

## Access to your Medical Record

There is an established process should you, or a nominated party with your consent, require access (including a photocopy) to personal information contained in your medical records. This process is consistent with the Privacy Amendment (Enhancing Privacy Protection) Act 2012. For further information, please contact the Health Information Manager or Director of Clinical Services.



# TOOWONG PRIVATE HOSPITAL

*'Where People Come First'*

## PATIENT INFORMATION GUIDE


### OUR MISSION


"Through a commitment to excellence in psychiatric care, Toowong Private Hospital provides and maintains superior services promoting mental health and well being."

Toowong Private  
Hospital

496 Milton Road  
Toowong Queensland 4066  
Ph (07) 3721 8000  
Fax (07) 3721 8015

W [toowongprivatehospital.com.au](http://toowongprivatehospital.com.au)  
E [tph@toowongprivatehospital.com.au](mailto:tph@toowongprivatehospital.com.au)

 @ToowongPrivate

 [facebook.com/toowongprivatehospital](https://facebook.com/toowongprivatehospital)

to arrange an unscheduled visit by contacting the community visitor on 1300 302 711. If you would like further information regarding the Community Visitor Program, please discuss with the Director of Clinical Services.

### **Mental Health Act**

If you would like information about the Mental Health Act, please ask your nurse or your treating psychiatrist. A Statement of Rights for Involuntary Patients is on display and is available on request.

### **Guide / Hearing / Assistance Dogs and Companion Animals**

At times, it may be clinically necessary for a patient to be admitted to hospital with their Guide Dog, Hearing Dog, Assistance Dog or Companion Animal. All of these must meet a set criterion and must receive approval by the Clinical Manager or Shift Coordinator prior to entering the facility.

Whilst at Toowong Private Hospital, any Guide Dog, Hearing Dog, Assistance Dog or Companion Animal is to remain under the control of the handler / owner at all times. Prior to approaching a Guide Dog, Hearing Dog, Assistance Dog or Companion Animal, you should always ask the handler / owner about their preference on people interacting with their animal.

If you have a known allergy or a fear of dogs or other animals, or if you have a concern about a Guide Dog, Hearing Dog, Assistance Dog or Companion Animal, please speak to the Inpatient Services Manager.

### **Privacy**

Please advise nursing staff if you do not wish to be disturbed by phone calls or visitors.

would like to be visited by a representative of a specific religion, please let the nursing staff know and they will arrange the visit for you.

### **Patient Leave**

Patient Leave will only be granted with the approval of your treating psychiatrist.

There are three levels of leave that may be granted, they are as follows:

- Unaccompanied leave – patient can go out alone
- Accompanied leave – in the company of a responsible adult (family member or friend)
- Escorted – with a member of staff only

It is recommended that inpatients are **NOT** granted leave:

- to attend work unless there are exceptional circumstances and this is fully documented in the patient's medical record by the treating psychiatrist.
- during the hours of 9.00 am to 2.00 pm. This is in line with group program schedules and visiting hours.

Overnight leave is only granted if you require hospitalization and/or treatment at another facility and are required to stay overnight at that facility.

When going on leave, it is important you complete the leave book on leaving and returning. If you are on accompanied leave, your attendant will also be required to complete a leave book.

### **Community Visitor Program**

As an Authorised Mental Health Service, Toowong Private Hospital is considered a 'Visitable Site' pursuant to the Guardianship and Administration Act 2000. The Community Visitor Program enables a community visitor to visit patients and respond to their concerns and issues.

The community visitor attends the hospital on a regular basis and meets with patients individually or as a group. You can also request

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details of your entitlement cards and these must be sighted by nursing staff.

Any personal items that you require can be ordered from the pharmacy through the nursing. The pharmacy will require payment for these items at the time of the delivery.

### **Visual Observations**

When admitted to the hospital, you will be placed on a visual observation schedule. The purpose of visual observations is to ensure you are settling into the hospital environment and that your safety is maintained. When on close visual observations, you are requested to remain in the unit.

