

HOSPITAL DIRECTORY



ST ANDREW'S HOSPITAL
MEDICAL & SURGICAL EXCELLENCE

350 South Terrace, Adelaide

Telephone: 8408 2111

Facsimile: 8232 0328

www.stand.org.au

Overlooking the South Parklands

WELCOME

St Andrew's Hospital has had a mission to provide *medical and surgical excellence* since its inception in 1936.

Creating theatres, providing equipment and training staff that attract *Adelaide's best doctors* and offer patients the very best treatment. We want to make people well... improve their quality of life.

St Andrew's nurses have had a long reputation for being *highly skilled and dedicated*. It's one of the hospital's points of distinction – Adelaide's leading doctors tell us it's one of the main reasons they choose St Andrew's.

Service is a part of the St Andrew's culture - from our Pre-Admission Clinic, to the delivery of *restaurant quality meals* to our discharge co-ordination. Quality service, together with *beautiful views* over the south parklands, helps to make a hospital stay pleasant.

At the core of everything we do however, is our mission for medical and surgical excellence... it's what people come to hospital for. We aim to provide it without compromise.

St Andrew's is fully accredited by The Australian Council on Healthcare Standards (ACHS).

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ACCOMMODATION

Accommodation is offered by Greenhill Lodge, 204 Greenhill Road, to family members of patients or to people from country areas requiring day treatment at St Andrew's.

This comfortable motel is operated by the SA Anti Cancer Foundation. First priority is given to cancer patients. Bookings are essential and rates are very reasonable. The motel provides a shuttle bus several times a day to the hospital.

Please contact the Patient Liaison Co-ordinator on 8408 2014 for information on other accommodation available, at special rates, within close proximity to St Andrew's.

ADMISSION PROCESS

Admission to St Andrew's Hospital is normally organised by your doctor who will advise you of the time you are required to arrive. Please report to the reception desk in the foyer of the hospital.

To minimise admission delays please complete the enclosed Admission Form and return promptly in the reply paid envelope.

If you have any questions please contact your doctor or call the Admissions Department on 8408 2163 or 8408 2166.

ALLOCATION OF PRIVATE ROOMS

Bed allocations are made on the day of admission. The allocation of a private room is subject to availability and priority is based on clinical needs. Every effort is made to ensure that your desired accommodation request is met, but there can be no guarantee.

If you have clinical reasons for requiring a private room, it is recommended that you attend the hospital's Pre-Admission Clinic (see page 11).

ANAESTHETIC

If you are having an anaesthetic, your anaesthetist will see you at St Andrew's before your operation or procedure.

You must not drive for 24 hours after an anaesthetic or sedation, and it's advisable not to smoke 24 hours prior to an anaesthetic.

BOARDING FACILITIES

Child

As a parent/carer you are welcome to board with your child and will be provided with a bed, meals and use of St Andrew's facilities during your child's stay. It is suggested that you bring a few of your child's favourite toys.

You may wish to consider having another adult with you on your trip home so that you can safely care for you child.

Adult

We understand that at times you may wish to remain close to your sick family member or loved one. We are happy to arrange to meet any special needs.

CHAPLAIN

As well as our Uniting Church chaplain, representatives of other denominations visit to provide emotional and spiritual support.

The Chapel is available for private meditation, as well as religious services.

CODE OF ETHICS/CONDUCT

St Andrew's Hospital nurses operate under the Australian Nursing Council's Code of Ethics and Code of Conduct. Copies of these codes are available from the Clinical Manager of each ward.

COFFEE SHOP

The coffee shop is open from 10.00am – 7.30pm during weekdays and from 12 noon – 4.00pm on weekends. Pies and pasties, sandwiches, cakes, biscuits, drinks and a variety of confectionery goods are available for purchase.

Flowers, magazines and newspapers are also available. A coffee shop trolley operates each weekday, visiting the wards selling a smaller range of goods including phone cards and stamps.

COMPLIMENTS AND COMPLAINTS

We value feedback from our patients and visitors about our services and facilities. This feedback provides us with an opportunity to improve our services and/or thank our staff for their care. The hospital has a service improvement scheme in place.

Please ask one of the nursing staff how you can make a compliment or a complaint, or alternatively contact the Patient Liaison Co-ordinator on 8408 2014.

DIETARY SERVICES - MEAL TIMES

St Andrew's offers a wide selection of meal choices to cater to your dietary requirements. Our chefs are all qualified to ensure that the food you receive is as enjoyable, fresh and nutritious as possible.

