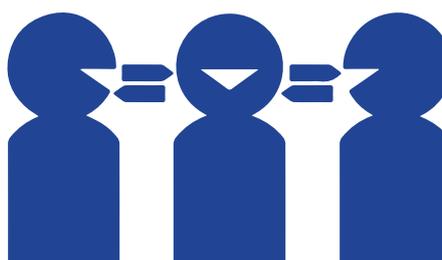


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Tell us if you need help  
reading this booklet





Are you  
**worried?**

We need to know.

If you, or the person you care for  
gets sicker, tell us right away

Step  
1



Worried about a change in your condition  
or the person you care for? Tell us.

Step  
2



Still worried? Speak to a senior staff member.

Step  
3



If your concern is urgent, use the Aishwarya's  
CARE Call phone or call 0437 313 925

You know yourself or your loved one best.  
**We will listen to you.**



# My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

## I have a right to:

### Access

- Healthcare services and treatment that meets my needs

### Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

### Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

### Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

### Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

### Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

### Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

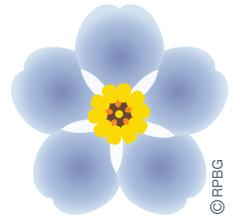


**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

For more information  
ask a member of staff or visit  
[safetyandquality.gov.au/your-rights](https://safetyandquality.gov.au/your-rights)



# » Think Delirium



**Is your family member more confused than normal?**

Have there been sudden changes in their behaviour?

## Act Now!

If you see any of these changes, please tell a member of staff

Have they become more agitated / restless?

Have they become more withdrawn?

Have they become more fearful or anxious?

Are they seeing or hearing things that are not there



# Bear with us

**Our staff will check 3 of your personal identifiers.**

Examples of these are your name, date of birth (DOB), address or unique medical record number. This is to ensure you get the correct care and treatment.

**We will ask you to verbally confirm your identity or we will check your identity band if you have one.**



Name, DOB, address.



## When we will check your identifiers:



during admission/ registration



when completing documentation



when transporting you to another area



when applying ID bracelet



during handover to another staff member



before any investigations or procedures



when providing medication, care or treatment



when moving bed or chair location



# Steps to stay safe in hospital



## About you

- › You need to wear an ID band during your stay, so that staff know who you are and ensure you get the right treatment.
- › Tell us if any of your personal information is wrong.
- › Tell us if you have any allergies and we will give you a red identification band (the red alerts staff to your allergy).

## Your medicines



- › Show us or list all the medicines you are taking.
- › The hospital will provide the medicines you need during your stay.
- › If you have your own medicines with you these will be kept in a locked drawer by your bed. There will be times when we need to use your own medicines. All your medicines will be given back to you when you go home.
- › Tell us if you do not understand what your medicines are for.
- › If you have had allergies or bad reactions to any medicines in the past, tell your doctor, nurse or pharmacist (your health care team).
- › Talk to your health care team about any concerns you have during your stay.
- › Ask about any possible side effects to your medicines.
- › If the medication you are given looks different to what you're used to (e.g. different shape or colour) check with your health care team.
- › Your medicines may change during your stay (e.g. new medicines may be started, or doses may change). Ask your health care team about the reasons for these changes.
- › When you go home, you might be given a prescription for new medicines – make sure you take this straight to a pharmacy or chemist to be filled, so you don't miss any doses.



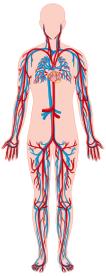
## Preventing infection

- › Wash your hands before and after visiting the toilet, and before all meals.
- › You may remind staff to wash their hands before they touch you.
- › Tell us if you have diarrhoea or vomiting – you might need a separate room.
- › You might have a needle or drip put into your skin. Tell staff if this becomes sore, red, hot or swollen while it is in or at any point after it is taken out.



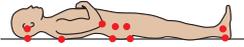
## Preventing falls

- › Wear snug fitting shoes, or slippers with rubber soles.
- › Use your walking aid/s as advised.
- › Press your call bell if you need help (e.g. feeling dizzy or unsteady on your feet), or if a staff member has recommended you don't get up by yourself.



## Preventing blood clots

- › Wear your hospital stockings if advised to do so.
- › Try to move as often as you can (as directed by staff).
- › Try to do simple leg and ankle exercises.
- › Drink fluids as recommended.
- › Take blood-thinning tablets or injections as advised by your doctor.



