

# Patient Information





# Welcome to St Andrew's War Memorial Hospital

St Andrew's War Memorial Hospital is part of UnitingCare and is a not-for-profit hospital operated by the Uniting Church of Australia, Queensland Synod.

We provide a comprehensive range of services and utilise the latest technology to assist staff and accredited medical practitioners to deliver a high standard of patient care and services.

This handbook provides helpful information to assist you during your stay with us. I strongly recommend that you read it before you arrive or if you are admitted via our Emergency Centre, perhaps read it once you have settled into your room.

As most of our patients are funded by their private health insurance, it is important that you have a good understanding of your level of cover and discuss your upcoming stay at St Andrew's War Memorial Hospital with your health fund.

I trust that the care and service you receive during your stay at St Andrew's War Memorial Hospital meets your physical, emotional and spiritual needs.

**General Manager**

This booklet will provide you with a step-by-step guide to your stay at St Andrew's War Memorial Hospital.

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## Details of your procedure

DOCTOR'S RECEPTIONIST TO COMPLETE

The date you are coming into hospital

The time you need to arrive at the hospital

Time from which you should begin fasting

Item number +/- intended procedure

Make sure you follow your doctor's instructions regarding fasting times for food and fluids (including water) and confirm whether you should take your usual medications.

## Our mission statement

As part of the Uniting Church, the mission of UnitingCare is to improve the health and wellbeing of individuals, families and communities as we:

- + reach out to people in need
- + speak out for fairness and justice
- + care with compassion, innovation & wisdom

## Our mission practices

We demonstrate the worth and dignity of every person

We walk together with First Peoples

We participate in God's healing power to the whole person

We cultivate practices centred on people and relationships

We value reflective action

We are faithful stewards of the resources entrusted to us

We stand up for what is fair and just

## Booking your admission

Booking your admission is an important part of your hospital care. It allows us to confirm your admission, inform you of your financial costs and responsibilities and provides clinical staff with detailed information about your medical history.

**To book your admission online go to  
[www.bookmyadmission.com.au](http://www.bookmyadmission.com.au)**

If you are unable to complete your booking online, one of our Clerical Preadmissions team will be in contact with you closer to your admission date or please call 1800 442 622 between 9am to 5pm Monday to Friday.

### Information you need to register your admission:

- Personal details; Next of kin; Emergency contact details
- Private health insurance membership number, and table or level of cover
- Medicare card number
- Pension card / Health benefits number
- Pharmacy benefits card / Safety net card number
- Credit or debit card details
- Clinical history / medications list

### Where applicable:

- WorkCover / Third party insurer details
- DVA member number (for Veterans)
- Self funding information (if not claiming private cover) - item numbers and length of stay. These will/should be provided by your treating doctor

## How to book online

The first time you use the booking system you will need to create your personal account using a secure password with a minimum of eight characters, two of which must be numerical.

You will receive an email notification to validate your account in order to enter your secure site.

Once you log-in to your webpage, click **“New Booking”**.

Once you enter your personal account you will have access to a detailed document explaining all the features of our hospital booking system.

Complete your booking at your leisure. You can partially complete a form and return at a later date to finalise and submit to the hospital. Your partially completed booking will be saved and available for editing in the **“Incomplete tab”**.

You will receive email notifications from the hospital advising you to log into your secure account for information updates relating to your admission. Documents will be sent to you that require your electronic signature.

Once signed you will be directed to a secure portal where you will be able to store your credit card / debit card details and / or make any out-of-pocket payments prior to admission.

## Fees and charges

### Private Health Insurance

If you have private health insurance please speak to your health fund prior to admission to ensure you understand your level of cover.

Important questions to ask your health fund are:

- + Does my policy cover me for this admission? *(If you have been a member of your health fund for less than 12 months your fund may not accept liability for the costs of your admission).*
- + Do I have an excess or co-payment on my insurance policy? *(If your policy has an excess or co-payment you will be requested to pay the amount prior to your admission).*
- + Does my policy exclude or restrict payment for some treatments, for example cardiac, orthopaedic, intensive care or rehabilitation?
- + Are prosthetic or disposable items used in my intended surgery covered by my insurance?

### Department of Veteran Affairs (DVA) patients

Gold card-holders are covered for all care (shared accommodation only).

