



**Essential
information
for your
admission**



Welcome

Thank you for
choosing Mater
Private Hospital
Townsville.

Our dedicated team
are here for your
care and comfort
during your stay.

The Heart to Heal, The Strength to Grow

Our spirit is strong, it thrives as we embrace those who we must always care for. Our journey has been long and we will continue to flourish as we open our hearts to those who walk with us. **Always.**

The artwork concept and narrative was developed by David Williams. David is a proud Wakka Wakka artist at Gilimbaa.

Mater acknowledges that our services are provided on Aboriginal and Torres Strait Islander lands and pays respect to their Elders –past, present and emerging.

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Mater's Response to Voluntary Assisted Dying (VAD)

Mater provides compassionate care to all people at our hospitals and healthcare services.

We do not participate in or facilitate the services provided under the Voluntary Assisted Dying Act 2021 (Qld).

Further information on Mater's position on VAD can be found on our website mater.org.au/VAD

People seeking further information on VAD can also contact the Queensland Government VAD support service (Q-VAD) on **1800 431 371** (Monday – Friday 8.30 am – 4 pm)

About Mater

Mater hospitals have played a key role in the provision of healthcare in Queensland since 1906.

Our internationally acclaimed hospital network supports thousands of people each year and comprises hospitals in South East, Central and North Queensland.

What makes us different

Mater Private Hospital Townsville is part of Queensland's largest not-for-profit healthcare network, bringing together collective expertise across health and education, with a shared vision of empowering people to live better lives through improved health and wellbeing.

Mater has cared for the health of North Queenslanders for more than 75 years, and is committed to transforming healthcare.

Bundaberg

- Mater Private Hospital Bundaberg

Rockhampton

- Mater Private Hospital Rockhampton

Mackay

- Mater Private Hospital Mackay

Townsville

- Mater Private Hospital Townsville

Springfield

- Mater Private Hospital Springfield
- Mater Hospital Springfield (opening 2025)

South Brisbane

- Mater Private Hospital Brisbane
- Mater Hospital Brisbane
- Mater Children's Private Brisbane
- Mater Mothers' Hospital (public and private)

Redland

- Mater Private Hospital Redland

Preparing for your admission

Your specialist doctor will organise your admission with the hospital. You will be advised of your admission location:

- Mater Private Hospital Townsville Pimlico campus**
25 Fulham Road (entrance via Mercy Centre on Diprose street), Pimlico QLD 4812
 **07 4727 4104**
 **07 4727 4449**
 **preadmissions-nq@mater.org.au**

- Mater Private Hospital Townsville Hyde Park campus**
12 - 14 Oxford Street, Hyde Park QLD 4812
 **07 4727 4444**
 **07 4727 4449**
 **preadmissions-nq@mater.org.au**

- Mater Mothers' Private Townsville**
12 - 14 Oxford Street, Hyde Park QLD 4812
 **07 4722 8806**
 **07 4727 4449**
 **preadmissions-nq@mater.org.au**

A map is included on page 8 of this booklet to help assist you in where to go.

IMPORTANT: Please complete and submit your forms using the online admission form, patientportal.matertsv.org.au

These forms must be completed and returned no later than one week prior to your admission date. This includes your patient admission form, consent to use and disclose information, medication summary form, and patient history and nursing assessment.

All maternity patients will need to return their forms by 14 to 18 weeks.

Please complete the patient admission forms online or choose one of the following methods:

- In person at Mater Private Hospital Townsville
- Scan and email to **preadmissions-nq@mater.org.au**
- Fax to **07 4727 4449**.

If faxing or emailing your documents, please ensure you also bring the original documents on admission day.

Mater contact information

Mater Hospital Switchboard (24 hours)

To be connected to patients or departments.

 **07 4727 4444**

Patient Services Department

For information on patient registration, eligibility and hospital charges at Mater Private Hospital Townsville.

 **07 4727 4444**

Patient account enquiries (Monday to Friday 8 am - 4 pm)

Our friendly, professional staff can assist with questions relating to your hospital account or finance.

 **07 4727 4128**

Patient feedback

Available to patients who wish to voice complaints or provide valuable feedback about our service.