## Pressure sores

- › If you can, try and keep mobile, even in bed.
- › Call us if you feel uncomfortable or notice red marks on your skin that don't go away.
- › We are happy to help you change position and provide a special mattress or cushion for support.



## Any concerns?

- › We are all here to help you – talk to us if you have any worries or concerns about your treatment.
- › You can provide feedback during and after your stay. Refer to the back of this booklet for more information.



## Leaving hospital

Before you leave make sure you:

- › Have your discharge letter.
- › Have any medicine / prescription explained to you.
- › Know who to contact if you have any questions or concerns.
- › Know when your next appointment is.

**You may receive a phone call from staff within a few days after your discharge to check on your recovery.**

# Shared Expectations

for patients, visitors, and staff to feel comfortable



## You should:

- › **Listen to staff** – we are here to care for you and keep you safe.
- › **Be involved in your recovery** – participate in assessments and treatment.
- › **Stay in routine** – do as many of your normal activities as you're able to – making sure you listen to the advice of the staff.
- › **Expect to be seen and treated by students** – we are a teaching hospital and have a diverse care team learning from us.
- › **Tell us where you are going** – it is important we know where you are at all times during your stay. This is to keep you safe and make sure you don't miss important things on the ward.



## Staff will:

- › **Listen to you** – we will listen to your concerns, questions and feedback and help find solutions.
- › **Talk openly with you** – if something goes wrong during your treatment, we will talk with you about it, what happened, how it might impact you and what is being done about it. This is called Open Disclosure.
- › **Empower you** – we will help you to make informed choices about your stay in hospital.
- › **Care for you** – we will provide you with the care you need.



## Visitors can:

- › **Keep to visiting hours** – patient visiting hours are in place to ensure you get enough rest.
- › **Tell us important information about you** – your family, friends and carers know you the best. With your permission, they can tell us important things we need to know. Remember, we can only share your information with your nominated Next of Kin.
- › **Supervise children** – hospitals are big, busy places. Please supervise children at all times.



## We all will:

- › **Treat each other with respect** – we will not tolerate anyone being violent, aggressive or abusive. We all need to feel safe.
- › **Treat the hospital with respect** – we will all keep the hospital clean and tidy. We will not tolerate intentional damage to the hospital or hospital property.
- › **Not use alcohol, cigarettes, vapes, or illicit drugs** – alcohol and illicit drugs are not permitted in any health care setting. Smoking or vaping is not allowed within 5 meters of any entrance.



## Food

- › **Eat well** – the hospital menu is planned to ensure you get all the nutrients you need. Eating these healthy and balanced meals will help your recovery. If you have any dietary needs, a loss of appetite, or have lost weight without trying, please tell us. Mouth-care is important while you are in hospital so please remember to brush your teeth after each meal and before going to sleep.
- › **Ask about bringing food from home** – during your stay you might have requirements or restrictions you need to follow. Check with us before you eat any food that has not been provided by us. For more information, ask for a “Bringing Food From Home” booklet.
- › **Don’t share your food** – it is important not to share any food with other patients as they might also have requirements or restrictions.



## Valuables

- › **Have the things you need** – it is important to have your glasses, dentures and hearing aids. If staying with us more than a day, it is important to have your own clothes and toiletries.
- › **Look after your own belongings** – the hospital is not responsible for your belongings. If possible, ask a friend or family member to take your valuable belongings home.
- › **Ask permission before using cameras or recording devices** – filming is banned in many areas of the hospital. Even when it is not banned, you must ask for permission first.



# Tell us what matters most to you



You can have as much say in your health care decisions as you want.

Let us know how to help you to have a say and be involved in your health care decisions.

## Ask us the important questions

- › What is my main problem?
- › What do I need to do?
- › Why is it important for me to do this?
- › What will happen if I don't do it?
- › What are the risks?
- › What are my options?
- › How long will my recovery be?

These questions can help you to be involved in your health care decisions and to understand what's going on.



## Ask us for written information

- › We can provide leaflets about different health conditions, procedures, medications and services.
- › These can be made available in different languages and formats.

## Ask us to see a specialty service

- › Aboriginal Health Liaison Officers.
- › Centre for Wellbeing (pastoral & spiritual care).
- › Alcohol and other Drug Service.
- › Private Patient Liaison Officer.
- › Overseas Patient Liaison Officer.
- › Interpreters.
- › Homeless Healthcare.
- › Volunteers.