### **Physical Observations**

Your allocated nurse will take a set of physical observations daily, or a frequency specified by your doctor. It is important for you to talk to your nurse about any signs or symptoms you are experiencing that may indicate a change in your physical health.

### **Concerns about your Health**

If you or your carer are concerned about your health and / or treatment, it is recommended that you speak to your doctor or allocated nurse as soon as possible. If your concern is more urgent, please contact the Inpatient Services Manager or Director of Clinical Services (during business hours), Registered Nurse in Charge of the Shift (after hours). For emergency situations, please press a yellow duress alarm.

### **Pastoral Care Program**

Representatives from Catholic Psychiatric Pastoral Care visit the hospital weekly to provide non denominational services and religious support. Their visits are announced over the paging system. If you

## Discharge Planning

Discharge planning commences upon admission and is coordinated in consultation with yourself, your family and / or significant others and your treating team. Commencing discharge planning early allows time to establish support networks and services that may be required to optimise your ongoing recovery in the community.

To assist in your preparation towards discharge, it is recommended that you attend the Discharge Planning Groups coordinated through the Tailored Therapy program. You may also seek information regarding one of the hospital's day treatment or community programs that are available following your discharge from hospital.

Once you are ready for discharge, your doctor will inform nursing staff about your discharge arrangements. Ideally, you should arrange for a responsible adult to take you home.

Discharge time is 10.00 am. If you are unable to be collected at the appointed discharge time, you may still be required to vacate your room. If this is the case, please speak to nursing staff about storage of your personal items whilst you are waiting to be collected.

## Pharmacy and Medication

The Wesley Pharmacy is the hospital's contracted pharmacy for the supply of prescribed medication.

All prescription and over the counter medications including paracetamol, vitamins, oral contraceptives etc must be handed to nursing staff on admission.

When administering medication, correct identification is imperative; you will have an identification photograph taken on admission and nursing staff will also ask you questions to verify who you are.

Most health funds cover the cost of medication related to your current admission. Whilst in hospital, medication unrelated to your admission and any discharge medications will be at your own cost.

To qualify for pharmaceutical benefits, Government regulations specify that the hospital contracted pharmacy must be provided with

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For more information on Treatment Programs, please speak with your nurse, refer to the brochures throughout the hospital or visit our website [www.toowongprivatehospital.com.au](http://www.toowongprivatehospital.com.au).

### Care Planning

Once admitted, a nurse will be assigned to care for you. Your nurse, in collaboration with you and your treating psychiatrist will prepare a 'care plan' outlining the purpose and goals of your admission, including planning for your discharge.

Your doctor and nursing staff will assist you to select the most suitable treatment options to form part of your care plan. Your participation and cooperation in complying with your care plan will assist in your recovery.

Throughout your treatment, clinical staff will request times to formally discuss your symptoms and ongoing problems. You will also be asked to complete self assessment questionnaires to assist with this process.



The same obligations of confidentiality apply to photography or social networking technology such as Facebook and Twitter.

Exceptions to the prohibitions on disclosure are only allowed where such a disclosure is required. For example:

- in the proper performance of professional duties concerning the hospital or the patient
- if required or compelled by law

### **Patient Involvement and Feedback**

Patient feedback and consumer engagement is important for TPH to continue to provide a high standard of care.

Patient meetings are held at 9.00 am each week day in Milton House. These meetings provide a valuable opportunity for you to discuss the daily program, provide feedback regarding hospital services, and for staff to provide you with relevant information. You are encouraged to attend this meeting for information about patient matters.

Correspondence forms are located throughout the hospital for you to express your compliments, complaints or suggestions. These forms will be addressed by a member of the hospital management, and if requested, you will receive a timely response.

Patients are encouraged to take part in ongoing questionnaires regarding their treatment and the hospital services. These outcomes are displayed on Our Quality Snapshot Board in the medication room waiting area.

### **Treatment Programs**

Toowong Private Hospital offers a range of inpatient, day patient and community treatment programs, using individual and group formats. The core of the treatment programs are run on weekdays and are delivered by expert mental health practitioners and clinical staff including psychiatrists, general practitioners, registered nurses, psychologists, occupational therapists and social workers.