 **feedback@mater.org.au**

Information Privacy Office

If you wish to have access to your medical record, or have any concerns about your privacy or disclosure of information.

 **07 4727 4337**

Patient feedback

Mater has an engaged community of consumers who partner with us to provide valuable feedback. We would love for you to be a part of this community. Please email to find out more.

 **info-nq@mater.org.au**

MATER for patient safety*

My
Access
To
Early
Response

We value your safety above all else. We expect that your healthcare team can address any concerns or worries you may have about your care and immediate safety. Patients, families or carers have a right to further escalate their concerns and we encourage you to raise any concerns as early as possible. If you have serious or immediate concerns about your health, please follow the steps outlined below.

Follow these three easy steps:

- **Nurse, Midwife, Doctor**
Talk to your nurse or doctor regarding your concerns.
- **Unit Manager, Team Leader**
If you are still concerned, ask to speak to the nurse or midwife in charge of the shift.
- **Mater Call**
If you are still concerned, please call **07 4727 4562**. The hospital coordinator (available 24 hours) will review and assist the patient who is unwell.

Please provide the nurse, midwife or doctor with the patient's name, the reason for the call, and the ward or room number (if known).

* MATER is the equivalent to Ryan's Rule as used by Queensland Health.



What to bring to hospital



To help make your stay as pleasant as possible it is important that you bring the following items with you on your day of admission:

- All information from your doctor including letters, requests and a consent form if you have this.
- All your current medications in their original packet and any current prescriptions you have. You will need to discuss all your current medications, including over the counter medications with your specialist doctor so they can determine if you need to stop taking them before your hospital admission.
- All x-rays and scans relating to your current medical condition.
- Private health insurance details, Medicare card, DVA card, Safety Net card, Pensioner card, authority to admit from WorkCover, pharmacy card, health benefits card, as needed.
- Your credit card or other method of payment.
- A certified copy of your power of attorney or advanced health directive, if you have one.
- Comfortable clothing that is not too long or loose. If you are staying overnight please also bring sleepwear and toiletries.
- Any personal items you normally use such as prescription glasses, walking aids and hearing aids.
- Comfortable, low-heeled and non-slip shoes that fit you well.
- If you use a CPAP machine please bring this with you, along with any medical documents relating to your sleep apnoea or CPAP machine. This is still necessary even if you are not staying overnight in hospital.
- A small amount of money for incidentals.*
- Electronic devices such as a mobile phone or other smart devices.*

* Please read Security disclaimer on page 15.

Preparing for your procedure



The following guidelines will assist you in preparing for your procedure:

Today

- Please complete your admission forms in preparation for your hospital stay. Refer to page 1 of this booklet for details on how to return your forms.
- Stop or reduce smoking.

Consider your discharge arrangements

Planning your discharge is an important part of your hospital stay and will involve discussion with your family and support people to ensure you are fully prepared. It is important that you plan your discharge transport before your admission wherever possible, and that your discharge arrangements are made before you leave hospital. Discharge time will be no later than 10 am.

Preparing for your procedure

- For day procedure patients having sedation or general anaesthetic, please organise to have your Responsible Person accompany you home and stay with you overnight (refer to page 9).
- Skin care (not applicable for some procedures)—please do not shave, wax or use any hair removal products on the operation site within one week of surgery, without checking with your doctor.

7 - 10 days before your procedure

- Follow the instructions given to you by your doctor regarding medications and when to stop/continue taking them:

If you have not received instructions regarding whether to cease blood thinning medications or not, or how to manage your diabetic medications during your fasting time, please contact your doctor for advice.

- Stop taking all herbal remedies, vitamins and fish oils now, or check with your doctor before continuing.
- If you are having surgery to your arms and/or legs, it is recommended that you remove nail polish on the affected limb.

48 hours before your procedure

- Notify your surgeon if you are feeling unwell or have any of the following symptoms:
 - temperature or fever
 - chest infection
 - sore throat
 - rash
 - vomiting
 - diarrhoea
 - skin—any cuts, breaks, skin tears, insect bites on the limb or near the region of your body being operated on.

Fasting instructions

- Ensure you have received fasting instructions. If you do not have instructions, please check with your specialist doctor.

Note: Please check any information provided by your surgeon, as these instructions may be included in an admission letter from your doctor.