## Tell us who to involve

- › Update your Next of Kin details.
- › You have a right to personal privacy.
- › Please let us know if there is anything we cannot discuss with your family or Next of Kin.
- › General Practitioner/Family doctor.
- › Other services.
- › Carers WA.
- › Advocacy services.



## Tell us your concerns

- › Are you worried about anything while you're in hospital?
  - People or pets you look after.
  - Upcoming appointments / commitments.
  - Financial worries.
  - Time off work.
- › Are you worried about leaving hospital?
  - Looking after yourself or others.
  - Returning to work.
  - Managing your daily tasks.

## Tell us what you need

- › Preferred name/pronouns.
- › Preferred language.
- › Dietary requirements.
- › Spiritual wellbeing.
- › Cultural wellbeing.
- › Sensory (hearing, vision).
- › Special equipment.

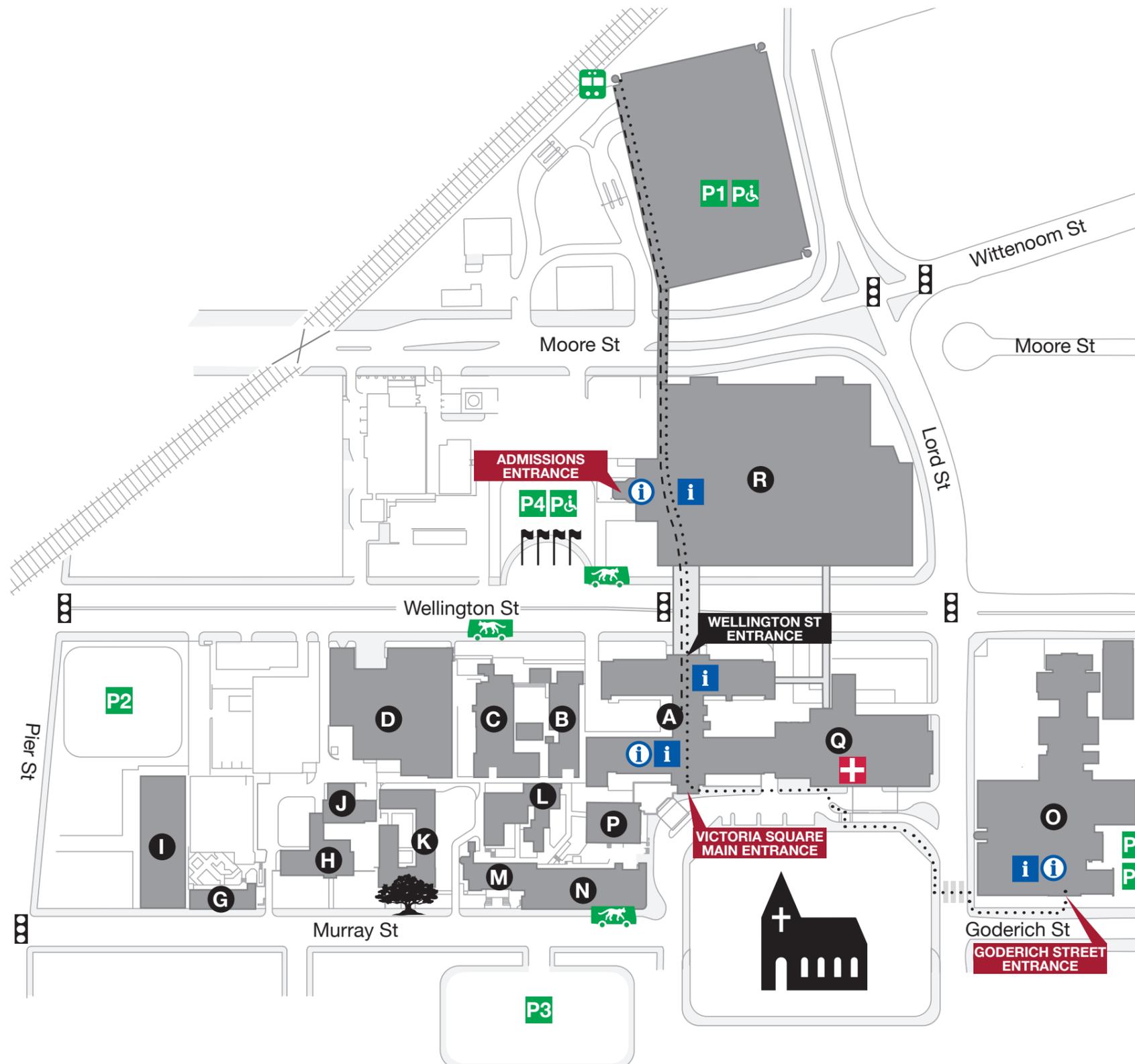


## Tell us what you want to achieve

- › Health goals.
- › Rehab goals.
- › Access to services.
- › More information.
- › Ability to manage your chronic health condition.



# Royal Perth Hospital



## Legend

- A** A Block (South Block)
  - B** C Nicolay Block
  - D** Ferguson Block
  - G** 50 Murray House
  - H** J Ainslie House
  - I** I Block
  - K** Kirkman House
  - M** N Colonial House
  - Q** Q Block
  - P** Milligan House
  - R** R Block (North Block)
  - O** O Block (Goderich Street)
  - +** Emergency Department
  - Moreton Bay fig tree
  - Walk from **P1** carpark to A Block 4-6 mins
  - Walk from **P1** carpark to O Block 6-10 mins
  - CAT bus stop
  - P1** Parking - Royal Perth Hospital
  - P2** Parking - Pier Street
  - P3** Parking - City of Perth
  - P4** Parking - Royal Perth Hospital
  - P5** Parking - Royal Perth Hospital
  - P&** Parking - ACROD
  - Train station - Mclver Street
  - i** Information - reception desks
  - i** Information - touchscreen wayfinders
- Further detailed information is available on the touchscreen wayfinders **i** located in:
- A Block - Level 3 (main entrance) and Level 2
  - R Block - Level 2 and Level 3
  - O Block