White card-holders are covered subject to approval by DVA.

### Work Cover/Third Party Compensable

Total payment of your estimated costs are payable prior to admission unless approval for admission has been confirmed by your insurance company prior to admission.

### Self-insured patients

Please contact Clerical Preadmissions on telephone number 07 3834 4348 prior to your admission for an estimate of fees and charges.

It is important that you understand this is an estimate only, as in the event of unforeseen complications or variations from the proposed treatment, the fees payable may increase.

Total payment (other than any ancillary charges) must be made on or prior to your admission.

### International patients

If you are insured with an overseas company, you will be asked to pay the estimated cost on or prior to your admission and follow up with your insurer will be your responsibility.

Please contact Clerical Preadmissions on 07 3834 4348 prior to your admission for an estimate of fees and charges.

## Costs not included as part of hospital charges

**Doctors' fees:** These are billed separately by your doctor(s). Please discuss these with your doctor before your admission. Depending on the reason for admission, you may receive accounts from one or more of the following:

- + Surgeon
- + Anaesthetist
- + Surgical assistant
- + Other doctors who become involved in your care.

**Pharmacy:** Any medicines not related to your admission and medications prescribed for discharge.

**Pathology services:** For example blood tests/tissue examination.

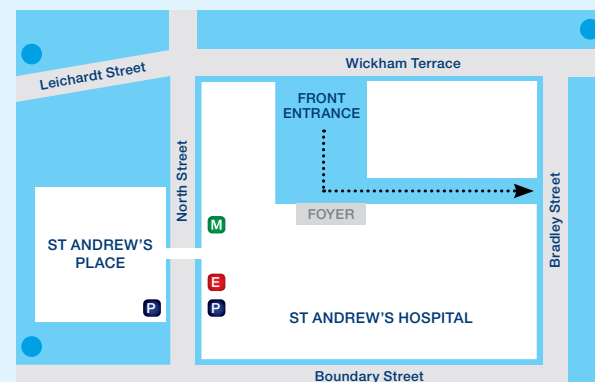
**Diagnostic imaging:** For example x-rays / CT scans.

**St Andrew's Emergency Centre:** If you receive treatment in the St Andrew's Emergency Centre prior to your admission or following your admission, a separate account will be rendered for these services.

**Other:** Extra meals, boarding.

## Making your way to St Andrew's

Detailed information can be found at [www.standrewshospital.com.au](http://www.standrewshospital.com.au)



## Parking and Public transport

### Train and bus

The closest rail station is Roma Street Station. An alternative is to disembark at Central Station and catch the free City Spring Hill Loop 30 bus to the hospital, from Stop 141 on Edward Street.

### Taxis

Two free courtesy phones to taxi companies are positioned at the main entrance to the hospital.

### Car

Please be aware of parking restrictions in the streets around the hospital, paid parking is available at the following locations:

#### Main hospital car park

Entry via North Street. This car park uses licence plate number recognition - you will not receive a paper ticket. You can pay for your parking with cash or card at the pay station on Level 3 (beside the Café) or you can pay on exit by credit card. Please ensure you know your licence plate number.

#### Rates

- 0 - 0.5 hours = \$5
- 0.5 - 1 hours = \$12
- 1 - 1.5 hours = \$17
- 1.5 - 3 hours = \$22
- 3 hours plus = \$27

#### Special Rates

- Daily pass = \$30 7 day pass = \$100
- Secure Car Parking under St Andrew's Place: entry via North Street
- Secure Car Parking in Little Edward Street: entry via Hope Street



## Visiting hours and patient rest periods

**General enquiries:** 07 3834 4444

**General visiting hours:** 8am - 8pm

Exceptions for these are:

**Cardiac Services (level 2):** 10am - 1.30pm and 3pm - 8pm

**Intensive Care Unit (ICU):** 11am - 12.30pm and 3pm - 8pm

Visiting hours are in place to allow a rest period for patients. Please note that specialised wards have additional rest periods:

**Wards 2F, 4E, 4F and 5F:** 1.30pm - 3pm

Some wards also observe protected meal times. During these times we restrict activity in order to encourage nutritional intake. We would ask for limited visitation at these times unless you would like to assist with meals.