## **A. Welcome**

Together with all at Toowong Private Hospital, I would like to warmly welcome you to our care.

At TPH – People Come First

TPH is owned and operated by the family owned company, N.A. Kratzmann & Sons Pty Ltd. It was opened in 1976 and continues a long and proud tradition of providing patient focused services that are individually tailored and delivered in a partnership with your Private Psychiatrist.

Our expert mental health practitioners and clinical staff include registered and enrolled nurses, psychologists, occupational therapists and social workers. We also provide access to a comprehensive range of external practitioners and services including general practitioners, specialist physicians, anaesthetists, physiotherapists, dieticians, pharmacy, radiology and pathology.

Our administrative, environmental, food service and maintenance staff provide the support services to make your time with us as comfortable as possible. The facilities and grounds are designed to allow for the delivery of skilled and professional services in a relaxed and homelike environment.

Our mental health treatment and specialised programs are delivered with care and compassion to support your recovery.

Best Regards



Christine A. Gee  
**Chief Executive Officer**



## **C. Your Admission**

### **Visitors**

Visiting hours are 2.00 pm to 8.00 pm daily.

Visitors are asked to respect our visiting hours as all patients need time to attend therapy groups or focus on other forms of treatment outside of these hours.

We ask that you and your visitors give consideration to other patients; please keep noise to an appropriate level both in rooms and in communal areas. If you have a roommate, taking your visitors to a communal area may be the most suitable option. Please also ensure your visitors are aware of where the public toilet facilities are located in wing 2, as ensuites are for patient use only.

Visitors and patients are reminded that the car park on Cadell Street is strictly limited to two hours and not to park in 'Doctor Only' car parks. Parking is also available in the streets surrounding the hospital.

### **Confidentiality**

It is the policy of Toowong Private Hospital that employees, consultants and contractors observe strict confidentiality of patient and clinical information at all times. As a patient, you are also required to be considerate and respectful of the rights of other patients in accordance with the Hospital's Patients Rights and Responsibilities Charter (for more information see section F- Patients' Rights and Responsibilities).

Under no circumstances is there to be any disclosure:

- that any particular person is a patient
- of information which might lead to the identification of a patient
- of particulars of any patient including their treatment or any information contained in their medical records
- of any document (or copy) pertaining to a patient including their medical record unless the criteria of the Medical Record: Request for Access to Information Policy is met

## B. Hospital Facilities and Services

### Rooms

Rooms are designed to make your stay as comfortable as possible.

Each room has a nurse call buzzer. The nursing staff will explain its use during the admission process.

Each room has a side table, telephone, cupboard and lockable drawer. You are encouraged to leave any valuables at home, however the lockable drawer is provided for the safe keeping of personal items. The key for this drawer is available from Reception for a deposit.

Toowong Private Hospital is unable to accept responsibility for the safety of any money or valuables brought onto the premises.



## Meals

At Toowong Private Hospital, we pride ourselves on the quality of food we serve. All meals are prepared daily by qualified chefs who are happy to meet any special dietary requirements; we ask that you advise your nurse of any special dietary needs.

Our menu, which changes weekly, offers a great variety of choice. Your visitors are welcome to purchase their meals for a small fee; please see Reception (or the Nurses Station if outside of business hours).



### Meals are served in our dining room as follows:

|                   |                  |
|-------------------|------------------|
| Early morning tea | 5.30 - 7.00 am   |
| Breakfast         | 7.30 - 8.30 am   |
| Morning tea       | 10.00 - 10.30 am |
| Lunch             | 12.00 - 1.00 pm  |
| Afternoon tea     | 3.00 - 3.30 pm   |
| Dinner            | 5.30 - 6.30 pm   |
| Supper            | 7.45 - 8.30 pm   |
| Late supper       | 10.00 - 10.15 pm |

## Hospital Floor Plan



## Laundry Services

Toowong Private Hospital does not have onsite laundry facilities; however there are local services you may wish to engage to launder your personal items.

**Please note these are not TPH provided services and are used at your own cost and risk.**

### e Laundry

'e laundry' is a service which collects your personal items from you whilst you are in hospital. There is a flyer with more information available at the Nurses Station.