# General Information and Amenities

## At the hospital



### Patient Enquiries

Family and friends can call switch on 9224 2244 – and provide your full name to be connected to the ward you're staying on, or, call your bedside phone by calling 9224 5600 and entering your 10-digit patient number (found on your wrist band).

### Reception desk

There are two enquiries desks and touchscreen way finders located at Victoria Square Entrance and Moore St Car Park Entrance.



### Centre for Wellbeing Services

The Centre is committed to delivering compassionate wellbeing services and pastoral care for patients and their loved ones.

- › Location: The chapel is in B Block, level 3 and a Muslim prayer room is on the ground floor of Ainslie House.
- › Contact: To contact a Wellbeing Officer call the switchboard by dialling extension 91, or call Pastoral Care Services on 9224 2482.



### 24-hour ATM

Location: A-block, Level 3, Wellington Street pedestrian overpass.

### Vending machines

Location: A-block, Wellington St overpass.



### The Friends Shop

- › Location: A-block, Level 3, near the Victoria Square entrance Phone: 9224 2084.
- › Hours: 8:30am - 7:30pm (Mon - Fri) 11:30am - 4:30pm (weekends, p/holiday).



### Newsagency (including dry cleaning)

- › Location: A-block, Level 3, near the cafeteria Phone: 9224 2933.
- › Hours: 7am - 5:30pm (Monday to Friday) 7:30am - 5pm (Saturday).



### Victoria's Cafeteria (food and snacks)

- › Location: A-block, Level 3, Wellington Street pedestrian overpass.
- › Hours: 6.30am to 7.30pm.

## On the ward



### Meal times

Breakfast: 7am

Lunch: 12 noon

Dinner: 5pm



### Visiting hours

10am-7pm. These visiting hours might change depending on current government advice. To find out more, talk to a staff member.



### Entertainment

- › A bedside radio service is available in most wards.
- › Most wards have televisions above each bed. This is a paid service. If you would like to pay to watch the television, please dial #41 for more information.



### Telephones

- › All wards have bedside telephones that can receive calls at no costs.
- › Dial #41 to pay to put credit on your phone to make outgoing calls.
- › Public phones are available on Level 3 near the Victoria Square entrance.