**Wards 3F and 4E:** Breakfast: 7am - 8am    Lunch: 12pm - 1pm    Dinner: 5pm - 6pm

## Accommodation services

The following is a list of accommodation options within close proximity to the hospital. As discount rates may be offered, please mention that the purpose of your stay is to visit a patient at St Andrew's War Memorial Hospital.

### **The Park Hotel Brisbane**

551 Wickham Terrace,  
Spring Hill, QLD, 4000

Phone: 07 3058 9333

Email:

reservations\_theparkhotelbrisbane@evt.com

### **Motel of Gregory**

89-95 Gregory Terrace,  
Spring Hill, QLD, 4000

Phone: 07 3026 1201

Email: stay@motelongregory.com.au

### **Pacific Hotel Brisbane**

345 Wickham Terrace,  
Spring Hill, QLD, 4000

Phone: 07 3831 6177

Reservations: 1300 610 366

Email: info@pacifichotelbrisbane.com.au

### **Hotel Grand Chancellor**

23 Leichardt Street,  
Spring Hill, QLD, 4000

Phone: 07 3831 4055

Email: reservations@hgcb Brisbane.com.au

### **The Summit Apartments**

32 Leichardt Street,  
Spring Hill, QLD, 4000

Phone: 07 3839 7000

Email: info@thesummitapartments.com.au

### **The Johnson**

477 Boundary Street,  
Spring Hill, QLD, 4000

Phone: 1300 349 141

Email:

reservations\_johnson@artserieshotels.com.au

### **The Sedgebrook on Leichardt Apartment**

83 Leichardt Street,  
Spring Hill, QLD, 4000

Phone: 07 3831 6338

Mobile: 0416 496 891

### **Oxygen Apartments**

150 - 170 Leichardt Street

Spring Hill, QLD, 4000

Phone: 07 3833 0833

Email: reception@oxygenapartments.com.au

Please call the above telephone numbers for information regarding booking and costs.

If you are travelling to Brisbane from a rural or remote area the concierge-style service **Rural Health Connect** can provide priority access to some of Brisbane's best specialists, co-ordinating appointments and offering advice on travel and accommodation services (special rates available). Please dial 07 3834 4499 or email: concierge@uhealth.com.au

If you have had your travel approved under the **Queensland Government's Patient Travel Subsidy Scheme**, you may be eligible for assistance towards the cost of any outpatient accommodation. Please check with your regional hospital regarding this or for more information contact 13HEALTH or dial 13 43 25 84.

## What to bring to hospital

Make sure you follow your doctor's instructions regarding fasting times for food and fluids (including water) and confirm whether you should take your usual medications.

- Doctor's letters, reports, notes and consent forms.
- A copy of your online hospital admission booking document (printed from [www.bookmyadmission.com.au](http://www.bookmyadmission.com.au))
- All relevant x-rays and scans.
- Certified copy – Power of Attorney or Advance Health Directive (if applicable).
- Credit card for payment of excesses, co-payments or incidentals.
- Loose change should you wish to purchase small items.

### Medications

- An up-to-date list of ALL the current medications you are taking.  
Bring sufficient supplies of your medications in their original, labelled packaging for the entire duration of your stay. If your medications are packed in a dose administration aid, e.g. Webster Pack, please be aware that these cannot be used during your hospital stay as our staff cannot verify the content, age or prescribed dose. If the pharmacy is required to resupply prescriptions or medications this will be at an additional cost to you.
- Remember inhalers, creams, ointments, patches, eye or ear drops, injections and herbal or complementary medicines.
- Bring your medication repeats and any authority scripts.

**Personal belongings** (Please bring your personal belongings in a small secure bag)

- Nightwear, dressing gown, slippers or comfortable flat shoes and a light jacket
- Toiletries
- Physical aids (e.g. spectacles, hearing aids, walking stick)
- Reading materials

**PLEASE NOTE ST ANDREW'S WAR MEMORIAL HOSPITAL DOES NOT TAKE RESPONSIBILITY, NOR IS LIABLE, FOR THE LOSS OR DAMAGE OF MONEY, PERSONAL PROPERTY OR VALUABLES BROUGHT INTO THE HOSPITAL.**

## Room accommodation

While we endeavour to provide the type of room you have requested, we can not guarantee availability as beds are allocated on the morning of your admission based on clinical need. You will be charged for the room that you occupy regardless of your accommodation preference. Workers' Compensation and Department of Veterans' Affairs patients are provided with shared room accommodation.