### Local Laundromats

There are also local laundromats available. Please ask your nurse for more information.

## Other Hospital Facilities and Services

### Telephones

Telephones are available in each room for each patient. With your consent, incoming calls will be automatically directed to your allocated telephone. A refundable deposit can be paid at Reception to enable outgoing calls (**dial '0' first to access an outside telephone line**). Telephone calls are at your own expense and a telephone account will be provided on a weekly basis. It is possible to decline all telephone calls if required; the nursing staff can assist with this.

There is a public telephone available for use in wing 2.

In consideration of other patients, you are requested to limit telephone calls (incoming and outgoing) between the hours of 9.00 pm and 7.00 am.





### **Recreational Facilities**

Toowong Private Hospital has three courtyards and four lounge areas in which patients can relax with visitors or other patients.

Two of the lounge areas feature plasma televisions, DVD players, board games, puzzles and daily newspapers.

A patient library, situated in the Milton House lounge area, provides a range of reading material, including fiction and non fiction books, together with mental health information and pamphlets.

A well equipped gym is available for use by patients under supervision. Opening times are displayed on the Tailored Therapy timetable.

### **Televisions**

Two of the lounge areas feature plasma TVs and DVD players however, personal televisions for use in your room are available for hire - please ask at Reception.



### **Computer and Internet Facilities**

Computers designated for patient use are available in one of the lounge areas; internet is accessible via a prepaid card system. Cards can be obtained from reception during business hours. Patients may bring laptops or other electronic devices to the hospital at their own risk. Patient wifi access is also available for a set rate. Please note that video streaming services are not accessible.

### **Linen**

Fresh towels, face washers and floor mats will be delivered to your room each day. Bed linen will be replaced in your room on a weekly basis. Should you require these items more frequently, please ask the nursing or housekeeping staff for assistance.

It is requested that you make your own bed (if able) and keep your room and the hospital communal areas clean and tidy.

## **D. Patient Care and Safety**

**If you feel intimidated, uncomfortable, unsafe, or are subject to inappropriate sexual advances, please advise your psychiatrist or a member of nursing staff immediately.**

### **Alcohol, Drugs and Illicit Substances**

The bringing in, use or storage of any contraband items including alcohol, illicit drugs and non prescribed drugs at Toowong Private Hospital or its grounds by patients, visitors or staff and other contracted personnel is prohibited. Non compliance may result in discharge and / or notification to the Queensland Police Service.

### **Dangerous Objects**

Dangerous objects (eg scissors, razors) and contraband (eg weapons) must not be brought into hospital. These items will be either secured in a clinical staff only area or sent home.

You can request to use some items (eg razors, scissors) from nursing staff. The decision to allow you access to these items, supervised or unsupervised, is dependent on your clinical condition at the time and is conditional upon those items being returned immediately following use.

### **Maintenance**

If you notice an area in need of attention, cleaning or maintenance, please let a member of staff know.

### **Emergency Situations**

Toowong Private Hospital has an emergency management plan that focusses on the Prevention, Preparedness, Response, and Recovery in relation to any emergency situations. The hospital has trained Emergency Officers available 24 hours a day, 7 days a week to attend

and manage any emergency situation in a timely and appropriate manner. This document will provide you with an overview of the systems in place and your role during any emergency situation.

### **In the event of Fire or Smoke**

If you identify Fire or Smoke with in the facility you must follow the R.A.C.E. rule if safe to do so.

|          |   |
|----------|---|
| <b>R</b> | Remove yourself (and others if safe to do so) from immediate danger.                |
| <b>A</b> | Alert staff and nearby people and use a Manual Call Point / 'Break Glass Alarm'     |
| <b>C</b> | Confine fire and smoke. Keep low, under the smoke. Close windows and doors if safe. |
| <b>E</b> | Extinguish and control the fire (if safe to do so), or Evacuate as directed         |

On becoming aware of Fire or Smoke the Emergency Officers will attend the location and take over control of the situation. You will need to follow all directions given by the Emergency Officers if safe to do so.