# Transport



## Parking

- › Paid parking in the multi-storey car park on Moore St, off Lord Street.
- › Paid street parking on Victoria Square, Goderich St, Lord St and Wellington Street.
- › Limited free short-term parking at the Emergency Department entrance.
- › 'Pick up and set down' area outside the Victoria Square entrance- 15 minutes only.
- › ACROD parking bays can be found on the ground level and level 3 of the Wilsons multi-storey car park on Moore Street.
- › Limited ACROD parking is also available at Victoria Square.
- › This information is a guide only - please read all signs carefully.



## Public transport

- › The McIver Train Station provides direct access to Royal Perth Hospital via the multi-storey car park on level 3.
- › There are several bus stops directly on Wellington Street.
- › Timetables are available from stands in the Victoria Square entrance or can be obtained from the Transperth Infoline (13 62 13) or the Transperth Website.



## Taxi Stands

- › Victoria Square (outside the main hospital entrance): access via A Block, Level 3.
- › Lord Street (outside the Emergency Department entrance): access via Q Block, Level 3.
- › An automatic taxi call telephone is located inside these entrances if required.



## Voluntary patient transport

- › Please call the volunteers on 9224 2054 for information about this service.
- › Voluntary transport is provided by volunteer drivers for patients attending RPH. outpatient clinics who are not able to use public transport, are not able to pay for a taxi, do not have a person to assist with transport, and who frequent clinic appointment at least once every 6 weeks.
- › Please contact the voluntary transport coordinator on 9224 2054 for more information.

# Free Patient Wi-Fi



To help you stay connected, there is a free Wi-Fi service at Royal Perth Hospital enabling internet access for patients, families and visitors.

The Wi-Fi service:

- › Does not require a password to connect.
- › Works on most Wi-Fi enabled devices.

## Accessing the network

- › Make sure your Wi-Fi (via the settings menu) is on.
- › Search for the 'HEALTH – Patient' network in your Wi-Fi settings and select 'Connect'.
- › A new window will open with the service Terms and Conditions of Use.
- › Read the terms and conditions and accept if you agree.
- › You will now be connected to the free Wi-Fi service and can access and browse the internet via your usual browser e.g. Google or Safari. If you choose to decline, network access is unable to be granted and you will not be connected to the network.

## Responsible and appropriate use

Users will be required to agree to the terms and conditions of connection before access is provided, which outline the acceptable and not-acceptable uses of the service.

Wireless access is to be used in a fair and community-minded manner.

The East Metropolitan Health Service (EMHS) reserves the right to limit or block certain websites and/or content that it deems inappropriate.

## Frequently asked questions

### What if I have a problem connecting?

Hospital staff are focused on clinical and other duties and are not able to provide assistance or technical support for the Wi-Fi. If you are having trouble connecting to the free Wi-Fi, or would like to provide feedback please email us at [DDI@health.wa.gov.au](mailto:DDI@health.wa.gov.au).