## On the day of admission

The main entrance of the hospital is located on 457 Wickham Terrace, Spring Hill. Patients can be dropped off and collected from this entrance.

### On the day of your admission:

- + Bathe / shower but do not apply any powders or creams.
- + Do not wear make-up, nail polish, false nails or jewellery (remove all piercings).
- + Do not smoke or drink alcohol for 24 hours before your surgery.
- + Wear comfortable clothes.

### On arrival

Please present to the Main Reception desk in the main foyer of the hospital at the time specified by your doctor.

### The Clerical Admission Process

A staff member will register your attendance and you will be asked to take a seat. Patients are admitted according to their procedure time, not their admission time to the hospital.

On admission we will ask you to confirm the information previously provided and sign the following documentation:

- + Health Fund Claim form
- + Informed Financial Consent
- + Acknowledgment and Disclaimer form.

At this time any applicable excess or co-payment not yet paid will be collected. Payments can be made by Credit Card, EFTPOS (limits apply) or cash at the Admission Desk. It is a requirement of your admission that we collect and store your credit / debit card details.

**Note:** The admission staff are aware of the theatre schedule and timing of other procedures you may need to undergo prior to surgery. We will make every effort to keep your wait to a minimum.

If you are being admitted for an operation or procedure, it is most likely that you will go directly from admissions to the Surgical Admissions Lounge and then to the ward post surgery. For your convenience we have monitors in the waiting area at reception and in the Little Birdee Café so that your relative or friend can track your journey throughout St Andrew's War Memorial Hospital.

### Going to theatre

You will be escorted to the Surgical Admissions Lounge by a volunteer if you are having surgery or a procedure. One support person or carer may accompany you. Your paperwork will be handed to the nursing staff in the Surgical Admissions Lounge by the volunteer. You will once again be asked to take a seat until you are called by the nursing staff who will prepare you for your procedure. You will then be escorted through to the procedural area and the nurse will ask you to confirm your medical history and assist you to change into theatre attire. Your surgeon and anaesthetist may visit you during this period.

### Children undergoing surgery

Please dress your child in two piece pyjamas and bring a soft toy. For bottle fed infants, you will need to bring prepared formula.

For children under 14 years old we ask that one parent accompany their child and be available during the recovery stage.

If another child will be present on the day, please ensure they are accompanied by another adult at all times.

### Speaking to your doctor after surgery

If your relative or carer would like to speak to your surgeon after your surgery, please give their contact details to the staff in the Surgical Admissions Lounge and we will request the surgeon to make contact after surgery.

### Going to the ward

If you are being admitted to a ward, arrangements will be made to escort you to the ward when your accommodation is available.



## Going home the same day

If you are having a Day Procedure, it is important that you comply with the following important requirements:

- + Arrange for a responsible person to collect and stay with you for the first 24 hours following your Day Procedure. If on admission, arrangements have not been put in place; your procedure may have to be cancelled.
- + Do not drive your car or use heavy equipment for the 24 hours following your procedure, as anaesthetic drugs cause drowsiness.
- + Do not sign any legal documents or make important decisions for 24 hours following your procedure.
- + The nursing staff will record the name and number of the person who is collecting you after your surgery / procedure. They will contact the nominated person and tell them the approximate time you will be ready to be collected. There is short term parking available at the front entrance for patient pick-up.
- + Follow the post-procedural instructions given to you and contact your doctor or present to an Emergency Department should you have any post-procedural complications.
- + If you are an Endoscopy patient following your procedure the results of your investigation will be sent to your General Practitioner (GP).

## Going home from the ward

Following an overnight admission, discharge time is usually between 9am and 10am. We ask that you respect this time so that we are able to accommodate other patients awaiting surgery or treatment. Before you leave, you will be provided with information relating to your medications, appointments and discharge instructions as appropriate.

You should plan ahead for your discharge as much as possible. If you believe you will require assistance once you go home, do not hesitate to alert our nursing staff who will arrange for our Complex Care Team to assist you.



## Your rights and responsibilities

The Australian Charter of Healthcare Rights allows patients, consumers, families, carers and services providing healthcare to share an understanding of the rights of people receiving healthcare. This helps everyone to work together towards a safe and high quality health system. A genuine partnership between patients, consumers and providers is important so that everyone achieves the best possible outcomes.