Meals are served at the following times:

- Breakfast 7.00am - 8.00am
- Morning tea 10.00am
- Lunch 12 noon - 1.00pm
- Afternoon tea 2.00pm
- Dinner 5.00pm - 6.00pm
- Supper 7.00pm

A consultant dietitian and dietary aide are available to assist you with food choices.

Our menu incorporates the heart symbol on choices for Diabetics, weight control and low fat diets.

Pure filtered water and cordial are always available, unless you have dietary restrictions.

Please check with your doctor regarding any fasting requirements prior to your admission.

DISCHARGE

We know that most people do not want to be in hospital any longer than absolutely necessary. However, sometimes the prospect of coping at home afterwards may seem rather daunting. If you have any concerns regarding your discharge needs, we would encourage you to attend the Pre-Admission Clinic before you are admitted.

In addition, at St Andrew's we have a specially designated Discharge Co-ordinator to liaise with community organisations and organise special facilities for patients in need of these services.

A range of items may be hired from external companies for use following your discharge. These include walking frames, seat raisers, sheepskins and bedpans. Nursing staff will discuss your requirements with you and organise the appropriate equipment.

Please note that discharge time is 10.00am. Comfortable sitting rooms are available for your use if you are unable to be collected at this time.

DONATIONS/ST ANDREW'S HOSPITAL FOUNDATION INC

You may wish to express your appreciation for your care at St Andrew's Hospital by making a donation. If so, send your cheque or money order to St Andrew's Hospital Foundation Inc. Donations of \$2 or over are tax deductible.

EMERGENCY DEPARTMENT

St Andrew's Hospital Private Emergency Department is designed to provide medical attention 24 hours a day, every day.

The department is designed to deal with:

- Accidents and sports injury;
- Sudden or acute illness;
- Work related injury;
- Worsening illness or symptoms, when help is hard to find.

Fees

Medicare Benefits Schedule fees are charged for medical services. A fixed Facility Fee is payable (which is not claimable). The Facility Fee will be waived if you are admitted to hospital.

If you need specialist consultations, X-rays, pathology or hire of equipment such as crutches, you will be invoiced separately by each provider.

EQUAL EMPLOYMENT OPPORTUNITIES

St Andrew's is an equal opportunity employer.

The hospital makes every effort to care for staff by providing freedom from harassment or discrimination in the workplace and a healthy and safe working environment.

ELECTRICAL EQUIPMENT

Electrical equipment can become a potential hazard in an unfamiliar environment. It is a requirement that any equipment brought into the hospital is shown to nursing staff who will organise a quick and simple electrical safety check by the hospital's qualified electrician.

EMAIL

Whilst an inpatient, relatives and/or friends are welcome to communicate with you via the hospital's email.

The email address is: ***mail@stand.org.au***

To ensure accurate distribution of emails please advise your relatives and/or friends to give your full name (given name and surname) on the email.

EVACUATION/FIRE PROCEDURES

For your safety, our fire systems are checked on a regular basis.

In the event of an alarm sounding, your visitors are asked to remain in your room. Staff are trained in all fire safety procedures and will direct you in the unlikely event that any further action should need to be taken.

HAIRDRESSING

A mobile hairdressing service is available upon request. Please check with the ward staff who will be happy to organise a visit for you.

INFORMED FINANCIAL CONSENT

St Andrew's Hospital endorses Informed Financial Consent for all patients. The hospital recommends that you discuss financial aspects of your medical treatment with your doctor prior to admission to hospital. The St Andrew's clerical staff in our admissions department will discuss all financial aspects of the hospital component with you on admission.

INTERPRETER SERVICES

If an interpreter is required, arrangements will be made by the ward staff. Please notify St Andrew's before admission if it is felt that an interpreter will be needed.

LAUNDRY

We ask that patients arrange with family members to have their laundry done. However we are able to provide a service for those patients with special needs.

MAIL

Incoming mail will be delivered to you personally. Staff will happily assist you with your outgoing mail. If you require postage stamps these can be purchased at reception or from the coffee shop trolley.

To assist in the distribution of mail please ask your friends or relatives to address your mail to:

Your name

Ward (if known)

C/- St Andrew's Hospital

GPO Box 1299

Adelaide SA 5001

MEDICATIONS & PHARMACY

Please bring with you, on admission, any regular medications that you are taking and the relevant authority scripts if applicable.

We request that medications be in their original pharmacy container to enable accurate assessment of your medication needs.

A pharmacist is available on site to discuss any issues you may have concerning your medications and will assist you if changes are made by your treating doctor.