### **Evacuating the Building**

Evacuation Signs are displayed throughout the hospital that indicate the nearest designated Emergency Exit. If an emergency event requires the evacuation of an area, or the hospital, the evacuation should occur through these exits if it is safe to do so. You should familiarise yourself with the Assembly Areas and the path to take.

Please follow staff directions when asked to evacuate to ensure you are evacuating to the correct assembly area, as circumstances may mean that there is a change in plan. If you are required to evacuate you must make staff aware of any visitors that are in the hospital and whether or not they are accounted for.

**The Office of the Federal Privacy Commissioner**  
(Privacy Complaints)

GPO Box 5218, Sydney NSW 1042  
Telephone: 1300 363 992  
Facsimile: (02) 9284 9666  
TTY: 1800 620 241  
Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

**Emergency Alarms**

Alarms within the hospital will identify to everyone that an emergency is occurring and they should be prepared to act. The types of alarms you may hear in the hospital are:

|                  |                 |            |
|------------------|-----------------|------------|
| Fire Alarm       | Long repeating  | “Beeeeeep” |
| Evacuation Alarm | Long repeating  | “Whoop”    |
| Emergency Alarms | Short repeating | “Beep”     |

If you hear an alarm while in the hospital please do the following:

- Remain calm
- Ensure immediate safety of yourself and others
- Look around the immediate location for anything abnormal
- Check the Evacuation Diagram for the Assembly Area and path to take if required
- Await further instructions from the staff

**Urgent Assistance**

If you require urgent help while in the hospital press the Yellow Buttons located throughout the facility. Staff will attend and respond to the situation as a priority.

**Smoke Free Environment**

In line with Queensland Legislation, Toowong Private Hospital is a smoke free facility. There is to be no smoking within the hospital facilities and grounds and for five metres beyond the hospital’s boundary.

Quit smoking support is provided for patients who require assistance.



**Operation of a Motor Vehicle or Machinery**

Some medications may affect your ability to operate a motor vehicle or other machinery. Please consult with your treating psychiatrist to seek permission to drive.

The hospital discourages patients from driving and recommends not bringing your car to hospital when admitted. It is hospital policy that car keys in your possession are handed to staff and secured for safe keeping. Access to your keys is conditional on you returning them immediately on your return.

## Falls

Falling is a potential risk to all patients in the hospital. The hospital has assessment protocols and strategies in place to minimise the risk of falls.

### **Advice to help keep you safe from falls:**

|                                    |  |
|------------------------------------|--|
| <b>Walking aids</b>                | Please let a staff member know if you use a walking aid at home and arrange to have the aid brought in   |
| <b>If you require help walking</b> | Please let a staff member know if you have had any falls<br>Please call for assistance using the nurse call buzzer and wait until someone arrives. The staff are here to help and are never too busy to assist you<br>If you feel weak, unsteady or do not feel confident, ask staff for assistance<br>A falls risk assessment will be completed on admission and as required. Please follow any advice given by a staff member or your psychiatrist |
| <b>Dizziness and fainting</b>      | Get up from the bed or chair slowly and wait until the dizziness settles before starting to walk<br>If the dizziness does not settle, sit back down and ask a nurse for assistance   |
| <b>Slips and trips</b>             | Wear your glasses (not bifocals)<br>Keep your bedside area tidy and free from clutter<br>Keep everything you need within reach, including your nurse call buzzer<br>Use a night light if required<br>Look at the path you are about to walk along for any obstacles  |
| <b>Clothing and footwear</b>       | Avoid wearing clothes that may cause you to trip (eg long dressing gowns)<br>Wear non slip, well fitting slippers or shoes   |

## G. Resolution of Complaints

Toowong Private Hospital does its utmost to deliver the very best in mental health care for every patient at all times. We welcome feedback regarding our services including compliments, suggestions and complaints – forms are located throughout the hospital or can be requested from any staff member. Should your correspondence be a complaint about any aspect of our service we will take the matter seriously, investigating it thoroughly, and strive to resolve the complaint in a timely manner.