Day of procedure

- Shower thoroughly at home using soap or body wash and wear clean, comfortable clothing to hospital. You may wish to bring a light jumper or cardigan to have with you while waiting at hospital.
- Do not use any skin products following your shower (e.g. powder, deodorant, creams, ointments or makeup).
- Please remove body piercings and jewellery.
- Check that your Responsible Person is still available to pick you up after your procedure.
- Present to your allocated admission location (see page 2 of this admission guide).

Accommodation requests

Your patient care room is an important feature of your stay and every effort will be made to accommodate any requests.



Unfortunately there are no guarantees that your requests will be met as rooms are allocated on the day of your admission to hospital. Preference must be given according to clinical conditions and room availability.

Making your way to the hospital

Location

Mater Private Hospital Townsville is located at 25 Fulham Road, Pimlico (entrance via Mercy Centre on Diprose Street).

Our Hyde Park campus is located at 12-14 Oxford Street, Hyde Park.

Both campuses are easily accessible via public transport, car or taxi.

By Taxi

13CABS are available to provide you with door-to-door service. You are able to make your booking online or by calling **132 227**. If you require a wheelchair taxi, please request this on booking.

By Bus

Both campuses are accessible by Translink. You can access the timetables for bus services on the Translink Website.

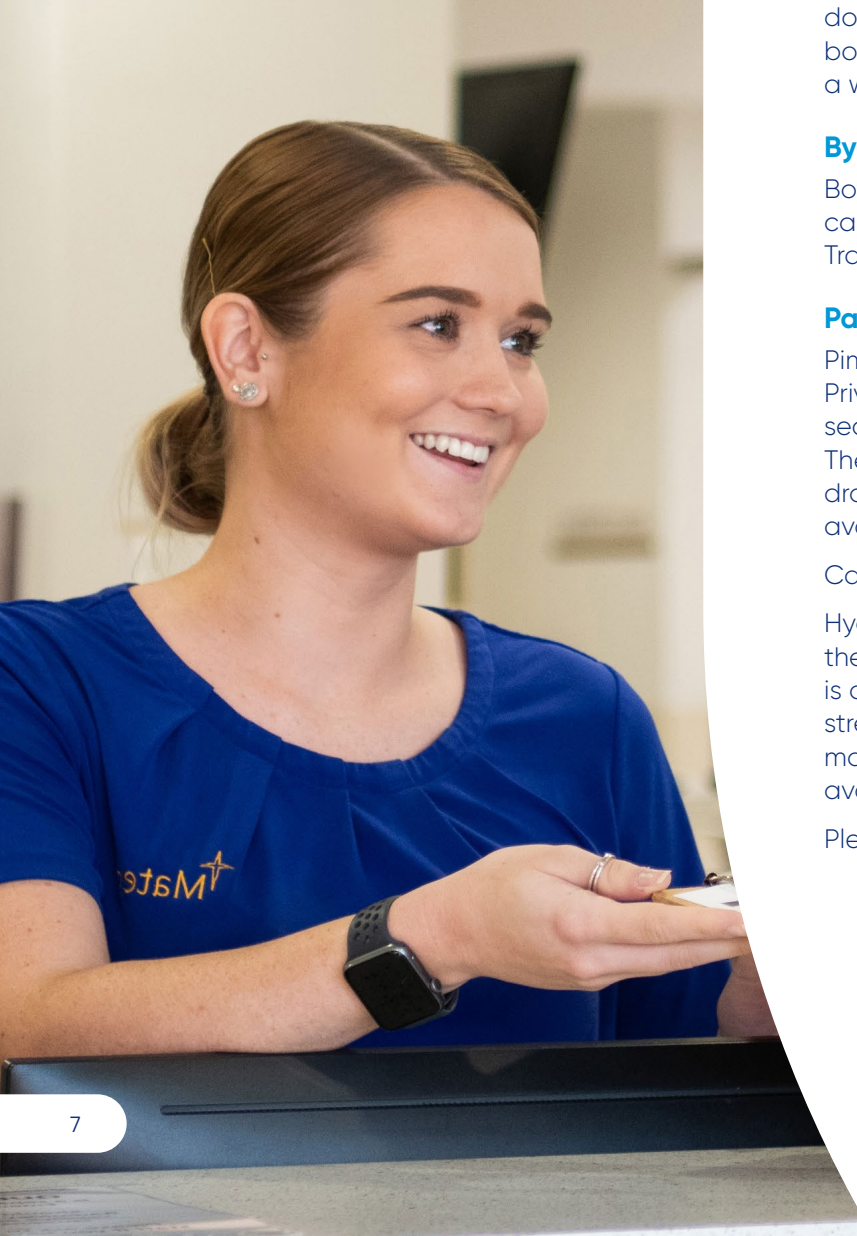
Parking options