MOBILE PHONES

Mobile phones have been known to interfere with some medical equipment. We ask that calls made from mobile phones be restricted to the ground floor of the hospital.

NEWSPAPERS

A complimentary copy of The Advertiser will be delivered to your room daily.

Any additional papers or magazines can be purchased from the coffee shop located on the ground floor, or from the coffee shop trolley which visits the wards on a daily basis.

NO LIFTING POLICY

St Andrew's has a commitment towards safety – both for you and our staff. For this reason, our hospital is equipped with 'state-of-the-art' hydraulic beds, lifting machines and other aids to move you safely and comfortably when you are not able to do so independently.

PARKING

Council parking is available around the hospital. A "set down/pick up" area, as well as disabled parking is available via the main entrance from South Terrace.

St Andrew's recommends separate private arrangements for long term parking.

The Hospital regrets that it is unable to provide on site car parking for patients and/or relatives.

PATIENT COMPUTERS/LAPTOPS

If you wish to use your own personal laptop whilst an inpatient we would recommend you contact our Information Systems Department on direct dial 8408 2187 to make the necessary arrangements.

PATIENT LIAISON CO-ORDINATOR

St Andrew's provides a liaison service for all patients. If you have any questions or concerns please phone 8408 2014 and our Patient Liaison Co-ordinator will give you the necessary information.

PETS/ANIMALS - INCLUDING GUIDE DOGS

St Andrew's will support any patient's requirement to be admitted with an animal that is needed for medical reasons (i.e. guide dog, hearing dog, or pets-for-therapy dog). Please notify the hospital prior to admission that you will be accompanied by an animal and the hospital will make appropriate arrangements. Unfortunately, other animals cannot be accommodated.

PHONES - PHONE CARDS

A personal phone is available next to your bed. All local calls are at no cost. A phone card will be necessary to make mobile, STD and ISD calls. These can be purchased from admissions, reception or from the coffee shop trolley which visits the wards on a daily basis.

PHYSIOTHERAPY AND ALLIED SERVICES

If you require Physiotherapy or any other allied health service (e.g. Speech Pathology) whilst at St Andrew's, your doctor will arrange a referral. For most patients, there is no charge for allied health related treatments whilst in hospital.

If unsure please check with your health fund regarding your entitlements.

The hospital provides, free of charge, the services of a qualified dietitian.

PILLOWS

The hospital has a selection of pillows available. If the pillow allocated to your bed does not suit you please let one of the nurses know. Many patients prefer to bring their own.

PRE - ADMISSION CLINIC

We offer a comprehensive, free Pre-Admission Clinic. This clinic is designed to ensure a relaxed and informed admission process for patients and their families or friends.

Assistance can be given with completing necessary paperwork and any concerns re your hospitalisation can be addressed at this time.

Ask your doctor for more information about the Pre-Admission Clinic or phone 8408 2032 to speak to our Pre-Care Co-ordinator.

READING LIGHTS

Small reading lights can be arranged if required.

SMOKING

St Andrew's recognises the individual's right to make lifestyle decisions.

However, in the interest of staff and patient comfort and safety, smoking is restricted to certain areas. Please utilise the facilities provided. Staff will direct you to the designated areas.

STAFF PROFILE - NURSING SERVICES

St Andrew's only employs staff with the highest possible distinction. The vast majority of our nurses hold tertiary qualifications and have considerable experience in their areas of specialty. In addition, St Andrew's provides specialist nursing services for stomal therapy, breast care, infection control, pre-admission assessment and discharge planning.

TAXI & PUBLIC TRANSPORT

St Andrew's shares a telephone link with 2 taxi services who provide a priority service. These phones are located by the front door on the ground floor adjacent to reception.

Trans Adelaide buses make regular stops along Hutt Street. The closest stops are stop 03 (on Hutt Street, just before South Terrace travelling from the Southern suburbs into the City) and stop K1 (on Hutt Street, just before South Terrace travelling from the City toward the Southern suburbs).

Contact Trans Adelaide on 8210 1000 between 7.00am and 8.00pm Monday to Sunday for timetable information.

TELEVISIONS

Each bed is provided with a television at no cost to the patient.

VALUABLES AND PERSONAL EFFECTS

St Andrew's strongly advises that patients leave jewellery, large amounts of cash and credit cards at home. The hospital does not accept responsibility for loss or damage to personal property kept by patients.

A safe is available in front reception.

VETERANS' SERVICES

St Andrew's Hospital has a Tier 1 rating with the Department of Veterans' Affairs and acknowledges the special contribution to this nation of the men and women who are now members of the Veteran community.