### You have a right to:

- + Access healthcare services and treatment that meets my needs
- + Receive safe and high quality health care that meets national standards
- + Be cared for in an environment that is safe and makes me feel safe
- + Be treated as an individual, and with dignity and respect
- + Have my culture, identity, beliefs, and choices recognised and respected
- + Ask questions and be involved in open and honest communication
- + Make decisions with my healthcare provider, to the extent that I choose and am able to
- + Include the people that I want in planning and decision-making
- + Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- + Receive information about services, waiting times and costs
- + Be given assistance, when I need it, to help me understand and use health information
- + Access my health information
- + Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe
- + Have my personal privacy respected
- + Have information about me and my health kept secure and confidential
- + Provide feedback or make a complaint without it affecting the way that I am treated
- + Have my concerns addressed in a transparent and timely way
- + Share my experience and participate to improve the quality of care and health services.

### Your responsibilities as a patient are:

- + To provide the hospital and your doctor(s) with accurate/complete information about your medical history (physical or psychological) and special needs for discharge from hospital.
- + To clarify and discuss any aspect of your care you do not understand with your healthcare team.
- + To follow your healthcare plan and comply with any instructions for your care and safety.
- + To act in a manner that does not compromise your safety or the safety of others (including other patients, relatives and employees).
- + To consider the rights of other patients, particularly in relation to noise (radios, mobile phones, TV's and visitors) and property within the care area.
- + To respect staff and ensure that your family and visitors act accordingly. The hospital has a zero tolerance policy in respect to harassment, verbal abuse, bullying and aggression and breaches will result in security intervention.
- + To accept financial responsibility for all services rendered (refer Fees and Charges section).



## Privacy policy and collection of personal information

As part of your admission, the hospital collects personal information from you, which is used during your admission and to communicate with your health fund.

St Andrew's War Memorial Hospital complies fully with the Privacy Act 1988 (Cth) OR Privacy Act 2009 (Qld) and all other relevant Commonwealth and State Legislation regarding the collection and use of personal information. On admission, you will be requested to acknowledge and sign that you have read, understood and consented to the collection and use of your personal information. From the form, you will see that you have a choice about how some of your information may be used, so when completing your documentation read the document closely.

In relation to your personal information you have the right to:

- + Withdraw any consent to use the information (Note: This may impact on your medical care);
- + Request to restrict or limit access to specific persons (hospital to be notified);
- + Obtain access to and correct any error in the information;
- + Complain if your information has not been kept confidential or private;
- + Request to access your medical record (a fee may apply).

To access your personal information held by the hospital (including your medical record) please write to:

The General Manager  
St Andrew's War Memorial Hospital  
GPO Box 764  
BRISBANE QLD 4001

## Your safety in hospital

Your safety is our priority. The hospital has a number of programs in place to assist in maintaining your safety during your stay.

Our strategies include:

- + Preventing falls
- + Reducing the risk of developing a blood clot
- + Preventing pressure injury
- + Reducing the risk of infection
- + Confirming correct patient identity prior to any care delivery
- + Medication safety management

Written information is available regarding all of these programs. If you would like further information please ask your nurse.

Should you have any concerns during your stay, please ask to speak to the Clinical Nurse Manager or your doctor.

### “Let us know”

Should you or your family have concerns regarding changes in your condition that you feel have not been addressed, your concerns can be escalated to a senior clinician through the dedicated “Let us know” phone number – 1800 960 388. If you're worried, we're worried.

Written information is available throughout the hospital explaining the “Let us know” process.



## How to provide feedback

We welcome feedback from our patients, their families and carers. If you would like to provide positive feedback, make a suggestion about how we can improve our service or make a complaint about care or other aspects of your hospital experience, we would like to hear from you.

St Andrew's War Memorial Hospital uses Patient Experience Feedback forms, the Special Thanks and Recognition (STAR) Program and Patient Discharge Surveys to enable us to gather patient feedback. If you have an extended stay you may be asked to comment on different aspects of your hospital experience while you are still in hospital. You may receive a visit from a volunteer asking for your confidential feedback just prior to discharge. If you are not contacted and wish to provide feedback please ask the receptionist in your clinical area.