Pimlico campus patients and visitors at Mater Private Hospital Townsville have access to 400 secure, on site and undercover car parking. The car park is open 24-hours-a-day, with drop-off zones and 20 minute express parking available at the Mercy Centre car park.

Car park charges apply upon entry.

Hyde Park campus parking is available in the Oxford Street car park. Roadside parking is also available on Oxford Street and the streets surrounding the Hospital. Clearly marked disabled persons parking spaces are available at the Oxford Street entrance.

Please be aware of parking restrictions.



Buildings

Pimlico Campus

- 1 QLD X-Ray
- 2 Medical Suites
- 3 Inpatient Units
- 4 Emergency Department
- 5 Pharmacy
- 6 Café
- 7 JCU Clinical School
- 8 Conference Centre

Hyde Park Campus

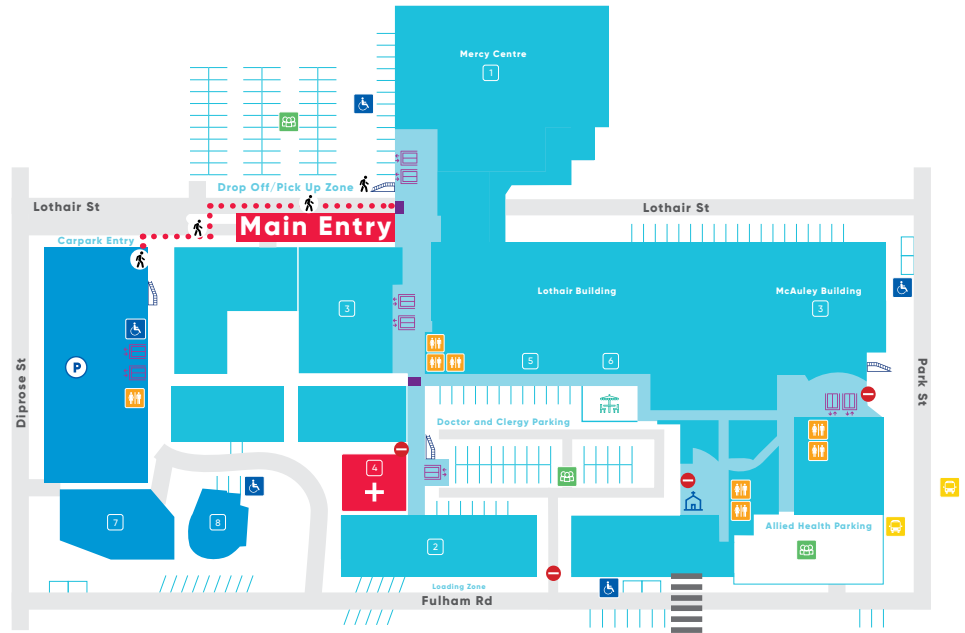
- 1 Maternity
- 2 Day Unit
- 3 O.T Unit
- 4 Icon
- 5 Renal Unit
- 6 Lister House (Level 1+2)

Key

- Entrance
- Bus Stop
- P Public Parking
- Disabled Access Ramp
- Lift
- Courtyard
- Chapel
- Pedestrian Path
- Emergency Assembly Area
- No Entry
- Emergency Department
- Disabled Parking
- Visitors Restrooms

Pimlico Campus

25 Fulham Road
(entrance via Mercy Centre on Diprose street)



Making your way between campuses

Hyde Park Campus

12 - 14 Oxford Street



Post anaesthesia instructions

The following information is being provided to help you understand:

- the effects that anaesthesia can have on you
- things you should not do after sedation or general anaesthesia
- how to return to normal eating and drinking
- what complications to be aware of
- when and how to seek medical advice.