We understand that Veterans often have unique needs.

The hospital has a Veterans' Liaison Co-ordinator to assist Veterans and their families and can be contacted on 8408 2014.

VISITING

Normally, visiting hours are from 11.30am to 8.30pm. Immediate family are welcome outside these times. Visiting hours or the number of visitors may be restricted according to your wishes, your need for rest and the comfort of other patients.

Visitors to the Critical Care Unit or High Dependency Unit are asked to advise staff when they arrive.

In the interest of all patients we recommend that the number of children visiting be kept to a minimum.

To safeguard your well-being, we request that any person with an active infection should not visit, and that children be supervised by an adult at all times.

VISITORS' MEALS

Visitors may purchase food or drinks from the following locations:

Coffee shop: light meals and refreshments from 10.00am - 7.30pm Monday to Friday and 12 noon - 4.00pm on weekends.

Cafeteria: open to visitors and staff, the cafeteria is located on the ground floor. A wide variety of hot and cold meals are available, on a self-serve basis.

Vending machines for hot/cold drinks and snacks are located on the ground floor near the Emergency Department and in the cafeteria.

VOLUNTEERS

Volunteers within St Andrew's work in a number of areas including the running of the coffee shop, patient visiting, flower care, patient transport and the coffee shop trolley which visits the wards on a daily basis during the week.

If you, or anyone you know are interested in joining our large group of volunteers please phone 8408 2014 and ask to speak to the Volunteer Co-ordinator.

WHAT TO BRING WITH YOU

The following is a guide to things you will need to bring with you:

- Doctor's letter/report/notes/ consent form;
- Family Prescription Record Card;
- Health Care Card;
- Health Fund Card or Book;
- Medicare Card;
- All medication currently being taken, in the original labeled pharmacy container (including inhalers if you use them);
- All medication repeats and authority scripts;
- Pensioner Concession Card;
- Pharmaceutical Safety Net Card;
- Third Party/Accident Details;
- Veterans' Card;
- All relevant X-rays/scans;
- Worker's Compensation Claims Agent Details.

Personal belongings:

- Nightwear/Dressing Gown/Slippers;
- Pillow (if you prefer to use your own);
- Reading material;
- Spectacles;
- Toiletries;
- Walking aid (if used).

Please list any other personal items you may wish to bring:

ABOUT YOUR ACCOUNT

At St Andrew's Hospital, we understand that the health insurance fund system can be confusing.

The following section provides answers to frequently asked questions.

We advise you to read this section carefully to make your admission as smooth as possible.

I have private health insurance, how do I claim for my hospital account?

As part of your admission process you will be asked to complete a Patient Declaration Form. This form allows the hospital to send your account direct to your health fund following your discharge. You will not receive an account from the hospital unless there are particular costs not covered by your fund.

What is included in my hospital account?

Your hospital account includes the costs associated with your hospital stay. This includes accommodation, theatre fees and any prosthesis used. No charges are made for your daily newspaper, local telephone calls or medication provided as part of your treatment whilst an inpatient.

Does my hospital account cover all my costs?

While the hospital endeavours to minimize the number of accounts you receive, you will receive separate accounts for any outstanding amounts from your doctor, surgeon, surgical assistant and anaesthetist. You may also receive separate accounts for the following:

- Pathology or radiology (x-ray) services;
- Medication you were taking prior to your admission and dispensed by pharmacy while an in-patient;
- Medication supplied to you on discharge;
- Some equipment hired or purchased, such as crutches.

***I have agreed to an excess/gap/
co-payment on my health insurance.
When do I pay it?***

As part of your choice of private health cover you may be required to pay an excess, gap or co-payment. You may also have certain "excluded" items, benefit limitations or procedures that are not covered under your selected health fund cover and are therefore your responsibility. These costs are payable on admission. It is strongly recommended that you contact your health fund if you believe this may apply to you.

I have recently joined/changed my health insurance. Will this affect my cover?

If you have recently joined your health fund, upgraded your level of cover or transferred from another fund, you may have a waiting period before full benefits apply. Waiting periods may also apply if you are being admitted to hospital for treatment of a pre-existing ailment. It is strongly recommended that you contact your health fund if you believe this may apply to you.

What is a Pre-Existing Ailment and how will it affect my claim?

A pre-existing ailment, is a disease or problem that you may have suffered from before joining or changing your health fund status, (even if you were unaware of this ailment at the time of joining your fund or upgrading your level of cover).