If you have issues about the medical or nursing care while you are in hospital, ask to speak to the Ward Clinical Nurse Manager or After Hours Coordinators (after hours) who will be able to assist you directly or contact the appropriate person.

If you are not happy with the manner in which your feedback was managed or if you wish to make a more formal complaint you can write to either the General Manager, or the Risk and Quality Department.

Address: GPO Box 764, Brisbane QLD 4001

Email: [SAWMH-RiskandQuality@uhealth.com.au](mailto:SAWMH-RiskandQuality@uhealth.com.au)

or contact us by clicking on the Provide Feedback button on the hospital's website: [standreshospital.com.au](http://standreshospital.com.au)

If you made a complaint about your care and considered it not to have been adequately resolved you may contact: The Office of the Health Ombudsman, telephone 13 36 46 or visit [www.oho.qld.gov.au](http://www.oho.qld.gov.au). A complaint specifically about health insurance can be lodged with: The Private Health Insurance Ombudsman, telephone: 1800 640 695 or email [info@phio.org.au](mailto:info@phio.org.au).

## About the hospital and your stay

### Your accommodation

Bed allocations are made on the day of admission. The allocation of private room accommodation is made subject to clinical need and availability.

### Your meals

As part of our commitment to excellence your satisfaction is our goal. The menu is created with the expertise of our Food Services and Nutrition Departments. The food at our Hospital is freshly prepared. The menu choices have also been designed to meet your nutritional requirements.

### Tea and Coffee facilities

Tea and coffee facilities are available on each ward for the comfort of you and your family members. If you are not sure where these are located, please ask one of our friendly staff.

### Call bells

Each bedside has a handset that operates both as a call bell for nursing assistance and a switch for your over bed light. Call bells are also located in the bathroom next to the shower and next to the toilet. Your nurse will advise you how to use the call bell.

### Telephones

All general ward beds have a telephone which you can use to make local calls only.

### Patient enquiries

All telephone enquiries should be directed to the hospital switchboard on 07 3834 4444. If you are an inpatient we recommend that your family and friends do not telephone until mid morning to allow routine patient care activities to be undertaken. We also suggest that you designate a family member to be the central point of call to keep your family and friends informed of your progress.

### Television

Each bed is equipped with a television for patient use. In addition to regular free-to-air programming, some cable channels and digital radio stations are also available.

### Internet access

WiFi is available throughout the hospital. To use the hospital WiFi, log in as UCH\_Guest on your electronic device.



## Mail Delivery / Posting

Mail is distributed to hospital wards Monday to Friday. Mail may be posted in the post box located on Wickham Terrace.

## ATM

There is an ATM available on Level 3 of the hospital opposite the Little Birdee Café.

## Electronic Device Charging Station

An electronic device charging station is located on level 3 opposite the reception desk near the main entrance.

## Pastoral Care services

Chaplains, ministers, priests and lay people are available to visit members of their denominations. Chaplains also regularly visit each ward and are available to support patients and their families. Please ask one of the nursing staff to arrange a visit. There is a chaplain on call at all times for emergency situations. Holy Communion is available on request and Baptisms are available in emergency situations.

## Chapel

The Chapel is located on Level 3 just off the main foyer of the hospital. It is available at all times for reflection, prayer and as a quiet and sacred place. A short devotional service is held each Wednesday in the Chapel at 11am. If you would like to attend the service, please speak with one of the nursing staff. The service is broadcast on the Pastoral Care Television Channel on the television in your room. The channel also plays hymns, relaxation music and scenery throughout the day.

## Praying Hands

As part of our commitment to holistic care and spiritual wellbeing UnitingCare Health offers a Praying Hands programme. Selected members of staff have been trained and accredited and are available to pray with patients on request. The members of the programme wear a green and yellow Praying Hands badge so you can recognise them and ask them to pray for you if you wish. They are available for people of any faith, or none. The Praying Hands staff do this during the busy routine of their normal jobs. They can also refer a chaplain if you feel you would like more in-depth prayer or someone to talk things over with. If you see a staff member wearing the badge please feel free to ask them to pray for you. If you have any queries or comments about this programme please contact the Pastoral Care Manager or ask the Clinical Nurse Manager in your ward.