Type of anaesthesia

- Sedation
- General anaesthesia
- Local anaesthesia.

Subtle effects of anaesthesia can last more than 24 hours after the procedure, depending on the type of anaesthesia used. Although you may feel normal within the first 24 hours, your reflexes and mental ability may still be affected without realising. You may also feel dizzy, lightheaded, sleepy, drowsy, tired and weak. After a general anaesthetic, body aches, sore muscles and a sore throat may also be present.

For safety and legal reasons, it is important that you **do not** do any of the following for up to 24 hours after receiving an anaesthetic:

- drink alcohol
- drive a car or operate machinery
- return to work
- make important personal/business decisions/sign important documents
- care for young children, toddlers and babies.

Please follow the post-operative instructions provided to you. It is also important during this time to have your Responsible Person stay with you. It is not essential for patients who receive local anaesthetic only to have a Responsible Person.

Responsible Person caring responsibilities

At any time throughout the specified time, one Responsible Person can hand over to another. For example, the person taking the patient home from hospital does not need to be the same person as the one who cares for the patient at home. The responsible person needs to:

- be able to continue to provide care and keep the patient safe while at home
- be available to take the patient home from hospital by car or taxi
- be able to continue to provide care and keep the patient safe while at home, or hand over to another responsible carer
- be available to stay with the patient for 24 hours after their procedure, if it was performed under anaesthetic (excluding local anaesthetic)
- be available to help with medication
- be available to help with hygiene (i.e. toileting, showering and dressing)
- be available to help with the organisation of the household after the procedure (i.e. shopping or meal preparation)
- seek medical help if needed (i.e. drive to doctors, telephone or call an ambulance).

Diet and fluids

Following an anaesthetic it is important to drink plenty of fluids to help flush the anaesthetic medicines through your system and to rehydrate. However, anaesthetics can cause some people to experience nausea and vomiting. To help manage this, gradually increase your diet, beginning with fluids that are clear (e.g. water, black tea, blackcurrant juice, apple juice, jelly). Then move to light refreshments when you feel you are ready, before returning to your normal diet.

Complications

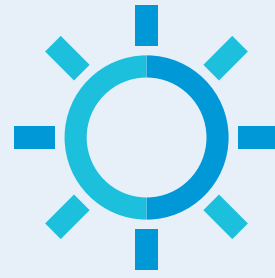
If you experience any of the following, or if complications occur, please seek medical advice:

- persistent nausea and vomiting
- unexpected persistent bleeding from the wound
- a high fever
- problems with breathing
- sleepiness.

Please contact your surgeon (specialist rooms), your local doctor (GP) or, in the event of an emergency call **000**.



Day procedures



Please read the important information on pages 4 to 10 and follow the instructions to prepare for your procedure.

On arrival

Please check in with our friendly reception team at your designated reception area. When you check in, our team will confirm your details, assist you to complete any required paperwork and direct you to the appropriate care area.

Day procedure patients

Your specialist doctor may arrange for you to have your procedure and go home on the same day. If this is the case, you will be cared for in the Day Procedure Unit.

While waiting in the Day Procedure Unit for your procedure, you may have a support person wait with you. We aim to ensure that you wait for the shortest time possible. But it is a good idea to bring a book or magazine to read, or an electronic hand held device.

Your care team will keep you informed on your specialist doctor's progress and potential wait times. When it is nearing time for your procedure, a member of your care team will collect you and assist you to prepare for your procedure.

Following your operation you will return to the Day Procedure Unit where your care team will look after you until you go home. We expect that, on average, your stay with us will be approximately five to seven hours from time of admission to time of discharge.

When you are ready to leave:

- Medications that you may require for home (i.e. pain relief) can be dispensed by the on-site Pharmacy before you leave.
- A member of your care team will contact your nominated Responsible Person to arrange a time for you to be collected from hospital.
- Your Responsible Person will be asked to park and come to collect you from the Day Procedure Unit so that your discharge instructions and medications can be discussed with you both prior to you leaving.
- Please ensure your Responsible Person with you for up to 24 hours following your anaesthetic.

Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.