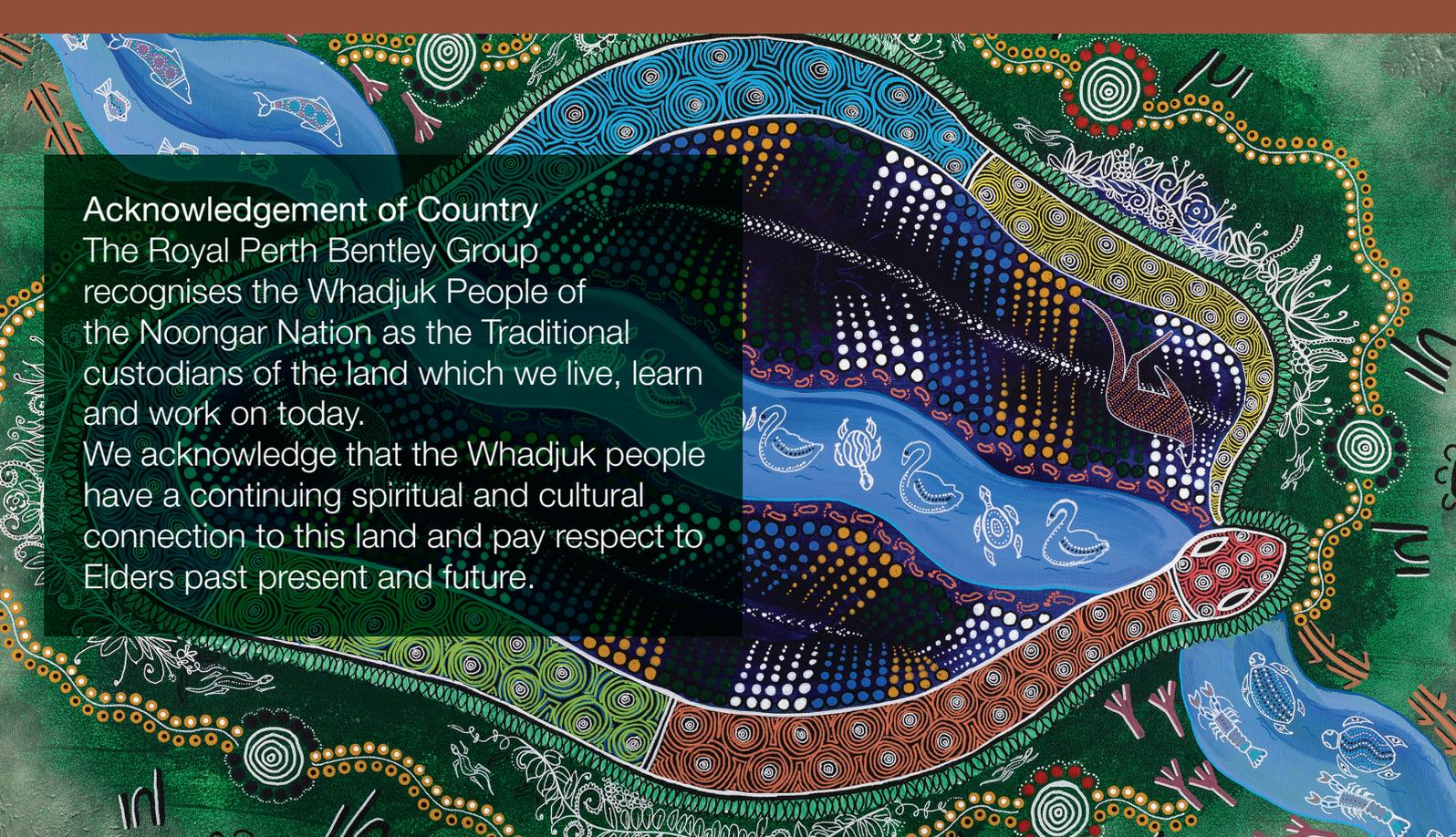
### What websites can't be viewed and why?

Patient Wi-Fi is limited to light use style browsing only, it is not expected to be used for significant streaming of video services, such as YouTube and Netflix etc and may experience limited service quality.

Patients and families staying at EMHS hospitals can access TV, movies, and other on-demand content (channels) via the TV rental service (where offered).







## Acknowledgement of Country

The Royal Perth Bentley Group recognises the Whadjuk People of the Noongar Nation as the Traditional custodians of the land which we live, learn and work on today.

We acknowledge that the Whadjuk people have a continuing spiritual and cultural connection to this land and pay respect to Elders past present and future.

*Walk With Us – A Journey to Better Health, by artists Lorraine Woods and Meena (Peta Ugle).*



We are aware that all patients expect the best possible care.

This booklet is designed to provide you and your family or carer with helpful information for your stay with us at Royal Perth Hospital.

As stated, should you have further questions please do not hesitate to ask any of our staff.

Best Wishes

Warren Lance

Chair of RPBG Consumer Advisory Council

# Your stay at Royal Perth Hospital

During your stay, we would like you to understand every aspect of your care and be as comfortable as possible. Within this booklet is some information that provides insight on what to expect during your stay, important questions to ask your treating team, and details on how to be involved in your care. It also outlines the services and amenities that are available to you, your carers and your visitors.

Our staff are here to help and are committed to providing you the very best safe, high-quality health care. I encourage you to speak to your treating team if you have any special requirements or need any further information about your stay.

Royal Perth Hospital (RPH) and Bentley Health Service (BHS) are renowned for contributing to innovation and excellence and as a part of our ambition to continue this tradition and become known as Australia's Safest Healthcare Group, we aim to:

- › deliver what matters most to our community with skill and compassion
- › provide care of a consistent high quality, such that patients would recommend our hospital to their family and friends
- › distinguish ourselves as the employer of choice by fostering a culture of continuous improvement
- › be a leader in clinical excellence that translates to no patient harm.