Completed forms can be submitted into any of the correspondence boxes prominently displayed throughout the hospital, given to a staff member, or posted to:

### **The Director of Clinical Services**

PO Box 822  
Toowong QLD 4066

If you feel you need to take your complaint further, you may seek action or advice from one of the following bodies:

### **Office of the Health Ombudsman**

(Health Service Complaints Agency)

PO BOX 13281 George St, Brisbane QLD 4003

Telephone: 133 646 (133 OHO)

Email: [complaints@oho.qld.gov.au](mailto:complaints@oho.qld.gov.au) / [info@oho.qld.gov.au](mailto:info@oho.qld.gov.au)

### **Private Health Insurance Ombudsman**

(Health Insurance complaints)

Suite 1201, Level 12, St Martins Tower,

31 Market Street, Sydney NSW 2000

Telephone: (02) 9261 5855

Toll free: 1800 640 695

Email: [info@phio.org.au](mailto:info@phio.org.au)

[www.phio.org.au](http://www.phio.org.au)

hazards at the facility which may compromise the health and safety of others.

**Smoking** – All patients have the responsibility of ensuring they do not smoke within the hospital's facilities and grounds and for five metres beyond the hospital's boundaries. This requirement applies to all smoking products including regular cigarettes and devices commonly known as electronic cigarettes.

**Threatening Behaviour** - All patients have the responsibility to accept and comply with zero tolerance of aggression towards staff and / or other patients.

**Vehicles** – All patients are discouraged from driving their vehicles to the hospital. If driving or parking a vehicle in the hospital grounds, patients do so at their own risk without any responsibility on the part of the hospital for loss or damage to vehicles or persons. If an inpatient, the patient has a responsibility to handover their car keys to nursing staff for safe keeping throughout their admission.



**Medication** Medications can have various side effects. They may make you drowsy, light headed, confused, unsteady and may affect your vision. Let your psychiatrist or nurse know if you are experiencing any side effects

### **Intimate Behaviour**

Treatment is the primary purpose of all hospital admissions. Any sexual activity in this setting can be damaging for all concerned, irrespective of whether it is perceived to be consensual. Usual concepts of consent cannot be assumed when one or more parties are acutely unwell. Intimate behaviour or sexual contact with other patients is not appropriate to the treating environment and hence not acceptable.

### **Food Safety**

Any food items brought into hospital from outside by a patient, relative or visitor pose potential risks. 'Outside' food is the responsibility of the patient. All food must be packed in a suitable container, covered and labelled with the date of when it was prepared or opened and stored in the patient fridge located in the dining room. Food stored longer than 48 hours after this preparation date must be discarded.

### **Closed Circuit TV**

Toowong Private Hospital has a Closed Circuit TV (CCTV) security monitoring system in place. Cameras monitor hospital entrances and exits and car parking facilities.

### **Clothing and Footwear**

Whilst at the hospital, patients are expected to dress in comfortable, casual clothes that provide appropriate coverage and would generally be considered suitable to wear in a public setting. Footwear should be worn at all times to protect from potential hazards.

## Hand Hygiene

Hand hygiene is an important factor in reducing hospital acquired infections.

It is important to perform hand hygiene as you enter and leave Toowong Private Hospital and also:

- Prior to entering the dining room for refreshments and meals
- After going to the toilet
- After blowing your nose
- After smoking
- When your hands are visibly dirty

In addition to soap and water, sanitising gel dispensers are located throughout the hospital including the entrances into the patients' rooms and dining areas.

Please note you do not need to rinse your hands after using the sanitising gel.

## Preventing Pressure Injuries

Pressure injuries can occur anywhere on the skin where there is continued pressure to the skin but usually occur over bony areas. Some simple strategies exist to help prevent pressure areas, such as to keep moving, look after your skin, and eat a balanced diet.

For information on how we can assist you to prevent pressure injuries, or to treat any existing pressure injury, please speak to your psychiatrist or member of nursing staff

## Photography

For privacy and confidentiality reasons, you are requested to refrain from taking photographs of people or objects on the grounds of Toowong Private Hospital unless prior approval from Hospital Management has been obtained.