Overnight or longer stay



On arrival

Please check in with our friendly reception team at your designated reception area. When you check in, our team will confirm your details, assist you to complete any required paperwork and escort you to the appropriate care area.

Your specialist doctor will let you know if your admission to hospital requires you to stay overnight longer.

Arriving the day prior to your procedure

If your specialist doctor has requested that you are admitted the day before your procedure, our reception team will escort you from Reception to your patient care room where a member of your care team will assist you to get settled.

After your procedure, your care team will transfer you back to your hospital room.

Arriving on the same day as your procedure

If your specialist doctor has requested that you admit to hospital on the same day as your procedure, you will be admitted and cared for in our Welcome Lounge. We aim to ensure that you wait for the shortest time possible. But it is a good idea to bring a book or magazine to read, or an electronic hand held device.

While waiting in the Welcome Lounge for your procedure, you may have a support person wait with you. Your care team will keep you informed on your specialist doctor's progress and potential wait times.

When it is nearing time for your procedure, a member of your care team will collect you and assist you to prepare for your procedure.

Going home after a longer stay in hospital

We anticipate having you ready to leave hospital by 10 am on the day your surgeon approves you to go home. This ensures we can provide admitting patients with the care they require.

On the day you leave hospital, a member of your care team will discuss with you your medications and how to care for yourself at home, and will provide you with information to take with you. Medications that you may require for home (i.e. pain relief) can be dispensed by the on-site Pharmacy before you leave.

Contact your specialist doctor or attend your closest emergency department if you have any post-procedural complications.

Quick reference



Ensure you have received your fasting instructions and admission time from your doctor's practice.



Please ensure you plan your transport home from hospital before you arrive.



If you are concerned about transport home or managing at home after leaving hospital, please notify your care team.



The expected discharge time when you are able to leave hospital is 10 am.



Do not drive a car, sign any legal documents, make any important decisions or operate heavy equipment for 24 hours following your anaesthetic. Follow any further instructions provided by your surgeon and anaesthetist.

Hospital facilities and services



Café

The Yellow Rose Café is located at the Pimlico campus, facing onto the Hospital's quadrangle.

The café is open seven days a week, offering a range of snacks, meals and hot and cold beverages for patients, visitors and staff.



TV and phones

Individual TVs are provided free of charge to each room. A handset by your bed allows you to select any of the local television stations. Bedside phones are also available.

If you are an inpatient we recommend that your family and friends do not call until mid-morning to allow routine patient care activities to be undertaken first.



Chapel and pastoral care services

A chapel is located in the ground foyer of the McAuley Building and is available for all people to access for their own quiet time and reflection.

Our pastoral care team are here for you holistically, which includes your physical, emotional, social and spiritual wellbeing.

You may request a visit by asking a member of your healthcare team.



Food service

Mater Private Hospital Townsville's team of chefs and kitchen staff are here to cater to your needs. Our menu is comprehensive and offers nutritionally balanced, local where possible, seasonal, fresh cooked meals. We cater to every taste, supporting your wellbeing and recovery.

You will be given a menu each day with a selection of meals for you to choose from.

Meal times

- Breakfast, 7 am to 7.45 am
- Lunch, 12 pm to 12.45pm
- Dinner, 5 pm to 5.45 pm

Dietary Requirements

Please advise us if you have any special dietary requirements prior to or on admission.

Should you have any special requirements please contact our Food Services Manager on **07 4727 4535** prior to your admission.

Upon request a visitor meal can be arranged at a small cost. Please speak to your healthcare team.



Smoking

This hospital is a smoke-free campus. From 1 January 2015 it is against the law to smoke at any public and private health facility and five meters beyond their boundaries.

Pharmacy and medications

Epic Pharmacy offers script and dispensary services. To ensure your medications are managed safely while in hospital, a pharmacist is available to review medications that you have been taking at home. Please ensure that you have all your medications with you in their original containers and any current prescriptions. Or, if you take many regular medications, please request a medication list from your local pharmacy and bring this too.

During your stay your specialist doctor may ask you to stop taking your regular medications or prescribe additional medication as part of your treatment plan. For this reason, medications that have been put into a dosette box or Webster pack cannot be used while you are in hospital. New supplies are required to ensure your safety.

