



# TOOWONG PRIVATE HOSPITAL

*‘Where People Come First’*

## COMMUNITY 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.”



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



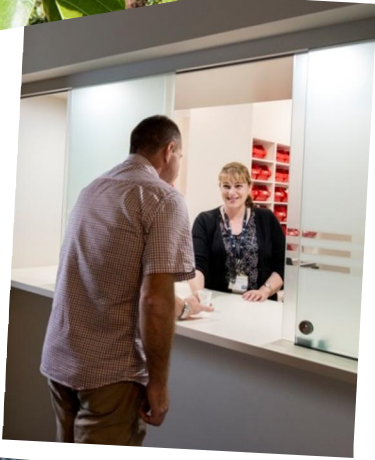
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## Welcome

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**



## Community Programs

### **Assertive Community Treatment (ACT) Program**

This program allows patients to be treated in their home under a "hospital-in-the-home" style service. Your private health insurer covers the cost. (See Accounts Information)

The treatment response effectively substitutes for acute hospital admissions with frequency of contact being a minimum of three times a week but will vary according to the clinical need of the patient.

The program is delivered by mental health registered nurses and allied health professionals under the direction of your treating psychiatrist. The service is provided using a multidisciplinary intensive case management approach that promotes continuity of care and is delivered to patients in the community as home visits and/or outpatient reviews.

### **Mental Health Nursing in Brisbane Program (MHNiB)**

This program is for adults with a severe mental illness and complex health issues who primarily receive their mental healthcare from a GP or community based psychiatrist. The program is available to people living in the North Brisbane and Moreton Bay region and involves a mental health nurse working in collaboration with the person's GP or psychiatrist to provide them with clinical care coordination and treatment services.

The MHNiB is delivered to patients in the community as home visits, phone contact and/or outpatient reviews.

### **Mobile Recovery Support Service (MRSS)**

This is an 18 month pilot program commencing 1st April 2017. The service is for eligible Bupa members living with a mental illness, who require support in relation to self-management of their wellbeing in the community.

The program is delivered by mental health registered nurses and allied health professionals. The number of sessions you will have depends on your needs and is agreed between you, your psychiatrist and the clinician. Your sessions may be delivered either face to face in the form of outpatient clinic reviews or in the community as home visits, or via telephone consultations.

# Your Community Support

## 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 Patients Rights and Responsibilities Charter (see page 30).

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

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.

Patients are encouraged to take part in ongoing questionnaires regarding their treatment and the hospital services.

## **Care Planning**

Your nurse or allied health care professional in collaboration with you and your treating psychiatrist will prepare a 'care plan' outlining the purpose and goals of your community follow up, 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 may also be asked to complete self assessment questionnaires to assist with this process.

## **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.

## **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 Community Services Manager or Director of Clinical Services (during business hours), Registered Nurse in Charge of the Shift (after hours).

## **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 Patients is available on request.

## **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.

Assertive Community Treatment (ACT) Program and Mobile Recovery Support Service (MRSS) Pilot Program - contact the Health Information Manager or Director of Clinical Services at the hospital.

Mental Health Nursing in Brisbane (MHNiB) Program – please contact your private psychiatrist or General Practitioner that referred you to the Program.

## Accounts Information

### **Assertive Community Treatment (ACT) Program and Mental Health Nursing in Brisbane (MHNiB) Program Only**

#### **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, co-payment or external provider cost. Where possible, a completed 'Estimate of Hospital Charges Form' will be provided to you before, or at admission. 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 co-payments is paid on or before admission.

You will be required to sign a health insurance claim form on a monthly basis. Our accounts staff will lodge this form with your health fund on your behalf.

Toowong Private Hospital accepts the following forms of payment:

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

## 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 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.

**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.



## The responsibilities of every patient include:

**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.

### **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 (ACT patients only).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 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.



## 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)

### **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)

# Hospital Floor Plan



A larger map is located opposite the dining room.