## Compliance with Treatment

- Patients should participate in their treatment and care as planned with their psychiatrist and other members of the clinical team.
- Patients should cooperate with nursing and allied health clinical staff.
- Patients should identify themselves when asked by a member of the clinical team, before procedures or medicines can be administered.

**Financial Liability** – All patients have a responsibility to be, or to become, fully aware of the costs incurred during their admission, including treatment and payment of personal items such as pharmacy and telephone calls. Patients should also be aware of any co payments or excesses related to their health insurance.

**Medication** – Patients have the responsibility of delivering any personal medication to the Nurses Station. Medication must not be kept in patients' rooms.

**Provision of Information** – All patients have the responsibility to provide, to the best of their knowledge, accurate and complete information about their presenting problem/s, past illnesses, previous hospitalisations, medications and other matters relating to their health and treatment. All patients have the responsibility to seek information from their doctor and the treating clinical team about their proposed treatment and care and expectations as a patient.

**Respect and Consideration** – All patients have the responsibility for being considerate and respectful of the rights of other patients, Hospital personnel and visitors. The responsibility to respect others privacy applies to photography or social networking technology such as Facebook and Twitter. All patients have the responsibility of treating all hospital property with respect and care.

**Safety** – All patients have the responsibility of ensuring, as far as possible, their own and others' safety both inside and outside of the hospital and its grounds. This includes the responsibility to report any

## **The responsibilities of every patient include:**

### **Absences from Hospital**

- **Voluntary Patients** are not constrained to the hospital premises. However patients must:
  - Notify of any departure and return to the Nurses' Station.
  - Observe hospital policy in relation to hours of the departure and return.
  - Understand that they are responsible for their own care, health and safety from the time of departure from the hospital.
  
- **Those Patients Hospitalised Under The Mental Health Act**
  - Must comply with legislative requirements in regard to absence and / or leave from the hospital.

**Advanced Health Directives** - All patients have a responsibility for providing their treating psychiatrist with a copy of this directive and informing health care staff of this action.

**Alcohol and Prohibited Substances** – The possession and / or consumption of alcohol, non prescribed medication or illicit drugs is prohibited within the grounds of Toowong Private Hospital. It is also the patient's responsibility that such substances are not consumed to any extent that may conflict with treatment or medication whilst temporarily absent from the hospital. Use of substances may result in discharge.

**Care of Valuables** – Patients are responsible for the care of their own personal items and valuables. Where possible, valuables should be sent home and not be left unsecured in patient rooms. Any valuables patients wish to keep should be secured in the locked drawer in each patient's room or deposited at Reception for securing in the hospital safe. The hospital reserves the right to decline to accept valuables for safekeeping. Any valuables deposited are retained at the patient's risk.

## **External TVs and Monitors**

The bringing of external televisions or monitors into the hospital has been identified as an unacceptable risk. The hospital has an arrangement with an external company for rental televisions. For more information about renting an external television, please speak to Reception staff or your allocated nurse.

**Personal Safety** – All patients have the right to expect reasonable levels of personal safety in the hospital, in alignment with current health and safety requirements. This includes receiving health care services provided by competent, trained health professionals.

**Privacy and Confidentiality** – All patients have the right to privacy unless legislation requires disclosure or the patient directs otherwise.

**This includes the right to:**

1. Be interviewed and examined in surroundings designed to assure reasonable privacy.
2. Expect that any discussion or consultation involving their care and treatment will be conducted discreetly and that individuals not directly involved in their care will not be present without their permission.
3. Have their medical record inspected by individuals directly involved in their treatment or in the monitoring of chart quality.
4. Expect all communications and other records pertaining to their care to be treated as confidential, even when handing over to the next health care provider.

**Refusal of Treatment** – All patients have the right to refuse treatment to the extent permitted by legislation. All patients have the responsibility for accepting the consequences of their own actions if they refuse treatment or do not follow their doctors' requirements, recommendations or care plan

**Refusal to Participate** – All patients have the right to refuse to participate in staff teaching, training or research activities.