We want to hear about your hospital experience, so please reach out to us with your feedback. There are various ways to provide feedback, please refer to the last page of this booklet for more details.

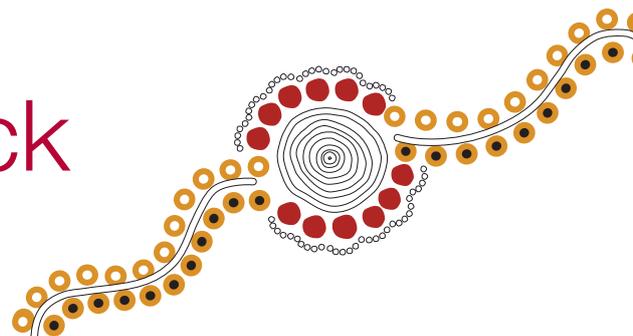
I wish you well in your recovery.

Ben Noteboom  
Executive Director  
Royal Perth Bentley Group





# Consumer Feedback



## How to tell us what is happening to you

### Talk to someone

Talk to the staff who are caring for you or ask to speak to the person in charge

Contact our Consumer Engagement Staff:  
RPBG.feedback@health.wa.gov.au  
(08) 9224 1637  
Mon - Fri 8am - 4pm

### Share your story

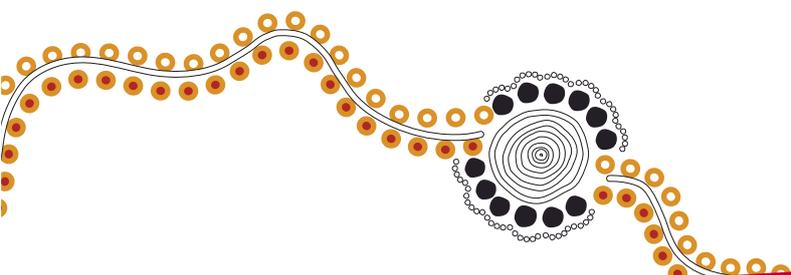
Complete a survey which will be offered by staff, or request a feedback form

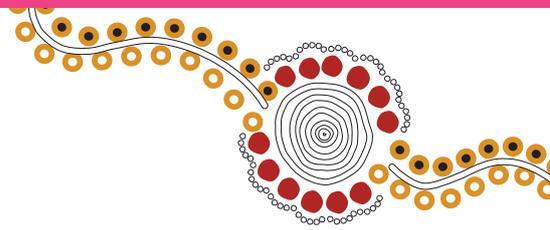
Tell your story anonymously at  
[www.careopinion.org.au](http://www.careopinion.org.au)

### Help us help you

Ask staff if you need help with language interpreting or accessibility

Become a  
Consumer Representative or Volunteer:  
RPBG.feedback@health.wa.gov.au





**Please tell us who made a difference in your care, what went well for you, or share other comments or suggestions you may have.**

**Name:** \_\_\_\_\_

**Phone number:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_

**What went well and/or what could be improved:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please scan or take a photo of this form to email to: [RPBG.feedback@health.wa.gov.au](mailto:RPBG.feedback@health.wa.gov.au) or give to one of the staff members to forward to us directly.

The Royal Perth Bentley Group is always seeking to improve services by listening to consumer and carer input. This can involve auditing, sitting on committees or working groups, the training of staff, reviewing publications and policies, etc. It could be on an ad-hoc basis or regular monthly meetings.

**Is this something you would like to help us with?**

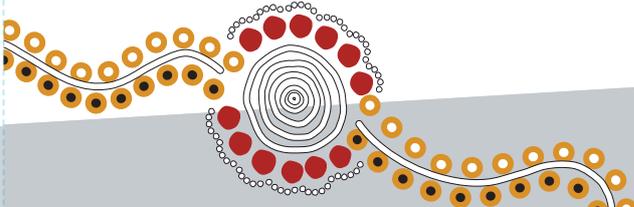
To find out more, write your name and contact details below and deliver it to a staff member and we will contact you or send an email to the Consumer Engagement team at [RPBG.feedback@health.wa.gov.au](mailto:RPBG.feedback@health.wa.gov.au) outlining why you would like to provide a Voice for Improvement.

**Name:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email address:** \_\_\_\_\_

**Date of birth:** \_\_\_\_\_



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