Volunteers

Volunteers are a valued and important part of Mater, enabling us to maintain a wide range of services and support for our staff, patients and visitors. Our volunteers aim to fulfill the physical and emotional needs of every individual placed in their care and at all times.

Visiting hours

Your family and friends have an important role in your care. Visiting hours for Mater Private Hospital Townsville and Mater Mothers' Private Townsville are **8 am to 8 pm, seven days a week.**

Rest period for all patients is encouraged between 1.30 pm to 3.30 pm daily.

Wi-Fi

Free Wi-Fi is available to all patients. Please speak to the patient services team on admission for the password.



Making a contribution



As a not-for-profit provider of health, education and research, Mater relies on support to help meet the unmet healthcare needs of the community.

You can support Mater through Mater Foundation by giving a donation, buying a lottery ticket, or joining in one of our many community events.

For more information about our fundraising programs, please contact Mater Foundation on **07 3163 8000** or visit **materfoundation.org.au**

Let us know

Voicing a concern or providing positive feedback

We value your feedback about your hospital stay and invite you to provide feedback, suggest a service improvement or voice any concerns. We are committed to continuously improving the care and quality of the service we provide and encourage you to let us know how we can improve our service.

To provide feedback, you are able to speak to the Manager of your care environment, the After Hours Manager on **07 4727 4562**, or you may wish to contact us via email, **feedback@mater.org.au**

Alternatively, you are able to refer your complaints to the Office of the Health Ombudsman on **13 36 46** or **oho.qld.gov.au**. The Office of the Health Ombudsman is available as an independent body to deal with your concerns about the healthcare you have received.

Security

While every effort is made to ensure you have a safe and comfortable stay at Mater we cannot be held responsible for the loss or theft of any personal items. It is recommended that you leave any valuable items including jewellery or large amounts of cash at home.



Account information



Your Mater Private Hospital Townsville account may include:

- Your accommodation fee
- Operating theatre fees
- Prostheses and surgical extras
- Pharmacy costs.

Hospital charges may vary depending on your treatment, length of stay, prostheses provided, accommodation type (e.g. ICU, CCU, Day Unit, etc.), and type of private health insurance you hold.

Hospital charges do not include medical provider costs, such as your specialist doctor, anaesthetist, pathology, some allied health services, discharge medication and some x-ray services.

All known out-of-pocket hospital charges, not covered by private health insurers, are payable to the hospital prior to, or on admission.

For your convenience an account estimate will be discussed with you before or at your admission, indicating potential out-of-pocket expenses for hospital charges. It is important to note this is an estimate only.

Private health insurance

If you have private health insurance please speak to your health fund before your admission to hospital to ensure you understand your level of cover. Important questions to ask include:

- Am I covered for the procedure at Mater Private Hospital Townsville?
- What level of cover do I have?
- Do I have to contribute to the hospital costs (e.g. is there an excess or co-payment payable?)
- Have I served all waiting periods for my health fund?

Department of Veterans' Affairs (DVA)

If you are a DVA Gold Card holder no prior approval is necessary; however, if you are a White Card holder Mater Health will seek approval from DVA prior to your admission to hospital.

Defence Health

If you are covered by the Australian Defence Force's healthcare we will require your defence approval and EP identification number prior to admission.

Self-insured

If you are self-insured, paying the full hospital account yourself, you will need to contact Mater Private Hospital Townsville to obtain an estimate before your admission. Self-insured patients are required to pay for all estimated hospital costs prior to your admission.

To assist us in providing an accurate estimate, you will need to provide as much information as possible about your stay. This would include; the CMBS (procedure) numbers for your proposed theatre procedure/s, prostheses items to be used (such as screws or mesh) and proposed length of stay. Your treating doctor can assist with this information.

Estimates provided are based on the information available at the time and are subject to change. If any aspect of your stay changes due to medical necessity, for example, your doctor performs a different or modified procedure, the doctor uses additional or different prostheses or the length and type of accommodation changes, this will affect the cost.

Mission

We serve together to bring God's mercy to our communities through compassionate, transforming, healing ministries.

Values

We honour and promote the dignity of human life and of all creation.

We act with compassion and integrity.

We strive for excellence.

Mater Private Hospital Townsville



07 4727 4104



07 4727 4449



info-nq@mater.org.au

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