**Respect, Dignity and Consideration** – All patients have the right to be treated in a manner that is considerate and respectful, acknowledging personal dignity and values responsive to cultural and linguistically diverse backgrounds or special needs.

**Second Opinion** – All patients have the right to seek a second opinion. It is the individual's responsibility (or carer) to organize this process.

complaints and receive a prompt response with regard to any aspect of their treatment and care.

**Communication** – All patients have the right to choose if they wish to communicate with any member of their family, including withholding of information. Patients also have the right to receive open, clear and timely explanations about their diagnosis, prognosis, treatment options and illness prevention strategies in a language that can be clearly understood.

**Consent** – All patients have the right to be informed about the consent process. Patients have the right to be provided with comprehensive and accessible information on recommended investigations, treatments or procedures prior to their informed consent being sought and obtained by their doctor. All patients have the right to withdraw their consent for treatment at any time. It may be a requirement to formally confirm and or withdraw this consent in writing.

**Consumer Involvement** – All patients have the right to provide constructive, relevant feedback to improve the quality of services provided at the hospital through strategies such as the inpatient community forum and the formal correspondence process.

**Identification** – All patients have the right to know the identity and professional status of individuals providing services and care for them. All individuals have the right to choose a psychiatrist who will be primarily responsible for directing their care.

**Medical Information** – All patients have the right to obtain from the psychiatrist responsible for their care, complete and current information concerning diagnosis (as far as the psychiatrist is aware), treatment and prognosis. This information should be communicated in terms that can be reasonably understood.

**Participation in own Health Care** – All patients have the right to participate in their care. Patients have the right to receive health care services based on the best available evidence.

## E. Accounts Information

### Private Health Insurance

Depending on your level of cover, your private health insurer may cover all of your hospital costs, or you may have to pay an 'out of pocket' amount such as an excess, copayment or external provider cost. Where possible, a completed 'Estimate of Hospital Charges Form' will be provided to you before, or at admission. If you are admitted outside of business hours you will receive this the next business day. This form and any possible costs associated with your admission will be explained to you.

### Department of Veterans' Affairs (DVA)

Approval is necessary before a Veteran Affairs' patient is admitted. Your doctor will arrange this.

### Workers' Compensation Cover

Approval is necessary before a Workers' Compensation patient is admitted. Your doctor will arrange this.

### Self Funded

For patients who do not have private health cover, payment in advance is required before or on admission. If a private room is requested (and available), the extra cost for the room is payable by the patient.

### Payments of Accounts

It is a requirement of admission that any fund excesses or copayments is paid on or before admission.

You will be required to sign a health insurance claim form on a weekly basis, on admission and prior to discharge. Our accounts staff will lodge this form with your health fund on your behalf.

The Reception staff will also provide you with a weekly telephone account (for any outgoing telephone calls). Patients are requested to finalise their account prior to discharge.

Toowong Private Hospital accepts the following forms of payment:

- Cash
- EFTPOS
- Credit Card (Mastercard or Visa)



## F. Patients' Rights and Responsibilities

Toowong Private Hospital recognises and acknowledges that all patients have important rights and responsibilities.

### The rights of every patient include:

**Access to Care** - Toowong Private Hospital is a privately owned facility operating on a fee for service basis. All individuals have the right to access treatment and / or care as medically indicated, and as appropriate to their clinical needs regardless of race, creed, sex, national origins or special needs.

**Access to Personal Information** – Toowong Private Hospital will provide patients upon request, with access to their personal information (including health and sensitive information) consistent with Privacy Legislation and subject to certain restrictions. Access can be arranged by making a request to the Health Information Manager of the hospital. Toowong Private Hospital will take reasonable steps to correct information if it is shown to be inaccurate, incomplete or out of date.

**Account Information** - All patients have the right to request and obtain from the hospital's Administration Services, complete and current information concerning accounting requirements, procedures and practices.

**Advanced Health Directives** – All patients have the right to develop and document a written advanced health directive about health care choices.

**Appropriate Health Care and Services** – All patients have the right to receive appropriate care and treatment for their condition in a caring environment.

**Comments and Complaints** – All patients have the right to receive information about how to lodge a complaint, make comment or initiate