If you have changed your health fund, or your level or cover, your health fund may impose a waiting period before it will pay benefits, or may pay benefits at your previous level of cover. It is strongly recommended that you contact your health fund if you believe this may apply to you.

I am not sure if I am up to date with my health insurance payments, does this matter?

If you are unfinancial with your health fund at the time of your admission you will be required to bring your account up to date in order to receive full benefits.

Where this does not occur, your account will be treated as uninsured and you will be required to pay the estimated costs of your account prior to admission.

I'm not sure what my health fund does and does not cover, what should I do?

Not all private health funds offer the same benefits and there are a number of different tables. It is therefore recommended that you contact your health fund prior to admission so that you are fully aware of your level of cover and any costs you may be required to pay.

I don't have private health insurance, but I intend to pay for my hospitalisation myself. How do I find out how much I will pay?

If you are not privately insured, you will be required to pay the estimated costs of your accommodation, theatre and other costs (such as prostheses) prior to admission. Staff from the Patient Accounts Department will provide you with an estimate of these costs based on information provided by your doctor.

In some instances, your account may vary from the estimated costs. In this event, an account will be forwarded to you as soon as possible after your discharge. Payment of this account is normally required within seven (7) days of its receipt.

Some doctors' rooms provide estimates on behalf of the hospital. If so, please bring the estimate with you - it must be checked with the hospital prior to admission.

My admission is the result of a workplace injury and is therefore the subject of Workers Compensation. What does this mean to me?

If you have sustained a work-related injury or illness during the past 24 hours, your admission will be accepted initially.

As soon as practical, staff from the Patient Accounts Department will contact your employer/insurer to confirm your entitlement to Workers Compensation.

Where your injury/illness has occurred more than 24 hours before admission, you will be required to provide evidence of acceptance of your claim, (including claim number, contact person and other relevant details.)

Where approval has been given, your account will be forwarded to your employer/insurer for payment. However, if your claim has not been accepted, (or is not yet determined), your account will be treated as uninsured and you will be responsible for payment of the estimated costs of your account on admission.

If your WorkCover claim has not been accepted, but you have private health cover, you must organise an interim payment from your health fund, or pay the estimated costs on admission.

Please Note: Once approved, Workers Compensation patients are fully covered for theatre costs and accommodation in a ward or shared room. However, where you are allocated, at your request, a private room you will be required to pay a nominal fee per night. It does not automatically follow that you will receive approval for a period of hospitalisation even though you may have been covered under Workers Compensation for previous visits. Each hospitalisation must be accepted by the employer/insurer.

I have health insurance with an overseas insurer. How does this work?

If you have overseas health cover you will normally be required to pay the estimated costs of your accommodation and theatre charges prior to admission. At discharge, (or as soon as possible afterwards), you will receive a detailed account for reimbursement from your overseas health fund.

In some instances admission will be accepted where evidence is provided of acceptance of the total costs of your hospital stay. However it is important that you contact the Patient Accounts Department prior to admission to confirm these details.

I am claiming through Public Liability/Third Party/Victims of Crime, (or other civil or legal claim). What must I do?

Prior to admission you will be required to provide evidence of approval for your hospitalisation (including details of your claim and contact person.)

Where these details are provided, your account will be forwarded to your solicitor for payment. Where, however, approval is not provided, you will be required to pay the estimated costs of your hospitalisation on admission.

I am a Gold Card holder with Veterans' Affairs. Do I still need to gain authorisation to come to St Andrew's?

St Andrew's Hospital is a Tier 1 Hospital which means that there is normally no requirement for the hospital to gain prior financial authorisation for your admission.

As a Veteran holding a Gold Card you are fully covered for theatre costs and accommodation in a ward or shared room. However, where you are allocated a private room at your own request you will be required to pay a nominal fee per night.

Where can I pay any outstanding amounts on my hospital account?

Payment of any outstanding amount on your hospital account can be made at the hospital's reception desk, located in the foyer on the ground floor. Payment can be made by cash, cheque or EFTPOS.

Credit card facilities are also available for BankCard, MasterCard and Visa. For your convenience, the hospital also has the facilities to accept telephone payment by credit card.

Where an account is overdue, interest charges may be applied to the account and recovery action may be taken, which will add collection costs to your account balance.

Who can I contact if I have a question about my account or potential costs associated with my hospital stay?

The Patient Accounts Department is open between 8.00am - 4.30pm Monday to Friday (excluding Public Holidays).

Patient Accounts Staff can be contacted direct on 8408 2098 and 8408 2099.