## Clinical services provided by other parties

### Pathology

Pathology services are supplied by a number of third party service providers who attend the hospital campus (e.g. QML or Sullivan & Nicolaidides). Your doctor determines which provider is used. Charges for pathology services will be billed separately by the individual provider.

### Radiology

St Andrew's Medical Imaging (SAMI) provides inpatient radiology services to hospital patients. Charges for radiology (or imaging) services performed during your hospital admission will be billed separately.

### Retail pharmacy

A privately operated retail pharmacy which also sells a range of toiletries, make-up and other items is located on Level 3 near the Little Birdee Café.

### Pharmacy

Medications for inpatients of St Andrew's War Memorial Hospital are supplied by EPIC Pharmacy located on campus. They will dispense new medications prescribed during your admission and ensure that you are supplied with the required medications on discharge. Charges for medications dispensed during your admission and on discharge that are not covered by your health fund will be charged to your credit card.

## Food outlets

A café is available where family and friends can enjoy a meal or drink while waiting. There are also vending machines containing drinks and snacks located adjacent to Little Birdee on Level 3 and near the blue lifts on Level 1.

### Little Birdee Café

Located on Level 3 near the main entrance

Open: Monday - Friday from 6.30am – 7pm and 8am - 3pm on weekends and public holidays.



## Volunteers

During your time in hospital you may meet some of our valued volunteers who perform a variety of roles to assist patients, visitors and staff. Our patient escort and surgical admission lounge volunteers may assist you following admission. Other volunteers may visit you in your ward to offer time for a friendly chat, to care for your flowers, or to ask you if you wish to provide feedback on your experience here as a patient. There is also a central Helpdesk on Level 3 that operates weekdays from early morning to 3pm to assist with general enquiries.

## Hospital Auxiliary gift shop and trolley

Members of the St Andrew's War Memorial Hospital's Auxiliary have played an important role in the hospital for well over 60 years. The gift shop offers a selection of gifts, toiletries, confectionary and magazines for purchase. The shop is located on Level 3, on the right of the main foyer near the main entrance.

A mobile magazine and sundries trolley is also operated by The Auxiliary throughout the day from Monday to Friday, and Saturday mornings.

## Newspapers

Reading materials including newspapers and magazines can be purchased from the Hospital Auxiliary shop or their trolley throughout the day from Monday to Friday and Saturday mornings. Little Birdee Café offers newspapers for sale daily.

## Health fund support

For holders of White or Gold Cards issued by the Department for Veterans Affairs, a Veterans Affairs Liaison Officer is available to assist with coordination of your care, liaison with the Department of Veterans Affairs and to provide support. To contact DVA please telephone 13 32 54 (local) or 1800 555 254 (regional - free call).

## Smoking

Smoking is prohibited at all Queensland public and private hospitals and health facilities, and for five metres beyond their boundaries. These no-smoking laws apply at all times and include the use of all smoking products, including regular cigarettes and devices commonly known as electronic cigarettes (e-cigarettes).

Due to the smoking laws, nurses will not accompany or assist patients to exit the building to smoke, and patients leaving the hospital grounds to smoke do so at their own risk and/or cost. Patients with concerns about not being able to smoke while in hospital should discuss these concerns with their doctor.

For information regarding tobacco laws call 13 74 68 or to quit call Quitline on 13 78 48.

## Advance Health Care Directive

An advance health directive (AHD) - sometimes called a living will - is a formal way to give instructions about your future healthcare. It comes into effect only if your cognitive health deteriorates and you become unable to make your own decisions. (i.e. lose capacity to make decisions).

Please ensure that if you have an AHD you forward this document to us when you book your admission online at [www.bookmyadmission.com.au](http://www.bookmyadmission.com.au) or that you bring a copy on the day of your admission.

**For more information go to:** [www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/power-of-attorney-and-making-decisions-for-others/advance-health-directive/](http://www.qld.gov.au/law/legal-mediation-and-justice-of-the-peace/power-of-attorney-and-making-decisions-for-others/advance-health-directive/)

## EPOA information

Enduring power of attorney (EPOA) is a legal document that outlines who you would like to manage your affairs.

Please ensure that if you have an EPOA you forward this document to us when you book your admission online at [www.bookmyadmission.com.au](http://www.bookmyadmission.com.au) or that you bring a copy on the day of your admission.



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V.2 DEC 2019



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